



Advocates for Homeless & Those in Need (AHTN)

Volunteer Handbook

2021-2022

AHTN
PO Box 184
Fairless Hills, PA 19030
Phone: 215-550-3868
Email: office@ahtn.org
Website: www.ahtn.org

Revised: 10/5/2021

“Do Something” Lyrics by Matthew West

I woke up this morning
Saw a world full of trouble now
Thought, how'd we ever get so far down
How's it ever gonna turn around
So I turned my eyes to Heaven
I thought, “God, why don't You do something?”

Well, I just couldn't bear the thought of
People living in poverty
Children sold into slavery
The thought disgusted me
So, I shook my fist at Heaven
Said, “God, why don't You do something?”
He said, “I did, I created you”

CHORUS

If not us, then who
If not me and you
Right now, it's time for us to do something

If not now, then when
Will we see an end
To all this pain
It's not enough to do nothing
It's time for us to do something

I'm so tired of talking
About how we are God's hands and feet
But it's easier to say than to be
Live like angels of apathy who tell ourselves
It's alright, “somebody else will do something”

Well, I don't know about you
But I'm sick and tired of life with no desire
I don't want a flame, I want a fire
I wanna be the one who stands up and says,
I'm gonna do something”

We are the salt of the earth
We are a city on a hill
But we're never gonna change the world
By standing still
No we won't stand still
No we won't stand still



Table of Contents

Contact Information	3
AHTN Missions & Volunteer Steps	4
Volunteer Descriptions	5
What is Code Blue & Shelter Schedule	6-7
De-escalation Techniques	8
Code Blue Binder & Shelter Guidelines	9
Boundaries & Health Risks	10
Inappropriate Behavior & Alcohol Withdraw Symptoms	11
Covid Safety at Shelter & on Buses	12
Code of Conduct – Code Blue Guest	13
Transportation Guest Guidelines	14
Benefits/Tips for Volunteering & Volunteer Portal	15
Criminal Background Check	16
Volunteer Agreement	17
Waiver, Acknowledge Receipt & Review of Volunteer Handbook	18

Please note: Pages 17 & 18 should be completed and submitted electronically or printed and mailed to AHTN.

To contact or to donate to AHTN:

You can donate directly from our website via Network for Good by going to www.AHTN.org and clicking on **Donate Now**. There is also information about other ways to donate including when you shop online through these websites, AHTN will receive a percentage of your purchase:

Amazon Smile - *Be sure to choose Advocates for Homeless & Those In Need as your charity.*
Shop.com/ahtn - *Get cashback when you shop at many stores offered, including the ones you shop every day!*

Traditional mail donations may be sent to:

AHTN

PO Box 184

Fairless Hills, PA 19030

Phone: 215-550-3868 Email: office@ahtn.org

AHTN is grateful for cash donations, as cash can be used to fulfill immediate and various needs. If your employer has a **Matching Grant Program**, your cash donation to AHTN may be doubled! We ask that donations of clothing and other items be cleared by our Donations Coordinator prior to collection. A list of current supplies needed can be found on our website. Please contact AHTN if you have items to donate or would like to sponsor a collection.

Mission Statement

Advocates for Homeless & Those in Need (AHTN) is a Bucks County interfaith nonprofit that serves the homeless and those in need by providing year-long access to emergency shelter, food and other life-sustaining services, with dignity and compassion.

Current Missions:

Those in Need (TIN)
Code Blue

Wheels to Meals
Shower Mission

AHTN Mentor Team

How to Volunteer with AHTN:

Go to our website: www.ahtn.org.

Click on: GET INVOLVED *then* Volunteer with AHTN.

FAQ's and Instructions are available there. Please read through before proceeding to the Volunteer Registration Site (Volunteer Hub, or "The Hub") at <http://ahtn.volunteerhub.com>

If you would like to volunteer, but need help with our online information or registration, please call AHTN at 215-550-3868 ext. 102.

IMPORTANT INFORMATION FOR ALL VOLUNTEERS

All volunteers **must attend a volunteer orientation**. All Volunteer training will be available Online through our AHTN.org website. Volunteers will also be asked to complete a background check and sign a volunteer agreement. Volunteers wanting to join our Bus Driver Team will need to attend additional training. All information is listed in the Volunteer Portal. Driver documents should be sent to our Admin, Shana (Shastings@ahtn.org) prior to the driver training. For further information on bus training dates, please contact Shana Hastings 215.550.3868 x102

See information in this manual regarding the Volunteer Agreement and Background Check Process. Information for volunteer drivers for Those in Need (TIN) is provided upon inquiry. Please contact Nikki Farrior if you are interested in this mission (nfarrior@ahtn.org).

ALL VOLUNTEERS are required to complete the last 2 pages of this handbook and turn it in with the Volunteer Agreement prior to signing up for a volunteer event. You can either print and mail to PO Box 184, Fairless Hills PA 19030 or electronically complete and email to shastings@ahtn.org

AHTN Volunteer Job Descriptions - General for Multiple Missions

TIN Drive Team - Volunteers provide transportation using their own vehicle or the AHTN TIN van for those who call into the AHTN line requesting help with transportation to doctor appointments, court dates, social service appointments, etc. If interested, contact Nikki Farrior (nfarrior@ahtn.org)

AHTN Mentor Team - Volunteers work with Those in Need to assist with referrals to resources, food, shelter, medical, spiritual or other services. Volunteer will need to build trusting relationships with our guests and be able to make regular contact with them as well. Mentor positions are not listed in the Volunteer Hub. If interested, contact Crystal Myers (Cmyers@ahtn.org)

Shower Mission Helper - Every Wednesday from 1pm -5pm a volunteer is need to help at the Shower Mission. Volunteers will sign-in shower guests and keep track of time spent in shower, makes sure housekeeping cleans in between guests. Volunteer will work with Penndel Mental Health Staff as well. If interested please email Susie at: AHTNshowers@gmail.com

Bus Driver - (NO CDL REQUIRED) the driver picks up the vehicle at a specified location and time. The key to the vehicle will be in a lockbox on the driver's side of the vehicle. There is a lockbox code that will be given to trained bus drivers. The Bus Attendant will meet the driver at the vehicle. Drive to pre-determined pick up location(s) to pick up guests for the mission. Driver is to always remain behind the wheel. Transport guests to the mission site. Wipe down all surfaces, close windows, lock doors, and return key to lockbox. Drivers also fill out the Log with mileage and number of passengers transported. Drivers should provide their cellphone numbers to Shana at: Shastings@ahtn.org so that they can be included in the bus log book. This enables drivers to communicate with each other on occasions when multiple buses are in use.

If a one-day mission: (i.e.: Wheels to Meals, Shower Mission) remain with guests for the event and return them to their location(s). Return vehicle to parking site.

If driving for Code Blue: after arrival and check in of guests at shelter site, check with AHTN Coordinator to see if further help is needed.

Total Vehicle Occupancy is 15. The Driver is legally responsible not to violate this law.

Bus Attendant - Meet the driver at the vehicle location at a specified time. Accompany the driver to the pre-determined pick up locations. The Bus Attendant exits the vehicle and assists guests at every stop. Guest Guidelines are reviewed with the guests and, if required determines whether a guest is in acceptable condition to be brought to the shelter or meal. Many of the guests are aware of this requirement, and it is rare for a guest to be left at the stop. Attendant uses disinfectant wipes to wipe down vehicle surfaces and closes all windows.

Code Blue Volunteers - 18 volunteers are needed each night when the temperature drops to 26 degrees or below, including wind chill. This mission is our main mission and requires the most volunteer support. The Code Blue shelter is operated from December 1 through March 31. All guests and volunteers must be over 18 years old to be at any of our shelter locations

What determines when Code Blue is called?

AHTN will declare Code Blue when temperatures are forecasted, including wind chill to reach 26 degrees or below (December 1 – March 31). All shelter volunteer positions must be filled to call a Code Blue Evening.

Code Blue Shelter Schedule

Evening Schedule

7:30pm - 8:30pm Set-up

AHTN Shelter Coordinator and Set-Up/Intake staff arrive at shelter site to assist with preparations including setting up cots, intake table, bedding, supplies, etc. All volunteers sign-in, and put on name tags with first name. CB Dinner staff is also in at this time preparing the evening's meal as well as setting up the next morning's breakfast.

7:50pm Bus Drivers and Bus Attendants Arrive

Sign-in on volunteer sign-in sheet, check in with AHTN Shelter Coordinator for any special instructions, route changes or additions and secure the Transportation Guest/Stop Log Sheet. Team leaves as soon as bus is prepared and ready to go but **NO EARLIER THAN 8 PM**. Attendant calls Code Blue shelter to notify Coordinator of the number of guests coming to Code Blue on each trip. After all stops have been made, the bus is wiped down.

8:30pm – 11:00pm Intake time

AHTN Shelter Coordinator and Set-Up/Intake Staff greet homeless guests. AHTN Coordinator and Set-Up/ Intake Staff review Shelter Guest Guidelines (rules) with guests & have guests sign to indicate understanding. This form is only signed once, regardless of the number of nights the guest stays in shelter. Set-Up/Intake Staff asks guests and volunteers to sign the Shelter sign-in logs for the evening. Set-Up/Intake Staff completes Intake Forms for new guests. AHTN Shelter Coordinator and Set-Up/Intake Staff provide tour of the building areas, where guests will eat, sleep, bathrooms, and where they may leave their personal belongings. Kitchen staff serves evening meal, and sets up for morning breakfast. Set-Up/Intake staff checks with AHTN Shelter Coordinator for permission to leave. AHTN Shelter Coordinator remains to orient overnight staff.

10:30pm 1st Shift Overnight arrives

Volunteers check-in with AHTN Coordinator, familiarize themselves with space, ask for any pertinent information to be shared with 2nd shift overnight and prepares for lights out.

11:00 pm Lights Out

2:30 am 2nd Shift Overnight arrives

Volunteers check-in with 1st shift overnight staff, particularly regarding any special notices, coffee and breakfast procedures, Transportation Guest/Stop Log Tally Sheet.

Morning Schedule

5:30 am	Overnight team prepares coffee and sets up breakfast for guests
5:45 am	Overnight Staff starts to wake up guests. Morning Clean-up Team arrives. Guests are expected to pack up sleeping area and personal items to take with them when they leave the shelter. Guests can enjoy coffee and breakfast before buses depart.
5:45 am – 6:00am	Bus Driver and Bus Attendant arrive Driver and Attendant should help as needed. Bus departs NO LATER than 6:45am. Guests are transported back to their stops.
6:45am - 7:00am	Clean-up of Shelter. See Blue Binder for shelter morning clean-up instructions. Volunteers should allow Cleaning Company into building to clean shelter space. Overnight volunteers update the CB Binder and/or Google Doc page with any needed info to include comments about guests, or other helpful information.

Code Blue Management Staffing

In addition to volunteer positions listed previously, the following positions are a part of the shelter management team:

Code Blue Team - The Code Blue Team will work with the AHTN consultant staff to set policies and practices for the Code Blue Program. The CBT will communicate the status of the shelter (open, closed) throughout the season as well as recruit volunteers for open positions as needed. If you are interested in training as a member of the Code Blue Team for next season, please contact Crystal Myers (cm Myers@ahtn.org).

AHTN Shelter Coordinator - Each Code Blue evening the AHTN Shelter Coordinator will act as primary contact for all shelter activities that evening and will work with the Host Site Coordinator. As the person responsible for overall operations, the AHTN Shelter Coordinator will oversee all recordkeeping to include all required documents, such as: Intake Guest Sign-In forms, volunteer log, shelter reports and other documents as necessary. If you are interested in serving in this position, please let Karen Mineo know (Kmineo@ahtn.org).

Transportation Team - Transportation Coordinator ensures that all drivers are AHTN trained and approved, driver and driver attendant positions are filled, guest stops are identified, timeline is established, confirms all driver and driver attendants when Code Blue is called. They arrange substitute vehicle(s) if needed, and works with the Bus Maintenance Coordinator to make sure that bus is in acceptable working condition and has all needed supplies and equipment.

Supplies/Donations Coordinator - Will arrange for purchase or pick-up of shelter necessities. This person works closely with CBT, AHTN Shelter Coordinator, Site Meal Coordinator and Site Host Coordinator. Our current Donations Coordinator is Andrea Woodring. Should you have any questions or concerns or would like to be a part of our Donations Team, please contact her at Donations@ahtn.org

Please remember that all volunteer opportunities include at least two volunteer at all times. You are not alone! Please ask for help if you feel you need it. We are happy to help, and to answer your questions. We want you to have a positive volunteer experience!

De-Escalation Techniques

1. **Simple Listening** – Sometimes all that is needed is to allow the angry person to vent all their anger and frustration to someone who is actually attentive to what they are saying. Do not attempt to say anything. Just listen attentively, nod your head and sometimes give encouragers, such as "Uh huh," "Go on," or "Yes. . ." When a person is attempting to get attention with their anger, sometimes all you need to do is to listen until their anger is spent. At that point you may ask a simple question such as, "How can I help you?"
2. **Be Nonjudgmental** – If someone is agitated, a volunteer's immediate reaction might be to think that the person is crazy. That reaction, especially if verbalized, will probably upset the individual even more. Even if not said aloud, that attitude may be conveyed through the volunteer's body language. If someone is agitated, he/she may tune into the nonverbal communication much more than words. ***So besides paying attention to what is said, ensure that body language and tone are nonjudgmental as well. This will go a lot further in calming the individual.***
3. **Acknowledgement** – Acknowledgement occurs when you can legitimately understand the person's angry emotion. You could then honestly respond with, "Wow, I can see how something like that could make you mad!" You might say, "Man, if that happened to me, I might be angry, too." The tone of your voice is critical in this circumstance. You don't want to use an excitable tone, as it could further incite the angry behavior--rather use a calming and respectful tone of voice designed to help the other person let go of their angry emotion. It confirms the legitimacy of the emotion, but not the behavior. You want the angry person to realize that being angry isn't the problem, the problem is the way he or she is choosing to act out those angry feelings.

It is also acceptable to say something like: "I'm so sorry you are having such an awful day" or "I'm sorry the situation has you so frustrated." You can apologize without taking on the blame.
5. **Agreeing** – Often when people are angry about something, there is at least 2% truth in what they are saying. When attempting to diffuse someone's anger, it is important to listen for that 2% of truth and agree with it. When you agree with the 2% of truth in the angry person's tirade, you take away the resistance and consequently eliminate the fuel for the fire.
6. **Inviting Criticism** – Inviting criticism is the final of the de-escalation skills. In this instance you would simply ask the angry person to voice his or her criticism of yourself or the situation more fully. You might say something like, "Go ahead. Tell me everything that has you upset. Don't hold anything back. I want to hear all you have to say." This invitation will sometimes temporarily intensify the angry emotion but if you continue to encourage the person to vent their anger and frustrations, eventually, they will run out of complaints. Just let them vent until their anger is spent. In essence, this is a combination of inviting criticism and simple listening.

Code Blue Binder

The structure contained in the Blue Binder will help you develop the tools you need to operate a safe and successful shelter. The Binder is kept at the volunteer sign-in table at each shelter.

Host Site – Building information will include: Approved smoking location; restrooms; sleeping area; and emergency exits from sleeping area. Morning Clean-up instructions.

Meals – Normally, an evening and light morning meal are provided. Meals may consist of easy to chew and digest items like soup, casseroles, sandwiches, coffee, tea, cereal or other items.

Supplies – Supply storage is limited at host sites. We ask that you not bring in items unless specifically requested. If you would like to contribute something, please arrange with the Supplies Coordinator in advance. AHTN provides cots, bedding, personal care items and clothing items whenever possible.

First Aid/Medical Emergencies – AHTN will ensure that adequate **first aid kits** are available and that precautions for blood borne pathogens are taken. Volunteers should not handle blood. Rubber gloves and bleach are available on site. Emergency numbers are posted at the intake desk.
For life threatening emergencies or disorderly conduct by a guest, dial 911.

If you are experiencing a medical emergency, **call 911. ***DO NOT TRANSPORT GUESTS IN YOUR OWN CAR*****

Fire Evacuation Plan – In the event of a fire, meet at the farthest end of the church site parking lot. Follow the specific directions provided by Host Sites.

Shelter Guidelines

Safety and visibility – A minimum of two (2) overnight volunteers must be on-site from 10:30pm until bus leaves with last guests (approx. 7:00 am). Volunteers must be awake during shelter hours (may select shift hours) and located near the front of the room. Advise guests that you are here for them should they need anything in the night. **Should there be an emergency, call 911.**

Personal Belongings – It is recommended that personal belongings (purses, laptop, etc.) not be brought into the shelter. AHTN is not responsible for lost or stolen items.

Supply Distribution to Guests – Do not leave guests unsupervised around supply closets. Volunteers should use the new Inventory list, located on the clipboard, to indicate what items were given out. If needed, please distribute supplies to guests to include soap, lotion, toothpaste and brushes, deodorant, razors, sanitary products, etc. Observe sanitary practices when dealing with guests and belongings.

Boundaries/Confidentiality

Volunteers must be aware of the kind of boundary issues they may confront. The relationship between guest and volunteer is very different from that of friends or family members, or colleagues at work. It can lead to misunderstanding and confusion if the volunteer and guest are not clear about their respective roles. Some of the individuals you will meet may be struggling with mental health difficulties so the stories they share may not be 100% accurate.

A good way to maintain boundaries is to NOT offer money, rides in your car, or to meet and assist them with major lifetime issues. There ARE county and state agencies that can help with medical and mental health needs. It is best to work toward developing trust so that you can encourage guests to try and use these options again.

If boundaries are not acknowledged and adhered to, it leaves volunteers open to allegations of inappropriate conduct or abuse. Our intent is to protect our volunteers and help you feel more secure by making it clear what's appropriate and what's not appropriate. Where there is doubt as to the appropriateness of a behavior, the volunteer should discuss with the AHTN Shelter Coordinator.

Health Risks

It's important to recognize, especially for people with existing health issues, that occasionally our guests have an illness or other situation when they enter the shelter. AHTN encourages you to talk to your health care provider regarding your volunteer activities. Hand sanitizer and disinfectant wipes are available at host sites and on our bus. If you see a guest with an open wound, please notify the AHTN Shelter Coordinator immediately so that the guest may get the appropriate medical treatment. NEVER touch bodily fluids without following safety precautions. When in doubt – notify the AHTN Shelter Coordinator who will handle the situation – do not take it on yourself.

Please remember that most of our guests do not receive regular medical care, and have their share of coughs, colds, etc. Talk to your health care provider about immunizations they might suggest, including flu shots. We want you to have a positive volunteer experience, and the best way to do that is to be aware of your surroundings and situations that may occur. We have found the risks very minimal over the years, but by all means talk to your health care provider about any potential risks particular to your health.

Inappropriate Behavior Between Volunteers & Guests

The following behaviors are inappropriate at all times:

- Sexual relations with guest
- Initiating or engaging in gratuitous talk about sex
- Receiving money for yourself from a guest

The following behaviors are strongly discouraged:

- Social meetings in your own home. Calling a guest “dear” or “love”
- Disclosing your own problems instead of listening to your guest’s needs
- Disclosing your political views
- Disclosing personal information like home address, phone number, etc.*

** In disclosing personal information, a volunteer must be personally responsible for exercising good judgment about the validity, wisdom and necessity of such a disclosure – i.e., marital status, sexual orientation.*

Alcohol Withdraw Symptoms

Detoxing from alcohol, or any drug, should be done in a medical setting so that symptoms can be managed effectively. You may come in contact with people who have decided to quit “cold turkey” or others who have refrained from drinking in order to get a bed for the night. Please familiarize yourself with these symptoms of withdrawal. If the symptoms become more severe seek medical attention.

Mild to moderate psychological symptoms:

- | | |
|---------------------------------------|---|
| • Feeling of jumpiness or nervousness | • Emotional volatility, rapid emotional changes |
| • Feeling of shakiness | • Depression |
| • Anxiety | • Fatigue |
| • Irritability or easily excited | • Difficulty with thinking clearly |
| | • Bad dreams |

Mild to moderate physical symptoms:

- | | |
|---|--|
| • Headache - general, pulsating | • Rapid heart rate (palpitations) |
| • Sweating, especially the palms of the hands or the face | • Eyes, pupils different size (enlarged, dilated pupils) |
| • Nausea | • Skin, clammy |
| • Vomiting | • Abnormal movements |
| • Loss of appetite | • Tremor of the hands |
| • Insomnia, sleeping difficulty | • Involuntary, abnormal movements of the eyelids |
| • Paleness | |

Covid-19 Safety at CB Shelter

Per CDC Guidelines

- AHTN Volunteers will ask guest a series of questions before going to their cot.
- **Hand sanitizers will be available throughout the shelter.**
- Volunteers & Guests MUST sign Covid-19 waiver form on their first night at the shelter.
- Everyone inside the building MUST wear a face covering. BOTH nose & mouth should be covered.
AHTN will have face masks available for anyone in need.
- Intake Volunteers should maintain social distancing while speaking with guests.
- Face masks can ONLY be removed when sitting down to eat, or while sitting/sleeping on the cots.
- Guests cots should all be 3 feet from one another and guests should sleep “foot to head” in the shelter area.
- Guests will be encouraged to wash their hands in the bathrooms before/after eating.
- Those in the smoking area should maintain social distancing amongst one another.
- AHTN Volunteers will have access to various cleaning supplies & disinfectants and should wipe down frequently touched surfaces throughout their shift.
- Each morning after everyone exits the building, the entire room will be sprayed with an atomizer and disinfectant spray.

Covid-19 Safety on AHTN Vehicles

- **All passengers riding inside an AHTN Vehicle MUST be wearing a face mask, this includes the Bus Driver & Bus Attendant.** *Face masks will be available to anyone in need.*
- Before any guest can board the bus, Bus Attendants will take guest temperature and ask a series of questions. If all is OK, then guest can board the vehicle
- ONLY 1 guest per seat row to help with Social Distancing. *This includes guest who “live” with one another.*
- Multiple bus trips will be made for guest pick-up/ drop off to help with social distancing. Drivers are also encouraged to have a window “cracked” to help with ventilation on the buses.
- NO eating or drinking is permitted on the buses.
- **Both Bus Driver & Bus Attendant will be responsible to cleaning the bus after the run.** This includes wiping down all highly touched surfaces and defogging the vehicle. All cleaning supplies will be supplied by AHTN.

Code of Conduct – Code Blue Guests

In order to ensure that everyone has a positive experience, we ask that you follow these rules:

In order to ensure that everyone has a positive experience, we ask that you follow these rules:

- The shelter will open for guests no earlier than 8:30pm. PLEASE do not arrive prior to 8:30pm
- **ALL guests MUST wear a face mask while inside the building, unless eating or sleeping.**
- Exterior building doors are locked at 11:00pm. All guests should be at the shelter by 11:00 pm
- **NO BEVERAGES OF ANY KIND ARE PERMITTED ON THE BUSES OR BROUGHT INTO THE SHELTER.**
- The shelter is NOT responsible for lost or stolen items.
- Clothing- Appropriate attire must be worn at all times. **NAME TAG / LANYARD must also be worn while at the shelter.**
- Drugs/Alcohol- Absolutely NO non-prescribed drugs or alcohol are to be consumed or stored on or off shelter grounds by any guest. If found, items will be confiscated. *Police will be called if necessary.* (There are camera's on the property)
- Any behavior that threatens the safety of other guests or volunteers fueled by alcohol or drugs will be grounds for immediate dismissal and you will be asked to leave. *Police will be called if necessary.* (There are camera's on the property)
- Harassment- **NO Threats or acts of violence will be tolerated in any way.** Any attempt to impose your will on another will be considered an act of violence. Harassment in any form (*whether verbal, physical emotional, mental or sexual*) will not be tolerated nor will aggressive or intimidating behavior of any kind be tolerated. *Police will be called if necessary.* This includes any inappropriate behavior while being transported by AHTN to and from Code Blue.
- Lights Out is at 11:00pm and all guests should stay in the sleeping area. If for any reason you have to leave the building, you have forfeited your right to stay the night.
- Personal Storage is limited for each guest. *We ask that you do not bring anything into the shelter that does not fit under your cot.* You are responsible for your personal items.
- Pets of any kind are NOT permitted in the building or on church property.
- Public Areas- guests should remain in the designated areas of the Code Blue shelter during shelter hours. Any violation of this will be grounds for dismissal.
- There is **NO SMOKING** permitted in the building. Designated smoking areas are provided at each location. Guests are not permitted to smoke between the hours of 11:00 pm and 6:00am.
- Anyone caught stealing will result in being banned from the shelter and restoration will be at the discretion of the shelter location. *Thefts may become a police matter.*
- No weapons of any kind are allowed on church property.
- AHTN Volunteers will wake you at 5:45am so that you are ready to promptly leave the church no later than 6:30am
- **If you have been in the hospital recently or under a doctor's care you MUST have a letter stating you are not contagious.** *Letters must be on Hospital or Doctor's letterhead and signed.*

I understand and agree to these Codes of Conduct listed and verbally communicated by volunteers and I understand that failure to do so could result in my being asked to leave the building and grounds.

Signature: _____

Date: _____

Transportation Guest Guidelines

We hope that you will feel welcome while riding with us. In order to ensure that everyone has a positive experience, we ask that you follow these rules.

If you have any questions or special needs, particularly of an emergency nature, please ask the Driver Attendant for assistance.

Clothing - Appropriate attire must be worn at all times.

Drugs/Alcohol – Absolutely no non-prescribed drugs or alcohol are to be consumed or carried by any guest. If found, items will be confiscated and the police will be called.

Behavior - Behavior that threatens the safety of other guests or volunteers will be grounds for immediate removal from the vehicle and you will be asked to leave. Inappropriate language and/or gestures and/or name-calling will not be tolerated. Police will be called if necessary.

Harassment – No threats or acts of violence will be tolerated in any way. Any attempt to impose your will on another will be considered an act of violence. Harassment in any form (whether it is verbal, physical, emotional, mental or sexual) will not be tolerated, nor will aggressive or intimidating behavior of any kind be tolerated. Inappropriate behavior during an AHTN event will result in removal from the current activity and a limitation of attendance at future AHTN events. Police will be called if necessary.

Personal Storage – Please keep your belongings with you as AHTN is not responsible for lost or stolen items. This includes backpacks and women's purses.

Pets – No pets of any kind are allowed in AHTN vehicles.

Public Areas – Guest must remain in designated areas of the host location. Any violation will be grounds for removal from the site.

Smoking is not allowed on the vehicle or inside host buildings. Designated smoking areas may be provided by the host location.

Stealing – Stealing will result in being banned from transportation and restoration will be at the discretion of AHTN staff. Thefts may become a police matter.

Weapons – No weapons of any kind are allowed on the bus or any vehicles being used for transportation, or at the host locations.

*****NO BEVERAGES OR OPEN CONTAINERS OF ANY KIND ARE PERMITTED ON THE BUS OR INTO THE CODE BLUE SHELTER*****

I understand and agree to the Guidelines listed and verbally communicated by volunteers and I understand that failure to do so could result in my being suspended/banned from transportation.

Signature:_____

Date:_____

Benefits of Volunteering

- Make important networking contacts
- Learn or develop skills
- Teach your skills to others
- Enhance your resume
- Gain work experience
- Improve your health
- Build self-esteem and self-confidence
- Meet new people
- Feel needed and valued
- Express gratitude for the help you may have received (Pass It On)
- Communicate to others that you care about your community
- Make a difference in someone's life
- Set a good role model for your children
- Transform your life
- Fulfill your religious beliefs – Be your Brother's Keeper
- Strengthen your community
- Possible life or academic credit

Tips for Volunteering Wisely

- Research the causes and issues important to you.
- Consider the skills you have to offer.
- Pick an opportunity where you will learn something new or meet new people.
- Combine your goals. Look for opportunities that will also help you to achieve your other goals in life.
- Don't over-commit your schedule.
- Consider volunteering with friends.

AHTN Volunteer Portal

Volunteers can access AHTN's Policies and Procedures and other important information through the **Volunteer Portal**. This site is password protected and can only be accessed by volunteers who have registered on our volunteer hub.

The link to the Volunteer Portal is on our website: www.AHTN.org. You will see the blue box with VOLUNTEER PORTAL on the top right side of the page, click the box and you will be asked to enter the password.

Current Password: **Blue2018**

AHTN Criminal Background Check Process

In order to enhance privacy for our AHTN volunteers, we have contracted with Pre-employ.com to allow our volunteers to complete background check applications on-line. Volunteers are not charged for this service. The information for an application is submitted directly to Pre-employ.com by the volunteer rather than AHTN and only the results are reported to AHTN.

The process is easy and fast. Simply go to the VOLUNTEER PORTAL (see instructions above) Click on POLICIES & PROCEDURES (bottom right). Choose NEW VOLUNTEER BACKGROUND CHECK. Instructions and link are provided there.

Background check link: <https://preemploy.secure.force.com/eap/eapintake>
Package Code: **PS871**

PLEASE NOTE THE FOLLOWING: You will be asked what state your driver's license was issued – that is mandatory. The next question asks for your license number, this is not mandatory – you may leave it blank. The last page has instructions regarding a Physical Signature Form – that form is also not required.

Results are sent to the AHTN Risk Committee only. You will be notified via email when your background check has been received and you are all set to volunteer. Please do not sign up for events on the volunteerhub until you receive an email letting you know that your clearances have been completed.

Should you not be notified via email within 10 days upon completing your background check, please contact our Administrative Consultant, Shana Hastings at Shastings@ahtn.org for more information.

If you would like to receive a copy of your report, please send a request to Cmyers@ahtn.org and indicate the email address to which the report should be sent.

Volunteer Agreement

Standards of Conduct – AHTN Programs

The mission of AHTN's Programs is to provide transportation, selected services, and resources to homeless and those in need. Volunteers are the program's most valuable resource. To establish the greatest degree of trust, volunteers have a responsibility to provide quality service and uphold high ethical standards.

Instructions: To be completed by all AHTN volunteers:

As a participant in any AHTN Program, I agree to the following standards of conduct:

- I will treat ALL guests fairly with courtesy and respect.
- I will safeguard the confidentiality of guest information. This includes comments made on all Social Media pages as well.
- I will work within the guidelines of the AHTN program and not offer additional services to the guests I meet while on duty.
- I will not release any personal information to the guests or give them any money.
- I may socialize with guests in a trustful and friendly manner.
- I will refer guests to experienced personnel or agencies if there is a need for additional help beyond the AHTN mission.
- I will exercise reasonable care in the use and protection of equipment and supplies.
- I will not accept payment from anyone for the services I provide.
- I will contact the Site Coordinator or an AHTN Shelter Coordinator if a problem beyond my ability occurs.
- I understand there may be health & safety risks associated with working at the shelter.

Do you work for a company that provides grants to non-profit organizations for which you volunteer or matching grants for donations? Yes_____No_____

If yes, which company_____ (ex; IBM, Verizon, Merrill Lynch, J&J, Comcast)

Print Full Name

Preferred Phone Number

Home Street Address

Email Address

City, State & Zip Code

Date

Signature _____

My signature verifies that I have received required AHTN training

Advocates for Homeless & Those in Need
Volunteer Agreement
Waiver

Volunteer understands and acknowledges that there may be certain risks to his or her health or safety associated with the activities involved in AHTN's mission.

Therefore, in consideration of being permitted to participate in AHTN's mission, Volunteer accepts and assumes all risks while participating in AHTN's activities and hereby releases and waives any and all claims against AHTN, its successors, officers, directors, employees, other volunteers, and agents for any type of damage, injury, illness or death relating in any way to such participation, whether caused by any homeless or needy individual or AHTN, its successors, officers, directors, employees, other volunteers or agents. Volunteer agrees that this waiver and release are intended to include Volunteer's heirs, representatives, executors and administrators and to be as broad and inclusive as permitted by applicable law.

Print Name

Signature

Date

I hereby acknowledge that I have received and reviewed the AHTN 2021-22 Volunteer Handbook.

Print Name of Volunteer: _____

Signature of Volunteer: _____

Date _____

AHTN

PO Box 184

Fairless Hills, PA 19030

Phone: 215-550-3868

Email: office@ahtn.org