



March 2018

“Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in.”

Marjorie Moore

Welcome to Share!

We envision a community without hunger, where all people have safe and adequate housing and the skills to enhance their quality of life.

Your caring and compassionate attitude has brought you to our team of providers that encompass Share.

Thank you for volunteering.

“We make a living
by what we get;
We make a life
by what we give.”

Winston Churchill

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Share was founded in 1979 by a group of volunteers whose compassion inspired them to take action to create this organization and help those in need in Clark County. Over the years, Share's programs have expanded to meet the needs of a growing community. As our services have increased, so has our need for assistance from volunteers like you!

Share's Mission ***is to lead the hungry and homeless to self-sufficiency by providing food, shelter, housing, education, advocacy and compassion, through the strength of our community.***

Share envisions a community without hunger, where all people have safe and adequate housing and the skills to enhance their quality of life.

Share strives to provide a positive work environment for both employees and volunteers. It is our desire to create a place that promotes professional growth and encourages each person to achieve his or her highest potential. We encourage individual creativity within a framework of equal opportunity and affirmative action.

Volunteers show us that people care – to do something without expectation because they want to help make a difference. Each volunteer has their own story and journey as to why they are here with Share.

We recognize and appreciate your willingness and dedication to fulfilling our mission.

On behalf of Share's staff, clients, and Board of Directors, we welcome you to our team.

Sincerely,

Diane McWithey, Executive Director

Introduction

Every year Share touches the lives of more than 10,000 people in Clark County. We could never accomplish this without the caring and compassionate support of our community. From Share's very beginnings, volunteers have played an important role in its development. We need our volunteers not only to supplement our paid staff, but also to bring the creativity and vitality that is necessary for the continued growth of our organization. **The ability of people to willingly work together for the betterment of our community is a truly wonderful thing.**

Volunteers assist at Share in a variety of ways: organizing the warehouse, yard maintenance at our three shelters, filling backpacks of food for distribution throughout the school year, painting, data entry, helping with our holiday cheer program, volunteering at our fundraising events, serving meals at our two family shelters and through the hot meals program at Share House, hosting children's activities at our shelters, putting together Easter baskets and backpacks with school supplies, and much, much more.

While our clients will directly benefit from your time and talents, we hope that your association with Share will be a mutually satisfying experience as well. A staff member will provide training, guidance and answers to your questions.

Services

Share provides services to individuals and families and prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, religion, age, economic status, disability, political beliefs, sexual orientation and marital or family status.

History of Share

Share began in 1979 when a group of compassionate individuals began serving the homeless and hungry of our community.

A formal Board of Directors was developed in 1982; the Board began looking for a permanent home in 1985 and purchased a building at 1115 West 13th Street with 40 loans of \$1,000 each—this became Share House.

With the success of Share House, Share was able to expand services. In August of 1993, a Resource Center opened to address the needs of individuals living on the streets. Now called Share Outreach, this vital resource provides bathroom and laundry facilities, a mailing address, use of a telephone, hot meals, and the opportunity to work with a case manager.

In 1996, Share expanded their shelter operation with the addition of Share Homestead and Share Orchards Inn, both providing shelter to families and single women.

Tragedy also struck in 1996, when fire destroyed Share House. The local community answered the call for help, raising money, volunteering time and resources, resulting in the opening of the current Share House on January 4, 1999.

In 2000, Share began providing transitional and permanent housing for ten households through Share ASPIRE—Achieving Self-sufficiency Personal Improvement and Resource Education.

Share once again expanded its shelter operation in 2003, when Share Homes was opened to provide emergency shelter for up to 13 women. This program worked in partnership with other agencies to provide emergency rental assistance, serving an average of 25 women each month. *Note: Due to funding cuts, Share Homes was closed in Jan. 2011.* Share was able to open an overnight women's shelter in partnership with a local church in 2016.

In 2004, Share reached out to hungry children in our community with the Summer Meals and Backpack Programs. Today, these programs are operated in partnership with eight school districts (Vancouver, Evergreen, Woodland, Ridgefield, Battle Ground, La Center, Camas and Washougal) to provide meals for children in need when school doors are closed.

Share began a public outreach process, in June 2007, to share our Facility Improvement Plan and seek community feedback about how best our organization should grow to meet the ongoing needs of the hungry, homeless and low-income in our community.

In 2009, Share purchased a building on Andresen Road that, once remodeled, became the Share Fromhold Service Center. Share hosted an open house, in Nov. 2011, to mark Phase 2 of our capital campaign process, with a portion of the Share Fromhold Service Center's renovations completed, including the Northwest Natural Products/Gummy Vites Backpack

Building Area. The event kicked-off Share's 3rd and final phase of the capital campaign to complete the remodel.

In Feb. 2013, Share officially moved into the Share Fromhold Service Center, the new home to: ASPIRE staff offices, Share Volunteer Center, administrative offices and warehouse for Share's Backpack & Holiday Cheer Programs, plus storage space for donations. Share leases space to our partners Council for the Homeless and Community Services Northwest.

In 2015, Lincoln Place, a 30-unit Housing first apartment complex, opened. The building is owned by Vancouver Housing Authority and managed by Key Properties. Share manages programs offered to the residents and Community Service Northwest provides on-site mental health and substance abuse services. Lincoln Place is permanent supportive housing, so people can live their indefinitely and receive on-going services.

Share believes in the importance of every individual as part of our community. We envision a community without hunger, where all people have safe and adequate housing and the skills to enhance their quality of life.

To learn more about Share: sharevancouver.org | facebook.com/ShareVancouver



Locations and Job Descriptions:

Share House – Shelter for Single Men:

1115 W 13th Street
Vancouver WA 98660

Meal Service

If you are a new volunteer, Share staff will give you an overview of the kitchen and short orientation concerning our kitchen rules including a reminder to wear gloves while preparing food. Gloves need to be changed often to prevent cross contamination of foods. You will also be reminded to wash your hands when entering or leaving the kitchen.

Monday to Friday:

- Breakfast – 5:30am to 7:30am. Preparation begins at 5:30am, breakfast is served from 6:30am to 7:00am.
- Lunch – 9am to 12:30pm. Preparation begins at 9:00am, staff, residents and volunteers are served at 11:00am, and all others are served from 11:30am to 12:30pm.
- Dinner – 2:00pm to 6:00pm. Preparation begins at 2:00pm, staff, residents and volunteers are served at 4:30pm, and all others are served from 5:00pm to 5:30pm. If food is available, a call is made for second servings and volunteers generally leave by 6:00pm.

Weekends and Holiday:

- Breakfast – 8:00am to 10:00am. Preparation begins at 8:00am, breakfast is served from 9:00am to 9:30 am. If food is available, a call is made for second servings and volunteers generally leave by 10:00am.
- Dinner – 1:00pm to 5:00pm. Preparation begins at 1:00pm, staff, residents, volunteers and guests are served at from 4:00pm to 4:30pm. Cleanup is generally completed by 5:00pm

When you arrive, please check in with the kitchen manager on duty and sign in on the volunteer time sheets. There are generally four tables set up for meal preparation in the dining area. The tables are typically set up with produce and fruit. Produce is chopped and prepared for both salads and steamed vegetables. Fruit is diced to make fruit salad. Once all ingredients are prepared, volunteers will help serve hot food from the steam table and at the salad bar they will serve various green and fruit salads as well as beverages.

Other Volunteer Needs and Activities: Share House is home to approximately 60 men and there are a variety of needs at the shelter. The donation room is in constant need of straightening, As donations are received, clothing needs to be sorted, folded and put away in a manner that allows residents to access the donations to fill their ongoing clothing requirements and to allow

staff to order clothing and other items from our warehouse as needed . There are also ongoing maintenance needs such as such as painting and other minor repairs. A clerical volunteer Monday to Friday during normal work hours to answer phone calls, help with filing and any other tasks that are requested by the shelter director. A minimum six month commitment and at least one day per week consisting of a four to six hour shift is required.

Shelters for Families & Single Women:

Share Homestead
4921 NE Hazel Dell Ave
Vancouver WA 98663

Share Orchards Inn
5609 NE 102 Ave
Vancouver WA 98662

Meal Service:

Meal preparation begins at 4:00 pm every day of the year. Meals are served from 5:30pm to 6:30pm and cleanup is generally complete by 7:00 pm. Clients are served first and volunteers and staff are welcome to dine with clients once meals are served.

Meal preparation and service job description for the family shelters:

1. When you arrive, please check in with the case manager on duty and sign in.
2. If you are a new volunteer, Share staff will give you an overview of the kitchen and short orientation concerning our kitchen rules including a reminder to wear gloves while preparing food. Gloves need to be changed often to prevent cross contamination of foods. You will also be reminded to wash your hands when entering or leaving the kitchen.
3. A monthly menu is in place along with all necessary food and recipes for preparation.
4. The protein for the evening should be easily accessible and labeled with the date for preparation. If there is a reason the protein cannot be used, i.e. it is still frozen, please see the case manager for a substitution. The substitution will also need to be clearly marked on the menu for the day.
5. Per federal regulations, dinner must be served beginning at 5:30pm and must end at 6:30pm.
6. There is a specific meal requirement for meals and all children are required to be served milk with dinner.
7. If clients know that they will not be in the shelter at meal time, they can request a meal be saved for them. It should be dished, covered, marked with the client's name/room number and refrigerated to prevent food poisoning. Please do not leave the meal on the counter.

Brunch is served on weekends and volunteers are needed from 9am to 11:30am. The meal is served from 10:00am to 11:00am.

Other Volunteer Needs and Activities:

Children’s activities: Children’s activities are a great way to spend time with the children in the shelter and provide a fun and entertaining way for the kids to occupy their time.

Time Commitment: 1-2 hours. Volunteers prepare an activity that is suitable for a variety of ages. Volunteers work alongside kids to do craft projects, decorate cookies/cupcakes, play games, watch movies, etc. Children’s activities take place weekday evenings 7 to 8 p.m. and on Saturday and Sunday with flexible times.

All food products must either be baked at the shelter, in a commercial kitchen, or purchased from a food vendor, i.e. Fred Meyer, WinCo, etc.

Share Fromhold Service Center:

2306 NE Andresen Rd.
Vancouver WA 98661

Hours of Operation:

Monday to Friday 9am to 5pm.

Closed for Holidays:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the day after
- Christmas

The Share Fromhold Service Center is also closed on occasion for staff training and for the annual holiday parties in December.

Volunteer Needs and Descriptions:

Clerical:

Requires a commitment of at least six months and a minimum of one day per week.

Description:

- Process volunteer applications: Run background information using the Washington State and federal sex offender website. Enter volunteers' information into the data base program. Call volunteers to schedule them for their requested volunteer activity.
- Enter volunteer times sheets into the data base for reporting requirements.
- Receive donations and write receipts for donors when there are no other volunteers in the warehouse.
- Help with preparations for fundraising and other activities as needed.

Warehouse Cleaning and Sorting:

This is an ongoing need and is great for groups and individuals.

- Receive donations and write receipts for donors.
- Sort donations to be put on shelves or sent to shelters.
- Assemble requests from clients for needed items.
- Assemble requests made by the shelters for needed items for clients and facility needs
- Help with special projects such as Easter Baskets, School Supplies and the holiday events.

Food Backpacks:

Time Commitment: Every Thursday morning from 8:30 to 10:30 during the school year excluding holiday breaks and spring break. Part of the Children's Hunger Program, the Backpack Program provides food-filled bags for children that are part of the free and reduced lunch programs. Volunteers work with staff to assemble and deliver approximately 1,550 backpacks to 97 Clark County Schools. We also provide food at 10 Fresh Food Pantries in school Family Community Resource Centers through Evergreen and Vancouver Public Schools, plus through our Mobile Fresh Food Pantry; through these initiatives, food assistance is provided to about 2,000 kids per week.

Summer Meals Program:

Time Commitment: This program runs Monday through Friday from late June to mid-August. Volunteers can spend from two to six hours as many mornings per week or month as will fit into their schedules. Drivers are also needed to transport lunches and must be capable of carrying full coolers. Part of the Children's Hunger Program, Summer Meals provides between 17,000-22,000 lunches to children during the summer months.

Special Events and Activities:

- Share Gala and Soup's On!, our annual fundraising activities; set up, clean up, and other opportunities. An orientation is required for this program.
- Easter baskets and school supplies.
- Skilled maintenance: painting, plumbing, electrical, landscaping and gardening.
- Decorate the Fromhold Center for the holidays.

- Adopt-a-Family & Giving Tree: assist with receiving and sorting of gifts for families and the adult and family holiday parties.
- Holiday Cheer Parties: Santa's Helper, greeters, snack service, fill wish list, clean up after the event and other activities during the day as needed. An orientation is required for this program.
- Shelter holiday shopping for Christmas in July and in December.
- December warehouse help (to receive & organize holiday donations).
- Holiday meals: prepare and serve Thanksgiving and Christmas dinner at our shelters and our Hot Meals Program.
- Off-site activities associated with Care for Share events (Cruise the 'Couv, NW Vintage Motocross, etc.).
- Ambassador for off-site tabling events to represent Share and answer questions. An orientation is required for this program.

Volunteer Policies and Procedures:

Volunteer Application:

All volunteers for Share are asked to complete a volunteer application since many of our volunteer needs revolve around vulnerable adults and children. We ask for contact and emergency contact information, date of birth and gender for the background check and employer information. We also ask that you let us know your availability and what you would like to volunteer to do while you are at Share. While we do have many pressing needs at the shelters and in our warehouse, it is our preference to place you in an area that you will most enjoy. Children are welcome to volunteer with their parents with a few exceptions and we do ask that a volunteer application is returned for all children 17 and under with a parent / guardian signature. Children must be 16 years of age to volunteer independently. Children under 16 must have an adult volunteer with them.

Volunteer applications are accepted January 1 to October 31 for all activities. During November and December, we are only able to take and process applications for help with our holiday events. All volunteers should plan to renew /update their applications every two years.

Applications generally take 5-7 days to process and you can generally expect a call from the Volunteer Department within that time. Please do not hesitate to call if you have not heard back in a reasonable time frame.

Background Checks:

Share processes all applications through the Washington State Patrol Access to Criminal History (WATCH) and the U.S. Department of Justice Sex Offender web site (SMART) for background information. Having an infraction on your record may not prevent you from volunteering. You

may request a copy of your background check, but they are not automatically sent to applicants.

Our volunteer guidelines for infractions are as follows:

Class A Felony – We do not accept volunteers with any Class A Felony

Class B Felony – We accept volunteers with Class B Felonies after ten years has passed from the date of conviction. If the felony was a sexual offense, you cannot volunteer at the family shelters at any time.

Class C Felony – We accept volunteers after five years has passed from the conviction date. If less than five years, the infraction is viewed on a case by case basis by the Director of Volunteers.

Please call the Director of Volunteers with any questions or concerns that you may have.

Attendance:

Many of our volunteer needs are at our shelters and we depend on volunteers to come for shifts for which they have signed up. If you are unable to attend, we appreciate notice 48 hours in advance when possible to allow us to schedule others to fill in for your shifts. Please do not come if you are sick. We understand that prior notification may be difficult in the case of illness or family emergencies. The volunteer office staff is available Monday – Friday, 9am to 5pm most days. If you need to cancel on an evening or weekend when the office is closed, please call the shelters directly and let them know (please refer to the address and phone number information on pages (6-7)).

Confidentiality and Boundaries:

It is expected that all Share volunteers will conduct themselves in a professional manner at all times. This does not imply, nor do we expect that this will result in a standoffish or distant manner with the clients. All clients should be treated equally and respectfully and in a friendly manner. As volunteers, there is a great deal of interaction that occurs with clients. However, entering a relationship outside of a volunteer role such as a personal friendship, roommate, or landlord or engaging in sexual or romantic liaisons with either a current client or a client that has been out of our system less than one year is considered unethical and is prohibited.

It is also expected that all volunteers will maintain strict confidentiality regarding clients, donors, and other volunteers should you be in the position to access records of any type. Volunteers should not engage in conversations that are considered sensitive in nature in public areas where others can overhear, nor in discussions with clients, other volunteers, or others that are not involved in a professional relationship with the clients.

In addition:

- Volunteers shall request a person’s permission prior to hugging them. Making clients or others feel in any way obligated to accept touching and hugging is unethical. Victims of sexual abuse, adolescents, older adults, and some dual-diagnosed persons may be

particularly sensitive and vulnerable to negative reactions or misinterpretations of touching or hugging.

- You may not accept gifts from a current or former client. Our clients are by the nature of our work low-income, and their funds should be used for the benefit of their families. Generally, a gift from a child is acceptable when turning the gift down would be considered rude, or unreasonable.
- You must keep separate your private life from your volunteer work environment.
- Transportation of clients in personal vehicles is prohibited.
- You must not give, receive or exchange personal phone numbers, email addresses, or social media contacts with a client.
- You must not make personal purchases of items for clients.
- You must not give or make loans to a client.
- You must not accept or offer favors.

Alcohol, Drugs, Smoking, Firearms:

The unauthorized possession, use, distribution, or sale of drugs or alcohol on any Share property is strictly prohibited. Volunteering under the influence of either drugs or alcohol is forbidden. Management will take appropriate action to prohibit any individual whose behavior, judgment or performance is impaired by drugs or alcohol from entering any of Share's properties.

The Washington State Health Department has mandated that all public facilities are nonsmoking environments. Further, while the health department rules allow for smoking 25' or further from the doors, we ask that you refrain from smoking on any of our premises.

Carrying or possession of weapons on the premises of any Share facility is not allowed.

Harassment / Sexual Harassment:

Harassment of employees, volunteers, or clients is unacceptable conduct which will not be tolerated. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, verbal abuse of a sexual nature, subtle pressure or requests for sexual activities, unnecessary touching, graphic verbal commentaries, degrading words used to describe an individual, a display in the workplace of sexually suggestive objects or pictures, offensive jokes, physical assault, or other verbal, visual or physical conduct of a sexual nature. No person will be subject to retaliation for any report of harassment or refusal to submit to harassment.

Other prohibited forms of harassment include unwelcome and offensive behavior or treatment based on factors such as a person's race, religion, disability, age, creed, sexual orientation, national origin, or any other basis protected by law.

Any volunteer who feels that they are a victim of prohibited harassment or retaliation for complaints of harassment should bring the matter to the immediate attention of the case manager/supervisor on duty. Any volunteer who is uncomfortable for any reason in bringing

such matter to the attention of the person in charge should report the matter to the Director of Volunteers, the Executive Director or the President of the Board of Directors. Share will promptly investigate all allegations of harassment/ sexual harassment in as confidential a manner as possible and take appropriate corrective action if warranted.

Any volunteer who is determined, after an investigation, to have engaged in harassment in violation of this policy will be subject to immediate termination.

Community Service – Of all types:

We are happy to work with many programs that require community service, including school requirements (from grade school to college level) and service organizations as well as employer-based service. Both groups and individuals can participate in many of our volunteer activities and we can generally accommodate place and time. Please plan ahead as it does take time to process applications and scheduling needs.

If you are in need of court ordered community service, you will be placed on a case by case basis. Share House can take most all infraction-based community service, however our family shelters and warehouse cannot. You can call Share House directly at 360-695-7658. Please let them know that you are calling about court ordered community service rather than volunteering or they will re-direct you to call the Director of Volunteers. You must plan ahead in order to complete the required number of hours in your time allotted as Share does have specific hours available for completion. You should also plan to track your hours and you must sign in at the various locations as any unlogged hours that cannot be verified by staff will not be included in reports to the appropriate authorities.

Attire:

Share recognizes that our volunteers perform a variety of tasks during their shifts requiring comfortable and practical clothing. All clothing and bodies should be clean. Dress should be appropriate for meeting with clients, volunteers, donors and the general public.

Clothing should be free of stains, rips and tears and should be appropriate for the volunteer role. Therefore, jeans and t-shirts are acceptable within the following requirements of this policy. We ask that you set a positive example for other volunteers and all clients; men, women, and children. As such, in addition to appropriate attire, we ask that you use modest language in our facilities as well.

In the kitchen:

- Clothing must include longer shorts, long pants or skirt/dress. Appropriate undergarments are required and should not be exposed.
- Shoes are required and must be closed-toe.
- Clothing must include tops that cover the midriff area and no spaghetti straps.
- Long hair must be fastened in pony tail style or on top of the head.

- Clothing cannot have graphics depicting alcohol, drugs or tobacco; occult or satanic; sexually oriented or pornographic; horror or violence themes; gang logos, names or themes.
- Clothing should not be see-through, “too tight”, or low cut.
- Clothing may not include political or religious statements.

In the offices:

- Clothing must include long pants, skirts/dress or walking shorts. Appropriate undergarments are required and should not be exposed.
- Clothing must include tops that cover the midriff. No spaghetti straps.
- Clothing cannot have graphics depicting alcohol, drugs or tobacco; occult or satanic; sexually oriented or pornographic; horror or violence themes; gang logos, names or themes.
- Clothing should not be see-through, “too tight”, or low cut.
- Clothing may not include political or religious statements.

If you have any questions, please contact the Director of Volunteers.

Food Handling and Safety:

Share is actively involved in helping to alleviate hunger in Clark County and prepares over 125,000 meals per year. Food handling and safety is a high priority for our kitchens. If you are planning to volunteer in one of our food handling areas, including the food backpack program or Summer Lunch program, please view the Food Safety videos, both parts one and two that have been produced by the Oregon Food Bank. You can find them on our website, sharevancouver.org, under the Volunteer tab.

Please wash your hands both prior to and after handling all food, after all breaks, cleaning of dishes, counters, tables, etc. and after any use of the bathrooms, smoking, or general breaks. You are required to wear gloves for all food preparation. Gloves are considered a one use item and should be changed when you leave and return to the kitchen or when changing from preparing meats and fish to any other food type.

Please ask for help in lifting any item that you consider too heavy, or any item that is over 25 pounds. If you are in need of help for any kitchen activity, please ask the case manager or supervisor. They are happy to assist.

If you encounter any hazardous situation or unsafe activity in the kitchen or elsewhere on any of Share’s premises, please let someone know so that it may be corrected.

Lifting and Moving:

- Never lift an object while you are sitting in a chair. Instead, stand and move the chair out of the way.
- Do not lift beyond your strength. When heavy lifting is required, arrange for necessary help.
- If something you are doing hurts any part of your body, stop what you are doing immediately. Be aware that most injuries are cumulative.
- Plan ahead when lifting. When lifting an object, keep your spine straight and the object as close to you as possible. Bend your knees or squat when reaching for items below your waist. Pivot your body, twist and push an object versus pulling an object.
- If an object to be handled may cause cuts or splinters, wear gloves.

General Information:

Volunteers are required to sign in and out for every volunteer activity. When you sign in, you are agreeing that you have read our volunteer manual and that you agree to abide by all safety regulations posted and will follow directions from staff and lead volunteers.

Share is required to maintain written documentation of volunteer hours for all federal and state grant funding. We also use this information to recognize volunteers and evaluate programs and volunteer needs.

Food, clothing, or any other item that is in our warehouse, kitchens, shelters or any other Share property has been donated or purchased to serve our clients and is not to be taken home by volunteers for personal use. Unauthorized possession will be considered stealing and will lead to immediate termination of volunteer activities.

If you are volunteering to prepare meals at any of our three shelters, you are welcome to dine with our staff and residents.

We welcome children in all of our facilities but have minimum age requirements for some activities. We do not allow children under the age of 10 in any of our kitchens. Due to staffing requirements, children under the age of 16 cannot volunteer on weekends at Share House without prior consent from the Director of Volunteers. All children under the age of 15 must have an adult volunteering with them as well.

All of our shelters operate 24 hours per day 7 days per week, but doors are locked to outside access at various times based on building protocols and safety measures.

Please call the Director of Volunteers if you have any questions at 360.952.8228

Thank you for Volunteering!