



## **Volunteer Handbook**

## Table of Contents

<b>A word from the CEO</b>	<b>3</b>
<b>History, Mission, Values, and Purpose</b>	<b>4</b>
<b>Volunteer Opportunities</b>	<b>5</b>
<b>Programs Overview</b>	<b>7</b>
<b>Volunteer Code of Compliance</b>	<b>8</b>

### **From the CEO**

“Every time I think of you, I give thanks to my God.” Philippians 1:3

The verse above directly shares the sentiment that I feel every time I think of the dedicated volunteers that share their time and talents with the mission of Cherry Street. Grateful does not seem to be a strong enough word. Maybe blessed is a better one. Your faithful work at the mission allows us to provide excellent care to individuals who are experiencing some of the most difficult times of their lives. Poverty comes in many forms: physical, mental, and spiritual. With your efforts working in coordination with the paid staff members here, we can direct people to their next opportunity that gives them access to a transformed life.

Affordable and safe housing, reliable income, and healthy relationships are the goals that lead to community stability for everyone who uses the services here. Thank you for assisting with food service, administrative duties, maintenance, professional guidance and expertise, tutoring, Bible studies, library monitoring, and the many other areas that are filled by volunteers. Literally, Cherry Street Mission Ministries would not be able to offer the plethora of services that we do without YOU!

Grace and peace,

**Ann Ebbert**

**CEO**

### **From the Volunteer Coordinator**

On behalf of Cherry Street Mission Ministries, I am grateful for your desire to serve with us! We could not do what we do without you! Every day of the year, Cherry Street is blessed to have compassionate volunteers who donate their time to continue the legacy of a ministry that began over 75 years ago.

Our staff and volunteers work together to create a positive environment for the individuals we serve. We hope you find volunteering with Cherry Street to be impactful and rewarding.

**Sherry Bruinsma**

**Volunteer Coordinator**

Volunteer@cherrystreetmission.org

### **The Life Revitalization Center**

1501 Monroe Street, Toledo OH 43604

**Main Phone:** 419-214-3007

**Hours:** 7:30am-6:30pm, 7 days a week

[www.cherrystreetmission.org](http://www.cherrystreetmission.org)

**History:** In 1947, Jesse and Bertha Fleck felt God calling them to a greater purpose by providing substance for the body and nourishment for the soul to the men returning from war. In the first year, they served 788 men. One year later, overnight stays were added to the services offered by Cherry Street. From then on, Cherry Street became synonymous for the words “help and hope” within the community. In the mid-1990’s, Cherry Street added The Sparrow’s Nest, a facility which serves women experiencing homelessness, and changed their name to “Cherry Street Mission Ministries” to encompass the broader scope of services offered to guests. In 2013, Cherry Street purchased the Macomber High School building, and moved in 3 years later after major renovations.

**Core Focus:** To eradicate poverty of the body, mind and spirit.

**Vision:** To provide access to every opportunity that an individual may need to move toward a life of health and wholeness.

**Niche:** Through the power of Jesus Christ and the participation of the individual, we provide access to opportunities that connect people to resources to create health and community sustainability in 3 ways: reliable income, safe and affordable housing, and healthy relationships.

**Purpose:** Since its inception, Cherry Street has expanded from providing basic services of food and housing to purposeful and transformational change. Cherry Street continues to collaborate with community partners to offer education, training, job placement, and access to mental health services.

## Volunteer Opportunities

**Serve A Meal:** This is a quick-paced, collaborative opportunity and an excellent chance to form meaningful connections with our guests. Cherry Street serves three meals a day, seven days a week. To ensure smooth operations, we greatly appreciate having four volunteers present during each mealtime.

*Hours: Breakfast 7:45am-9:15am, Lunch 11:45am-1:15pm, and Dinner 4:45pm-6:15pm*

*Location: The Life Revitalization Center Mac Street Café*

**Prepare Meals:** Behind each meal we serve are the hands that prepare them. The kitchen offers a unique opportunity for volunteers who wish to make a vital contribution from a 'behind the scenes' perspective.

*Hours: Mornings 10:00am-1:00pm and Afternoons 1:00-4:00pm*

*Location: The Life Revitalization Center Mac Street Cafe*

**Library Support:** You will create a welcoming atmosphere for guests, aid with computer skills, and shelve books in a quiet, guest-facing environment. The Appold Learning Center is open to guests Monday through Friday.

*Hours: Mornings 9:00am-12:00pm and Afternoons 1:00pm-4:00pm*

*Location: The Life Revitalization Center, Floor 2*

**Employment Support:** The Skills Lab provides a supportive environment for guests to enhance their reading, math, and computer skills while also focusing on career development, including resume building and job search strategies. As a volunteer, you will experience the direct impact of your efforts when you witness the "lightbulb" moments with guests and share in their excitement when they secure employment opportunities.

*Hours: Monday – Friday 1:00pm-3:00pm*

*Location: The Life Revitalization Center, Room 114*

**Musician:** Enrich the atmosphere for guests by sharing your talent in playing acoustic instruments.

*Hours: Musicians are encouraged to play during mealtimes*

*Location: The Life Revitalization Center*

*\*Please contact the Volunteer Coordinator if interested.*

**Minibus Driver AM and PM:** Play a role in the safety of the guests on their commute to CSMM facilities. This opportunity is fulfilled by long-term volunteers who are on a driving schedule with staff, have received opportunity-specific training, and are accepted onto CSMM auto insurance.

*Hours: Daily. Morning shift 7:00am-9:00am and Evening shift 5:30pm-7:30pm*

*Location: The transportation loop begins and ends at The Life Revitalization Center with stops at other Cherry Street facilities.*

**Operational Assistance:** Warmly welcome donors when they drop off donations and assist in tracking, weighing, and organizing donated items. Alternatively, lend a helping hand to our Operations Team by engaging in various day-to-day activities, including cleaning, lawn care, or setting up and tearing down for special events.

**Hours:** Monday-Friday 9:00am-12:00pm or 12:00pm-3:00pm

**Location:** The Life Revitalization Center

### **Programs Overview**

Cherry Street's 'Continuum of Care' model supports community sustainability by finding solutions for affordable housing, viable income, and healthy relationships that extend outside the walls of Cherry Street.

**Emergency Services:** Clothing, food, and shelter for anyone in need.

**Housing Stability:** Upon graduating from CSMM Ready For Life program, a staff member remains connected with guest for one year to assist with reintegrating guest from shelter to society.

**High Acuity Program:** An expedited transition to a more appropriate level of care for those experiencing challenging medical conditions with significant and unpredictable needs.

**Mental Health Providers:** Multiple on-site behavioral health providers to increase access and reduce barriers for guests.

**Ready For Life:** After 14 days, guests are assigned a Community Resource Navigator to develop and begin working on a plan and connecting to community resources.

**Transitional Housing:** Cherry Street's Caleb House serves as a halfway step between shelter living and self-sustainability within the community.

**Workforce Development:** Training and support in Manufacturing, Tool & Die, Welding, Office Specialist, Auto Tech, Building Trades, Culinary Arts, and Pre-GED to encourage and inspire a rewarding, in-demand career.

## About the Handbook

This handbook is to help you understand volunteer policies, procedures, and opportunities within Cherry Street Mission Ministries. All Cherry Street staff members are responsible for administering policies described within this handbook and can provide you with further information, if needed. Please contact the volunteer department with any comments, concerns, or questions regarding volunteerism.

## Volunteer Program Information

**Application:** All volunteers must complete orientation by reviewing the handbook with Volunteer Coordinator or Team Lead and sign a liability waiver through CERVIS prior to serving in the ministry.

**Age:** Safety for our volunteers is a priority at Cherry Street; therefore, we cannot accept volunteers under the age of 16. Volunteers aged 16 and 17 must be accompanied by a parent or legal guardian who must also attend volunteer orientation. Because it can be difficult to supervise more than two minors at one time, it is essential that volunteers stay within the specified 2:1 ratio.

**Accidents and Injuries:** Any accident or injury that occurs on Cherry Street property should be reported to a staff member immediately.

**Attendance:** Volunteers are valued members of our team and play an important role in the success of the ministry. Please do not make a commitment that you may be unable to fulfill. If you need to cancel or adjust your serving time, please unregister on CERVIS or contact the Volunteer Coordinator when you know you will be tardy or absent. For weekend schedule changes, please notify Reception at 1.419.214.3007 directly.

Please note: Repeated attendance issues, such as frequent cancellations or tardiness, will be addressed.

**Attire:** Dress modestly and appropriately. Close-toed shoes are required for all volunteers. Clothing such as “short” shorts or exposed midriff are prohibited. All kitchen volunteers must wear hairnets or baseball caps, beard guards (if applicable,) and disposable gloves.

**Attitude:** Our goal is to have volunteers who are energetic, passionate, reliable, and happy to serve our guests with a smile.

**Behavior:** As a volunteer, remember that you are a representative of a longstanding, Christian-based ministry. It is expected that each volunteer act in a manner that safeguards the reputation and integrity of Cherry Street Mission Ministries and strengthens public confidence and support of Cherry Street.

**Boundaries:** The safety of each guest, staff member, and volunteer is important; therefore, it is vital that all volunteers adhere to boundaries established by CSMM.

### **Do not:**

- Accept any form of harassment/violence from guests.
- Become emotionally over-involved with guests.
- Give your address, phone number, social media handles or other personal information to guests.

- Get involved in any sort of intimate relationship with a guest.
- Purchase gifts or give money to guests.
- Provide transportation for guests in personal vehicles.
- Visit guests place of residence or invite them to your home.

**CERVIS:** All volunteers must create a profile on CERVIS, Cherry Street's volunteer software program, prior to first serving. Emergency contact information, liability waivers, volunteer opportunities, and much more can be found on CERVIS.

**Court-ordered community service:** Cherry Street is a redemptive ministry; therefore, we welcome court-ordered community service volunteers. Cherry Street serves a vulnerable community, and we protect and honor the safety of each guest. Only volunteers with non-violent infractions will be accepted to complete community service hours. All community service volunteers must complete orientation and interview process for approval prior to registering in CERVIS and serving.

**Disciplinary action:** CSMM volunteers are expected to adhere to all policies and procedures outlined in this document. If rules are broken, you may be asked to refrain from volunteering at CSMM indefinitely.

**Familiar faces:** It is not uncommon to come across familiar faces from past chapters of your life. When encountering someone you know, we kindly request that you approach these acquaintances with sensitivity, refraining from asking intrusive questions like, 'Why are you here?' or 'Where is your family?'.

**Fire and emergencies:** In case of fire, all persons on property are expected to exit the building immediately and report to the main parking lot.

**Former guests:** If you have previously experienced homelessness and feel compelled to give back, we welcome you. However, we kindly request only individuals who have transitioned out of homelessness and have been in stable housing for a minimum of 1 year before becoming a volunteer.

**Group Volunteering:** We encourage groups of friends, family, organizations, and churches to get involved together. Whether it is a one-time experience or a monthly recurring event, serving alongside your peers is a great way to volunteer.

**Inclement Weather:** Cherry Street is deemed an 'Essential Service' by Lucas County; therefore, our ministry remains open regardless of weather. If you are a scheduled volunteer but are uncomfortable driving in inclement conditions, please contact the Volunteer Coordinator. In the case of snow levels, please note:

Level 1: Please use caution while on the roads.

Levels 2 & 3: Please stay home. Staff will act as substitutes for volunteers.

**Intoxicants and weapons:** Cherry Street has a zero-tolerance policy. To ensure the safety of all guests, staff, and volunteers please refrain from intoxicants before and during your volunteering experience. If you are suspected to be under the influence or to be carrying a weapon, you will be asked to leave CSMM property immediately. A meeting with the Volunteer Coordinator will be scheduled before registering for additional volunteer opportunities.

**Location:** All volunteers will be expected to serve within one of the three Cherry Street properties; The Life Revitalization Center, the Men's House, or The Sparrow's Nest. On occasion, volunteers may participate in extracurricular events which will be discussed on a case-by-case basis.



**Tracking hours:** Please ensure you are registered for volunteer shifts and events by signing in when you arrive. The sign-in kiosk (iPad) is found at the reception desk at the main entrance of The Life Revitalization Center. If you are fulfilling community hours and need documentation you must sign in AND out on the kiosk.

**Personal belongings:** Please leave all personal belongings at home or locked in your vehicle. Cherry Street cannot guarantee the safety of your belongings. CSMM is not responsible for the damage, loss, or theft of individual property.

**Phone Usage:** We want your time spent here to be helpful and impactful. Please keep cellphone usage to a minimum.

**Proselytizing:** Cherry Street identifies as a Christian ministry, but recognizes that guests, staff, and volunteers hold a variety of differing views regarding political, social, religious, and personal beliefs. Volunteers must be respectful of the views and opinions held by others with whom they come into contact.

**Safety:** Ensuring the safety of all guests, staff, and volunteers requires commitment and cooperation from everyone. If you feel you are unable to safely perform a task, please contact a staff member or the Volunteer Coordinator. A signed liability waiver is needed prior to the first time serving.

- Always report unsafe conditions
- Keep a clean workstation
- Wear protective equipment
- Do not skip steps
- Maintain proper posture
- No roughhousing

**Social Media:** Please use judgement when sharing Cherry Street experiences on social media. **If posting photos, please be mindful to never include guest faces.** Being a guest at Cherry Street can be a vulnerable situation and we want to be respectful of guests and their privacy. All comments should be clearly identified as personal thought and not those of CSMM.

**Tobacco Use:** Volunteers are encouraged not to use tobacco products while on CSMM properties.

**Violence or Harassment:** Behavior that is intimidating, threatening, or violent **will not be tolerated.** Volunteers violating this standard will be subject to disciplinary action. Any concerns or complaints should be immediately reported to The Volunteer Department.

**Volunteer communications:** A weekly email is sent to all volunteers each Thursday that outlines available opportunities for the upcoming week. You may also view opportunities CERVIS software that offer opportunity availability in real time.





