Hearts for Homeless helps the homeless and at risk of being homeless by providing a spectrum of services and a supportive community, empowering them to become self-sufficient and arming them with the faculties they need to succeed.

Hearts for Homeless State College Volunteer Training Manual

Mission:
Meeting Needs, Loving People.

Purpose:
To provide basic necessities, a safe place during the day for the homeless and those at-risk of becoming homeless to gather faculties such as; job hunting skills, computer skills, and resume writing. To have a constant support system in place where they feel welcome, love, and guidance. To establish a foundation for our clients and future clients while they learn how to maintain a stable life, job, and housing. To provide housing opportunities where they may employ their growth. To change the communities outlook on the homeless population by education and interaction. Finally, to grow constantly to meet the needs of the homeless and stand united against the homeless crisis

Core Values:
Appreciating Diversity in Character
Every person in existence is unique and thus our approach to individual success must be individualized and equally unique.

Gracious Professionalism
We respect all avenues of Human Service, but strive to improve conventional models for the sake of all Homeless and At-Risk.

Loving Everyone Unconditionally
Every Human deserves the benefit of Compassion, we strive to love all inside and outside our program.
**Philosophy Statement for Volunteer Engagement**

Hearts for Homeless encourages volunteers, shift supervisors, and staff to contribute their unique talents, skills, and knowledge within their position to provide attention to clients, enable the staff to concentrate on the work for which they are designated, and educate the public about our organization and its cause. Volunteers are provided meaningful guided opportunities to grow in leadership, responsibility, ethics, and encouraged to utilize their compassions to broaden our impact in our homeless community.

**Hearts for Homeless History**

In 2013, Ginny Poorman of State College, recognized a critical need to provide support and services to the alarming number of homeless in the Greater State College region. Hearts for Homeless was founded and established February 2014. In 2015 Ashton Munoz of Los Angeles County, California joined the Hearts Family as Assistant Director and Vice President. In the second year of operation H4H was granted Non-Profit status. H4H Transitional Apartment Program was started shortly after, and several apartments were secured. Hearts now houses nearly 25 men, women, and children in temporary housing, and continues to grow as the need requires us to.

**Hearts for Homeless Plans**

In 2016, several changes to our organization are expected. We are planning to move our current Drop-In Center and Daytime Shelter to a new location close to Downtown. This location is roughly three times the size of our current space. This will allow us to cater to more clients at a time, and allow us the latitude to expand our programs and in-shelter community. The new location will have a kitchen, showers, and closet/pantry space. This will allow us to incorporate new programs like cooking classes, and other community-based events to our clients. Showers will allow us to provide shower services to our clients and clients of the over-night shelter. The new space will also have parking which will make volunteering and donation drop-off more convenient. Our current and soon-to-be old location on 100 S. Fraser St. will be used as shelter storage, pantry space, and the base of a new small business that employs clients. This project is still under development, but should be the start of a H4H job-training/employment program.
Since the inception of H4H through the date of our first Point-In-Time Client Count (August 2015, 18 months), H4H provided transitional housing and case management services to roughly 102 homeless and youth in the greater Centre County region. From our experience with the homeless and other agencies, we have made a list of several specific local populations of Homeless people in need of services:

1. Men women and youth with varying degrees of mental illness;
2. Men women and youth with disability;
3. Men women and youth addicted to drugs and/or alcohol;
4. Youth who have aged out of the foster care system without the skills to live independently;
5. Youth who ran away from home due to abuse, neglect, were pushed out, or because of choice;
6. Youth who have shelter (home/assisted living), but spend time with runaway and homeless youth at the locations where homeless youth congregate and, thus, placing themselves at risk for drugs/alcohol, sexual abuse, or exploitation;
7. Women and youth who are escaping abuse;
8. Men and women who are chronically unemployed, or suffering from job loss;
9. Men and women who are employed, who make less than a living wage, but are unable to qualify for County Assistance;
10. Men women and youth who suffer from unsurmountable debt;
11. Men women and youth who are unable to acquire leases or employment due to criminal history, lack of rental history, or negative credit;
12. Men women and children who are homeless by choice;

Scope of Homelessness in Centre County

Much is to be said about why people become homeless, where they originate from, and where they go. Some Human Services organizations in State College publish numbers or claim that there are very few i.e., 7 in 2013 “street homeless” individuals. This number may seem small, but it isn’t necessarily inaccurate when you take into consideration that organizations have different standards on what qualifies someone as “homeless”, and how these counts are carried out. Hearts takes an advocate stance. We take the position that anyone can potentially become homeless, and thus the need to identify someone as “street homeless” is limited to identifying the intensity of support required. This approach allows us to avoid inaccurate counts, our numbers are not subject to “not homeless enough to qualify” semantics, and we don’t misrepresent the need of support. We believe that every person in-need should be allowed access to our services if it benefits them. Hearts also does a Point-In-Time (PIT) count of current and past clients in the following categories:

1. **Current Clients:** (are actively participating in H4H Programs)
   a. Clients who use our Drop-In Center and Daytime Shelter Exclusively.
   b. Clients currently housed in our Transitional Apartment Program (TAP).
2. **Past Clients:** (have participated previously during the PIT Count year)
   a. Clients who have Successfully Overcome Homelessness and exited H4H.
   b. Clients who have been banned, exited, or via policy are unable to participate at H4H.
3. **Non Clients:** (never participated in H4H Programs, but have had contact with H4H outreach)
   a. Homeless people who live in Centre County and refuse services.
   b. those who are Transient (travel periodically), or are more-often-than-not, unaccounted for.

August, 2015 PIT Count:

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<tr>
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<tbody>
<tr>
<td>Drop In Center</td>
<td>19</td>
<td>Refuse Service</td>
<td>17</td>
</tr>
<tr>
<td>Transitional Apartments</td>
<td>15</td>
<td>Transient, Unaccounted</td>
<td>20</td>
</tr>
<tr>
<td>Successful Exits (cumulative)</td>
<td>102</td>
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</tbody>
</table>
Hearts for Homeless programs are designed to offer a continuum of options that enable clients to have a majority of their needs met in one location. Clients with needs that extend beyond the scope of H4H programs are referred to a local service provider with whom H4H has established collaborative relationships.

H4H currently operates the following programs:

<table>
<thead>
<tr>
<th>Service</th>
<th>Key Elements</th>
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<tbody>
<tr>
<td>Drop-in Center and Daytime Shelter &amp; Case Management</td>
<td>Shelter, meals, and support services for youth</td>
</tr>
<tr>
<td>Transitional Apartment Program (TAP), &amp; Case Management</td>
<td>Provisions of low cost H4H-leased apartment housing for qualifying H4H Clients</td>
</tr>
<tr>
<td>*Community Gardens</td>
<td>Gardening activities at H4H Community Gardens (Spring-Summer)</td>
</tr>
<tr>
<td>*Emergency Winter Overflow Shelter</td>
<td>Emergency winter shelter for up to six individuals when the overnight-shelter is at capacity (15)</td>
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<tr>
<td>Employment Assistance</td>
<td>Job searching, interview preparation &amp; attire, resume workshop</td>
</tr>
<tr>
<td>Education</td>
<td>On-site GED program, Access to learning material, Internet &amp; Computers</td>
</tr>
<tr>
<td>Psychiatric Referrals</td>
<td>Referrals to low income or free psychiatrist services</td>
</tr>
<tr>
<td>Volunteer Program</td>
<td>Mentoring, administrative, meals, gardening, emergency winter shelter overnights, and fundraising events</td>
</tr>
</tbody>
</table>

Program Exclusions

At Hearts for Homeless, client safety and client progress are of utmost priority. To support these priorities, sometimes we must exclude potential clients from entering our programs, or remove clients from our program if we feel that they might threaten or are threatening the progress or safety of our other clients. This is a rare occurrence, but things that might cause an exclusion are:

- Dangerous mental health states (violent potential = emergency crisis response)
- Violent criminal offences currently paroled or on probation for (depending on the severity of offence)
- Active drug dealers
- Violent or child-related sexual offences

Hearts for Homeless Programs and Services

**Drop-In/Daytime Shelter:** provides a safe supportive environment away from the elements, meals, basic necessities (cell phones, clothes, shoes, toiletries, hygiene items, laundry assistance, and personal storage space), and other programs. Services offered include active case management, educational and employment assistance, health services, and recreational activities.

**Transitional Apartment Program:** TAP consists of seven H4H leased apartments housing 15 people ranging in ages from 1 to 64, and serving very small children, single mothers, cancer patients, veterans, recovering addicts, current addicts and the other disadvantaged. Services offered include, intensive case management, 24/hr conflict response, food assistance, employment assistance,

**Intensive Case Management:** Components of case management may include:
- mental health assessment and intervention
- drug/alcohol intervention
- substance abuse/rehab referrals
• counseling referrals
• mentorship
• GED instruction
• job searching assistance
• shelter referrals.

**Employment Assistance:** H4H collaborates with, and actively searched for employers to work towards job placement. Job searching workshops, interview attire is provided on-site, interview training and resume workshops are also available. For qualifying individuals client-volunteer opportunities assist in enriching their resume.

**Education Assistance:** H4H offers GED instruction and a laptop computer to access educational websites, GED practice tests, and learning materials.

**Psychiatric Referrals:** When a client is in need of psychiatric care, referrals are made to a collaborating organization that provides these services to low-income or no-income individuals, follow-ups will be conducted by staff to ensure that our client is on their way to better mental health.

**Volunteer’s Rights**

*Every attempt will be made to ensure your work is successful and fulfilling. We will attempt to always uphold the following rights:*

• to be respected as a fellow staff member
• to be involved in meaningful activities
• to know as much about Hearts for Homeless as possible
• to receive updates & information about changes at Hearts for Homeless
• to sound guidance & direction
• to have your questions and concerns answered
• to have your suggestions and ideas considered

### Volunteer Sign-Up & Scheduling

**When You Arrive to Volunteer:**

- Sign and date the Sign-In sheet located near the entrance. Your signature is binding to a short policy agreement you may read when you arrive.
- After arriving at H4H, notify staff members of your presence and proceed to your task.
- Inform staff members of any significant interaction or concerns during your shift and upon leaving.

There are three, three-hour long Volunteer shifts available seven days a week. You will be on shift with a trained volunteer supervisor at all times. There are some exceptions when a volunteer supervisor calls out or there is a hole in the schedule. In that case, H4H stays closed if no alternative supervisor or director can cover. In that case, you will be notified not to come in as early as we can. Shift-scheduling is self-regulated, and a shift calendar will be accessible in-shelter. Contact your Volunteer Manager for more info.

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Absence and Punctuality

Please report for your volunteer service on time at the place of your service. Volunteers are asked to notify the Volunteer Manager whenever they are going to be late or miss a shift altogether. If a volunteer wants to come at a time other than their scheduled shift, they must pre-arrange this with the Volunteer Manager.

Grievance Policy

It is expected from time to time to disagree with another volunteer or staff member. It is important that you first talk with the person with which you have a concern or conflict. Please follow an appropriate “chain of command” with your concerns, speaking to your immediate Shift Supervisor. If the matter is not resolved at that point, you may ask to bring the issue to the attention of one of the Directors.

Hearts for Homeless Volunteer Standards of Conduct

You are responsible for following the guidelines that Hearts for Homeless deems necessary to promote efficiency, productivity and safety among clients, volunteers, and staff. The following behaviors are NOT permitted while volunteering:

- Possession or use of drugs or alcohol on H4H property, while in company of clients offsite, during trips or while serving as a mentor to a client.
- Release of confidential information about the agency, clients, other volunteers, staff, or funding sources.
- Unauthorized removal of H4H property.
- Falsifying or making a false statement to press, police, other organizations, businesses, affiliates, or donors.
- Failure to report suspected abuse to a staff member or clients.
- Actual or threatened physical violence, verbal abuse, or harassment of another volunteer, client or staff member.
- Improper conduct toward the supervisor or failure to follow directions of staff members.
- Conviction of a felony, or a misdemeanor covered by state licensing regulations by a court of law, or failure to disclose information about criminal records.
- Unprofessional conduct with clients, present or past, which includes outside contact, activities or relationships with clients, giving a client your home or cell phone number, your home or email address, sexual contact of any kind, use of illegal substances with a client or giving out inappropriate information of a personal nature, gifts, and/or cash. Personal information about yourself should be revealed only to the extent that it is in the best interest of the client and his or her action plan, and it does not compromise your volunteer/mentor role or personal safety. Avoid physical touch of clients: due to the diversity of our clients’ backgrounds, touch may be perceived as inappropriate. Clients and their family and friends must not be given employees’ or volunteers’ personal phone numbers, invited to volunteers’ homes for personal reasons, or allowed to live with volunteers.
- Inappropriate language, discrimination, inappropriate political or religious conversations.

- Inappropriate attire includes gang affiliation dress and sexually provocative clothing. Shorts must extend past the end of the fingertips when arms are at your side. Shirts and blouses for men and women must cover the chest and abdomen and must not expose the chest when bending over. Any logos or slogans on clothing must be appropriate for a youth environment. Slogans which promote alcohol or drug use or have profanity on them are not allowed.

- Transporting clients without approval. Volunteers must obtain permission from Staff in order to transport a client.

### Suicide Prevention and Intervention Policy

Any talk, mention or allusions to suicide by a client about themselves or another client must always be taken seriously and addressed by staff. **Never attempt to provide assistance or counsel to a client with suicidal ideation.** In addressing such talk or behavior, **volunteers should always notify a staff member** who will assess the level of risk, devise an action plan, and document the situation with the client.

### Underage Youth Policy

Any client or volunteer under the age of 18 is considered an underage youth and the Parent/Legal Guardian Contact Policy must be followed. Volunteers who interact with an underage youth must follow the protocols given to them by Staff. Youth who are 17 years of age and younger are identified as the highest priority and most vulnerable to the dangers of life. It is the belief of H4H, that our shelter is not the most positive or safe environment for such youth and such youth should be worked with immediately and every effort made to remove them from the H4H environment. Any volunteer, or youth that’s accompanying staff under the age of 18 must always be with their guardian/youth liaison. Leaving them unattended for any amount of time will result in termination of your volunteer status. You may not supervise someone else’s youth, nor may someone else supervise your youth.

### Volunteer - Client Contact Policy

The ability to remain objective and to provide high quality services is diminished when outside contact is formed with current or former clients. Hearts for Homeless’ ability to support your work with the clients requires that you maintain at all times a professional relationship. This policy is designed to help protect you against accusations of misconduct or abuse. A client is considered a client of Hearts for Homeless for seven years which is the same amount of time that the agency maintains client files.

Following is a summary of Client Contact Guidelines:

- Please do feel free to interact with the clients and staff at Hearts for Homeless. We ask that volunteers **be respectful and aware that asking Hearts for Homeless Clients and young adults about their personal background or current life situation, may be a difficult topic.** Many of the clients have personal medical, psychological or lifestyle concerns that should not be addressed in a public setting and without professional clinical supervision. Thank you for helping with the confidentiality and well-being of the youth and young adults at Hearts for Homeless.

- **No physical contact or intervention is allowed!** In an incident or altercation involving clients or staff, immediately contact a staff member and allow a Hearts for Homeless staff member to address the situation. Remove yourself from the area and follow the instructions of staff at all times.

- As much as you would like to and despite good intentions, in order to safeguard identities, we request that **NO IMAGES BE TAKEN (photos, video, etc.) of the clients** of Hearts for Homeless without express
Do not give out personal or professional phone numbers or addresses to the clients at Hearts for Homeless.

Volunteers are prohibited from social contact with clients outside the bounds of Hearts for Homeless programs.

Never provide a client with transportation in a personal vehicle.

Do not provide a client with any money, gift cards, referrals, or other forms of assistance. Communicate with the Hearts for Homeless staff any request a client may have for any assistance or resources.

Please do not advocate any particular religious or political beliefs while on Hearts for Homeless property. The exception being weekly bible studies, in which you may participate if you would like.

Failure to abide by these guidelines is grounds for dismissal as a volunteer.

Contact must be maintained with clients only within the facility during your scheduled shift and/or confines of the assigned program activities that are pre-authorized by the Volunteer Manager or Director.

Contact with clients during times when the volunteer is not scheduled to work at the facility must be avoided. This includes but is not limited to: social activities, religious activities, twelve step meetings or other activities outside the program services provided by Hearts for Homeless. At no time, without the prior permission of the Volunteer Manager, Director, or Case Managers are clients to be transported in a volunteer's personal car.

Contact, for the purposes of this policy, is defined as an association, relationship or time spent together out of the work related environment. Clients who are living in the Hearts for Homeless Transitional Apartments or receiving other forms of assistance are considered to be active clients.

Contact with clients must be limited to a professional relationship, with equal treatment of all clients considered. Intimate relationships of either an emotional or sexual nature are prohibited. Personal information about the volunteer revealed to a client be avoided and extremely limited.

In the event a former client becomes a staff member, volunteer or Board Member, contact must conform to all legal statutes. For example, an underage client, staff, or volunteer may not be given alcohol.

Volunteers who maintain private counseling practices or other services outside Hearts for Homeless may not solicit or privately treat any client for a two year period from the client's termination of services, since doing so is considered to constitute a conflict of interest.

It is the responsibility of all volunteers to notify the Volunteer Manager if they suspect a volunteer or staff member is engaged in an inappropriate relationship with a client. Failure to notify the Volunteer Manager of such a relationship or suspected relationship is grounds for dismissal as a volunteer.

If you accidentally have outside contact with a client, immediately leave the situation and notify the Volunteer Manager of the contact. You will be given a form to complete describing the interaction with the client. Return the form to the Volunteer Manager which will be placed in the client’s file. This is to protect you and Hearts for Homeless from litigations and or damage to the organization.

If in the opinion of Hearts for Homeless management, a volunteer is maintaining any kind of contact that is considered inappropriate, or violates the Client Contact Policy, he or she will be subject to dismissal.

Political and Religious Activity

No political or religious activity of any type may be conducted within the program service areas of Hearts for Homeless either in support of, or in opposition to, any individual, group or agency of a political or religious nature. No political body or group may solicit in or on Hearts for Homeless property. No Hearts for Homeless equipment, property, or supplies may be used by anyone to provide support for any political or religious entity. No volunteer of Hearts for Homeless shall make any public statement concerning any political or religious issue while acting in their capacity as a volunteer of Hearts for Homeless. Furthermore, volunteers shall not
Abuse Reporting Policy

Abuse Includes:
• Physical Abuse
• Physical Neglect
• Sexual Abuse
• Emotional Maltreatment

Hearts for Homeless staff will report any suspected abuse to the proper authorities. As a volunteer, you are required to report to your staff any time you suspect a person to be a victim of abuse (as defined above) as quickly as possible.

That staff member will then take steps to determine if this is information we have already received and acted on, or if this is new information. If this is new information, staff will gather the necessary information to make a report on anyone under the age of 18. If the youth is 18 or over, they will be counseled that it is their decision whether or not to report, and if they would like to, they will be assisted in the process.

Confidentiality Policy

All client information including, but not limited to, client files, documents, Staff Communication Logs, Daily Sign-In Sheets, or any other client materials are considered confidential. Client information should not be disclosed to any individual and/or agency unless an appropriate release of information is on file. This includes talking about identifying information at school, in case conferences with other agencies, in public areas both inside and outside of the agency and in your private life. Client information may not be removed from the Hearts for Homeless facility or copied in any manner unless prior approval is obtained from a staff member.

There are certain situations in which a signed release of information is not required. These situations include: contact from a legal guardian of a youth who is under 18 years of age; contact of the police for any client who has an outstanding warrant; notification of child protective services in the case of suspected child abuse or neglect; contact of police and/or crisis mental health worker in cases where there is reason to suspect that a client may be at risk for hurting themselves or others; and contact of medical professionals in cases of serious injury or life threatening conditions where a client is unable to speak for themselves. If at any time a volunteer is unsure of the confidentiality guidelines in a specific situation they should consult a member of the supervisory team.

De-Escalation Policy

First and Always: In an incident and/or altercation, immediately contact and allow a Hearts for Homeless staff member or shift supervisor to de-escalate the situation. NEVER attempt to de-escalate a potentially volatile situation between clients or staff and clients.

• Remove yourself from the incident or area
• Follow all instructions of staff regarding the incident

Given the nature of the population we serve, we can expect our clients will sometimes escalate, become volatile, and even become physically assaultive. If a client does begin to escalate it is important to maintain a calm demeanor; contact a staff person immediately for them to address the situation and remove yourself from the incident or area. If a client ever hits a staff or volunteer member the police should be called immediately. Whenever the police are called or an injury occurs an Incident Report will need to be completed.
Non-Discrimination Policy

At Hearts for Homeless we have a philosophy of inclusion and respect for the diversity of all people, including people from all races, genders, and identifiers. The agency celebrates the diversity of the people we serve and is committed to fostering a safe and welcoming environment for every person that walks through our doors. These ideals apply to both clients and staff at Hearts for Homeless. Our philosophy and process is to respect the identity of each person as they identify it. For example, if someone says she is a woman, she is a woman. A person’s gender or race does not depend on whether or not they have had medical treatments, or are a certain color.

Weapons Policy

Hearts for Homeless is dedicated to providing an environment in which clients and volunteers can eliminate their defenses and grow in positive ways. It is critical that Hearts for Homeless be free of weapons. It is the policy of Hearts for Homeless to not allow weapons or items that can be deemed threatening on the premises. A simple rule of thumb, if you would not be allowed through airport security, don’t bring it.

The only exception to this weapon policy, is for the Executive Director and Assistant Director, who may at any time be armed. This practice is in response to threats against them, and to respond to threats against the shelter and its participants.

Guns

It is dangerous to attempt to take a gun away from anyone. Ask the client to put the gun down (leave it in the backpack or container) and make everyone leave the premises. Treat all guns as if they are loaded. If the gun appears to be a real gun, call the police non-emergency number -- (814) 234-7150 -- and notify them that a client has voluntarily turned in a gun which we want to turn over to them; request they come pick it up. Typically, guns can be turned in to the police without providing the clients name. Initially, B.B. guns, regular guns, and imitation toy guns should be treated in the same manner. No gun, regardless of type, is to be returned to a client. If you are aware that a client has a gun, but you believe it is not safe to approach them to tell them to leave, tell staff and the police will be called and informed of the situation.

Other Weapons

There are other items which staff or volunteers may deem threatening -- i.e. pocket knives, spiked bracelets or necklaces, spiked footwear etc. If youth have such items, staff should ask the youth to remove the items and they will be returned when they leave Hearts for Homeless property. It is the duty of Shift Supervisors to notify other Shift Supervisors about these confiscated items upon shift-changes.

Summary of Guidelines for Alcohol Consumption at Events

Due to the nature of Hearts for Homeless fundraising events, it is realistic to expect that sale and consumption of alcohol may be part of the activities. Hearts for Homeless does everything we can to assure that this occurs responsibly and precautions are taken to limit potential harm to participants in these events. Hearts for Homeless sensitive to this issue because of the nature of some of the issues, such as substance abuse, that our clients face. For this reason, the following guidelines have been established.

* Hearts for Homeless Volunteers are prohibited from consuming alcohol while volunteering or attending sponsored fundraising events. During these times staff & volunteers are considered to be representatives of Hearts for Homeless and could also be called upon to perform in a directly work-related capacity if such circumstance arises.* It is also important that clients not be invited to fundraising events for this reason, unless implicitly stated otherwise by Hearts for Homeless Directors.
Volunteer Dress Code

To help present a professional and pleasant presence to our clients, staff and visitors we would appreciate it if you could abide by the following dress code. A possible good rule of thumb is that if you are not sure if something is acceptable, choose something else or inquire first. Please ask the Volunteer Manager if you any questions about the dress code.

Slacks - Cotton slacks are acceptable provided they are clean and wrinkle-free. Jeans that are well kept are appropriate. Not Acceptable: sweatpants, short shorts, Bermuda shorts, bib overalls, leggings, spandex or other form-fitting pants (without adequate cover from a sweater or other top-garment.)

Shirts - Casual shirt, golf shirt, sweaters, turtlenecks and simple well-kept t-shirts are acceptable. Inappropriate items include tank tops, sweathirts with nothing underneath, inappropriate or substance-related logos or slogans, halter-tops, and tops with bare shoulders.

Dresses and Skirts - Casual dresses and skirts, and split skirts at or below the knee are acceptable. Dress and skirt length should be no shorter than four inches above the knee. Mini-skirts and spaghetti-strap dresses should not be worn.

Footwear - Loafers, boots, flats, dress sandals, open-toed shoes, clogs and leather deck shoes, clean athletic shoes-sneakers are acceptable. Slippers and flip-flops are not acceptable.

Thank you very much for your time and effort as a volunteer!

Hearts for Homeless Volunteer Agreement

I, the undersigned, have read and understand the Hearts for Homeless, State College volunteer training manual and agree to adhere to the policies discussed. Furthermore, I agree to adhere to agency policies, procedures, and Volunteer Standards of Conduct.

Signature ____________________________ Date __________________

*New applicants who receive this document through email, will sign the agreement on their first volunteer shift.*