



**PROJECT  
HOMELESS  
CONNECT™**

**Monday, November 17<sup>th</sup> 2008  
Bay Model, Sausalito**

**THANK YOU FOR VOLUNTEERING!**

**Schedule:**

**Set up: 8:00 AM to 9:00 AM ( Volunteers needed to set up tables)  
9:00 Volunteers register  
9:15 -9:45 Volunteer orientation  
10:00 -2:00 work at assigned station  
2:00-3:00 complete assignment and clean up**

**Come for all or part of the day!**

**Continental Breakfast begins at 8:00 AM and Lunch is provided.**

**VOLUNTEER CHECK IN:** Please check in with Paula, the Volunteer Coordinator, and you will receive your assignment and Project Homeless Connect t-shirt. If you already have one, wear it the day of the event. If you don't have one, you will receive a Project Homeless Connect t-shirt on the day of this event. Please sign in and fill out a volunteer Oath of Confidentiality.

**Volunteer Check Out:** Please be sure that your position is filled before you leave for the day ( if you leave before closing). Please fill out an evaluation form before you depart.

### **VOLUNTEER Info:**

#### **BASIC INFORMATION:**

- ✓ **SET UP:** We will be setting up for Project Homeless Connect at 8 AM on Monday the 17th. If you are able to help, please come.
- ✓ **PARKING:** Ample parking available in the adjacent parking lot.
- ✓ **WEAR COMFORTABLE** clothes and shoes. We suggest layers, as temperature is uncertain.
- ✓ **PACK LIGHT.** There will be **NO** storage for personal belongs. If you don't need it for Project Homeless Connect – please leave it at your office or home. ( We cannot be responsible for personal items at the Bay Model)
- ✓ **PLEASE** check-out and check-in with the Service Area Host for your particular assignment area when you need to take a break or get food. **PLEASE DO NOT DISAPPEAR** - even for a short time - without giving us a chance to fill in with a replacement if needed.

## PROCESS INFORMATION:

- ✓ Media may be present. Please direct media to Mary O'Mara. Do not hesitate to NICELY ask a media person to give you and your immediate client some privacy if either you or the client feel uncomfortable. **Please do not allow media or other photographers to take pictures of clients!**
- ✓ Visiting County and City leaders are likely to come through the area. If asked a question, please answer and direct them to a coordinator.

## Volunteer Positions:

**Greeters:** It is the responsibility of the greeters to staff the exterior doors of the Bay Model and greet the clients and direct them to Registration. Please help clients as they might need to wait at Registration for the next opening.

If clients have shopping carts, backpacks or bags, please direct them to the area for storing their belongings before proceeding (see map). **Greeters** also guide clients to the correct doors and interact with clients who seem lost or out of place.

**Transportation:** Because Project Homeless Connect is providing transportation to and from the event, these volunteers must be aware of the shuttle schedule and determine where clients need to go and communicate with the drivers about routes and timing/scheduling.

**Registration :** Volunteers will welcome client (see script available that day), get the Client Authorization Form signed and fill out the registration forms provided. When registration is completed a Host will escort the client over to the service area marked by their priority ( as available). Please do not get caught up in answering **all** questions a client might ask. Let them know that many answers will be available in the Service Areas.

**Host:** After registration has been completed a **Host** will then assist the client in locating the service(s) that he/she will need at Project Homeless Connect. Communication between Greeters ,Registration and Hosts is crucial. You might be assigned a specific client for part or the duration of your shift depending on the specific needs of that client (such as mobility, language, good rapport with client, etc.)

(Every wheelchair should go with an assigned volunteer that stays with the person AND the chair.) Such assignments can be coordinated with the **Host** in your area.

**Service Area Host:** There will be a Host assigned in each service area to assist with waiting lists and questions. Please seek out the host if you have questions.

**Trash:** Keep Project Homeless Connect CLEAN! Emptying garbage bins, maintaining the overall cleanliness of the event. It's a dirty job, and we appreciate that you are willing to do it! ☺ Extra points for you! To also keep it green, we will have recycling bins on site. Everyone is encouraged to be clean and green.

**Exit Interview/Handouts:** These volunteers are responsible for gathering feedback from the event from surveys that will be provided at your booth. Handouts ( Backpacks, coats and personal care items) will also be available to give away to clients.

**Canteen:** Lunch is provided for everyone at Project Homeless Connect. Coffee and snacks will be available for the morning..

### **HELPFUL HINTS IN DEALING WITH AND SUPPORTING PHC CLIENTS:**

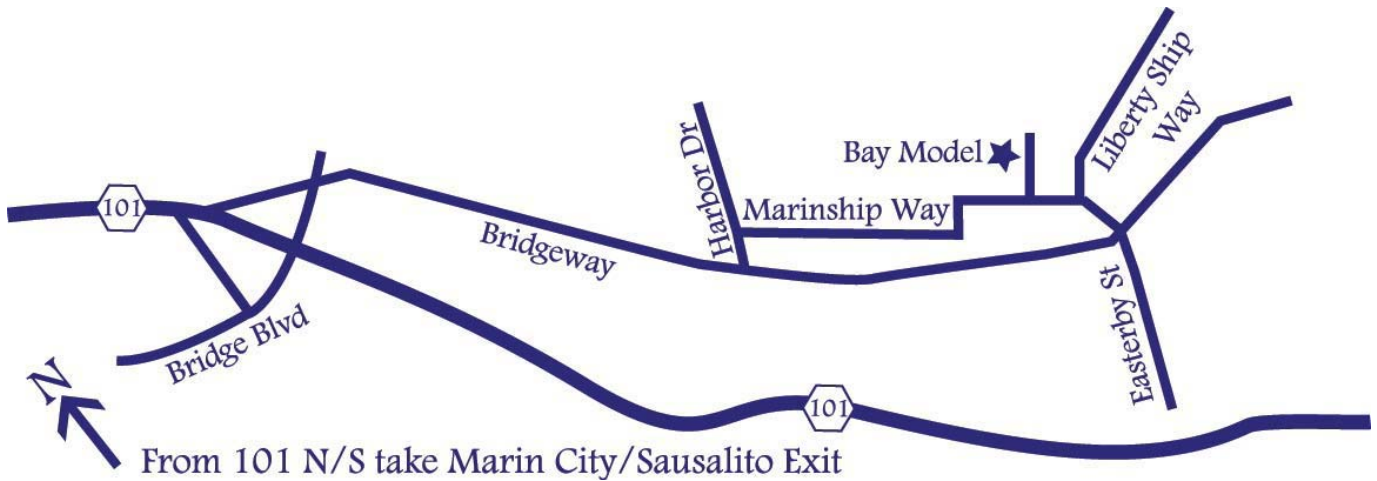
1. Speak directly to the client – Offer your first name. Ask if you can call them by their first name (It will be on the Interview Form once the client has seen Interview).
2. Tell the client what you are going to do:  
“I’m going to escort you to the Medical Area .”  
“Since this service area is so busy right now (check with the Area Host about status), would you like to get something to eat?”
3. **DO NOT BECOME AN ADVOCATE** for the client. If you run into barriers, have questions or concerns, check in with your Service Area Host. AVOID saying things to the client that add to frustration.
4. **Remember that many services have only so many slots. This is why we avoid promising the clients anything ahead of their being screened or seen at a service area.**
5. Enjoy your chance to interact with clients and fellow volunteers. Give support, listen, share your knowledge if asked questions, listen, keep the client focused on the efforts of the day, listen, and THANK the client for sharing with you.

REMEMBER you are not alone. If you are stumped, concerned, upset, unclear, etc. PLEASE contact one of the coordinators in the main room. If you have a GREAT STORY (and you very likely will), we want to hear those as well.

### **\*\*\*CLIENT INFORMATION\*\*\***

- ✓ **PLEASE, PLEASE, PLEASE! - Do NOT Promise a Client any service, unless you are the one who is making the appointment or signing them up for the service.** When you say “maybe”, clients hear promised. Avoid statements like, “Maybe you’ll get...” or “Some will get”  
As an alternative, say: **“In order to find out if you are eligible for \_\_\_\_\_ service, let me take you/direct you to that service area.”** Or, upon arriving at a service area, **“This is \_\_\_\_\_; I brought him/her to Medical because he is interested in seeing a doctor/nurse.”**

If Clients ask for specific information or promises of service (Will I get housing today?), explain that those issues will be addressed when the client gets to the Service Area. Also, add that the information you are collecting will be needed to help them.



**FROM HIGHWAY 101 SOUTH**

Take *Sausalito - Marin City* exit. At the light, turn left, passing underneath Highway 101. At the next light, turn right onto Bridgeway. You will see small brown and white signs on your left directing you towards the Bay Model. At Harbor Drive, turn left and then immediately turn right onto Marinship Way (Mollie Stone’s will be to your left, Kinko’s to your right). Follow the signs to the Bay Model, which is located between Marinship Way and the waterfront. After parking in our free lot, enter the Bay Model Visitor Center from the waterfront (*i.e.*, east entrance facing SF Bay).

**FROM HIGHWAY 101 NORTH**

After crossing the Golden Gate Bridge, take *Alexander Avenue* exit. Bear right and continue downhill into the town of Sausalito. After passing through downtown Sausalito, continue along Bridgeway. At the lights at Marinship Way (7Eleven will be on the left), turn right. Continue downhill and straight. At the first stop sign, turn right. Follow the signs to the Bay Model, which is located between Marinship Way and the waterfront. After parking in our free lot, enter the Bay Model Visitor Center from the waterfront (*i.e.*, east entrance facing SF Bay).

**PUBLIC TRANSPORTATION**

*Golden Gate Transit Ferry* and *Red and White Fleet* depart from the Ferry Building at Fisherman Wharf, Pier 43 1/2 in San Francisco. For a more hilly and scenic excursion, bike or walk across the Golden Gate Bridge and follow Alexander Avenue into Sausalito. From the East Bay you can take a Bay Area Rapid Transit (BART) train to San Francisco, and then take a ferry or bus to Sausalito.