



Charity No 1155945

Routes to Roots (Poole) CIO
Office: c/o Skinner Street URC,
Skinner Street,
Poole, BH15 1RQ
Tel: 01202 667880
Email: office@routestoroots.org

VOLUNTEERS' HANDBOOK

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STATEMENT OF FAITH

Routes to Roots is an organisation whose roots are firmly based in the Christian faith. Our inspiration comes from the teachings of Jesus of Nazareth, as recorded in the Bible. We champion the cause of the homeless and the vulnerably housed in Poole. We show them the love of God for all people, not through preaching but through our actions. We also open the eyes of all those who are blind to the needs of the homeless and vulnerably housed in our town. We see Christ in the face of all who seek our help and support. We believe all human beings are made in the image of God and as such should be treated with dignity and self worth by:

- Hearing, and helping to give a voice to, the homeless and vulnerably housed people in Poole
- Standing with them and not above them
- Encouraging participation and engagement, not dependency
- Respecting difference and not expecting or demanding conformity

We welcome members, employees, and Volunteers without faith or of other faiths, who respect our faith and observe our ethos. Thank you for becoming part of the team and offering your support to some of the most vulnerable in our community.

VISION

To provide rough sleepers and vulnerably housed people in Poole with hope for the future

MISSION

R2R is a Poole charity with a Christian ethos providing a personalised service to rough sleepers and vulnerably housed adults, to enable them to become rooted in the community.

AIMS

1. To encourage participation rather than dependency
2. To provide a place of security and warmth, through Drop-ins, where there is immediate social and spiritual support as well as the basic necessities for life: food, clothing, a place to wash and a place to rest
3. To put an end to the recycling of homelessness and to ensure that, once accommodated, clients are able to access the help and assistance they need to maintain that accommodation and become rooted in their community
4. To provide support needs on an individual basis, tailored to the client, providing clear assessment and progression achieved
5. To develop client self esteem, self-awareness, social skills, community engagement and employment skills by providing opportunities for team working, volunteering and training
6. To act as an advocate for the client with other agencies, such as landlords, mental health teams, addiction teams, council officers, police, probation, etc.
7. To inspire, encourage and equip the people of Poole to respond to the needs of homeless people with compassion, in ways that are creative and liberating
8. To expand the provision of its services to a full-time resource centre for clients
9. To collaborate with other agencies, organisations, and groups in Poole, who work with rough sleepers and vulnerably housed adults

** The Vision, Mission and Aims were set out as part of R2R's 2014-17 Business Plan and will be reviewed at end 2016.*

DEFINITION OF HOMELESS

Those who are living on the streets or in inadequate and impermanent conditions, such as staying on friends’ sofas, in B&Bs or emergency housing, who lack the basic essentials for making a house a home with a sense of belonging, acceptance, security, peace, and protection.

This applies to those who want to live in Poole because they have roots here, but who for a variety of circumstances are constantly being uprooted and made to feel unwelcome and also those who do not have roots in Poole, but who need to find a place where they can settle.

KNOWING LINK PEOPLE

An important part of our work is to enable clients to access services. Refer new rough sleeper clients to CRI who will signpost them, as appropriate. R2R has produced an A5 leaflet detailing all the help available in Poole known to us. Copies are available in the office or can be downloaded from the R2R website.

CONTACTS

- Routes to Roots Office01202 667 880
- R2R Administrator07901 387 643
- CGL-Bournemouth&Poole Rough Sleeper Team.... 01202 315 962
- Streetlink0300 5000 914
- If you see someone sleeping rough

SHARING OUR FAITH

Clients will often call upon us to give an account of our faith. Don't be embarrassed to tell your story. Only share with clients when they have given you such permission, don't impose your faith upon them and make sure they are comfortable with any offer of prayer you might make.

Some of the clients are themselves quite imposing in matters of faith and others might feel uncomfortable with this. Be aware of the tensions this can cause, and make sure that you are caring for all equally, Christian and non-Christian alike.

Make sure that there is a clear distinction between volunteers and clients or others who happen to have turned up. That is the distinction to draw, not one between believers and unbelievers.

It is challenging, but greatly rewarding work. This is the nature of the work, but our task is to provide stability for those who have often lived life with very little sense of security up until now. It's important that we ourselves are protective of each other and that in our relationships we exude a sense of well-being and quiet confidence.

In this booklet you will find some information to follow as a Volunteer. Because of the demanding nature of this work we need to offer strong support to each other and many of the rules are included for our protection, so read them carefully and seek clarification where necessary. You must read this Handbook in conjunction with the R2R Health and Safety Policy No. 1.

ROLE OF THE R2R TEAM LEADER

Undertakes the functions of a team member plus:

- Makes contact with the Volunteer Coordinator, if necessary, to ensure there are enough Volunteers.
- Obtains a replacement if a Volunteer drops out.
- Ensures the correct information, equipment and stock is available.
- Opens the premises, unless delegated to another team member.
- Leads initial prayer and closing debrief, if required.
- Informs Volunteers of any training dates and meetings.
- Allocates team members to roles, ensuring someone is responsible for any first aid issue. It is not the role of a Volunteer to deliver first aid (Health & Safety Policy No. 1).
- Ensures Volunteers are aware of any relevant issues.
- Introduces new Volunteers to the team and provides short introduction to procedures and requirements.
- Ensures Volunteers know where to find all R2R Policies and follow them.
- Has a mobile phone to hand in case of any issues.
- Phones the Police if a Volunteer or client is in any danger.
- Monitors the environment and ensures all areas of the premises are adequately overseen.
- Handles unusual requests.
- Makes decisions regarding unacceptable behaviour and other conflicts.
- Oversees the registration of clients at the start of each session.
- Ensures no alcohol or drugs are on the premises and deals with any related incidents.
- Records any issues/accidents on the appropriate form and sends it to the Administrator as soon as possible.

- Ensures the premises are clean and tidy at the beginning and end of each session and that all bins are emptied.
- Designates Volunteers to take home recycling and general waste.
- Ensures all clients have left at the end of a session.
- Ensures the premises are locked at the end of the session.
- Ensures all team members are aware of where to turn off gas and electricity.
- Ensures that gas and electricity (if necessary) are turned off at the end of a session, including any heaters used.
- Makes sure all fire doors etc. are secure at the beginning and end of each session and that none are left open during a session.
- Encourages clients to take part in any special activities/ projects that might be arranged from time to time.
- Encourages clients to comment on the effectiveness of communications and to make suggestions as to how they can be improved by using the appropriate questionnaire.
- Ensures that as much relevant information as possible, including documentation, is disclosed to enable clients to be fully aware of the types of services provided, and to make informed comment or suggestions.
- Provides information to clients as soon as possible.
- Informs next Team Leader if any food or drink is required.
- Participates in risk assessments.

ROLE OF R2R TEAM MEMBERS

In the Hall

- Set out area as appropriate following guidelines for moving and handling.
- Ensure tables are clean at the beginning and end of each session.
- Listen to and encourage clients.
- Report any concerns to Team Leader.
- Clean other furniture, if required, and put it all away and sweep/mop the floor at the end of the session.
- Clean toilet areas, check cisterns and empty bins checking there are no needles etc. around at the end of each session. Follow needle stick policy if a needle is found.
- Follow appropriate policy for removing contaminated spillages.
- Use gloves, at all times, if a client is bleeding.
- Ensure dogs do not enter the Hall.
- Follow all R2R Policies.

In the Kitchen

- Wash hands before starting work.
- Spray all taps and surfaces before starting any work.
- Set out area as appropriate ensuring one sink is delegated for hand washing only.
- Only use food and equipment that belongs to R2R or equipment that it has been agreed we can use.
- Prepare and dispense food/drink etc. following Food Hygiene Policy No. 11.
- Listen to and encourage clients.
- At the end of the session, clean all areas i.e. work surfaces and cooker/s and mop floor.
- Ensure all other equipment is put away/removed at the end of the session.

- Wash up and put away all crockery.
- Separate recycling waste from general waste.
- Empty rubbish bins.
- Ensure cooker is empty of R2R items.
- Follow all relevant R2R Policies.

Outside the Hall

- At the end of the session ensure any cigarettes and cans etc. are disposed of correctly.

General

- Comply with Training & Education Policy No. 3. Your Team Leader will keep you informed of any training courses and meetings for Volunteers.
- Do not make any arrangements to see clients outside of the Drop-in sessions.
- Ensure your own valuables are locked in the office. It is far safer not to bring anything valuable with you. If you choose to do so, it is at your own risk.

GENERAL POINTS

The Building

- No client is to go into the kitchen area without permission from the Team Leader.

Client Behaviour

- R2R has a zero tolerance policy to clients who are violent or aggressive in words or deeds.
- The Team Leader will decide if a client's behaviour is unacceptable and ask him/her to leave and may impose a ban.

Drugs & Alcohol

- R2R is not responsible for a client being drunk or 'stoned' on the premises. If their behaviour is a problem, the Team Leader may ask them to leave.
- If you see any drugs openly in someone's possession, report it to the Team Leader.
- If you see, or suspect, any transferring of drugs, even in a friendly manner and without money changing hands, this amounts legally to dealing. Report it to the Team Leader immediately. Those in question will be escorted off the premises.
- If you discover a needle do **not** pick it up, isolate the area and find your Team Leader who will follow set procedures for disposal using a disposal box - Health & Safety Policy No. 1.
- Any drinks brought in must be handed over, to be returned when the client leaves. This includes soft drink cans and bottles etc. since we cannot tell what is in them.
- Clients are able to smoke tobacco in the outside area.

Communication

- Don't 'debrief' or offload in public.
- All information discussed at the debrief sessions must remain confidential.
- Be aware of the sexual dynamics: if you feel uncomfortable with someone's advances, make that clear to them by drawing back. You must also inform the Team Leader of the issue. Avoid being in a one-to-one situation with nobody nearby. Wear appropriate clothing.
- Clients may use language that is offensive to us and other clients. If so, the proper time to talk with them is when they have sobered up, probably at another session.

Clothing for Clients

- Clothes/toiletries/sleeping bags must be given out in moderation.
- Only one client at a time may enter the office to select clothing and must be accompanied by a Volunteer.
- If anyone is taking a sackful, and you are unhappy about telling him/her to put some back, inform the Team Leader. Some clients have no facilities to clean clothes etc., so need frequent supplies.

R2R SERVICES FOR CLIENTS

1. Monday and Thursday light lunch Drop-ins for all verified rough sleepers and the vulnerably housed, including table tennis, board games, and other activities as available.
2. Tuesday and Friday dinner Drop-ins for all verified rough sleepers and the vulnerably housed, including table tennis, board games, and other activities as available.
3. Big Breakfast at the Fisherman's Café for all verified rough sleepers, from the first week in December to the last week in March, or later in severe weather.
4. Christmas Dinner and gifts at the Drop-in.
5. Referral vouchers to the Poole Food Bank.
6. Emergency food packs.
7. Signposting to CRI, local GPs and dental practices, Salvation Army breakfast and showers, Poole soup runs (Monday, Wednesday, Thursday, Saturday, Sunday), and other agencies.
8. Referrals and applications for clients for personal small grants.
9. Clothing and shoes.
10. Toiletries.
11. Sleeping bags.
12. Move-in packs for those offered accommodation, including cooking supplies, bedding, etc.
13. Postal address.
14. Access to a landline for phone calls.
15. Internet access.
16. Access to Citizens Advice at Drop-ins for individual support.
17. Access to the Tooth Bus at Drop-ins.
18. Access to a Chiropodist at Drop-ins.
19. Access to Poole Addictions Community Team at Drop-ins, including Harm Minimisation Services.

20. Services at Drop-ins for clients' dogs through Companion Care Vets in Poole.
21. Access to a professional counsellor for one-to-one appointments.
22. Companionship.
23. Pastoral Care.
24. Opportunity to work on R2R allotment at Holton Lee.
25. Placements on Project Flourish at Holton Lee.
26. Three two-year tenancies for rough sleepers at Amos House.
27. Befriending and support for tenants at Amos House.
28. Funeral and memorial services for clients who pass away.
29. Annual Service of Thanksgiving on Homeless Sunday.

Other Services that Indirectly Help our Clients

1. Advice and support as needed for Poole soup runs.
2. Participation in Multi-Agency Rough Sleepers Support Action Group meetings.

Routes to Roots is continually seeking to introduce new services for clients and Team Leaders will keep Volunteers and clients informed.

R2R POLICIES & PROCEDURES FOR VOLUNTEERS

Health & Safety Policy No.1

Volunteer Policy No. 2

Training & Education Policy No. 3

Adult Protection Policy No. 4

Confidentiality Policy No. 5

Complaints Policy & Procedure No. 6

Equal Opportunities Employment Policy & Code of Practice No. 9

Client Consultation and Involvement Policy No. 10

Food Hygiene Policy No. 11

Expenses Policy No. 12

Right Way to say Goodbye Policy No. 13

Fire Evacuation Policy No. 14

ACCIDENT FORM

Only use black ink. Record facts, not opinions. Writing must be legible. Return completed form to R2R Administrator as soon as possible. The person/s involved should be informed an accident form is being completed.

ACCIDENT/INCIDENT DETAILS	
Date:	Time (Use 24 hour clock):
Place:	
Exact Location of Accident:	
Witnesses:	
Name:	
Status:	
Description of Accident:	
Apparent Cause:	
Affected Person/s Details	
Surname:	First Name:
Title & Status:	Male/Female:
Contact Address:	
Phone Number:	
Injury/Treatment Details	
Description of Injury:	
Treatment Details:	
Referred to:	
Form Completed By:	
Name:	
Status:	
Date:	
Signature:	
Name of Team Leader (If relevant):	

Reverse of form to contain Trustees' Report, any action taken and dated signature of Chair of Board of Trustees.

These forms are available in the Drop-In registration folders.