



Volunteer Handbook

*The mission of Ann's Heart is to provide a place
of welcome and human services to all
Phoenixville area people.*

REVISED NOVEMBER 2019

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Welcome to the Code Blue Overnight Emergency Warming Center!

Thank you for your interest in volunteering at Ann's Heart and the Code Blue Overnight Emergency Warming Center. Volunteers are vital to Ann's Heart and our programs.

Your efforts will help to provide a safe, warm, overnight emergency shelter for men, women, and families in the Phoenixville area, whether you provide administrative support, clean and organize shelves in our Center, or help provide staff support during operational hours.

Please read through the enclosed material and complete the appropriate Volunteer Agreement. The agreement form and review of the Volunteer Orientation Presentation needs to be completed prior to your first date of service.

We are grateful for your participation in our programs, projects, and events. Ann's Heart is able to provide quality services due to the support of volunteers like you. Thank you for helping support our community and our neighbors in need.

Sincerely,



Kristen McGee
Executive Director
Ann's Heart

Code Blue Center Contact Information

Physical Address:

Sacred Heart Church
(Lower Level - Hall)
146 Church Street
Phoenixville, PA 19460

Mailing Address:

148 Church Street
2nd Floor
Phoenixville, PA 19460

Center Phone: (484) 393.BLUE (2583)
Office Phone: (484) 393.2407
General Email: info@annsheart.org
Volunteer Email: volunteer@annsheart.org
www.AnnHeart.org/programs/code-blue

MISSION, VISION, CORE VALUES

Our Mission:

The mission of Ann's Heart is to provide a place of welcome and human services to all Phoenixville area people.



Our Vision:

The vision of Ann's Heart is to provide a place of welcome and human services through the development of programs utilizing existing spaces on the grounds of Sacred Heart Church and School buildings, helping to provide support and other services for persons most in need in our community. We will also be intentional about identifying needs created by gaps in services already provided by the local community, and to fill those needs when possible.

Our Core Values:

Ann's Heart is committed to being an organization whose core values respect the community, our community partners, and the people we serve through our transparency and presence in the community.

Our core values guide and support our Board and leadership, enabling us to maintain the organization's purpose and make that purpose real to our staff as the organization develops and grows.

- **Community Engagement:** Ann's Heart cannot exist or provide services in the community without engaging the community through collaboration and partnership, helping to strengthen our work and theirs so as not to duplicate effort for the same population. To this end, Ann's Heart is committed to ongoing dialogue with other service providers in the community through existing networks and/or individuals.
- **Stewardship:** Ann's Heart is committed to good stewardship of funds allotted or bequeathed to us assuring financial responsibility and transparency to our community, through monthly Board review of fiscal reports and annual review or audit of funds. The Board has a budget and Financial Committee, as well as an Audit Committee to support good stewardship.
- **Diversity:** We acknowledge and honor the fundamental value and dignity of all individuals. We pledge ourselves to creating and maintaining an environment that respects diverse traditions, heritages, and experiences. To this end, Ann's Heart is committed to working towards developing a Board of Directors that is diverse and reflects the community it serves.
- **Compassion:** We pledge to be compassionate, putting our heart and mind into our work, and being open to exploring needs as they emerge in the community.
- **Empowerment:** We pledge to create and work in an environment that supports and empowers the people we serve.

THE CODE BLUE OVERNIGHT EMERGENCY WARMING CENTER

The Code Blue Overnight Emergency Warming Center, a program of Ann's Heart, provides a cold weather, overnight warming center for men, women, and families. According to Chester County regulations, *'Code Blue is when temperatures dip to 35 degrees or below (considering the wind chill factor). This is when the risk of hypothermia, frost bite, or other cold-related injuries could occur if outside for prolonged periods of time'*.

Ann's Heart believes that whether it is 35° or 38°, it is too cold to sleep outside at night during the winter months. This is why the Code Blue Overnight Emergency Warming Center is open continuously from mid-November to mid-April (depending on the weather for any given year) from 8 PM to 8 AM, seven days a week, with one paid staff member and up to two volunteers per shift each night. However, during a severe weather event the Center may remain open throughout the day to ensure that guests have a safe and warm place to shelter from the cold. The Center can accommodate up to 16 guests each night, and all guests are welcome as long as they agree to act in a manner that allows us to provide a safe and welcoming environment for all, which includes guests, volunteers, staff, visitors and our neighbors.

The Code Blue Overnight Emergency Warming Center serves men, women, and families from the Phoenixville area that are in need of emergency, overnight shelter.

Our program is funded solely through the generosity of the community we serve and various private grants. We do not solicit for or accept County, State, or Federal funding. In addition to time and talent, monetary donations are appreciated and are tax deductible.

Learn more at www.AnnsHeart.org/CodeBlue

A word about donations...

Monetary

Ann's Heart is a 501-c-3 not-for-profit charitable organization. Those interested in making a monetary donation can do so online at www.annsheart.org/donate or by mail (checks payable to "Ann's Heart"). Please note that Ann's Heart cannot accept checks made out to "Code Blue". If funds are to be directed to Code Blue, on the Memo line of the check, you may note Code Blue and we will honor assuring funds are directed to this program.

Goods

Ann's Heart and the Code Blue Center rely solely on the generosity of our amazing community. The Center is constantly in need of various items, but we are specific in our requests to ensure we utilize community resources in the most effective way possible.

Currently needed donations are listed and updated often on our website.

Please note that we do not accept sheets, blankets, towels, used pillows, most clothing, coats, and full-size toiletries.

Food Items

Ann's Heart accepts donations of canned goods (see online listing for specifics), coffee, tea, and single serve pre-packaged food. We cannot accept any food (meals, snacks, etc.) prepared in a non-certified kitchen. This means that we cannot accept meals prepared in someone's home. All foods must be prepared and properly packaged by a Health Department certified kitchen or commercially packaged. All food donations should be coordinated with the Volunteer Coordinator or Executive Director ahead of time. Please do not drop off food items to the Center without prior notice.

POLICIES & PRACTICES

a. Hours of Operation

The Code Blue Overnight Emergency Warming Center is open seven days a week, from 8:00 PM to 8:00 AM. The Center is open to volunteers beginning at 7:45 PM as the staff will be at the Center at 7:30 PM. This allows the staff time to conduct the Exterior & Interior Check prior as a first initial task before volunteers enter. (Health & Safety)

b. Equal Opportunity

It is the policy of Ann's Heart not to discriminate against any volunteer or volunteer applicant because of age, race, color, creed, religion, sex, sexual orientation, disability, or national origin.

c. Harassment Policy

Ann's Heart prohibits any form of unlawful harassment based on age, race, color, creed, religion, sex, sexual orientation, disability, or national origin, marital status, disability, or veteran status in accordance with applicable laws.

With respect to sexual harassment, Ann's Heart strives to foster an environment free of unlawful sex discrimination, sexual harassment, or retaliation. Sexual harassment includes unwelcome and/or unsolicited sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature.

Any volunteer who believes he/she has been harassed should immediately notify the Executive Director. All complaints and related information will be investigated and kept confidential to the fullest extent possible. If you have a concern, see or hear something inappropriate, or wish to make an anonymous report, please go to: www.annsheart.org/report

In addition, any volunteer, staff, or visitor who appears to be sexually harassing any guest, staff, or volunteer should be reported to the Executive Director. If at any point the guest, staff or volunteer appears to be in a situation that requires intervention, do so (this may mean something as simple as interrupting the situation) and then report.

d. Drug-Free Environment

Ann's Heart strictly prohibits the use, sale, dispensing, possession or manufacture of illegal drugs in the workplace or while engaged in Ann's Heart, Code Blue Center or other activities of the organization or representing the organization. In addition, volunteers or staff may not provide guests with any prescription or non-prescription drugs or other forms of medication. Ann's Heart does not allow for staff, volunteers, or visitors to provide or administer drugs of any type to a guest. A guest who has medication(s) and needs to take it during his/her stay at the Code Blue Center, must self-administer his/her own medication and may not take medication from another guest. Sharing of medication(s) is prohibited and may lead to removal from the Code Blue program. All prescribed medication belonging to the guest must be secured in a sealed clear plastic bag, labeled as per procedures, logged in the medications logbook, and secured in the Medications Box for overnight storage in a secured designated area. Only Staff, or a designated person(s), may handle medications.

e. Smoking

The Code Blue Overnight Emergency Warming Center is a non-smoking facility. All smokers must leave the Sacred Heart Campus (Sacred Heart Church, School, 148 Church Street Building) in order to smoke.

f. Code Blue Storage Room

The storage room at the back of the Center is available for use by staff and volunteers to store their personal belongings, such as coats, bags, keys, etc. However, Ann's Heart is not responsible for any lost or stolen property. We highly recommend leaving all valuables at home or in your car. Please be sure to clean up after yourself and label all items (food/drink) placed in the refrigerator. Any food items left in the refrigerator may be discarded and will not be stored for use in the evening or next day. Take any and all food you bring into the Center, out of the Center or discard.

g. Safety and Accident Rules

Ann's Heart works hard to provide a clean, hazard free, healthy, and safe environment for its guests, staff, volunteers, and visitors. As a volunteer, please observe all posted safety rules, adhere to all safety instructions provided by staff or the Volunteer Coordinator, and use safety equipment where and when required. Please help us keep the Center neat, clean, and orderly. Staff know the most current changes in procedures and so volunteers need to follow staff directions to assure consistency in practices. All accidents must be reported immediately to the Shift Manager on duty. You will be required to complete an Unusual Incident Report Form to record the incident.

h. Weapons

It is the policy of Ann's Heart and the Code Blue Overnight Emergency Warming Center that no firearms or weapons are permitted on/in the Sacred Heart Campus / Code Blue Center. This includes, but is not limited to, disabling tear gas dispensers (and similar disabling devices), guns, starting pistols, flare pistols, and pocket or hunting knives, and other objects that may be used as a weapon. The only exception is an on-duty uniformed police officer visting or reporting to the Center or any medical personnel such as EMTs.

i. Reporting

If you see something, say something. Please help us keep the Code Blue Overnight Emergency Warming Center a positive, welcoming, and safe space for everyone. If you have a concern, see or hear something inappropriate, or wish to make an anonymous report, please go to www.annsheart.org/report You will see this information posted on the bulletin board in the Volunteer Area.

j. Hours of Service for Volunteers

Ann's Heart has designated volunteer shifts for each volunteer position. Most volunteer opportunities for the Code Blue Center take place during the Center's normal operational hours (between 8:00 PM and 8:00 AM). Ann's Heart also has daytime volunteer opportunities at the Center, as well as at special events in the evenings and on weekends. Each volunteer schedules his or her service shifts with the Volunteer Coordinator or online utilizing www.SignUp.com. (See information in the next section.) Volunteers are to begin their service at the designated shift time. This enables our staff to anticipate the number of volunteers and tasks to be assigned. Volunteer service is greatly valued by Ann's Heart for the Code Blue Center program.

k. Working with Minors

The Code Blue Center serves men, women, and families. Ann's Heart requires that all staff or volunteers who interact directly with minors at the Center must provide PA State Criminal History and Child Abuse Clearances. Volunteers interested in working with minors at the Center or who wish to be on an "on-call" listing of volunteers to serve when a family arrives at Code Blue, must submit their clearances to Ann's Heart prior to volunteering. Please contact the Volunteer Coordinator to submit clearances or with any questions.

I. Volunteer Orientation

Ann's Heart requires all volunteers to review the Volunteer Orientation Presentation, this Volunteer Handbook, and complete a Volunteer Agreement prior to their first volunteer shift. Volunteers will receive information about the Center and a basic overview of basic volunteer tasks and expectations.

Volunteers are encouraged to take on new tasks over time and at their choosing. Opportunities and tasks are never forced upon a volunteer. Staff will be the lead persons during Center hours and it is important to let them take the lead as they are briefed on potential guest concerns and any operational items that need to be addressed during their shift.

m. Absenteeism and Substitution

We understand that things happen that may change your schedule. When a volunteer expects to miss a shift or be absent from a scheduled day, the volunteer should contact the Volunteer Coordinator as far in advance as possible. Continual absenteeism without advanced notice may result in the request by Ann's Heart to remove the volunteer from future opportunities. Our work at the Center is dependent upon volunteers and so your presence is important.

n. Records

Every Ann's Heart / Code Blue Center volunteer is entered into our master volunteer database to record hours of service and maintain contact information. Please notify the Volunteer Coordinator with any changes of phone number or email. If you would like a copy of your volunteer hours at the end of the Code Blue season, please contact the Volunteer Coordinator.

o. Media

If any media outlet contacts you regarding information or an interview about Ann's Heart or the Code Blue Overnight Emergency Warming Center, please refer them to the Volunteer Coordinator or Executive Director. If a media representative approaches you while on Ann's Heart / Sacred Heart Campus property, please refrain from answering any questions or sharing your opinions on an Ann's Heart matter. Refer them to the Volunteer Coordinator or the Executive Director.

p. Children Under Age 18

Children (under 18 years of age) may not accompany volunteers during the Code Blue Center's hours of operation. Parents wishing for school-aged children to work alongside them when volunteering must receive prior permission from the Volunteer Coordinator and the service must take place outside of Code Blue Center operation. Ann's Heart requires that children be a minimum of 10 years old to volunteer. Minors 10 to 15 years old must have one adult chaperone for every five minors. Minors 16-17 years old must have one adult chaperone for every seven minors.

q. First Aid / Emergency Procedures

First Aid Kits are located in the staff closet and in the back storage area of the Code Blue Center. In the event someone is in need of First Aid, direct him or her to a Shift Manager. In the event of an accident or injury, notify a staff member immediately. Call 911 for an emergency. Universal safety precautions are followed in administering First Aid.

If you are injured, report your injury to a staff member or the Volunteer Coordinator. You will be asked to fill out an accident report.

r. Parking

Free parking is available at the Code Blue Center in both the Hall Street Lot (located at 149 Hall Street) or in the Phoenixville Senior Center lot (located at 153 Church Street) in spots marked “Sacred Heart Church” adjacent to the side of The Clinic.

CONDUCT & BEHAVIOR

a. Confidentiality

Ann’s Heart takes client confidentiality very seriously. As a volunteer, we ask you to remember that the individuals you are serving are members of our community, neighbors, and people who are currently under a lot of stress due to their housing situation.

Volunteers are required to refrain from taking photos or videos with guests, posting photos or videos of Center operations without the express written permission of the Executive Director, sharing personal information about guests, staff, or other co-volunteers with anyone without express permission from that individual, and discussing or sharing information about any event that may have occurred at the Center with the public. Ann’s Heart asks all volunteers to respect each guest’s right to privacy and be respectful of their current situation and needs.

b. Respect

With the goal of serving its Mission, Ann’s Heart strives to create a welcoming and positive atmosphere at the Code Blue Center. This includes being respectful to and considerate of our guests, staff, volunteers, and visitors. Volunteers are encouraged to interact with our guests, help create a warm, welcoming environment, and to build community at the Center. Ann’s Heart asks that volunteers refrain from asking personal or probing questions, but rather, act as a listening ear, providing support in a friendly, non-judgmental manner. Guests, staff, and volunteers should all be treated equally and with respect.

Volunteers will not at any time physically touch a guest while awake or not at wake-up or lights out time. Staff are the persons trained to conduct wake-up and lights out procedures.

c. Lending / Sharing / Giving

Ann’s Heart requires that all volunteers refrain from lending or giving money, providing medications (of any sort), or lending of personal property (that you would wish returned) to guests or staff. In many cases doing so creates or could create issues for staff, volunteers, or guests. Items such as books, playing cards, art supplies, or similar goods that you do not wish to have returned to you may be provided with permission from the Volunteer Coordinator or the Executive Director. If a volunteer is asked by a guest or staff member to purchase or lend an item of clothing, personal hygiene, or other types of supplies, please notify Ann’s Heart. In most cases we may be able to provide these items or provide a voucher to a partner organization to fulfill this need.

Providing items to a guest may cause unintentional problems for the guest as he/she would need to cart the item(s) around during the day. We have found items discarded in the neighborhood because of this issue. Speak with the Volunteer Coordinator or Executive Director before providing any items to the guests.

d. Reporting

If you see something, say something. Please help us keep the Code Blue Overnight Emergency Warming Center a positive, welcoming, and safe space for everyone. If you have a concern, see or hear something inappropriate, or wish to make an anonymous report, please go to www.annsheart.org/report

e. Termination of Volunteer Service

Volunteers are encouraged inform the Coordinator about any issues concerning volunteer matters. Do not discuss these with the staff or guests. If at any time a volunteer or Ann's Heart is in conflict over an Ann's Heart / Code Blue Center volunteer position, staff or volunteer behavior, and/or general problem, Ann's Heart has the authority to request written complaints from all parties, discuss termination of volunteer activity, move the volunteer to another opportunity/position, or request the volunteer discontinue volunteering at Ann's Heart / the Code Blue Center. Not every volunteer opportunity is the right opportunity for a person.

Volunteers who do not adhere to the rules and procedures of Ann's Heart / the Code Blue Center may be subject to dismissal. Possible grounds for dismissal include, but are not limited to, gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property including food or other donated items, misuse of organization equipment or materials, abuse or mistreatment of staff, guests, or volunteers, and failure to abide by organization policies and procedures.

f. Recognition

Throughout and at the end of the season we like to thank our volunteers for their service. Ann's Heart is always searching for creative ways to thank and recognize volunteers, hoping to surprise volunteers who go above and beyond the call of duty. Suggestions are welcome!

VOLUNTEER OPPORTUNITIES

a. Shifts at the Center

Overnight Shift Volunteers

The following shifts opportunities are available at the Code Blue Center between the hours of 7:30 PM and 8:30 AM. In some instances, when the weather requires, these opportunities may occur between 8:00 AM and 8:00 PM.

Wifi is available on site and may be used by volunteers in during the hours between lights out (10 PM) and lights on (7AM). The Wifi password or access is not provided to guests at any time.

Evening Volunteer Shifts

7:30 PM – 10:00 PM - Intake Hours (2 HR) – 2 Volunteer Maximum

Volunteers will assist the Shift Manager on duty in preparing the Center for opening, welcoming guests, helping provide guest bins and linens, and preparing refreshments.

Morning Volunteer Shifts

6:45 AM – 8:15 PM Early Morning Hours (2 HR) – 2 Volunteer Maximum

At lights on (7 am), volunteers will assist the on duty Shift Manager in helping guests check out, returning personal items, and cleaning up the Center. Volunteers will also help prepare coffee and other refreshments for guests.

Volunteers may sign up for shifts online at www.SignUp.com.

See the [SignUp.com](http://www.SignUp.com) section further along in this manual for details.

b. Daytime Volunteer Opportunities

The following volunteer opportunities are available outside of normal Code Blue Center operations during the daytime. Volunteer teams will be developed to manage tasks that are ongoing and repeat weekly.

• Cleaning Team

Volunteer teams (3-6 individuals) will clean the Center. Cleaning involves sweeping, vacuuming, and mopping floors, wiping down all surfaces, door handles, and windows, cleaning bathrooms/showers, disinfecting cots, cleaning out microwaves, coffee pots, and other small tasks. The Center will be cleaned 2 or 3 times a week depending on the number of volunteers and teams formed, as well as availability.

• Shopping Team

Volunteers will be assigned a specific day/time to receive a shopping list, gift card, and perform general shopping for items such as food, milk, paper supplies, or other needed goods for Center operations. Shopping will be done twice a week on a set day/time depending on the number of volunteers and availability.

• Linen Team

Volunteers will pick up bagged soiled linens once a week from the Center at 8:15 am, transport them to the Phoenixville Hospital loading dock, deliver them to the Environmental Service Team, pick up fresh linens, and return them to the Center by 9:00 am.

- **Linen Sets Team**

Volunteers will fold and prepare sets of clean linens for disbursement to guests after the Linen Team volunteers have delivered fresh linens from the Hospital as these are folded and bundled. Volunteers will place folded sets on shelves in preparation for the following evening.

- **Inventory & Stocking**

Volunteers will inventory and re-stock shelves of goods in the Code Blue storage room, located in the back of the Center. Tasks involve opening boxes, sorting donations, stocking shelves, moving goods between areas, logging donation information, completing an inventory log.

c. **Other Volunteer Opportunities**

Throughout the season, various volunteer opportunities not listed above may be available. The Volunteer Coordinator or Executive Director will email the volunteer listing about these opportunities.

d. **Youth Volunteers**

While volunteers under the age of 18 cannot volunteer at the Code Blue Center during normal operational hours, we encourage them to take part in the various daytime opportunities above. Ann's Heart embraces and encourages community service projects by youth groups or individuals wishing to serve their community and neighbors in need.

e. **Group Service Projects**

If an organization, community group, or business would like to provide service hours at Ann's Heart, please contact the Volunteer Coordinator to develop a team project that suits your organizations availability and needs.

Volunteers interested in daytime volunteer opportunities outside of normal Code Blue Center operations should contact the Volunteer Coordinator to sign up and schedule their tasks.

f. **SignUp.com**

All overnight shift volunteer opportunities and some daytime opportunities will be posted on www.signup.com. Volunteers will be provided the direct link to the Ann's Heart / Code Blue sign up page once they have completed the Code Blue Volunteer Interest Form and have been added to our volunteer listing. To sign up visit: <http://www.annsheart.org/volunteer-code-blue>

Signup.com does not require volunteers to set up an account. Volunteers may simply click on the provided link and search for the opportunities available that fit their availability. Available shifts are listed by day and time, and display the number of volunteer spots available.

Ann's Heart asks that each volunteer sign up individually. Volunteers should not bring additional volunteers with them that have not signed up online as this can create staffing issues at the Center. The number of needed volunteers is posted, as it is the optimal number of volunteers for that time slot. Note: If a husband & wife or partners wish to volunteer, they must sign up as individuals on the Sign-Up site.

If a volunteer cannot fulfill an assigned shift, please be sure to remove the assignment from Signup.com so that it may be filled by another volunteer, otherwise we may end up with a vacant slot for the evening or morning.

For questions about or assistance in using SignUp.com, please contact the Volunteer Coordinator.

g. Tracking Volunteer Service Hours

Volunteers are asked to track the hours served at the Code Blue Center on the back of their Volunteer Waiver, which is kept in the Volunteer Binder at the Center. This can be done when signing in at the beginning of a shift.

Ann's Heart tracks volunteer hours for two reasons:

1. To provide volunteer hours served reports to volunteers at the end of the season in case they utilize them for work, program, or other reasons.
2. To report to granting organizations about the value of volunteer hours worked at the Center and the importance of volunteer time to organizations like ours.

Volunteer service hours are important and crucial to the viability of programs such as ours.



VOLUNTEER AGREEMENT

Review of the Volunteer Orientation Presentation and the Volunteer Handbook is required of all volunteers.

The primary responsibility of **Code Blue Overnight Emergency Warming Center** volunteers is to welcome overnight guests in a manner that is respectful and maintains the dignity of the person. Volunteers are asked to introduce themselves (using first names) and interact with guests in a positive and friendly manner. While staff is performing intake assessments or other staff related tasks, volunteers can offer guests coffee, tea and/or water, helping to make them feel comfortable, keeping in mind they may have been out in the cold all day. Volunteers should inform guests there will be volunteers in the Center throughout the evening to make sure all is safe and secure. Remind them you are there to assist them as needed. Volunteers are encouraged to listen to and interact with guests, but should refrain from counseling and/or offering personal services.

Volunteers will assist staff by ensuring all items the guest may need are available, such as a cot, pillow with pillowcase, sheets, and blankets, and by notifying guests of available food/refreshments. Upon arrival of a new guest, volunteers should guide them to a Shift Manager to complete an intake assessment. Volunteers may also let them know where the bathrooms are located, where to get coffee, tea or water and other pertinent information. This is also covered during the intake process by staff or designated person, but it is a good way to interact with the guest as needed. As guests enter the Center, they are advised to wash their hands in an effort to keep all guests, staff, and volunteers healthy. This also applies to all our volunteers and staff in order to maintain as healthy an environment as possible.

Staff may ask volunteers to check on supplies or to assist with other tasks as they become necessary. The Code Blue Center schedule is from 8:00 PM to 8:00 AM. Guests are allowed to commence entry into the Center at 8:00 PM and only the Shift Manager may open the Center. Lights out (Center lights and TV off) is at 10:00 PM. Overnight volunteers and staff must help to maintain a quiet environment by whispering during sleeping hours. Wake up (lights on) is at 7:00 AM to allow for hygiene needs, breakfast, clearing of the cots, gathering of linens, and for the guest to obtain their personal items. Shift Managers are responsible for wake up call and ensuring that all guests leave their cots and the Center in a timely and orderly manner. Volunteers may not enter the sleeping area or touch sleeping guests unless directly requested/directed by staff to assist during an emergency situation. (See Volunteer Handbook)

This community program is run by Ann’s Heart, a 501 (c)(3) public charity, in partnership with other human services organizations who are our Community Partners and assist with direct services to the guests.

I understand that I must maintain complete confidentiality regarding all business conducted at the Code Blue Overnight Emergency Warming Center especially in reference to our guests.

I hereby absolutely and unconditionally release and forever discharge and release Ann’s Heart and St. Ann Parish, and any and all of their respective participants, parent corporations, subsidiary corporations, affiliated corporations, insurers, indemnitors, successors and assigns thereof, together with all of the present and former directors, officers, agents and employees of any of the foregoing (each a “Released Party”), from any and all claims, demands or causes of action of any kind, nature or description, whether arising in law or equity or upon contract or tort or under any state or federal law or otherwise, which any Releasing Party hereafter may have against any such person for or by reason of any act, omission, matter, cause or thing, arising out of, relating to or in connection with my participation as a volunteer for the Code Blue Overnight Emergency Warming Center, including, without limitation, any and all liability for personal injury to myself, or damage to my personal property.

I have reviewed the Volunteer Orientation Presentation and Volunteer Handbook, and agree to follow all procedures and adhere to the policies outlined in these documents to the best of my ability in an effort to help Ann’s Heart fulfill the mission of providing a place of welcome and human services for all Phoenixville area people.

Name: _____ Date: ____/____/____
Print Full Name

Address: _____

Signature: _____ Affiliation: _____

Phone: _____ Email: _____

Emergency Contact: _____ Phone: _____



Last Name _____
Cleared for Service w/ Families

VOLUNTEER SERVICE

Please log your service hours and initial next to the date/times. Your service time is valuable to us as an organization and we GREATLY APPRECIATE your presence at our Center. Thank you!

DATE	# OF HOURS	INITIALS

DATE	# OF HOURS	INITIALS



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