



Volunteer Orientation

WHAT IS BETHLEHEM EMERGENCY SHELTERING, Inc.?

- **Bethlehem Emergency Sheltering, Inc. (BES), was created in 2009 to prevent our Street Neighbors from dying due to exposure during the coldest months of the year.**
- BES is comprised of folks from churches, faith organizations, social service providers, local businesses, community members, and many more.
- **Many different skills and talents are needed to come together and serve those in our community.**

OUR MISSION

Through demonstrating the love of Jesus Christ, we provide shelter and a caring network of support to restore hope to the homeless in the city of Bethlehem.

OUR VISION

Working in unison with local churches and community partners, individuals will have safe, affordable housing and be valued in our community.

OUR VALUES

- We believe serving those in need is a tangible expression of the restorative power of Jesus Christ.
- We believe all people have the right to be treated with dignity and respect.
- We believe we are called to serve those in need, to relieve their suffering and to promote the transformation of their condition of life.
- We believe true community happens when individuals and groups work in partnership to serve the least of these.
- We believe in providing community awareness of the realities of homelessness through advocacy.

Our Mission reflects our roots as a faith-based organization with a primary motivation of love for everyone in our community. We welcome volunteers of all faiths and creeds to become part of our community.

We focus on working with other service providers and acknowledge their good works in our community.

Community is at the heart of BES. We purposefully use the term "Street Neighbors" to reinforce that we all belong in our community. We need everyone to be successful for our community to be successful.

Our Values are found throughout our policies and our culture at BES.

How do Volunteers fit in... Everywhere!

Winter Shelter

- Volunteer Coordinators provide Leadership for volunteer groups each Shelter Night.
- Preparing Dinner & Breakfast Bags provides nourishment for our shelter guests to make it through another day.
- Serving Dinner allows for human interaction with our guests and building a sense of community.
- Monitoring the Showers increases morale and quality of life for our shelter guests.
- Cleaning the Kitchen ensures the health of everyone at the shelter and instills pride in the quality of shelter we provide to our guests.
- Assisting with Benefit Linkages addresses guests' individual needs based on what the guest prioritizes in their life.
- HMIS Coordinated Entry Intakes increases guests' likelihood of success for obtaining services.

Weekend Bagged Lunches

- Set-up allows for a smooth operation and ensures our street neighbors are the stars of the show.
- Donating Lunches provides the needed nourishment for our street neighbors and allows BES to continue to serve folks in need.
- Distributing Lunches provides human interaction with our street neighbors and allows for the development of meaningful relationships.

But wait...there's
more!

Volunteers also...

Food Donation Pickup

- Drivers** ensure reliable replenishment of inventory for Weekend Bagged Lunches.
- Helpers** ensure organization of inventory for use on the weekends.

Shelter Projects

- Various Projects** throughout the year allow for BES to grow and ensure quality services.

Teams

- Team Members** ensure everything behind the scenes are running smoothly for our volunteers and staff. They continue to look for ways to improve BES.

Outreach

(Working with BES Board Members and/or Staff)

- Set-up** sets the tone for a successful day of sharing and provides the tools for impactful outreach.
- Outreach Table** allows BES to advocate for our street neighbors and spread awareness of how the community can make a difference.

OUR GUEST ACCEPTANCE POLICY FOR SHELTER

- **BES will provide shelter to adults who are able to obtain a Bethlehem Police Department Shelter Voucher, are ambulatory, able to care for themselves without assistance, and are presenting as homeless.**
- **BES will assist individuals who are unable to meet their needs outlined above by contacting providers or emergency personnel for assistance.**

NON-DISCRIMINATION POLICY

BES promotes a culture of caring for one another.

- BES does not and shall not practice, permit or condone any discrimination against Guests, Volunteers, Staff and other individuals on the basis of race, color, religion, gender, gender expression, sexual orientation, national origin, age, disability, veteran status or marital status.**
- BES will take appropriate actions to address any discriminatory actions of the Guests, Volunteers, Staff or others.**
- Anyone who believes they have been the subject of discrimination should report the matter to Staff or any Board Member immediately.**

NON-DISCRIMINATION LGBTQIA+ POLICY

- **This policy applies to guests, volunteers, staff, and all others at any BES program or event.**
 - **We address everyone by the name and gender as they identify.**
 - **Guests are assigned bunks in the areas where they identify.**
 - **Everyone uses the restrooms where they identify.**
- **We show respect and dignity for everyone in the shelter and anywhere BES operates.**

CONFIDENTIALITY POLICY

- **Volunteers assisting at BES may learn facts about Shelter Guests or Street Neighbors that are of a highly personal and confidential nature. Such as a guest's name, medical conditions, or even employment history.**
 - It is appropriate to talk to the Shelter Manager or Volunteer Coordinator about our guests if you have a concern.
- **The stories and information that are shared with us are not ours.**
 - When you leave BES, respect the privacy of all Guests, Street Neighbors, Staff, and other Volunteers; do not disclose any information about them.
- **We are being trusted with other's information. We respect that trust.**
- **Our moral and ethical obligation exceeds our legal obligation.**

Self-Care & Safety

- **Self-care is about Safety.**
 - While volunteers should not talk about guest information, they should talk about how serving at BES has impacted them and the feelings it has evoked.
- **Be aware of your physical surroundings, emotional capacity, and your body's reaction to everything.**
 - Share with other Volunteers, Volunteer Coordinators, Monitors, the Shelter Manager, any Board Member, or anyone that you deem safe.
- **We are working towards caring for those within our community; this includes volunteers. Treat yourself with the same kind of respect and caring that we do for our shelter guests and street neighbors.**

Locations & Parking



- The shelter entrance is located on the Walnut Street side of the building. Ring the black doorbell for entrance.
- There is no parking on site, but the Herron Funeral Home does allow night volunteers to park in their parking lot during the shelter season. If a funeral is taking place, they will notify BES and volunteers will need to utilize street parking.
- Volunteers may not park in James Funeral Home parking lot. Your car may end up towed.



- The Weekend Bagged Lunches take place in front of Christ Church UCC. BES utilizes a curbside model, where volunteers will ask guests what they would like with their lunch and then bring it out to the guest.
- Volunteers will need to utilize street parking.

Where to start...

New Individuals

Once the Volunteer Application & Waiver has been signed and submitted, and the Volunteer Orientation has been reviewed you may start signing up for open volunteer slots.

You may either email your filled out and signed paperwork to Maria Shior, mshior@bes-inc.org, or mail it to Attn: Maria Shior, 75 E Market Street, Bethlehem, PA 18018 .

New Groups

Shelter Nights need to be coordinated with the Operations Team if you would like to cover all volunteer slots for a night. The contact person for the Operations Team will be found the Shelter Calendar.

BES wants all groups to have a successful and positive night of service. Contacting the Operations Team allows for BES to provide support for our volunteer groups.

Volunteer Coordinators will need additional training to lead a group on a Shelter Night.

Keep In Mind

Volunteers under 18 years must have a legal guardian present during the entire length of their service.

Each volunteer opportunity has its' own age requirements. Volunteers should consult the volunteer description beforehand.

Most of our volunteer opportunities have on the job training. Ensure you are informing the Volunteer Coordinator if this is your first night/day of service.

Volunteer Coordinator Meetings will be held monthly during the shelter season.

New Volunteer Trainings will be offered throughout the year and scheduled as necessary.

CONCLUSION

- The Board of Directors recognizes that Bethlehem Emergency Sheltering, Inc. is a volunteer-driven organization and will continue to be such into the foreseeable future.
- BES and our Guests thank you for volunteering and we look forward to working with you to make a difference in our community.
- If you have any questions or concerns, please contact Maria Shior at mshior@bes-inc.org.

GENERAL INFORMATION

Bethlehem Emergency Sheltering

75 E Market Street

Bethlehem Pa 18018

Phone: 484-379-6694

Website: www.bethlehememergencysheltering.org

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