



HANDBOOK FOR VOLUNTEERS

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Renewed Hope premises meets all relevant health and safety regulations and our procedures conform to statutory agencies

We carry out risk assessment of all other venues used for our activities

1. Mission Statement and Vision

Renewed Hope exists to provide a safe space for the homeless and vulnerable of East Surrey through various projects including a Drop-In centre in Redhill, Winter Night Shelter and supported accommodation. We want Guests to all our services to feel comfortable, free from judgment creating an environment where they can progress with some of their struggles.

Our Vision

Professional – We ensure all staff and volunteers working in the charity are trained and well-equipped for the task ahead. This includes training in safeguarding and trauma informed care.

Compassionate - We do not judge people or their actions and accept them where they are in their circumstances. We value diversity throughout our organisation. We create a safe space for all by implementing boundaries and prioritising well-being.

Collaborative – We work closely with partner organisations to ensure we are directing people to the best support. Our strength is derived from our volunteers, staff and Guests all working towards a common goal. We build and maintain strong relationships both internally and externally in order to best support those who access our services.

We liaise with other agencies such as Catalyst, Community Debt Advice, i-Access Drug & Alcohol Support, East Surrey Outreach Service (eSOS), Furnistore, YMCA, Salvation Army and Welcare to provide our Guests with support suited to their needs.

Change – We embrace positive change where it will further our cause whilst recognising change can take time for our Guests.

2. The Seven Golden Rules for all Volunteers

All our volunteers must be over the age of 18 due to the cohort of people we support.

There are no specific skills requirements for people sign up to volunteer with Renewed Hope. We aim to promote a non-judgemental service to anyone who engages with any of our projects from whatever their background. and expect our volunteers to support us in upholding this.

As well as our Volunteer Agreement, the following rules is a useful summary for volunteers to help stick to the boundaries essential when helping vulnerable people:

1. Treat Guests with respect
2. Don't give out personal details, including your last name
3. Don't give away personal money or gifts, including clothes, food, toiletries
4. Don't contradict the Supervisor in front of Guests
5. Don't be alone with any Guest/Guests – call on another volunteer to be present
6. Don't search Guests, bags or clothing
7. Don't give advice or make promises you can't keep

3. Dutyman

Dutyman is the database on which we load up our rosters and send most messages to our volunteers. When you registered as a volunteer on the website, your details were added to that database.

Volunteers are able to see their shifts, training dates and any other roles using Dutyman. You will have been sent a unique link to your log-in page when you registered with us.

Signing up to shifts on Dutyman

1. Log in by Clicking on your email link. Make sure you save that somewhere, but we try to include it in emails sent via Dutyman
2. Make sure you view the roster in 'Continuous mode' as that will bring up all the duties loaded
3. On the righthand side of the roster screen are 10 options. Tap the second one down to 'Volunteer for a Duty'. It should now show you all the duties with the empty slots marked 'volunteer required'.

4. When you have found the role and date tap the big blue arrow on the right. It will show you the duty you have chosen and ask you again to tap 4 to volunteer, and again to confirm with OK.
5. Once this is done it should be on the system and you will get confirmation and reminders by email. Please check to see your name in Dutyman. If in doubt please call the office for help.

We don't have the system set up for people to delete themselves off shifts as it could mean shifts are left short and go unnoticed in the office. Please contact us on info@renewedhope.org.uk if you cannot make your shift.

Dutyman Reminders

Please make sure you are set up to receive reminders of your shifts. You can select various settings on the Reminder Tab.

You also sign up to the Calendar, which will show your shifts on you Outlook. Apple Calendar or Google Calendar apps.

4. Drop-In Roles and Duties

Anyone over the age of 18 is welcome to come in to Drop-In. It is a warm and welcoming place for the homeless, vulnerable and isolated to come and chat, have a free meal together and form new friendships. We also offer free snacks and tea & coffee.

The staff are on hand Mon-Fri to refer people to any services they need and also to assist them in tasks such as benefits claims, registering with a GP. Weekend Drop-In sessions and the evenings are volunteer led.

There are four roles for volunteers: Leader, Kitchen Supervisor, Kitchen Assistant and General Assistant. New volunteers should plan to be on site by 10.45am and will be given a brief induction by a member of staff and/or Leader.

Drop-In Leader (Extra training is given for this role)

Leader's role and responsibilities include:

- Managing the Drop-In volunteer team and Guests
- Recording attendance of all Guests and visitors to the chapel (see below)
- Delegating to other volunteers
- Ensuring there are two volunteers in the chapel area at any one time. Be wary of straying into the kitchen and call a member of staff using the internal phone first rather than leave the floor if you need something from upstairs
- Taking charge of any difficult situations that may arise
- Being supportive to volunteers at all times and making new volunteers feel welcomed

- Opening routine
 - Leader arrives at 10.30am for a catch up with a member of staff about anything you might need to know for the day
 - Complete Opening Checklist on tablet
 - 10.45am volunteers arrive
 - Open Drop-In when two volunteers on site and not before
- Alert staff to:
 - New Guests
 - New volunteers
 - Regular Guests in a crisis
 - Medical emergencies
 - Disruptive Guests or volunteers
- Housekeeping
 - Drop-In Leader should familiarise themselves with fire exits, first aid box and Incident and Accident book. The fire emergency assembly point is No. 8 Shrewsbury Road.
- Kitchen
 - The Kitchen Supervisor is responsible for the safe running of the kitchen and food hygiene. The Drop-In Leader should be mindful of them and their team going in and about of the kitchen.
This can not only disrupt the kitchen team, but also mean that the chapel are is left insufficiently staffed.
- Showers
 - Any rough sleepers can make use of the shower. There are towels and toiletries available for them. Guests are not to have showers after 2pm and not at all at weekends and bank holidays
- Washing Machine and Tumble Dryer
 - These are only to be used by volunteers or staff members. Rough sleepers are told to request if they would like washing done. Please follow the usage procedure and speak to a member of staff if in doubt.
 - The washing machine and tumble dryer are not available for guest use at the weekend or bank holidays
 - They must be switched off at the wall and unplugged when not in use.
- Closing routine
 - Ensure Drop-in is left clean and sanitised on every surface and set up for the next day.
 - Complete Closing Checklist on tablet
 - Ensure that Kitchen Supervisor all Food and Hygiene procedures are completed on tablet
 - Debrief with a member of staff

Recording attendance

To ensure our records are accurate, the Leader must take the **full name of everyone** who comes into Drop-In – volunteer, Guest, visitor or agency representative – and log it on the Drop-In attendance sheet.

Guests attending for the first time

People attending Drop-In for the first time often need specific support so it is important an assessment is carried out and their telephone number recorded.

Please make it a priority to let a staff member know that someone new has come in. If a member of staff isn't immediately available, Leaders can start by taking the basic information, or asking the Guest to fill in the first section. There are Guest Assessment Forms in the Leaders' Folder.

If you are assisting, please tell the Drop-In Leader someone new has come in.

On weekends, please try to get at least the full name, whether they are homeless or not and a telephone number.

Kitchen Supervisor (Meals served 12-2pm)

The Kitchen Supervisor is responsible for the running of the kitchen.

They need to take Level 2 Food Hygiene & Safety for Catering. We can pay for this and it can be done online. Please provide us with a copy of your certificate if you are already trained.

The person holding this role is responsible for preparing and cooking a meal on site for up to 15-20 people. You can either use your own ingredients or use items we have donated here. Due to the fact we are a registered 'food business' with the council, all meals need to be cooked on site - please just let us know your plans beforehand.

You will be responsible for listing ingredients of dishes, for allergens or in case of illness, and labelling all food as advised in Food Hygiene standards. Supported by the Kitchen Assistant, you are required to make sure all the surfaces are clean and dishwasher loaded after the session.

Due to Guest numbers varying, it is sometime difficult to estimate food volumes. The rule of thumb is to prepare for 15-18 Guests. If there is enough food available volunteers can have a portion of food, still keeping back enough portions for late comers. If Guest numbers are low and there is still food available staff and 'seconds' can be offered lunch. Our aim is to waste as little food as possible and use up everything cooked that day. Very large quantities uneaten can be frozen, if suitable for freezing (labelled).

Take-aways

We **do not** offer take-aways of cooked meals due to potential food poisoning. Guests are welcome to take snacks, bread and fruit items. On Saturday and weekends, rough sleepers can have a packed lunch. Drop-In leaders will be told who they are ahead of their shift.

Please alert a member of staff if anyone asks for a meal to take away as it may indicate an underlying support need, for example declining health or change in financial circumstances.

Kitchen Assistant

The Kitchen Assistant takes instruction from the Kitchen Supervisor in general kitchen duties, which may include preparing food, serving meals and clearing away dishes. We also like Kitchen Assistants to be trained in Level 2 Food Hygiene & Safety for Catering – see information above under Kitchen Supervisor.

Drop-In Assistants

Your role is based in the chapel area supporting the Leader and ensuring there are two volunteers there at all times. Volunteers are encouraged to join in, or engage others in conversation with Guests and volunteers. For some volunteers this will be within minutes, other people choose to 'get to know' the regular volunteers and Guests before engaging. Making Guests drinks is part of the role and this helps break the ice. It may seem like you are 'just having a cup of tea' with someone, but that time can mean the world to them. You will help with the regular cleaning of dining tables in between Guests eating and checks of the cleanliness of the toilets. Take lead from your Drop-In leader about what is required.

Guidance for weekends

There is very seldom a member of staff on site at the weekend or bank holiday. Instead there is a 'Trustee on Call' to advise of any operational issues that can arise.

When to contact the Trustee on Call

- If the full team does not arrive by opening time, please call the Trustee on Call. It is important there are 2 volunteers in the chapel area at all times.
- If you cannot get into the building.
- If you cannot leave the chapel secure at the end of the day
- If there are been an incident. Deal with the incident first and then report in. Please try and send a written report to info@renewedhope.org.uk as soon as practicably possible after the session.

Health and Safety – Shrewsbury Chapel

Fire procedures

- Fire extinguishers at the front and back of main hall
- Two fire exits - (1) Front door and (2) Side door on toilet side of the building
- Fire alarms by front door and in kitchen
- Fire assembly point outside No. 8 Shrewsbury Road (turn left out of the building).
- If a fire breaks out tackle the fire with fire extinguishers only if you feel confident to do so and only if there is no risk to yourself.
- If the fire cannot be extinguished raise the fire alarm.
- On hearing the alarm, evacuate everyone to assembly point.
- Check showers, toilets and meeting room.
- Dial 999 to inform the Fire Brigade and follow their instructions.
- Staff upstairs will take care of themselves.
- Only re-enter the building when the Fire Brigade says safe to do so.

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Accident Book

Please ensure all incidents and accidents are reported. The Accident Book is kept in the cupboard kitchen. You may prefer type up an incident report and can use a laptop in the office or send an emailed report while the incident is fresh in your mind.

Pets

Pets **may** be allowed into the hall but not into the kitchen. They remain the responsibility of the owner and remain welcome so long as they are well behaved.

The Leader may ask the Guest to leave if their dog is disruptive

5. Winter Night Shelter Roles and Duties

Our emergency Winter Night Shelter runs in the coldest months of the year providing overnight shelter for adults who would otherwise be rough sleeping. They arrive early evening and enjoy socialising and a hot meal with volunteers. More volunteers supervise overnight and then the morning team arrives and prepares breakfast for them.

It is known as a 'communal floating' night shelter. This means everyone sleeps in the same room usually on mattresses on the floor and is held in a different church venue each night of the week. The benefit of having multiple venues is that it enables people to sign up at a venue near to where they live or at a church they attend thereby getting the whole community involved.

SHIFTS

Evening shift

6.45-10pm – welcoming the Guests and serving or cooking a two-course meal for everyone

- Evening Shift Supervisor – an experienced volunteer leading the shift and delegating the tasks to Evening Shift Assistants. A second Shift Supervisor can buddy up to assist or shadow for training.
- Evening Shift Assistants – 3-4 volunteers helping the Evening Shift Supervisor in the socialising area
- Evening Meal Supervisor – Leader in the kitchen
- Evening Meal Assistant – 1 volunteer assisting in the kitchen
- Evening standby – 1 volunteer per shift who can be available at short notice in case someone drops out for any reason

Night Shift

10pm-6.30am – 2 waking volunteers + sleeper

- Night Shift Supervisor (waking role) – an experienced volunteer leading the shift.
- Night Shift Assistant (waking role) – a junior volunteer supporting the shift supervisor in monitoring the Guests overnight
- Sleeper – A volunteer who will be woken up in the rare occurrence of an emergency. This is a role to ensure we have sufficient overnight volunteers

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- Night standby – 1 volunteer per shift who can be available at short notice in case someone drops out for any reason

Morning shift

6am-8.15am – Preparing and serving breakfast and clearing the shelter items away – mattresses, bags, venue box. Night shift can stay to eat and help if they wish

- Morning Shift Supervisor - an experienced volunteer leading the shift and delegating the tasks to Morning Shift Assistants
- Morning Shift Assistant – 2 volunteers (1 volunteer in the sleeping/eating area and 1 volunteer in the kitchen)
- Morning standby – 1 volunteer per shift who can be available at short notice in case someone drops out for any reason

ROLES

The Venue Co-ordinator

This person is a representative from the host church and leads on organising the shelter there. They are very often someone who has been volunteering in the night shelter for a while. They publicise it ahead of time, recruits volunteers and ensures the facilities are ready and safe for the shelter to take place.

They work closely with the staff team throughout the year and are involved in the planning of the project.

They will hand over to the Evening Shift Supervisor when they first arrive at the church and be there when the Morning Shift finish, if not before.

If they are unable to attend for some reason, they are responsible for delegating the task to someone else in their church.

Shift Supervisor – all shifts

The Shift Supervisor is in charge of the volunteers and Guests during the shift and ensures the safe running of their shift. This includes making sure Guests and volunteers abide by all the rules and guidelines of RH. The Shift Supervisor is the main liaison between the Venue Co-ordinator and RH staff and is also the link between the other supervisors either side of their own shift ensuring all relevant information is recorded and passed onto the supervisor of the next shift.

They are also responsible for ensuring that shelter practices remain consistent throughout its duration irrespective of venue

Guidance if volunteers do not turn up

If there are not enough volunteers and the Shift Supervisor feels it is not safe to open, the opening will be delayed.

- Phone the Standby Volunteer and also the Trustee on Call if necessary.
- Evening shift - The Shift Supervisor will inform the Guests waiting
- If overnight or morning volunteers do not turn up, the Shift Supervisor of the preceding shift must stay on site.

- Please call the Trustee on Call if you cannot reach the Standby volunteer.

Under no circumstances should there be fewer than 2 volunteers on site at any time.

Opening Shelter and Reception

Please arrive for evening shifts at the allocated time to allow the Shift Supervisor to brief all volunteers on anything of importance regarding the Guests. Before opening the shelter, the Shift Supervisor will introduce volunteers to one another, discuss anything of relevance and allocate tasks prior to opening; reception, serving tea, serving meals, putting out tables and beds, introducing Guests to the building etc. All Volunteers and Guests are given a name badge that shows their first names only. New volunteers will 'buddy up' with more experienced volunteers. You will be made aware of where Guests can and cannot go and where volunteers can safely leave their belongings.

At least two volunteers (usually including the Shift Supervisor) will be welcoming each Guest to the shelter, one at a time. Guests are given a bag by RH and on arrival they will be asked to find their labelled bag and take out all the items they need for the night. This includes prescription medication they might need for the night. The bag will then be locked away until they leave in the morning. If you suspect that a Guest is trying to 'smuggle' something into the shelter, you can ask them to empty their pockets and bags before they are admitted but you cannot search Guests or bags. If in doubt about anyone, discuss the matter with the Shift Supervisor and call the Trustee on Call if necessary.

Do not worry if the welcome takes a little time because it is an important function. It is at reception that people discover whether this is a place where they feel they are welcome and safe. This is also an important time to consider safety issues for other Guests and volunteers.

Evening Shift Assistant

You will be helping to store the Guests' bags, greeting and befriending the Guests, joining in the evening meal and possibly playing cards or board games. You may also be asked by the Shift Supervisor to do other duties such as helping in the kitchen, clearing tables, serving drinks etc.

Evening Meal Supervisor & Evening Meal Assistants

It is the Evening Meal Supervisor's responsibility to make sure that the food is organised for the evening. If there is a problem with food provision, please phone the RH Project Coordinator on 01737 886997 before the shift, during office hours (9am to 4.30pm). Having a Level 2 Food Safety and Hygiene certification is an advantage, but not essential. Be aware food safety standards must be met in all premises. See section 7: Health and Safety for more information.

Food prepared off site must be heated through thoroughly and temperature checked before serving. Please have a list of ingredients of your meal to hand in case there are any questions about allergens.

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The Evening Meal Assistants assist the Evening Meal Supervisor in the kitchen and take instruction from them.

Night Shift Supervisor (waking role)

The Night Shift Supervisor has overall responsibility of ensuring the shelter is safe overnight. They should be aware of any Guests getting up in the middle of the night and ensuring they stay in the shelter, not take anything into the toilet area and not disturb other Guests.

They are responsible for waking the sleeper if they are needed in the rare event of an incident or emergency.

Night Shift Assistant (waking role)

There will be at least two night volunteers awake all night, including the Supervisor. Full sight of all Guests during the night is essential.

The Sleeper (sleeping role)

You are invited to come with your own sleeping bag and go to sleep until morning being prepared to be awoken on the rare occasions the Night Shift volunteers need your help or support.

Morning Shift Supervisor

The Morning Shift Supervisor has a handover from the Night Shift Supervisor and has overall responsibility of ensuring the shelter is safe overnight.

They should make sure the church is left tidy and clean. Someone from the church, most likely the Venue Co-ordinator will take over from you

Morning Shift Assistant

Once the Guests are awake and have packed their belongings away, breakfast can be served. The hall needs to be returned to its original state including cleaning all mattresses, toilets and rooms. Please encourage the Guests to help with this.

Standby – one on each shift

Volunteer who has agreed to fill shift vacancies at short notice

Driver

The Driver is responsible for taking the Guests' bags and the venue box to the next night's venue. They liaise with the Venue Co-ordinator of the venue and arrange a suitable time to do this that suits both venues.

This person should make sure all items are unloaded and stored securely. Everything must arrive before 6pm ready for volunteers to start on shift. If you arrive at a venue and no one is there, please call the office on 01737 886997 or 07943 685660.

ADMISSION CRITERIA FOR NIGHT SHELTER GUESTS

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1. All Guests will have been interviewed by the RH Staff or a Trustee and asked to sign a Guest Agreement. They are admitted on the basis that they abide by the signed agreement.
2. Guest are given information on location of venues, the opening times, the WNS telephone number (01737 886997) and the details of how to get to the venues.
3. The shelter is opens to Guests between 7.30pm-8.00pm and no one will be admitted into the shelter outside these times unless by prior arrangement with RH Staff. Once admitted the Guests must remain for the night. If they choose to leave they cannot return, and it needs to be reported on the Shift Summary/Guest Summary. The shelter closes at 8am the following morning.
4. Prior to the shelter opening, a daily Referral List will be provided by the RH Staff and accessed on the tablet by the Supervisor. However, the welcoming Shift Supervisor must decide if the Guest(s) meet the admission criteria when they arrive, for example:
 - a. They turn up intoxicated or aggressive
 - b. They turn up late
5. If Guests arrive after 8pm, unless prior arrangements have been made with the RH Staff or Trustee on Call, they will not be allowed in.
6. A bed is only guaranteed for one night at a time. Anyone who manifests aggressive or violent behaviour that makes him or her disruptive or dangerous, may be refused admission or be asked to leave.
7. No drinking of alcohol is allowed on or around the premises.
8. No taking of drugs is allowed. Anybody suspected of bringing unlawful drugs onto the premises will face exclusion and the matter may be reported to the police. Any person found using illegal drugs or whom the staff have a reasonable suspicion is using illegal drugs on the premises may be asked to leave. Any person found dealing in drugs would face exclusion and be reported to the police.
9. Any violence, harassment, sexual or racial abuse, at the discretion of staff or Shift Supervisor, will be reported to the police. No weapons of any description are allowed.
10. There is no smoking or vaping allowed inside the venues. Smoking is limited to the designated outside area. A minimum of two volunteers will be in the smoking area with the Guests at all times when it is in use. THIS IS NOT NEGOTIABLE
11. No pets are allowed in the Shelter

6. Mentor – Hope House

A Mentor's role is one of support, while at the same time encouraging independence in an individual. This person's role is to encourage them to engage with services which can expertly give them the advice and support they need.

They will be working one-to-one with a named Resident working closely with one of the Renewed Hope support worker to prioritise the needs of the individual and support you in

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working with the person. Please ask if this role interests you and you would like to find out more information. It is subject to an Enhanced DBS check.

Person requirements

- Ability to maintaining appropriate boundaries while work one-to-one with a vulnerable person
- Be a good listener and non-judgemental
- Have basic knowledge and appreciation of the challenges experienced by vulnerable adults eg poor mental health, unemployment, inadequate housing
- Experience in a similar role would be useful, but not essential
- Good IT skills

7. Health & Safety

The Kitchen

Guests are not allowed in the kitchen. The principles of Food Hygiene must be upheld by any volunteer working with food.

- Wear an apron.
- Wash your hands **BEFORE** and **AFTER** you touch food.
- Use appropriate chopping board for each food type
- When reheating food, make sure it's safe by using the thermometer provided. The minimum legally accepted temperature for reheating of food is 75°C.
- When in Shrewsbury Chapel, please label any food with today's date and 'use by' date before putting into fridge.
- No leftovers should be left at Night Shelter Venues after a shift
- If any food is required from the freezer, please let a staff member know

More in depth information about Food Safety can be found here

<https://www.food.gov.uk/food-hygiene> . Please ask if you would like to do the Level 2 Food Safety and Hygiene online course.

General Cleanliness

In Shrewsbury Chapel, we have a cleaner during the week however:

- Kitchen, toilet and shower room should be kept clean & disinfected
- Please use appropriate mops – Green for kitchen, Red for shower/toilet

When using other venues, please ensure all areas used are left as you found them.

Dealing with injuries

ALWAYS WEAR GLOVES WHEN DEALING WITH ANY INJURIES, EVEN IF YOU THINK IT UNNECESSARY

Cover cuts, sores or open eczema with a water proof plaster.

Wash your hands before giving assistance if possible, and afterwards.

Use the alcohol hand gel provided in first aid kit.

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There are blue plasters for kitchen volunteers.

First Aid

There is a First Aid kit in the kitchen. We are not required to have a first aider on site, but if there happens to be one here please allow him/her to administer anything that is needed. There is a booklet on basic First Aid with the kit.

Sharps

If sharps are found, do not expose yourself to harm, which can come from hidden 'sharps' (syringes, razors etc.) by putting your hand in bags, bins or sleeping bags. The Shift Supervisor or Drop-In Leader should record the finding of sharps in the Incident Book and inform staff.

Volunteer Illness

If you feel unwell, please do not attend your shift and let us know at the earliest opportunity by calling 01737 886997 or email info@renewedhope.org.uk so that we can enlist the help of others.

Specific guidance for some illnesses:

- Sickness or diarrhoea – please do not come for 48 hours and let us know if it occurred after a shift
- Covid-19 and other respiratory illnesses – testing for Covid is not compulsory, however, please do not take part in activities until you feel better. If you choose to test, please wait to test negative.

8. Behavioural Guidelines for Volunteers & Safeguarding

In this section, we will explore the conduct expected of volunteers to ensure the Night Shelter and Drop-In remain a safe space for both Volunteers and Guests alike. It is important to retain boundaries when dealing with vulnerable people. Remember that everyone has their own story and each one has their own reason for coming to Drop-In or Night Shelter and may not always be obvious what it is.

CONVERSING WITH GUESTS

Our services should be safe spaces and that means many Guests will openly talk about their stories and struggles. It is useful to know that the personal experiences and circumstances of Guests may be radically different to what you are used to. If you are concerned about anything, please share this with the Drop-In Leader, Shift Supervisor or a staff member. Please refrain from giving advice.

Long-term regular Guests come even though times may not be as tough as they once were. However, they can still fall on hard times.

BOUNDARIES

To ensure the smooth running of our projects and the safety of volunteers and Guests, we need to establish a framework of boundaries.

Remember, the Guests may be unfamiliar with firm boundaries or not had to adhere to any in this kind of environment. That means volunteers need to implement these boundaries. For example, if we are too friendly, we may struggle to give a warning to a Guest. Conversely, if we are too authoritarian, we will not gain the trust of our Guests and will not maintain the goodwill needed to calm a challenging situation.

The headings below highlight a few areas in which your boundaries can be tested.

Consistency

Volunteers should strive for a consistent approach to Guests and work as a team in achieving this. Volunteers need to adhere to the guidance of this handbook and to any training received from Renewed Hope, even if you disagree as an individual.

Respect

Everyone engaging the Drop-In or Night Shelter should be treated with respect; to show disrespect can have far reaching consequences. In all our dealings with Guests, it is important that we are aware of our own attitude and language and endeavour not to be abusive, contemptuous, flippant, authoritarian or judgemental.

Expectations

We need to be aware of Guests' expectations and take care not to raise these unless these can be reasonably met.

Contact – in person, phone, social media, email

You are in a position of responsibility and Guests, being vulnerable, can easily form attachments with individuals who show them sympathy or they feel relates well to their situation.

Contact between volunteers and Guests is not allowed under any circumstances for your own safety and for the safety of the Guest.

Giving a Guest a lift, meeting a Guest, chatting at a bus stop or letting them stop you in the street can seem innocent but it can also lead to serious breaches in safeguarding practices.

In such situations, be polite, professional and move on as you would do with your GP, respecting their professional boundary.

Renewed Hope will never give a Guest a volunteer's contact details so if you are contacted by anyone within the Project, please tell a staff member immediately.

Money, goods and services

It is imperative that you do not loan or give money to any Guest, including employment engage them in any work eg cleaning, plumbing. There are NO exceptions to this. If the person needs help with budgeting or finance alert a staff member who can help them arrange to see Community Debt Advice.

Self-disclosure

It is inappropriate to give any person your address or phone number email address or social media presence. A good rule of thumb is *“do not tell anyone anything that you would not be prepared to announce to an unfamiliar group of people”*. If someone persists in asking for your personal information, leave the situation and inform the Leader.

Disclosure of others

Likewise, volunteers should not share any personal information of other volunteers or Guests with anyone inside or outside the Project, including agencies. This includes surname, telephone number, address, email address and any online social media details. This is for the person concerned to share themselves. If you know an agency which could help a Guest, inform a staff member to discuss with the Guest and make a referral if needed.

Gifts

From time to time Guests will want to give gifts to staff or volunteers. Small gifts may be accepted particularly if they can be shared. Any gift deemed to be too expensive or in some other way inappropriate should be gently returned to the Guest. No volunteer should encourage a Guest to give gifts.

Collusion with Guests

You should never encourage Guests to keep secrets from others about things. Also make clear anything they share with you, will be shared with the staff team.

The lifestyle of street homeless and other vulnerable people means that we may suspect that a Guest or Guests have done something that is illegal. This is not automatically the case, however, information coming to your notice should be passed to the Leader and staff. This can be in person or by email.

Collusion with other volunteers

We should not collude or gossip with a colleague in any way that is unethical or unprofessional. You should avoid speaking about Guests with other Volunteers when outside the Project. If you have concerns about other volunteers' conduct in this regard please talk to staff directly at the earliest opportunity.

Physical Contact

Physical contact with Guests, such as a hug or touch on an arm, should be avoided as it may be misconstrued. However, some physical contact is reasonable and inevitable, for instance, a Guest may reach to shake your hand. Be aware of your body language and be careful never to initiate physical contact.

Relationships

As part of our work we will get to know people at meaningful levels and may build affections for certain Guests. However, intimate relationships and contact with Guests outside of the Project are strictly prohibited. As a volunteer you are in a position of responsibility and Guests are classed as vulnerable, so any breach would result in a safeguarding enquiry. It is also in conflict with the Volunteer Agreement. *Your safety and the Guests are of paramount importance.*

Confidentiality

Confidentiality is important in order to build trust with persons using our services. However, it is not about keeping secrets. In your discussions with Guests this should be made clear.

Volunteers should breach confidentiality if they deem it necessary to protect Guests, volunteers or staff. If you learn anything from a Guest that concerns you, please immediately share it with the Leader and or a member of staff.

Guests and volunteers may request access to the information RH holds about them only by contacting staff directly.

Volunteer support

If you have concerns about any of the above please speak in the first instance to the Leader. If you are still unsure, don't hesitate to speak to a staff member in person or via the office on 01737 886997 or email at info@renewedhope.org.uk

If you wish to claim expenses incurred during volunteering at the Drop In, please first get the approval of the Project Co-ordinator, and then submit receipts and how you would like to be reimbursed, to the Administrator.

Guests & volunteers are reminded of their right make a complaint (see page 18).

9. Guidance for specific situations

Renewed Hope aims to ensure a non-threatening environment for the safety and security of Guests, volunteers and staff. The following applies to both Guests and volunteers.

Alcohol and Drugs

No drinking of alcohol or taking drugs is allowed on or in the vicinity of the premises.

Anybody suspected of bringing unlawful drugs onto the premises will face exclusion and the matter may be reported to the police.

Violence towards persons or property

If at any time you feel that you are in a situation you cannot handle or someone is becoming aggressive or intrusive – back off. Although people 'kicking off' seldom happens, never under-estimate the threat and do not respond aggressively yourself. If you are uncomfortable leave the room.

Guidelines for conflict:

- Stay calm
- Avoid being drawn into an argument
- Remember your first duty is to yourself
- Complete an Incident Form with the Drop-in Leader or Shift Supervisor
- Debrief with a member of staff

Automatic exclusion follows any incident of physical violence towards another person or towards property of RH premises. This can apply to the person who intimidates and the person who retaliates.

Anyone who witnesses an act of violence is required to report it to the leader immediately, thus preventing secrecy and collusion.

The police may be called by volunteers or staff if immediate assistance is required, or if there is a risk of subsequent violence in the neighbourhood or to any person at a later time.

The Drop-In Leader or Shift Supervisor should make a record in the Incident Book as stipulated by the briefing in Drop-In. Please ask for support after any incidents from the Drop-In Leader, Shift Supervisor, staff or trustees.

Aggressive behaviour

It is the judgement of Leader as to whether the person should be allowed onto the premises or whether they should be asked to leave.

If allowed to remain they will be reminded of their obligations as Guests and given the opportunity to modify their behaviour.

Harassment

Harassment covers talking and/or acting in a bullying, intimidating, invasive, tormenting or taunting manner. Renewed Hope will not tolerate harassment on any grounds, including race, gender, disability, colour, ethnic and national origin, sexuality or religion, whether volunteer or Guest. Renewed Hope will take action against any person who harasses another. If the harassment continues after a warning then the person can be asked to leave by the Leader and a member of staff told. If their behaviour remains unchanged they risk being excluded from all RH Projects. Any incidences of the above should be reported in the Incident Book along with the action taken.

Theft & emergencies

Any incidents of theft should be reported to the Drop-in Leader, Shift Supervisor and/or staff. For incidents at Drop-In, the chapel has CCTV installed and we will investigate via this and report the theft to the police. This means we are being transparent taking clear action, which helps to prevent Guests losing trust in the Drop-in as a safe place.

Volunteers should call 999 in an emergency for fire, ambulance or police.

10. Renewed Hope Volunteer Agreement

This agreement is renewed every year and volunteers should complete online. Please ask the office for a link if you have not already received it. It is also available on the Drop-In or Night Shelter tablet. Inform the Leader on your first shift if you haven't completed it.

I agree to the following:

- I have read the Volunteer Handbook and understand the importance of its contents
- I will not remain alone with any guests at any time
- I will only volunteer when I am in a fit state to do so and it is my responsibility to notify Renewed Hope should I be unable to carry out a duty due to illness or other reason
- I will not come to a shift under the influence of alcohol or drug, nor bring such items onto the premises
- I will not give out any personal information including contact details to the guests
- I will not arrange to see guests outside of my work with Renewed Hope's projects
- I will not show favouritism or form attachments with guests
- I will not give guests money or other items
- I will not contradict what my Shift Supervisor or Leader does or says in front of the guests
- I will not provide professional advice to guests, unless already agreed by Renewed Hope
- I will not accept any gifts from guests
- I agree I am responsible for my own belongings and valuables brought to the venue and will request them to be locked away if necessary
- I will make myself aware of the duties relating to my particular shift ahead of time

APPENDIX

1. Guidance Notes for Substance Misuse

This information is meant as a starting point and a guide. If you find yourself in any situation that you are not sure how to deal with, withdraw and speak to the Drop-In Leader or a member of staff.

Many of our Guests at our projects do not misuse substances, including alcohol, however some do. Taking any drug, unless prescribed, or drinking alcohol in the Drop-In and Night Shelter is against the rules. Guests should be made aware of this and agree to abide by these rules.

IF YOU SUSPECT A GUEST IS USING ANY ILLEGAL SUBSTANCES WHILST ON THE PREMISES YOU SHOULD INFORM THE DROP-IN LEADER IMMEDIATELY.

Never give black coffee to try to “sober up” a person. It makes drugs work faster.

Alcohol

Alcohol is a depressant drug. It slows down the heart, breathing and reactions. Too much in one go can slow the body down so much that it stops working altogether.

Alcohol also affects judgement and causes people to become uninhibited. This makes them more likely to behave in a way that they wouldn't normally. This can lead to people being overly friendly or, at the other extreme, aggressive.

Alcohol is physically addictive. A person's tolerance to alcohol increases and so more is required to achieve the same effect. It is life threatening for a heavy drinker completely to stop drinking alcohol without medical supervision.

Heroin (all known as brown, smack)

Heroin is a depressant drug. It is the same as diamorphine, the very strong painkiller given in hospitals. It reduces reactions to pain and slows down breathing and heart rate. It gives people a feeling of warmth and a sense of wellbeing. It relieves feelings of anxiety and fear. Heroin bought on the street is often mixed with other things. That is why it is difficult to tell exactly what has been taken. Overdose is a real risk, which can result in coma and death.

Heroin can be smoked on tin foil, swallowed in a bag or injected.

Tolerance to heroin does develop so more is required to have the same effect. Although coming off heroin is unpleasant, it is not usually life threatening. It is difficult to stay off. Medical supervision and detox may involve the use of prescribed Methadone or Subutex. Methadone is a green syrup that is swallowed. Subutex is a white pill that is taken sublingually, absorbed in the roof of the mouth. Selling or sharing methadone or Subutex is illegal.

Cocaine or Crack

Induces a high and makes people very chatty and energised. There is no physical withdrawal from either. The after effect can leave people depressed and withdrawn.

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First Aid for alcohol and/or heroin

Both alcohol and heroin can cause a person to become drowsy and/or lose consciousness. They can also both cause people to vomit.

If someone becomes overly drowsy or unconscious:

- Put them in the recovery position.
- Inform the Leader or staff who can assess if medical assistance is required.
- Call 999 if in doubt.
- Loosen tight clothing.
- Keep warm with a blanket.

2. Guidance Notes on Mental Health Issues

What is mental illness?

Mental health problems can affect us all at some point in our lives. We all have times when we feel stress, depression and emotional distress. Usually these periods are short and we recover without outside help. But sometimes these reactions can become prolonged and unusually intense, which may affect our ability to cope with the demands of everyday life. Our thinking, our perceptions and mood may be affected and we may temporarily lose touch with reality.

Mental illness is not well understood and it may frighten people. All too often it carries a stigma. People who suffer from mental illness are vulnerable and most present no threat to anyone but themselves.

Not all mental health problems fit into these descriptions. It is simply meant as a summary of mental illnesses which may affect our Guests.

CLINICAL or SEVERE DEPRESSION

This involves a constant feeling of despair, with very low self-esteem and the feeling this mood will never lift. The patient finds it hard to care about anything, for example your personal hygiene or physical surroundings. They may, at times, have thoughts that involve harming themselves.

MANIC DEPRESSION or BI-POLAR REACTIVE DISORDER

This involves extreme mood swings from intense elation to severe depression, with periods of ordinary functioning in between. Whilst feeling “high” they may have immense drive and energy but it can accelerate into a more chaotic state, causing disruption in their relationships, in managing your affairs and intense turmoil in their life. When feeling “low”, they suffer the same symptoms as depression.

ANXIETY

Anxiety involves feelings like worry, fear, apprehension or dread. They may find it hard to make simple decisions about daily life. They may have sleepless nights; experience panic attacks or physical sensations of nausea, palpitation and difficulty in breathing.

OBSESSIVE COMPULSIVE DISORDER

This involves an irresistible compulsion to carry out certain actions many times, such as checking that things are in their place, washing hands or counting. The person may feel extremely anxious if the routines of checking, washing and so on are not carried out, or are interrupted. They may feel distressed they are unable to control these compulsions.

SCHIZOPHRENIA

This involves a wide range of experiences and symptoms. The most common are:

Hallucinations, such as hearing voices

Delusions about themselves, others or something controlling them

Paranoia: believing someone is trying to harm them

PHOBIAS

This involves fear of a particular situation or of things such as enclosed spaces, heights, spiders or snakes. This can be so severe that it may lead to panic attacks. The person's life may become ruled by fear and trying to avoid these situations may make it almost impossible to carry on daily life.

EATING DISORDERS

Anorexia involves a person depriving themselves of food, sometimes to the point of starvation. They tend not to recognise how thin they are becoming, concentrating instead on feeling in control of themselves and their body.

Bulimia involves bingeing on large quantities of food and then making themselves vomit or taking laxatives to regain a sense of control.

3. Guidance notes on Dealing with Seizures

Some of our Guests suffer from epilepsy or may have seizures due to alcohol withdrawal. This is the First Aid for a tonic clinic seizure, known typically for its convulsive nature and falling to the ground and shaking.

- Only move them if they're in danger such as near the road. Moving them unnecessarily could cause injury
- Cushion their head
- Loosen any tight clothing around their neck to aid breathing.
- When their convulsions stop, turn them so they're lying on their side – the recovery position.
- Stay with them and talk calmly until they fully recover and can respond well to others around them
- If possible note the time the seizure starts and finishes

Dial 999 and ask for an ambulance if:

If you think it may be their first seizure

The seizure lasts for more than 5 minutes

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The person does not regain consciousness
The person is seriously injured during the seizure

4. Complaint's Procedure for volunteers and Guests.

The following applies to a grievance or complaint arising during the operation of our Projects that and covers the implementation of the above guidelines or a grievance concerning working conditions.

The complaint should first be raised with the Drop-In Leader or Shift Supervisor who should pass the information on to the RH Project Coordinator who will make a record.

The complainant may also make their complaint via email to staff on info@renewedhope.org.uk

If the complaint concerns the conduct of the Drop-In leader or Shift Supervisor, then the complaint should be raised directly with staff.

The RH Project Co-ordinator and Trustees will seek to resolve the matter informally with those concerned. If the matter cannot be resolved informally, then the complainant will be invited to make a formal complaint in line with Renewed Hope's Complaints Policy.

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