

Volunteer Handbook

DOROTHY DAY HOSPITALITY HOUSE

703 1st Street SW
Rochester, MN 55902
(507) 282-5172

“What we do is very little, but it is like the little boy with a few loaves and fishes. Christ took that little and increased it. He will do the rest. What we do is so little we may seem to be constantly failing. But so did He fail. He met with apparent failure on the Cross. But unless the seed fall into the earth and die, there is no harvest. And why must we see results? Our work is to sow. Another generation will be reaping the harvest.”

Dorothy Day

About Dorothy Day

Dorothy Day (November 8, 1897 – November 29, 1980) was an American journalist, social activist, and devout Catholic convert. In the 1930s, Day worked closely with fellow activist Peter Maurin to establish the Catholic Worker Movement, a pacifist movement that continues to combine direct aid for the poor and homeless with nonviolent direct action on their behalf. She served as editor of the Catholic Worker newspaper from 1933 until her death in 1980.

Dorothy Day believed in the works of mercy (feed the hungry, shelter the homeless, clothe the naked, visit the sick, visit the imprisoned) were the most direct form of Christian action.



History of the House

In 1984, a small group of people who were concerned about the homeless and the injustices that led to homelessness gathered to discuss the need for a shelter in Rochester. Ministers and priests, Social Services, and the Police Department confirmed that there definitely was a need for such a shelter.

This group decided to call their home the Dorothy Day Hospitality House after the courageous woman who spent her life as an advocate for the poor. Dorothy Day started the first house of hospitality in the 1930's during the Great Depression. Now there are about eighty such houses throughout the United States and Canada. Many houses, such as ours in Rochester, are an ecumenical endeavor (representing a number of different churches and houses of worship).

Dorothy Day's philosophy came from the Gospel in Matthew, Chapter 25, when Christ said, "Come, inherit the Kingdom, you have my Father's blessing. For I was hungry and you fed me, thirsty and you gave me drink, a stranger and you welcomed me..., when you do this to the least of my people, you do it unto me." Dorothy Day believed that each person is made in the image of Christ, and we must love and value each individual regardless of that person's place in society.

The founding group then, having chosen the name and the philosophy, worked to find the funds to rent and maintain a home. When they had enough money for one month's rent, they signed a six month lease based upon Dorothy Day's idea that, "you must start the work and the Lord will provide." On November 1, 1984, they opened their doors at 1431 Second Street Southwest, a small house with five bedrooms capable of housing eight guests and one live-in volunteer. Just as Dorothy believed, the Lord did provide because ever since that day, we have always been able to pay the rent and all utilities.

Within one year, the Dorothy Day Hospitality House needed to find a larger site. The house often had 10-12 guests sleeping on couches or rollaway beds. A larger home was rented from the Christ United Methodist Church at 420 Fifth Avenue Southwest. This house had twelve guest beds and two live-in rooms.

Two and a half years later, the Christ United Church decided to raze the house for building expansion. On July 31, 1989, the Dorothy Day Hospitality House moved to the St. Francis Convent at 1108 Third Street Southeast. However, there were some people who were not happy to have the shelter in their neighborhood. So, the leadership at Dorothy Day decided to move to another location in November 1989. After searching diligently to find another place to rent and not finding anything available, our organization decided to buy a house for a permanent home. Ever since, Dorothy Day has helped people of the Rochester community from our current location at 703 1st Street Southwest.

Guests

Each year, the house serves countless guests with temporary shelter. Over thirteen hundred guests stayed at the shelter in 2014. The face of the homeless in the United States has changed in the last 15-20 years. Today, there are more young people (in their 20-30's) and many with various forms of mental illness (the result of closing State hospitals). The number of parents, many of whom are single, with young children has increased. Here in Rochester, we are in a unique position due to our proximity to Mayo Clinic. Many who come here for medical help are not able to afford the high cost of hotels and motels. The Social Services at the Clinic and both affiliated hospitals refer guests to our House.

Not all of our guests are in town for medical assistance, however. Many of the guests are Rochester area residents who have had a personal crisis such as loss of job or divorce and need temporary shelter until they can find alternate living conditions. These guests are referred to us in a variety of ways, sometimes through ministers, police, social services, and other organizations. Some guests are transient—moving through the area - and find when evening comes that they are without shelter. They are usually referred by the police or ministers.

The Dorothy Day Hospitality House works closely with other agencies such as Channel One, Women's Shelter, Crisis Unit, Salvation Army and other social services.

Temporary shelter means a 14 day stay. There are House rules (which need to be agreed to before check-in) which are read with each guest as they register. The guests confirm their understanding of the rules and verbally confirm that they will comply. These rules and guidelines only apply while the guest is on the House's property. Witnessed behavior or hearsay about behavior off the property does not affect the guests' stay. There are times the 14 days are extended if necessary according to individual needs. Extensions are considered / granted by the Extension Committee. If any question, call a Board member (see the phone list in the desk). Beds are not allowed to be reserved; they are given out on a first-come basis only.

While guests are at the house, they receive a special gift – the gift of human contact. A listening ear, and a feeling of “family” around the dinner table is often the first close contact they have had in a long time. Sometimes that “social need” is greater than the “economic need.” Everyone is entitled to the dignity of the basic human right of food and shelter.

“As Christians, we are taught that we cannot love God unless we love one another. We know Him in the breaking of the bread and we know each other in the breaking of the bread and we are not alone anymore.”

- Dorothy Day

Mission Statement

The Dorothy Day Hospitality House is a temporary shelter for those who find themselves in crisis and in need of the basic requirements of food, clothing, and shelter. All persons in need are welcome.

Weekly Volunteer Meetings

Weekly volunteer meetings are held on Tuesdays at 7pm in the dining room of the House, hosted by our Board of Directors. This is an opportunity for volunteers to share their recent experiences, and also to learn more about how the House operates.

Notes:

Guest = someone who is checked into the house (assigned a bed).

Visitor = someone who is only in the house during Visiting Hours (7-9am & 7-9pm).

Duties suggested for ALL shifts, when time permits:

- Be aware of where all the fire extinguishers and panic buttons are located.
- Wander around the house to all areas to show a presence from the volunteers, visit and observe
- Refill supplies: sugar, salt, creamer, coffee, cereal napkins, paper towels, etc.
- Clean out fridge of old food and expiration dates
- Needed supplies should be listed on the kitchen whiteboard
- Clean, empty trash, vacuum, catch up on laundry
- Make up bed packs: flat and fitted sheet, pillowcase, towel and washcloth.
- If repairs are needed list them in the notebook hanging on the front bulletin board
- Any guest or visitor may be re-breathalyzed at any time if you are concerned they may now be positive.

Morning Shift: 7-9 AM

- Receive a report from the overnight volunteer. Read the Volunteer Log (on the computer) to become familiar with what has happened the past few days, create entry for your shift.
- Make coffee, if not already done.
- Compare the guest bed chart (on computer) to the guest picture board.
- Check on discharge dates and remind guests of departure dates.
- Put extra food in fridge out for breakfast to limit the amount we throw away.
- Visitors can come in from 7-9 AM. Fill out the Visitor Log for each visiting person.
- Visitors may come in for coffee and can eat whatever is in the dining room for breakfast that the night shift has set out. They are allowed to use microwave to heat leftovers or make toast.
- If a morning visitor shows signs of alcohol usage when they arrive, please feel free to breathalyzer them and act according to rules.
- Wake everyone by 8:00 AM.
- Ask guests to wash their dishes and put in the rack. Please remind them that our sanitizer is simply that – a sanitizer and not a dishwasher - so the dishes need to be thoroughly washed and rinsed before putting them into the rack. Do not dry dishes after taking out of sanitizer, to prevent cross contamination.
- Run breathalyzer sticks through the sanitizer
- At the discretion of the volunteer, one guest may go downstairs to do his or her own laundry if time allows. It is best if only the individual doing laundry has access to the basement at that time - no other guests should be downstairs.
- Ask guests who are checking out to strip their beds and bring down the linens.
- Strip beds of those who did not make curfew, put any property left behind in Room 3 with a labeled sticker, and fill in the Room 3 log, currently hanging on a clipboard under the guest picture board.
- Start the laundry (see Laundry section below).
- Start putting away the breakfast things by 8:45 AM and do the rest of the dishes. Shut off the coffee pot, and wash the pots. Shut off the sanitizer and stove. Turn off the hood fan and light.
- Make sure everyone is out by 9:00 AM. While checking each room make sure windows are closed and locked. Leave doors open. Open all shower doors and hang bath mats over them, turn off lights and fans. Check that beds are made and belongings are on the bed. Dispose of all food and/or drinks that are found.
- Take out food for snacks (cake, cookies, etc.) from freezer for the 4 PM shift to serve in the basement and put on kitchen cupboard.
- Check main floor windows, including the porch, making sure windows are locked and lock the external doors before you leave.

Afternoon Shift: 4-7 PM

- Arrive by 3:30-3:45 PM to have enough time to prepare the house before opening the front doors.
- Read the Volunteer Log (on the computer) to become familiar with what has happened the last few days, create entry for your shift.
- Compare the guest bed chart (on computer) to the guest picture board.
- In the basement, make coffee and set out snacks (found on the kitchen counter)
- During very hot weather, put out a pitcher of cold water.
- Make coffee downstairs.
- Fill up dry laundry soap in basement from the store room.
- Clean out dryer vent.
- Get out the breathalyzer and make up a bowl of soapy water for the used tubes.
- **DO NOT leave the breathalyzer or camera out if you leave the desk. They must be kept out of sight and locked if you leave the desk area!**
- Bring in the mail, using red key in the top left desk drawer. Label the guest mail with today's date and put it in the 2nd drawer of the metal file cabinet in the utility room (behind the check in area). If mail arrives for a guest use a post-it note on their picture to say "you've got mail". Don't sign for any package deliveries.
 - Envelopes that appear to hold checks and any checks and cash you receive should go in the drop safe in the volunteer bathroom. Other general house mail should go in the blue folder in the third drawer of the metal filing cabinet in the utility room.
 - Please keep the mail organized by date, not by name.
- Guests can check into the House at 4:00 PM.
- All guests and visitors are to be breathalyzed during this shift.
- You may receive donations during your shift (see the Donations section below).
- Check the porch to see if it needs to be straightened out.
- If the cooks have not appeared by 5:30 PM, look on the cook's list in the drawer of the volunteer desk in the kitchen. Call the responsible person listed on the calendar for that day. If they don't answer, you may call for pizza by 5:45 PM from the \$5 dollar pizza menu. We have an agreement with this store so tell them to bill and send it to us. Do not pay cash so the accounting log is accurate. Phone # 258-5528.
- After dinner, encourage guests to help with chores around the house as needed indoors and outdoors. They can empty the trash in their rooms, rake leaves, sweep up acorns, shovel snow, etc.
- If any food or drink is found upstairs, remove and discard it.

Evening Shift: 7-9:30 PM

- Ask the departing volunteers for any important info from their shift. Read through the Volunteer Log (on the computer), and make an entry for your shift.
- Compare the guest bed chart (computer) with the guest picture board.
- Visitors can come in from 7-9 PM. Enter them into the Visitor Log.
 - All visitors should be breathalyzed, to better ensure no trouble from the visitors. Only one breath is allowed, no repeats if positive. If you are the only volunteer for the shift and is it so busy that you need to prioritize your activity for a while, then you may let the visitors in now and plan to breathalyze them later.
 - All visitors should leave their bags by the desk before they head downstairs.
- **DO NOT leave the breathalyzer or camera out if you leave the desk. They must be kept out of sight and locked if you leave the desk area!**
- *Guests and food:* Offer food to Guests who check in after the 6pm dinner. Guests who were checked in prior to the 6pm dinner should go to the 6pm dinner, and not instead try to eat later, unless they are working or have other good reason.
- *Visitors and food:* We no longer offer group meals to the 7-9pm Visitors, due to problems that it caused. Snacks may be put out downstairs, and there is normally fresh fruit available. *Responding to food requests is left to your decision.* There is peanut-butter (for sandwiches) located in the cabinet above the microwave. Food in the refrigerator is usually reserved for the next morning's breakfast meal.
- Neither Visitors nor Guests should go into the kitchen. If they complain, you can show them the sign on the kitchen door (and show them the check-in rules).
- During very hot weather, put out a pitcher of cold water.
- Note that the cooks sometime don't leave until 7:30pm or later.
- After 9pm, in the basement: pick up dirty dishes, clean up snacks, empty coffee pot & unplug it.

Overnight Shift

The Overnighter on-duty sleeps in Room 1. The in-bed time for Guests is 10pm.

Sometimes a Guest works past 10pm. That Guest needs to let the House know they will arrive past 10pm (the Volunteer should record it in the Log, so that the Overnighter knows), including what time they will arrive to the House, and also the Guest needs to bring verification from their employer (each night, or a schedule from their employer). The Guest should also try to call the House when leaving work, so that the Overnighter knows the Guest will be arriving soon. The only other valid reason for a Guest arriving past 10pm is for a Medical reason, which the Guest needs to bring verification.

Checking In Guests

IMPORTANT: Never EVER assign women on the 3rd floor.

Never assign men in a room with women, and vice versa. Do not assign a teenage boy in a room with a woman other than his mother.

- **Guests MUST be breathalyzed before you can consider checking them in. Do this first to save yourself time if they end up blowing numbers.**
- Everyone must have a picture ID to be admitted their first time at the House. If they do not have one, you can check them in, but inform them that they are to get one within 2 months and note this on the Guest Data File - In the ID field, enter NO ID. If they have already been informed of this rule previously and still have not complied they are not to be allowed register until that is provided.
- Look up the person's name in the computer, even if they claim they've never been to the House before.
 - Any restrictions will be noted on the guest's record in the system. Banned guests must be turned away immediately.
 - If their ID field says NO ID, they must provide an ID as they were informed previously that they must have one. If they cannot provide one, they can't stay.
 - Guest information like First and Last name, Gender, ID number, and Emergency Contact information (not limited to just these items) will be required to be entered.
 - The guest will be assigned an empty bed, If a woman is placed in a room, a man cannot also be placed in that room, even if they are married unless they have children with them.
- Read the rules aloud to them, and show them a physical copy they can read as well. Guests MUST verbally agree to the terms set forth in this document to be admitted to the House.
- If the guest has never been at the house before, take picture and print. If they were a prior guest, pull picture from the file on the desk and place it in the bed slot assigned to them on the Bed Board.
- Give guest towel/sheet packet, available in the front left side closet.
- Ask if they need personal care items and if so, give bag of toiletries (stored in the laundry room file cabinet or basement storeroom).
- Take them up to their room, making sure they know their assigned bed. Make sure there is a mattress pad, pillow, and blanket on the bed. If one of these items is missing, they can be found in the 3rd floor linen closet.
- If this is a first time guest, take the individual on a brief tour of the house.
- If a guest arrives who can be checked in according to the 2 month stay criteria, they must be checked in rather than be a cold weather guest for overnight. (November 1 - March 31).

Checking Out Guests

- Check them out through the computer.
- Put their picture back in the picture file. Write the date they check out on the back of their picture helps find data quickly if the computer fails to find the last day.
- If possible, have guests strip their bed and bring bedding to laundry room (sheets, pillowcase and towel). Comforters and mattress pads are left on the bed unless soiled.
- Volunteer should do a final check of bed to ensure that comforters, pillow and mattress pad are clean and all personal belongings are removed.
- Check bed chart (on computer) to ensure the guest has been removed.

Changing a Bed/Room Assignment

- This should only occur if we need to shift beds to make room for new guests. If you need to change a bed, update their record and move their picture on the Bed Board to their new location.

Cold Weather Policy

- Offered **November 1—March 31**:
- Guests who have stayed at the house within the last two months who normally would not qualify for a room qualify in this extreme weather situation (if extra beds are open) to stay for one night at a time.
- Guests must not be eligible for a regular 2 month stay at Dorothy Day stay and may not be banned from the Dorothy Day Hospitality House. If a guest is eligible for regular stay then the guest must register as a regular guest instead of Cold Weather guest
- Starting at 9 PM, these beds are given to as many visitors as we have empty beds. If there are more people than beds, cards must be drawn to see who wins the lottery (could have high card wins, with aces are highest cards).
- People will be limited to 10 days in their 2-month off period, and after that they are not allowed to compete (by drawing cards) with others who haven't used up their 10 days yet – but they could still get an open bed only if there is no one waiting who hasn't used up their 10 days yet.
- Make sure to select the Cold Weather type stay when checking the guest into the computer.

Guests must agree to all regular stay rules.

Guests use put both sheets on their bed sleeping between them.

Guests must strip sheets and place in plastic bag with their name and date and bring to the front desk by 8:15 AM, and are not to go back upstairs (so that new guests can be checked in and taken to their beds before 9 AM).

No personal belongings are to be placed in the bag.

Guests are not to leave personal belongings with another guest staying at the house.

Guests are not to do laundry.

Guests eligible for a regular stay will be adjusted as such.

Cold Weather suspensions will be determined by the severity of violations.

Visiting Hours

Visiting hours are from 7-9 AM and from 7-9 PM.

Enter each visitor in the Visitor Log (on the computer).

In the morning, visitors are welcome to coffee and cereal. In the evening, they are welcome in the common areas. Visitors are never allowed upstairs or in the kitchen. Visitors during the 7-9 PM times should be breathalyzed.

Back packs are not allowed to be taken downstairs.

Camera and Printer

- Turn camera on. Take the guest's picture horizontally, ensuring that the photo is not blurry. Make sure that the guest stands in front of the bathroom door with the No Smoking sign visible to one side of their head (to record their height for the police).
- See the directions by the camera & printer for how to print the picture
- Put the picture in the bed slot assigned to the Guest on the board.

Volunteer Log / Computer

We use a computer for Volunteer Log, Guest check-in, and Visitor information. The computer is locked to the front desk. In the Volunteer Log, record your name next to the pre-entered date and shift time. Write any useful information for other volunteers coming after you. This is our communication model and helps to give the Board visibility into our activities. You can flag your note to have the Board review your suggestions or comments. It is important that you include any problems you experience during your shift - the police have used our log book in the past for information as well. If your shift is uneventful, you can simply put "Quiet night" or leave it blank. Find time to read the last few entries to make yourself familiar with what has occurred for other volunteers who were previously helping your guest.

If there are computer issues during your shift, you can call for support (see the phone numbers in the green folder at the front desk). If the computer is not working, record information on paper.

Donations into the House, and House give outs to guests/visitors

Donations to the House

Graciously accept: food, winter clothing, shoes, blankets, gift cards, and money. Ask the donor if they would like a thank-you note from the House. If yes: ask the donor to fill out a Donor Card, in the baskets on the front desk. The Health Department requires food donations to be written on a special sheet which is on the desk by the back door (including the item, date, and donor name). Place gift cards and money in the drop safe (in the Volunteers bathroom off the kitchen). When quilts are donated they should be put in the linen room located on the 3rd floor – the key to that door's padlock is in the lock-box located in the volunteer bathroom.

For any other clothing, please refer them to donate to another agency: like Savers, Women's Shelter, or Goodwill. For bedding, we can only use twin-size linens. Do not accept furniture, electronics, or baby equipment.

Porch

The House's porch (facing 7th Ave) is now for winter clothing, shoes, and blankets only. A guest/visitor may have up to one of each type of item from the porch. After unlocking the porch for a guest/visitor, monitor the porch activity to help prevent abuse (taking too much by one person or someone making a big mess – which led to it being locked). Record what was taken on the spread-sheet on the computer.

Room3 clothes

The House purchases clothes (shirts, pants, socks, and underwear) to give out to guests/visitors and these clothes are kept in tubs in Room3. A guest/visitor may have up to one of each type of item from Room3 – but don't let the person in Room3. Record what was taken on the spread-sheet on the computer.

Hygiene / toiletry items

They are "ditty bags" of hygiene items for new guests in the top drawer of the metal filing cabinet in the laundry room (there are more in the storeroom in the basement) to be offered to new guests at check-in. There are individual hygiene items in the Volunteers bathroom (off the kitchen) that can be given out to guests and visitors.

Food availability to guests & visitors

See the Shift sections (above).

Important Guest and Visitor Guidelines

What to do in difficult situations

- If a guest/visitor is causing problems or making people uncomfortable with their behavior, you can ask them to stop or leave. If they don't comply, you can say that you are going to call the police. If they still are being disruptive, you can then call the police. If there is ever a physical fight, you should call the police. If you feel things may be stabilizing, but could escalate, you could carry one of the push-button alarms so you have immediate capability of calling for help.
- If a guest/visitor needs immediate medical assistance, you can call 911 for an ambulance to pick them up.
- If a guest/visitor is overly talkative to you and ends up monopolizing your time, you can ask them to go downstairs, tell them you are working and don't have the time right now - set boundaries with them nicely. If that doesn't work, get up and go into the kitchen to give yourself a break from them. If they try to follow you into the kitchen, tell them they can't go into the kitchen (and you could go back further to the back desk area if needed).
- If a guest/visitor tries to engage you in a discussion showing why you are not being perfectly consistent with a prior volunteer, just tell them that we are an all-volunteer run organization and thus inconsistencies are inevitable.

Drinking

If a guest or visitor refuses to take a breathalyzer test, it is the same consequence as drinking - they cannot enter the premises, and if they are a guest at the house, they must immediately check out. If guest refuses to leave after blowing numbers on the breathalyzer and creates a problem, call law enforcement at 911 in an emergency or 507-328-6800 for law enforcement non-emergency. Anyone found drinking in the house receives a **one-year suspension** from the house and must be immediately dismissed from the property. The Board should be notified of this behavior - enter the information and guest ID into the Volunteer Log and flag it for Board Review.

Smoking

Smoking is allowed in the parking lot only. Guests MUST be at least 20 feet away from any entrance to the building. Anyone found smoking in the house receives a **one-year suspension** from the house and must be immediately dismissed from the property. Ask guests to use coffee cans for their cigarette butts.

Front Steps

Guests must not gather on the front steps while waiting to check in. Remind them if necessary, as this is inconsiderate to pedestrians trying to use the sidewalks. Guests and visitors should also not gather across the street on the Gift of Life property, as we have received calls about this from the Gift of Life management.

Dishes

Cups, plates and silverware must remain in the house at all times *except* from 7-9 am when guests can take a cup of coffee outside with them. No eating or drinking can ever take place in the living room.

House Phone

Guests and Visitors may use the house phone for local and long distance calls in the dining room. Since the phone is shared by volunteers and guests and it is needed for house business, all guests/visitors must limit their phone calls to 5 minutes. The volunteer phone is on the wall behind the front desk and next to it are key phone numbers you may find useful.

Laundry

- Be sure to use 1/2 cup of bleach in the dispenser and always use hot water.
- If there is not enough for a load, just leave it for the next shift. We don't want to waste water, soap, bleach or electricity.
- When there are extra pillows, quilts, etc. in laundry room, please put them in linen closets on the 2nd and 3rd floors. Keys are in the lockbox in the Volunteer bathroom.
- Do not leave washers and dryers running unattended
- Please separate washcloths, rags, dish towels/cloths, hand towels into their appropriate bins labeled on the shelf above dryer.
- Extra liquid laundry soap is located in the front closet with the bed packs.
- Clean dryer vent after every use.

Kitchen Sanitizer

Dishes must be washed and rinsed before placement in the Sanitizer (it is not a dishwasher). See the posted directions for how to use the Sanitizer. When all full trays are sanitized, turn off the sanitizer. After the sanitizer cycle is complete, do not hand dry anything. This may cause recontamination. Please place cups and glasses right side up in cupboard so to keep the rims clean and are left to be air dried.

Recycling

We recycle. Please crush plastic milk jugs and other plastic bottles and flatten cardboard boxes before placing in the recycling red top containers outdoors.

Belongings left behind by Guests

Belongings left behind are put in Room3 and should be recorded on the log sheet attached to the picture guest bulletin board. Cross their name off when they pick up their belongings and either retrieve the belongings yourself or accompany the guest to get them. When storing guest items in Room3, please label with sticky labels (Post-it Notes fall off) with Guest's, room number, date, number of bags. Do not let the guest go upstairs alone to get their belongings. Items left in Room3 too long will be removed.

Policies for Volunteers

- Volunteers should have an understanding and agreement of the philosophy of the Dorothy Day Hospitality House (see top of this Volunteer Handbook).
- Make themselves aware of the tasks expected on their shift and fulfill these tasks as indicated (in this Volunteer Handbook).
- If at any time a volunteer is unable to work their shift, find a replacement or notify the volunteer coordinator. Never let it go so that your shift is not covered.
- Enforce the rules and guidelines for the guests making sure to treat the guests with respect and dignity.
- If there is a question or a problem that volunteers are unsure about, call for advice from another volunteer with more experience (there is a Main Phone list in back desk drawer).
- Also, if tempted to “break the rules,” a different volunteer with more experience should be called. That volunteer, being removed from the situation, would have a more objective approach. The situation can be discussed and a collaborative decision made.
- The rules and guidelines have been put in place over the years with much thought and deliberation, with concern for what is best for the guests and at the same time for what is best for the house over the long run. Consistency promotes security for our guests, and also removes any undermining of our fellow volunteers who make decisions based on the rules and guidelines. The Board sets the House policies.
- If a guest objects to a rule, it is important to keep focused on the rules and guidelines as written. Refrain from being argumentative or confrontational. Saying something like, “I’m simply here to make sure we all follow the rules.” Or “It’s my job to make sure the rules are followed.” Use a clear but firm voice.
- If a guest is breaking a rule, please consider showing the rules to the guest again as a reminder that they agreed to abide these rules when they checked into the house.
- Volunteers should model behavior to our guests and are also expected not to drink before (or during) their shift.
- MOST OF ALL...Remember to be cheerful and welcoming to all. Always be respectful and NOT demeaning by bossing the guests around as though they are children! Show that they are special and that you care about them and their needs. Be a good listener and look each person in the eye as they talk to you. Sometimes you are the only person who acknowledges them that day.

We are a team, focused on offering a welcoming home that provides shelter and safety within an atmosphere of peace.

Anonymity

We do not use our last names when introducing ourselves to the guests. We do not give out the last names or phone numbers of other volunteers or personal numbers of those employed by various agencies. We respect the privacy of our guests by sharing their names or situations only in the log/with other volunteers or with law enforcement as needed. Although we do not judge whatever our guests’ situations are, we leave it up to them to share their story with fellow guests or anyone outside of the house as they choose.

Confidentiality

What happens in the DDHH stays in the DDHH. In addition, out of respect for the privacy of our guests, we do not speak about one guest's situation with another guest. Guests can request that their presence at the house be kept from others who may call or stop by. If they request this, please add a note in their data record in the Notes to Volunteers field, indicating their preference to other volunteers.

Law Enforcement

The police officers who work to protect our community and our guests are able to gather any information they require about guests and visitors at the House. If an officer comes by looking for information, ask for their name and badge number to add to the Log, and allow them to look over any current or past guest information they require. Please comply with law enforcement.

Dress Code

Dress modestly - Women should avoid bare midriffs, short shorts, and tops which show cleavage. Men should avoid low hanging pants. Your clothing should not draw negative attention from our guests, as we expect modesty from them as well.

House Access

As a new volunteer, you will be provided with the key code to the House's side door (you enter through the kitchen). This code is changed periodically, and when it is changed, you will receive an email with the updated code. You will be provided with two volunteer keys, which open most things (for the doors they don't open, keys available in the lock box in the volunteer bathroom). Bring your volunteer keys every time.

Extensions

We will consider extending the stay of a guest provided the guest can satisfy the following three (3) conditions:

1. The guest is working with a sponsor (such as the Salvation Army or Zumbro Valley Homeless Team) to find housing.
2. Specific date of housing (typically a 1-3 day extension for them here, a few more days in very rare circumstances).
3. Specific place of housing.

Any request for an extension must be written by the sponsor of the guest on company letterhead or be requested by email from the sponsor's business email address. The volunteer receiving a request should forward the request to the Extension Committee (or at least to a Board member to pass to the Committee) to consider the request.

Medications

We can secure medications for current guests only in the Staff Laundry room. Once a guest leaves, he or she must take their medication with them or we will discard the medication. Guests must sign for any medication delivery. We cannot sign for medications on behalf of any guest at any time.

Exceptions

Any exception to the above rules needs to be approved by a Board member (see phone list in the desk). **Note** rule exceptions need to be rare, so that we are not making a policy change.

Resources

Community Resource Guide

There is a green booklet prepared by the Homeless Community Network that we offer to guests and often use ourselves. We keep copies in the front desk and in a box in the basement storeroom. There is an electronic copy available on the computer as well (a version in Spanish is also available).

We have typed resources available under the glass at the front desk for area services. An electronic copy is also available on the computer. Feel free to use the internet to look up services for our guests.

211

People may call 2-1-1 from our House phone, for health and human services information. See the 211 web-site for more info: <https://www.211unitedway.org/>

Dorothy Day Hospitality House info

Address: 703 1st St SW

Phone: 507-282-5172

Email: ddhhouse@gmail.com

Thanks again for being a volunteer at our all-volunteer run House!