

Lisieux Community Volunteer Guidelines

General Guidelines

- Please put all personal belongings away prior to starting your volunteer activity. You may leave them in your vehicle, leave them at home, or lock them up in one of the offices. Lisieux Community is not responsible for any lost or stolen items.
- Do not give a client money at any time, or for any reason.
- Do not purchase items for a client. If a woman has a specific need outside of what Lisieux generally offers, please pass this request on to a staff member.
- Do not provide a client with transportation.
- Respect boundaries. Do not try to talk a client into anything – “no” means no, even if it is to a tasty meal or dessert.

Serving the Clients on a Monday

Many of the volunteer opportunities on a Monday require direct interaction with the clients. Prior to participating on a Monday, we ask that volunteers complete a volunteer application, volunteer interview, and several various “behind the scenes” volunteer opportunities. We ask that a Monday volunteer attend at least one monthly volunteer meeting prior to their first Monday commitment.

While not required, we do ask that Monday volunteers complete a four-part trauma-informed care training, offered for free by the Homeless & Housing Resource Center. These trainings are offered online and may be completed at your convenience.

Monday services are done in community. All women are offered the opportunity to take a shower, have a meal, have their laundry washed and dried, and participate in art projects. Due to the complexity of each client’s situation, it may be difficult to address an individual client’s needs on a Monday. If a client requests additional services that are not offered on a Monday, please direct her to a staff member to make an appointment.

Clients are offered many things to help them through their week: clothing, shoes, bags, toiletries, feminine hygiene products, condoms, etc. We do our best to accommodate all wishes, however, are only able to offer what we have onsite at that time. If we are out of a particular item, ask her to ask again the following Monday – donations come in throughout the week and fuel what we are able to offer each woman.

If a client has registered at the front desk with their needs for the week and asks for something additional after registration, please ask them to add this to their request the following Monday. If that answer is unacceptable, please direct them to the front desk. Exceptions may include first aid items, medication, and pepper spray.

Clients are offered a family-style meal during their visit on a Monday. We assess the amount of remaining food at 2:00 p.m. to decide if a second portion may be on offer. Due to previous experience, we cannot accommodate packing up the meal that the clients are served at the table. We are unable to provide takeout or take-home meals in an effort to make sure every woman is served a meal, even if she walks in right before closing. No food goes to waste as it will be offered during street outreach on Thursday night, or during one-on-one appointments throughout the week.

If you are in a room that holds backstock of products, please do not leave your post. We keep a lot of products onsite and do not want to offer an opportunity for temptation. If you need to leave your post, please ask a staff member for backup.

Women are asked to lock up their belongings on a Monday during their visit. Please do not touch a client’s belongings, simply point her to a locker or ask a staff member to assist them. Please do not touch a woman’s cell

phone, or offer to charge their phone. If they provide their own charging cable, clients may charge their own phones, but do so at their own risk.

Men are not allowed on the property on a Monday. If you see a man directly on the property, or see someone suspicious in a car or on the street surrounding the drop-in center, notify a staff member immediately.

We ask that all staff and volunteers stay onsite and do not leave the immediate property during drop-in center hours. If a client needs assistance carrying items to a vehicle, we ask them to pull the vehicle into the circle drive and we will help load in front of the building.

Above all, if you witness suspicious behavior, use of drugs and/or alcohol on the premises, find drug paraphernalia, suspect abuse, or encounter any difficulty with any client, please consult with staff immediately.

We serve the clients as a community and not as one person acting alone. Do not take it upon yourself to handle any particular situation. Staff is onsite to help.

Thursday Night Street Outreach

If you participate in providing street outreach on Thursday night, the van will make stops along the way to provide women with what they need. Please do not get out of the van except for at the drop-in center.

Confidentiality

Trust is crucial in the work we do at Lisieux Community; without it, we are unable to fully provide the women all of the services they need. Please do not ask the clients personal questions. Examples include: "Where do you live?" "What is your story?" "Do you have family?" Keep conversations very general. They may share their personal information with you, and that is okay, but let it be their choice.

We ask that what you see and hear here, stays here. This includes being mindful of having open discussions with other volunteers about a specific client's situation. Please do not share their stories onsite with others; if you are concerned, or happen upon any information that you feel needs to be shared, please pull a staff member aside for a private conversation.

Please do not take photographs that identify the clients in any way. If you share photography on social media, or otherwise, please make sure that the photos only contain images of staff and volunteers (with their approval).

Please note that these guidelines are subject to change.

Lisieux Community's mission is to provide support and education for women who have survived trauma, addiction, prostitution, and life on the streets. By signing below, I acknowledge these guidelines and will, to the best of my ability, adhere to what is outlined above.

Print Name: _____

Sign Name: _____

Date: _____