



Mobile-Drop-In-Center

Volunteer Manual

Mission: We exist to serve and advocate for our neighbors experiencing homelessness by connecting them to services while offering Christlike love and friendship.

www.sonadvocates.org

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Who We Are

Serving Our Neighbors began in 2020 as an effort to serve individuals suffering from homelessness in the western half of Prince William County, Virginia. Recognizing that this population was underserved, a group of concerned individuals formed a group working with other west end advocates. Accordingly, we formed Serving Our Neighbors as a non-stock, not for profit Virginia corporation and have IRS 501c3 non-profit status. In forming our charity to help our neighbors experiencing homelessness, another non-profit; Virginia Airborne Search & Rescue Squad donated a 40-foot Mobile Command Center to us to be used as the Mobile Drop-In Center. Complete with a generator, heat, air conditioning, office space and computer system with hotspot connectivity, it allows us to offer necessary services to our neighbors for free. We are working closely with Prince William County Homeless Services and other community-based partners to bring more services to our neighbors. In coordination with other community partners, we will also be able to offer food, clothing essentials, toiletries, COVID related supplies and other items.

We respectfully refer to the individuals we serve as our “neighbors” because that is exactly who they are. In Luke 10, it was established that the most important commandments are to love God and love our Neighbor, we seek to imitate the example that Jesus Christ set for us. **We exist to serve and advocate for our neighbors experiencing homelessness by connecting them to services while offering Christlike love and friendship.** The reality is that while we set out to serve our neighbors, we had enough experience with our neighbors to know that we would be sacrificially served by them as well and radically transformed in the process. We are excited that you are seeking to join us on this wonderful and unforgettable journey of serving and being served by our neighbors.

*“Speak up for those who cannot speak for themselves;
ensure justice for those being crushed.
Yes, speak up for the poor and the helpless,
and see that they get justice.”*

Proverbs 31:8&9

About This Manual

This Serving Our Neighbors Mobile Drop-In-Center Volunteer Manual is designed to assist our volunteers by providing some basic information about the day-to-day procedures and operations during the open hours of the center.

We are working in partnership with other community based nonprofit organizations as well as the Prince William County Department of Social Services Homeless Services Division. We are also grateful to the many individuals of the West Advocates Sub-Committee who have contributed their comments and feedback.

Organizational Responsibilities

Serving Our Neighbors operates under a Board of Directors who make decisions collectively. The Board works together to overcome challenges in a solution focused manner. The Board members are:

- Kevin Rychlik, President
- Ann Rychlik, Vice President
- Teresa Belcher, Secretary
- Bill Belcher, Treasurer
- Evan Reyle, Chair of Operations

The Board members also participate in multidisciplinary meetings such as the Prince William County Continuum of Care (CoC), the CoC Service Continuum Committee, and the Western Advocates Committee which include the Prince William County Department of Social Services Homeless Services Division as well as numerous community-based agencies.

Individual Rights and Responsibilities

- Everyone deserves respect and safety regardless of age, cultural or ethnic background, ability, immigration status, marital status, race, religion, sexual orientation, gender identity or socio-economic status.
- All neighbors have the autonomy to determine their own lifestyle and needs. They have the right to accurate information when making decisions, and they have the right to make these determinations without judgement.
- Neighbors may choose what information they want to provide to the Mobile Drop-In Center. Neighbors will not be denied access to assistance if they choose to not provide certain identifying information.

Confidentiality & Privacy

Serving Our Neighbors understands the importance for privacy. Due to the Mobile Drop-In Center outreach being provided in small spaces, volunteers will strive to provide privacy in discussions that are sensitive in nature while also maintaining safety measures to allow all volunteers to be within a visual distance of another volunteer. Volunteers should ask neighbors if they are in a comfortable setting before discussing a private matter. Volunteers will not share information with other neighbors regarding conversations or services requested. In addition, volunteers should understand that they are required to inform the lead volunteer in the event of an individual who threatens to harm him/herself or someone else. Volunteers will be asked to review and sign a confidentiality statement. (See Appendix A)

NOTE: If the volunteers become aware of a child/youth (under the age of 18) experiencing homelessness, the Mobile Drop-In Center will seek assistance from Prince William County to seek resources to prevent continued homelessness.

If Prince William Child Protective Services needs to be contacted during business hours, please call 703-792-4200 Monday-Friday 8:00 a.m. to 4 p.m. If it is after business hours 4 p.m. to 8 a.m. and on the weekends, please call the Police non-emergency number at 703-792-6500. The Virginia State Child Protective Services Hotline can be reached at 1-800-552-7096.

If Prince William Adult Protective Services needs to be contacted please call 703-792-4200 during business hours. If it is after business hours contact the VA Adult Protective Services Hotline at 1-888-832-3858.

STANDARD OPERATIONS

Shift Schedule

- Our Mobile Drop-in Center will begin operations with one day a week and increase as we have the capacity.
- At any given time, there should be no less than four volunteers present during the operation of the Mobile Drop-In Center. This allows there to be dual coverage inside the unit as well as outside the unit at any given time. Should a volunteer need to leave the Mobile Drop-In Center for any reason, they should speak with the other volunteers so adjustments can be made in the coverage to ensure no one is alone with a neighbor. Both male and female volunteers will be scheduled at each shift.
- Volunteers will rotate inside and outside duties during the shift.
- We begin and end each shift with a group prayer.

- Volunteers will greet neighbors at the check-in table. Check in procedures with each neighbor includes getting their name and information, reviewing the Mobile Drop-In Center visitor expectations, taking temperature, asking the COVID-19 questions, and providing a new mask for them to put on at check-in.
- During the shift, individuals are able to rest in the chairs, our goal is to serve our neighbors in any reasonable and healthy way that we can, this is a place where we want them to feel like they belong. Social distancing is an expectation while visiting the center.

Covid-19

Homeless services during the community spread of COVID-19 is critical and precautions will be taken at the Mobile Drop-In Center to educate our neighbors and prevent the spread of the virus.

- All volunteers and neighbors will always be required to wear a mask over their nose and mouth. A new mask will be provided to each neighbor upon checking in at the center to wear during their visit. All volunteers will wear a mask and not a bandana or a gator, per CDC recommended Guidelines www.cdc.gov
- All trash is to be deposited in the trash receptacles outside the center.
- The center will be thoroughly cleaned and disinfected at the beginning and end of every shift.
- Frequently touched surfaces will be cleaned and disinfected between use.
- Neighbors and volunteers will be expected to utilize sanitizer while outside the unit as well upon arrival.
- Volunteers serving neighbors should take all precautions to utilize the Plastic partition while working with a neighbor in the drop-in center to protect the volunteer and the neighbor.
- Temperature checks and COVID-19 questionnaire will be done with each volunteer and neighbor at the check in table. If a neighbor/volunteer has a temperature of 100.4 or above, has any signs of illness or answers yes to screening questions, services cannot be offered at that time and will be referred for medical services.

Services Offered

Advocacy- It is the goal of Serving Our Neighbors to increase the accessibility of services to those experiencing homelessness through knowledge and understanding of available resources and options. The volunteers will strive to assist our neighbors in making those resource connections.

Coordinated Entry Services (CES) Referrals- As mentioned above, it is the goal of Serving Our Neighbors to be able to connect each neighbor with services that may help to support them in various ways. Prince William County CES hours are Monday – Friday 8:30-5:30. It provides one centralized intake number (703-792-3366) to use to screen for eligibility for specific housing options that include Prevention, Housing Location, Rapid Rehousing, Permanent Supportive Housing, and Emergency Shelter. By performing an intake and assessment it should pave the way for streamlined access to homeless assistance and finding the right match. The volunteers will facilitate connections with the neighbor present at the Mobile Drop-In Center.

COVID-19 Information and Basic Supplies- Information and education regarding COVID-19 will be provided. The Mobile Drop-In Center will have supplies on hand for neighbors to help prevent the spread of the virus. Supplies will include hand sanitizer, disposable gloves, masks for distribution to neighbors.

Food- Serving Our Neighbors partners with other organizations to allow food items to be offered at the Mobile Drop-In Center. We strive to have a boxed/bagged meal when the center is operating but will consistently offer some basic snack items to include water.

Clothing- Serving Our Neighbors will offer essential clothing items due to space and storage within the center. If a neighbor has a specific need for a clothing item, the volunteers may work to fulfill that request through partnerships with other organizations and may provide the item at a later date.

Computer Services- The Mobile Drop-In Center will provide a computer, with internet capabilities, to assist neighbors in applying for various services online such as applications for Medicaid/SNAP, employment applications, Veteran services, and meetings with case managers.

Connection to Resources- The volunteers at the center will be encouraging neighbors to coordinate with county and community services to explore their eligibility for shelter services, housing programs and any possible resources that may help their financial stability. The center will serve as a hub for making those connections.

Fellowship-SON Volunteers understand the importance of fellowship and individuality. Fellowship is a feeling of friendship that people have when they are talking or doing something together and sharing their experiences. It fosters a sense of community and allows everyone to understand their importance as part of our community. Volunteers and neighbors, both, will benefit from fellowship at the Mobile Drop-In Center.

Christian Focused/Spiritual Connections-

Serving Our Neighbors is a Christian-focused organization. Volunteers are encouraged to pray with individuals and/or engage in spiritual discussions should a neighbor request it.

VOLUNTEERING WITH SERVING OUR NEIGHBORS

The Impact of Volunteerism

- Volunteers strengthen our community.
- Volunteers' dedication and reliability instills quality in our outreach.
- Volunteers' gifts of time teach others the importance of giving back to our community.

The Benefits of Volunteering

- As a volunteer, you will help us to provide support for those experiencing homelessness and to remind them they are an important part of our community.
- Volunteering creates stronger bonds and creates friendships. You have the opportunity to join a community of passionate people who enjoy helping others. You may develop lifelong friendships.
- Volunteering saves lives, both the lives of the people you help and yours. When you invest the time and energy to volunteer, you are investing in yourself as much as in the cause you support.

What is a Volunteer Advocate?

- Volunteer Advocates are trained to walk alongside individuals who are struggling to have safe and stable housing.
- Volunteer advocates are the individuals who seek to assist any neighbors that come to visit us. They seek to engage, encourage, and empower the individuals we serve. Our prayer is that these individuals will begin to thrive rather than just survive through our efforts and God's grace.
- Volunteers are NOT social workers or case managers but can refer neighbors to those appropriate professionals to provide those services.
- **Lead Volunteer Advocates** are the individual(s) who are in charge during a particular shift at the Mobile Drop-In Center. These are volunteers who have additional experience working with individuals struggling with homelessness. Volunteer advocates are encouraged to learn from the lead volunteer and ask questions concerning best practices. In addition, lead volunteer advocates should

be the first individuals notified in the event of an emergency. The Serving Our Neighbors Board of Directors will determine the eligibility to act in this role.

Volunteer Responsibilities

- Volunteers must know the address and location of the Mobile Drop-In Center in case of emergency. It is located at the *Manassas Presbyterian Church (MPC) at 8201 Ashton Avenue Manassas, Virginia 20109*
- Volunteers are expected to follow the check-in procedures. Check-in procedures with each neighbor includes getting their name and information, reviewing the Mobile Drop-In Center visitor expectations, taking their temperature, asking the COVID-19 questions and providing a new mask for them to put on at check-in.
- Volunteers should be aware of the Serving Our Neighbors Mission and act to create the culture where that mission will thrive. All volunteers should conduct themselves in a mature, professional manner.
 - *Mission: We exist to serve and advocate for our neighbors experiencing homelessness by connecting them to services while offering Christlike love and friendship.*
- We expect all volunteers to read the policies and procedures contained in this manual and agree to follow them by signing the acknowledgement form (Appendix C).
- Volunteers will be respectful of the confidentiality and sensitivity of neighbors' needs and will be asked to sign a confidentiality agreement to preserve our neighbor's personal information. If a neighbor seeks to confide in a volunteer, that volunteer should remind the individual that some information they must share with the lead advocate including inappropriate behavior, disregard for mobile drop-in center rules, abuse to a child or vulnerable adult, a threat to harm oneself or someone else.
- Volunteers will utilize signup genius to register for shifts. The link will be on the website www.sonadvocates.org
- Be dependable. If you are unable to work the shift in which you are scheduled, please let the lead advocate know as soon as possible to ensure an adequate coverage replacement.
- Volunteers will sign in and sign out with the lead advocate on site when arriving for their shift to record the hours worked.
- Volunteers will wear visible name tags showing their first name, to make it easier for neighbors to identify them to engage in discussion. The Lead advocate will also be identified as the lead on the name tag.

- If a volunteer is contacting Coordinated Entry Services, or any other program, on behalf of the neighbor, it should be done with the neighbor present and engaged in the conversation.
- Volunteers will also be responsible for notifying the lead advocate immediately of any emergency situations that may arise and follow the emergency procedures outlined. Emergency numbers are posted in the drop-in center.
- Volunteers need to document items that are distributed to neighbors to account for supplies utilized.

Orientation/Training

Individuals interested in volunteering at the Serving Our Neighbors Mobile Drop-In Center should send an email request to info@sonadvocates.org.

All volunteers will be provided orientation/training prior to serving on site at the Mobile Drop-In Center. Orientation/training will be provided by Serving Our Neighbors Board Members and include the Prince William County Staff. All new volunteers will initially be paired with an experienced volunteer while on site at the Mobile Center.

Please note: All volunteers serving at the Drop-In Center MUST be 18 or over.

Appearance Guidelines

We appreciate that everyone has their own fashion preferences. However, some of our neighbors may respond inappropriately to certain styles. While volunteering at the Mobile Drop-In Center, please wear clothing that provides adequate coverage, has a loose fit and ensures that any wording represents a positive message. Reminder: Due to the center having limited inside space, volunteers should dress in weather-appropriate clothing. Most of your volunteer shift time may be outside.

Volunteer Do's and Don'ts

DO's

- Do treat our neighbors as individuals with priceless dignity, worth and value since they are created in God's image.
- Do look for all the ways that you can relate to our neighbors. What you will find is that there is not much that makes you different from them.
- Do greet our neighbors warmly. Introduce yourself and learn their name. Listen to them and make eye contact. Engage them with respect and honesty. It is an

honor that they are willing to share their lives with you, and that you have the opportunity to spend time with them.

- Do make the effort to build a relationship. One issue for our neighbors can be chronic isolation. Sometimes they can feel invisible to others, and this can take its toll. Our goal is to offer fellowship and extend God's hand through kindness and patience, so they begin to feel their importance and value.
- Do offer them to participate in prayer. We seek opportunities to share our faith. Invite them into prayer with you or feel free to ask if you may pray for them.
- Do set clear and consistent boundaries with our neighbors. We are here to walk alongside our neighbors and support them. Following the guidelines for what we can and cannot do will help to foster relationships and offer consistency in what is provided at the Drop-In Center. We will not be able to "fix" everyone's situation.
- Do act as an advocate for the services that are needed to recover from homelessness. Seek to find those needs with them instead of assuming we know what they need.
- Do celebrate our neighbor's successes and support them in their challenges. Many may experience rejection, failure and feel lost. It is important to be open and acknowledge their feelings.
- Do remember to assume the best in those we serve. Many have encountered severe trauma and broken relationships and will struggle to be friendly, warm and will tend to be more guarded or even rude. Remember that you are here to help them and love them in the same way that Christ first loved us.

DON'TS

- Don't give a neighbor money, a ride, your personal phone number or your address. If you are asked for this, you may respond that Serving Our Neighbors policy prevents you from doing so.
- Don't Stereotype or stigmatize a neighbor. Don't assume everyone experiencing homelessness has addiction issues or is homeless because they are "lazy". There are many paths that lead to homelessness, and each person has a different story. Substance usage can be both a cause and a result of homelessness but should not be a stereotype for all. Some are educated and just down on their luck. Some may be in this situation due to extensive medical bills and others may have issues with mental illness. Some have accepted homelessness as their choice.
- Don't give with the mindset that "it's better than nothing". Each neighbor that receives something to fill a need should be respected by being provided an item that is usable and in good shape. If a neighbor feels belittled by something, they may be apprehensive to the idea of accepting support from others the next time.

- Don't set them up for failure. We need to understand what they need for success. Filling a one-time immediate need is helpful, but when done in isolation it can lead to enabling homelessness rather than providing the supportive tools needed to get out of it. This is where we can utilize the county and community partners, such as Coordinated Entry Services, for referrals. As a reminder you may also encounter someone that is having a rough time and may not be able to appreciate your help at this time. Do not be discouraged, smile and accept them where they are.

RISK MANAGEMENT

Safety First

- Do not give out your personal phone number or email to people you are helping.
- Do not provide transportation to people you are helping.
- Do not provide legal advice or medical advice. We are there to link to the appropriate services.
- Do not accept money or gifts from people you are helping.
- Abide by the Confidentiality Agreement and adhere to all volunteer responsibilities.
- If you are unsure of something refer to your manual and/or ask the lead advocate.
- Two- way radio may be available for volunteers.

Expectations of Neighbors/Visitors

The following expectations will be presented to the neighbors/visitors:

- You are expected to treat ALL people with respect and understanding.
- **Do not** allow a conflict or disagreement to escalate.
- You are expected to treat all property with respect. No vandalism of any property of the drop-in center or of other visitors' property.
- **Do not** bring any weapons (real or replica) onto the property. If any individual is found to be in the possession of these, they will be asked to leave immediately.
- **Do not** bring drugs or consume alcohol on the property. If any individual is found to be in the possession of these, they will be asked to leave immediately.
- All individuals are responsible for their personal belongings.
- **Do not** buy/sell anything or collect debt while on the property
- **Do not** participate in inappropriate intimacy on the property
- **Do not** take any photos, video, or audio recordings while on the property without Serving Our Neighbors administrative approval. This is to protect the privacy of everyone visiting the Drop-In Center

If you continue to refuse when asked to leave, Law Enforcement may be called.

Serving Our Neighbors reserves the right to ask you to not return to the Mobile Drop-In Center for a designated period.

Sexual Harassment Policy

Objective:

To inform ALL volunteers of the policy and procedures for making complaints with regards to sexual harassment.

Policy:

Serving Our Neighbors condemns sexual harassment in any form and acknowledges that such conduct is in violation of Title VII of the Civil Rights Act of 1964. Sexual harassment interferes with our duties and productivity, and wrongfully deprives volunteers of the opportunity to work in an environment free from unsolicited and unwelcome sexual overtones. Serving Our Neighbors recognizes its duty to provide you with an environment free from sexual harassment. Each complaint of such conduct shall be investigated thoroughly and rapidly and discipline up to and including discharges shall be imposed upon those found to have violated this policy. All volunteers, including supervisors and co-volunteers, are subject to this policy.

Sexual harassment takes on many forms, including but not limited to all unwelcome sexual advances, requests for sexual favors and other such verbal and physical conduct. Those engaging in sexual harassment may face PERSONAL liability for their actions.

There shall be NO reprisals taken against ANY person for making allegations or inquiry concerning sexual harassment.

Complaint Procedure:

Allegations of sexual harassment are to be brought immediately to the attention of the President, in writing, who shall investigate the matter promptly and thoroughly by taking statements and interviewing witnesses, where appropriate. The President shall then report all findings to the board of directors who will take appropriate action (s). Any person found by this procedure to have engaged in conduct of the above stated policy shall receive prompt disciplinary action, up to and including discharge from serving or a report to the authorities if warranted.

Client Emergency Protocol

Whenever possible, prior to a meeting with a neighbor with a known risk for a particular potential emergency, alert the lead volunteer on site.

Emergencies involving medical emergencies, mental health crisis' which may include suicidal/homicidal ideation/behaviors, and substance use behaviors may occur at the center. Suicidal ideation is when a person indicates they are thinking about committing suicide. This can vary in range from thinking of suicide to having a plan to act on those thoughts. Homicidal ideation is when a person is thinking of fatally harming someone else. This can also vary in range from thinking of homicide such as vague ideas of revenge to having a plan to act on those thoughts. Both must **always** be taken seriously but if a person has the idea, means and a plan to carry out these thoughts, then they are at greater risk than someone who only states the idea.

At the mobile drop-in center, we strive to be a support for all neighbors. Our goal is to connect them to services to assist with their needs, especially when it presents as an emergency. To accomplish this, we partner with many agencies/organizations, both county and community based, such as Dept. of Social Services, Community Services Emergency Services, and law enforcement. Prince William County Police have CIT officers that have specialized training to handle these types of emergencies. **Crisis intervention team (CIT)** training educates officers on recognizing when individuals have mental illness and are symptomatic, de-escalating crises and navigating people toward resources and help.

Such emergencies require all volunteers staffing the Mobile Drop-In Center to follow the established protocol. (see below).

1. If a person is having a crisis, depending upon their state of mind at the time, ask if the person is already working with a Community Services (CS) clinician and offer to make contact with the clinician with the neighbor present.
2. If a person is demonstrating threatening behaviors toward self or others, call 911. Ask for a CRISIS INTERVENTION TEAM (CIT) trained officer.
3. If the person is speaking about a specific plan to harm self or others, call 911. Ask for a CRISIS INTERVENTION TEAM (CIT) trained officer.
4. If the person has expressed thoughts of suicide but not a specific plan, contact Community Services (CS) Emergency Services. (West: 703-792-7800; East: 703-792-4900). Offer to call The National Suicide Prevention Hotline/Veteran Crisis line with the neighbor to provide support (1-800-273-8255).
5. If a person is experiencing a medical emergency, call 911.

To assist the neighbor who is expressing any of the above issues please follow the guidelines listed above. Please also use the following steps:

- Do not leave the neighbor alone
- The person calling 911 should step away from the neighbor to make the call.
- Be prepared to give the officers a description of the neighbor in crisis.
- If contacting CS Emergency Services, please place this call with the neighbor so they may be involved in the conversation with the CS professional to schedule an appointment. Ensure that you have talked with the neighbor about making the call prior, so they are not surprised. The key is to engage them in services.
- Remove all other neighbors from the inside of Mobile Drop-In Center. Ask neighbors and volunteers to remain at a distance from any individual who is in medical distress or a harm to his/herself or others.
- Prepare Incident Report. If an incident occurs where police, emergency medical services, emergency mental health staff need to be contacted for a neighbor, the volunteer will be asked to submit a critical incident form. Lead advocates will help volunteers with the completion of this form and will sign-off on this form. See attachment in Appendix B

Substance Use:

- It is Important to recognize that people may present as having a mental health disorder, but they may be under the influence. It could be both.
- If they seem “off” or “out of it” speak to them gently and try to get them to look you in the eye. If pupils are pinned or enlarged, it may indicate substance use.
- If they are smelling strongly of alcohol, offer to get them to the hospital. They may refuse, in which case, monitor them closely.
- If they are non-responsive, call 911.
- If a neighbor appears “out of control” do not try to confront them. Ask gently how you may help. If there is continued difficulty call 911.
- If a neighbor is interested in substance treatment, we can call for a screening and an appointment if appropriate. Due to COVID-19 Screening hours at CS are Monday-Thursday 830 a.m.-2:30 p.m.
 - Manassas 703-792-7800/ Woodbridge: 703-792-4900

Complaints by Neighbor and/or Public

The Mobile Drop-In Center volunteers are a team of dedicated individuals whose goal is to serve and support neighbors experiencing homelessness. Every effort will be made to provide outreach in a manner that is compassionate, honest, respectful, and nonjudgmental.

In the event of a complaint about the Mobile Drop-In Center, the complainant will be asked to do the following:

1. Discuss their concerns with the current lead volunteer on site at the time of the concern.
2. If the complainant is not satisfied that their concerns were adequately addressed by the lead volunteer, they may send an email to the Serving Our Neighbors Board at info@sonadvocates.org.

SERVING OUR NEIGHBORS CONFIDENTIALITY STATEMENT

As a volunteer with Serving Our Neighbors volunteer program, I understand that I will encounter information about neighbors and their families. I acknowledge my responsibility to hold confidential and protect information of a personal and/or identifying nature which pertains to neighbors receiving services or assistance from Serving Our Neighbors Mobile Drop-In Center. This information will be kept confidential among the Serving Our Neighbors active volunteers.

I understand that there are certain exceptions to the above statement. I may release personal and/or identifying information under the following circumstances:

- If the neighbor is a danger to himself/herself or reveals intent to harm another person or persons.
- If abuse or neglect of a child or a vulnerable adult is suspected.
- In certain other emergency situations such as a health emergency or natural disaster emergency.

I understand that if I have a concern regarding the above, I will notify the lead advocate.

I understand that a knowing and voluntary violation of the confidentiality policy can jeopardize my relationships and my ability to volunteer with Serving Our Neighbors.

I have read and agree to abide by the above requirements in this confidentiality agreement.

Volunteer Signature

Date

Printed Name

Signature of SON Board Member

Date

Appendix A

SERVING OUR NEIGHBORS INCIDENT REPORT

Should be filed and kept in secure location; include all related documentation and any follow-up documents.

Volunteer Name:

Lead Advocate Name:

Date of Incident:

Time of Incident:

Location of Incident (be specific inside/outside DIC):

Type of Incident (medical, mental health, violence):

Synopsis of Incident (including any key witness):

What Action Occurred (were police or emergency services called?):

Add case #:

Volunteer Signature

Date

Lead Advocate signature

Date

Appendix B

SERVING OUR NEIGHBORS VOLUNTEER ACKNOWLEDGMENT FORM

I have read the Serving Our Neighbors Volunteer Manual thoroughly and agree to follow the Policies and Procedures of the Mobile Drop-In Center. If I have any questions or concerns, I will reach out to the Board of Directors for clarification.

Volunteer Signature

Date

Printed name