

# FCENS



## FOREST CHURCHES EMERGENCY NIGHT SHELTERS

# Updated volunteer handbook

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# Welcome

- The shelters could not operate without volunteers, so a huge thank you for your time
- We hope that you enjoy volunteering with us and find it rewarding

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## Our mission

“

*To relieve poverty among homeless people in Waltham Forest by providing accommodation, advice and assistance*

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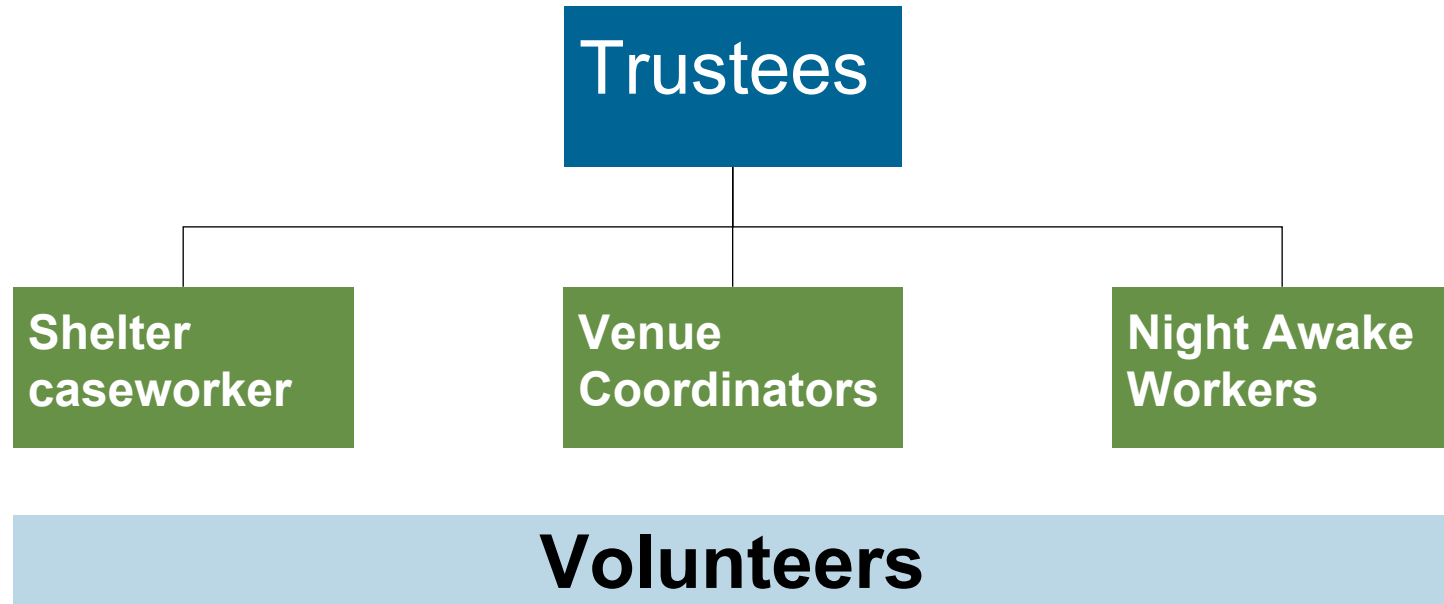
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## The basics

- We are open from 1 November – 31 March each year
- We accommodate 30 guests each night
- We accommodate both men and women (in separate areas)
- Guests are referred through the Shelter Caseworker
- While we are a Christian project, we welcome people from all backgrounds/religions and don't preach

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# Who are we?



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# Who are our guests?

**From all walks of life and parts of the world and homeless for a variety of reasons**



Mental health problems



Drugs, alcohol and related issues



Family breakdown



History of being in care



Unemployed / in debt



Lack of papers

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# What do volunteers do?

**Prepare evening meal**

**Evening shift**

- **Set up**
- **Welcome guests**
- **Serve food**







**Overnight shift**

**Morning shift**

- **Serve breakfast**
- **Pack up**

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## Rules for guests

-  **No drugs in or around the night shelter**
-  **No alcohol in or around the night shelter**
-  **No anti-social behaviour of any kind**
-  **No possession of an object that could be a weapon**
-  **No leaving the shelter after 8pm if wishing to return**
-  **Respect our neighbours and the local neighbourhood**



**Please report any breach of the rules to the Shelter Caseworker or Coordinator**



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## Alcohol / drug use / anti-social behaviour

Shelter Coordinator believes  
guest may be anti-social

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may be anti-social

**Guest  
will not  
be  
admitted**

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# Food hygiene and kitchen safety



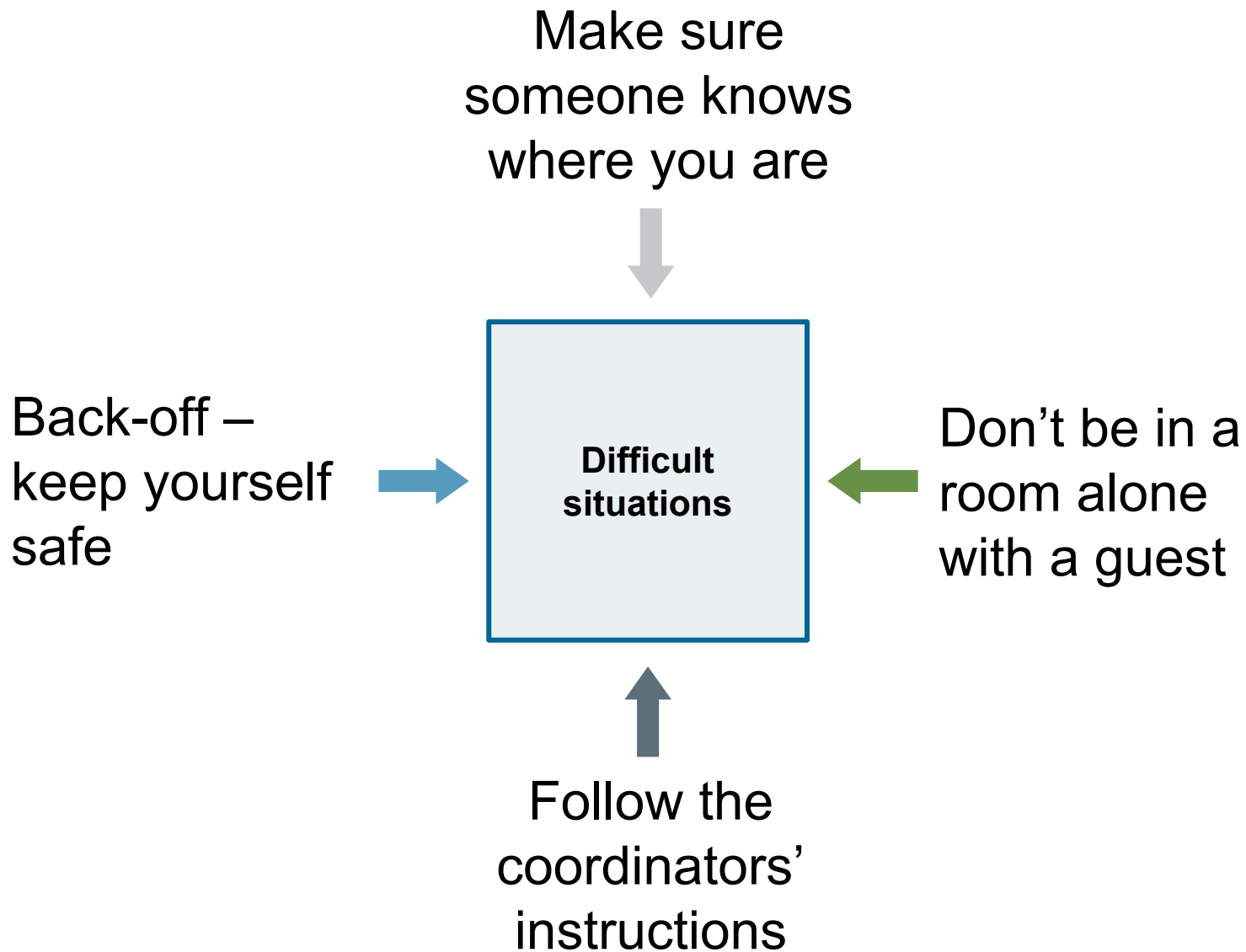
**Some guidelines in the handbook**



**Consider Level 2 Food Safety**

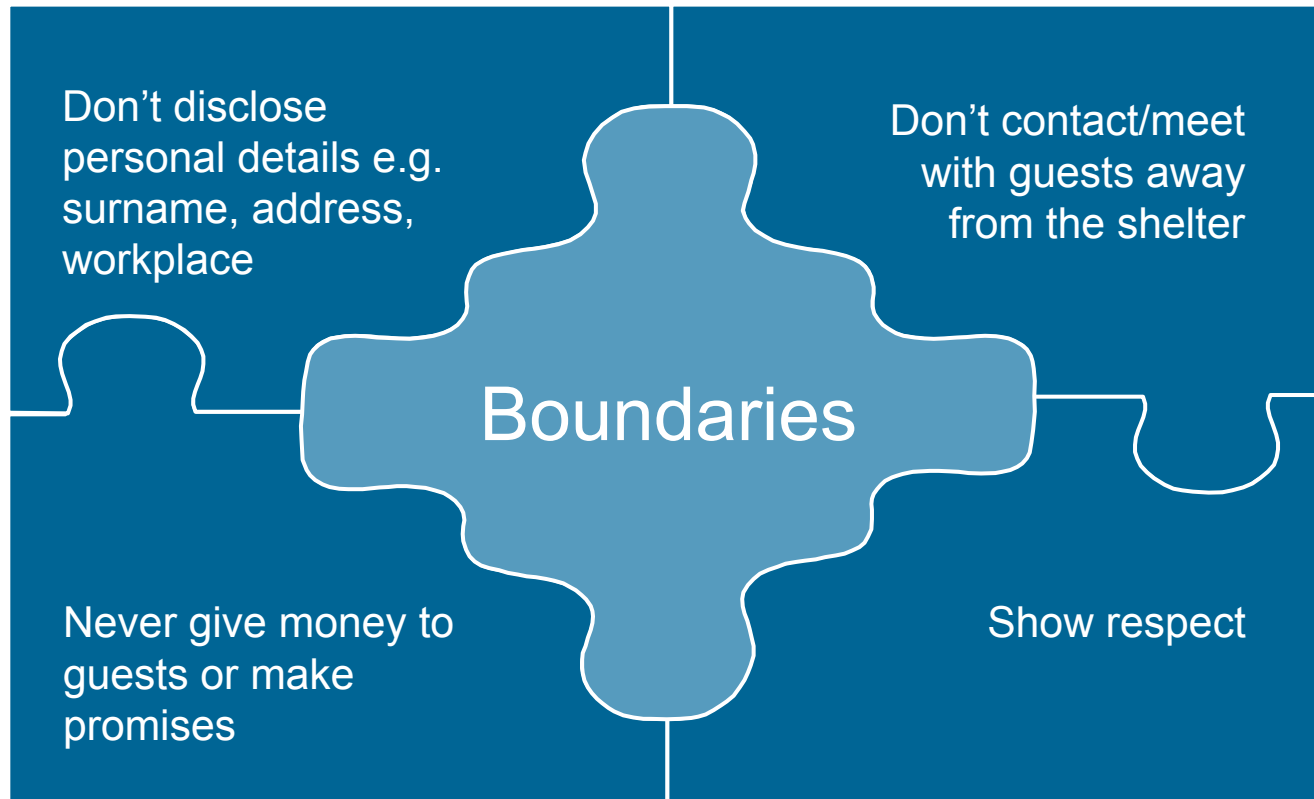
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## Interaction with guests



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# Interacting with guests



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# Vulnerable adults / safeguarding



**Many of our guests are vulnerable adults**

**If you feel that any of our guests may be at risk, inform the Venue/Shelter coordinator / Safeguarding officer immediately**



**You MUST read our safeguarding and vulnerable adults policies before volunteering – see the website: [www.forstnightshelter.org.uk](http://www.forstnightshelter.org.uk)**

# The Golden Rules

1	Respect the people you meet at the shelter and treat them accordingly
2	Don't give out personal details
3	Don't contact a guest outside the shelter e.g. phone calls, meetings, emails
4	Don't carry valuables in the shelters
5	Don't give away money
6	Never work alone
7	Alcohol and drugs are prohibited, as is being under the influence if anti-social

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**Questions?**