

## **Volunteer Agreement**

As paid staff, member, or volunteer, I agree to the following:

1. I support the mission and values of the Egan Warming Center, as stated on the front of this handout.
2. I am willing to follow directions and abide by decisions made by the managing staff of the Egan Warming Center.
3. I will endeavor to keep my commitments to the Egan Warming Center.
4. I am willing to function as part of a team.
5. I am willing to follow protocols regarding reporting abuse of children and other vulnerable populations.
6. I will maintain healthy boundaries with guests including: not taking guests home, giving rides, loaning phones, handing out money, etc.
7. All donations are for our guests. Volunteers will not take anything home or give away items to other volunteers.
8. I understand that the Egan Warming Center is not an appropriate place for religious or political discussions, or any form of manipulation or pressure.

**Confidentiality Agreement** I pledge to create an environment of courtesy and respect to all we serve. I will refrain from gossip and keep all information heard or observed about guests, staff and volunteers confidential. I will not in any way share guests' stories or information using social media, write stories or letters to editors regarding guests at Egan Warming Center. I will not take photos or videos of any guest at Egan Warming Center, whether I use their name or not I will respect the privacy of every guest. As paid staff or volunteer, I am bound by laws and policies which protect the privacy of guest information. I agree to keep this information in the strictest of confidence.



St. Vincent de Paul  
Society of Lane County, Inc.

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# Egan Warming Center Volunteer Handout



**Who We Are** The Egan Warming Center is a coalition of community members, many representing service providers, nonprofits, faith and social activists communities and local government, who have come together since 2008 to ensure that homeless people have shelter during extreme cold weather. Named in honor of Major Thomas Egan, a kindly gentleman who froze to death during a cold spell in 2008, the Warming Center mission is simple: to ensure that homeless people in Lane County have a place to sleep indoors when temperatures drop below 30 degrees or below between November 15th and March 31st.

The mission of the Egan Warming Center is to ensure that homeless people in Lane County who want to be inside during extreme cold weather have a place to go. We value respect for the dignity of all humans, especially those that are homeless. We aim to create a space that is physically and emotionally safe for all, regardless of race, ethnicity, nationality, religion, mental or physical disability, gender, gender identity or sexual orientation.

**Last Season** The 2017-2018 season saw more than 900 unique guests served, 7561 warm beds offered, more than 18534 meals & snacks prepared, and 1121 unique volunteers providing over 22798 hours of service. The need is only growing! It takes around 400 volunteers each night of activation.

**Activation Protocol** Note that we work with the averaged forecasted temperatures and the actual temperatures can end up being very different.

1. Standby is called 72 hours out if the night time *averaged forecasted temperature* is below 30 degrees.
2. The first night of an activation is called 48 hours out if the *averaged forecasted temperature* is still below 30 degrees.
3. Consecutive activation nights will be called 24 hours out if the *averaged forecasted temperature* remains under 30 degrees.

We strive to make the calls by 6pm. We update all communication channels asap.

[www.eganwarmingcenter.com](http://www.eganwarmingcenter.com)

## How We Communicate

- **Email:** All trained volunteers are emailed vital Egan information asap. Keep an eye on your email and save the contact [info@eganwarmingcenter.com](mailto:info@eganwarmingcenter.com) to ensure our emails get to your inbox!
- **Text/Phone:** Text the word "Activate" to 292929 for text alerts for Egan Warming Center Status. Standard data and messaging rates may apply.
- **Website:** Updated ASAP with status changes and other news.
- **Social Media:** Facebook- Egan Warming Centers. Twitter- @EganWarming

## Warming Center Sites

There are ~8 site hosts for the 2018-2019 season:

- **Central Lutheran** (1857 Potter St.) *Capacity: 60. Allows pets. Accessible.*
- **Downtown** *Capacity: 70. Allows pets. Accessible.*  
Dinner: First Christian (1166 Oak St.) Sleeping: St Mary's (1300 Pearl St.)
- **LCC** (4000 E 30th Ave Main Campus Bldg 4 Room 104) *Capacity: 20. No Pets. Accessible.*
- **South Hills** (3925 Hilyard St. *Episcopal Church of the Resurrection.*)  
*Capacity: 40. No pets. Not accessible.*
- **Springfield** (525 Mill St, Springfield. *Old Springfield School Admin Bldg. Entrance is on E St.*) *Capacity: 70. Allows Pets. Not accessible.*
- **Trinity** (440 Maxwell Rd.) *Capacity: 85. Allows pets. Accessible.*
- **Valley Covenant** (3636 W 18th) *Capacity: 60. No pets. Accessible.*
- **Youth** (1376 Olive St. First United Methodist.) *Capacity: 20. Allows pets. Accessible.* This site is for youth 12 years thru 18 years old and for vulnerable girls up to 21 years old. All volunteers must be background checked to volunteer. Once you sign up for a shift the background check is run, you will be contacted if you do not pass the check.

## How to Sign Up for Shifts

1. Go to the website or follow the links in our various communication platforms to access the signup schedule for the site you want to volunteer with.
2. Log in or sign up for [signup.com](http://signup.com).
3. Select the shift you want to volunteer for and click "Sign up!"
4. Show up for your shift! We are now depending on you! Let your scheduler know ASAP if something comes up and you must cancel.

If you ever need help, contact your site's scheduler or reach out to the volunteer coordinator at [volunteer@eganwarmingcenter.com](mailto:volunteer@eganwarmingcenter.com).

**Volunteer Positions** There are many type of volunteers, and many of us are multifaceted, wearing many hats. You may be asked to do something random, especially overnight, eg. making food, cleaning messes, etc. If you are ever uncomfortable, please say so! Take care of yourself so we can support each other!

- **\*\*\*Site Lead:** Responsible for overall site functionality and effectiveness.
- **\*\*Shift Leads:** Point person for each shift. Your go-to during the shift for support and guidance.
- **\*\*Food pick up:** Picks up the food for each night at Food For Lane County.
- **\*\*Pet Lead:** Assist guests with pets. Eg: food, water, crating, etc.
- **\*\*Medical:** Provides basic first aid to guests. No certifications required.
- **\*\*Behavioral:** Assist guests experiencing distress or conflict.
- **\*Safety:** Provide a friendly, supportive presence, especially outside. Work with a team to help solve any potential issues.
- **\*Evening Set Up/Morning Clean Up:** Help prepare or take down the site.
- **\*Kitchen:** Help prepare, serve, and clean up dinner/breakfast.
- **\*Intake:** Help intake guests, check bags, handing out blankets, etc.
- **\*Hospitality:** Help settle guests in. Coffee, socializing, general help.
- **\*Overnight:** Various intake, kitchen, and hospitality tasks, etc.

\*\* Approval needed before signing up. Ask your shift lead to get trained!

\* New volunteers welcome!

## Things to know

- You will always have someone there with you who has the experience needed to maintain safety at the site.
- We always work in pairs, so you will never be on your own.
- Never bring a weapon to a site, even if you have a conceal carry license.
- **Youth Site Volunteers:** All volunteers must be background checked to volunteer. Once you sign up for a shift you will be prompted to give your DOB. The background check will be run. You will be contacted if you Do Not pass.
- Please know that you are an integral part of a larger team. Every site has a volunteer team, and all Egan sites are working as a team, plus the logistics team, administrative team, and all community partners. We are the Egan Community. You are not alone, nor are you insignificant! We value every volunteer, whether you are new or a longtime veteran- each of us had time and talent to offer. Welcome.