

Updated Policy and Procedure Manual for The Well, A Ministry of FaithWorks, 2023

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The Well Guest Rules

The following are the rules we expect our guests to follow with the consequences of not following the rules provided.

SIGN IN

- All guests should sign in daily as they enter The Well. Failure to sign in will result in not being allowed in that day.

COMPUTER USE

- No pornography or sexually explicit content.
 - 1st offense- Guest will be asked to leave for the remainder of the day.
 - 2nd offense- Guest will be suspended for a week and lose computer rights.
- If someone needs to use the computer for house/jobs/medical/living skills – and you are using it recreationally you will be asked to sign off.
- Please no food or drinks at the computer table.

DISRUPTIVE BEHAVIOR

- **EXCESSIVE LOUD TALKING OR DISRUPTIVE**
 - 1st offense – Staff will talk to guest.
 - 2nd offense – Guest will be asked to leave for the remainder of the day up to 3 days
 - 3rd offense – Guest will be suspended for 30 days
- **BEING CONFRONTATIONAL WITH GUEST, STAFF OR VOLUNTEERS**
 - 1st offense – Guest will be asked to leave for the day
 - 2nd offense – Guest will be suspended for thirty days unless agrees to go to Anger Management and enrolls and attends classes.
 - 3rd offense – Guest will be suspended for another 30 days.
- **VANDALISM**
 - Results in an immediate 30 day suspension.
 - Before re-entry guest must meet with Well management and FaithWorks's ED, Minister of Operations or Director of Operations.

- **VIOLENCE**
 - 1st offense – up to 30-day suspension
 - 2nd offense – Immediate 30 day suspension. Depending on severity of the violence, or if a weapon is involved, police will be called and an immediate expulsion or Criminal Trespass will be issued.
- **SEXUAL BEHAVIOR**
 - 1st offense- verbal warning from Staff. If behavior continues, guest will be asked to leave for the day.
 - 2nd offense/repeated offenses- Suspension for one week up to 30 days.
 - 3rd offense: expulsion.
- **FIREARMS**
 - Immediate expulsion.
- **DRUGS**
 - If drugs are consumed on property or surrounding property it will result in an immediate one week suspension.
 - Repeated offense- 30 days suspension to expulsion.
- **DEALING DRUGS**
 - If a guest is caught dealing drugs, the police will be called and the guest will be immediately criminally trespassed from the property.
- **ALCOHOL**
 - 1st offense – 3-day suspension
 - 2nd offense – 30-days suspension & guest will be asked to attend SA/ MH group or receive services from Gateway
- **STEALING**
 - Guests are to let staff know **BEFORE** calling the police if they are the victim of a theft.
 - If the incident can be verified by camera or observed by staff, the guest will have the ability to return the item. If guest does not return item they will be suspended for one week.
 - 2nd incident- Guest will be suspended for 30 days
- **DRESS CODE**

- We ask guests to keep covered and always have on a shirt and shorts, pants, skirts or dress. Staff reserves the right to ask guest to change clothes. If the guest refuses they will be asked to leave for the day.
- **LOITERING/SMOKING IN FRONT OF THE WELL**
 - 1st offense – Guest will be asked to come inside or go in the back courtyard
 - 2nd offense – Guest will be asked to leave for the day
- **SMOKING IN THE BUILDING**
 - 1st offense – Guest will be asked to take it outside. If guest refuses then they will be asked to leave for the day
 - 2nd offense – Guest will be suspended for one week.
 - 3rd offense- Guest will be suspended for 30 days.
- **NO DOGS ON PROPERTY**
 - Unless specially permitted by Well Management
- **OFF LIMIT AREAS**
 - Guest found in off limit areas (behind front counter, laundry, storage room, Kitchen, attic, back office) without staff
 - 1st offense – Guest will be asked to leave for the day
 - 2nd offense – Guest will be asked to leave for the week.
 - 3rd offense- Guest will be suspended for 30 days.

AFTER HOURS- There will be no trespassing on the property after hours. Signs will be clearly visible. Loitering or camping may result in suspension or criminal trespass. In addition, if a guest is found to be breaking any of the above rules after hours and staff can verify via camera, the guest will be held responsible for their actions and incur the proper consequence.

****NOTE:** A guest can be criminally trespassed if a firearm is involved, an act of extreme violence is committed, or drug dealing has occurred. Staff can ban a guest at their discretion in consultation with Well Management or FaithWorks management, depending on repeated offenses and the severity of the infraction.

The Well Guest Rights and Responsibilities

Guest Rights

- You have the right to be respected.
- You have the right to be heard.
- You have the right to make your own decisions.
- You have the right to confidentiality.
- You have the right to an alcohol and drug-free environment.
- You have the right to a clean and safe environment.
- You have the right to a peaceful environment.

Guest Responsibilities

- You are to be respectful and kind to the staff and other guests.
- You are to follow the rules and policies of The Well.
- You are not to bring or use alcohol or drugs on the property.
- You are not to bring firearms, weapons, or knives to The Well property.
- You are not to fight or make threats of violence towards staff or other guests.
- You are not to use any discriminating language/jokes/etc.
- You are not to engage in any sexual behavior or remarks.
- You are not to steal from The Well or other guests.
- You are to help with chores regularly.
- You are to clean up after yourselves and others.
- You are to notify staff if there is an issue with another guest, so the staff can help.
- You are to notify staff if you notice an unclean or unsafe issue.
- You are to meet with the resource manager every 14 days or as needed.

I have read the rules, policies, and consequences and agree to abide by them.

Signature

Name

Date

Employee Guidelines for Registration of New Guest

Purpose: In order to properly serve our guests, as well as provide accurate data to service in-house Case Management, outside providers (rehab programs, mental and physical health services, etc), and law enforcement (when necessary), all guests of The Well must complete an intake process. This process also provides guests with the information needed to understand the rules, responsibilities, rights, and services provided.

Orientation: When a new guest enters The Well to receive provided services (showers, laundry, mail access, internet access, case management, etc) or temporary reprieve (entering to find reprieve from outside), staff will follow the following steps:

- 1. Guest Registration:** When our system indicates a guest has entered for the first time, staff are required to inform the guest that they must complete an intake registration. The intake process helps the Case Management Team, as well as other staff, know the needs of the individual, as well as helps staff understand important stats about the person, including age, homeless status, duration of current homelessness, and perceived causes of homelessness.
- 2.** Introduce new guest(s) to The Well “Rules” (provided above).
- 3.** Introduce new guest(s) to The Well “Rights and Responsibilities” (provided above).
- 4. Entering Guest into Database:** All guests of The Well must be entered into the FaithWorks database on the Salesforce platform. Guests should be entered into the database within twenty-four hours of the initial intake interview. Salesforce is accessible to all registered employees. Entering persons into the database helps staff track how many guests use The Well services, as well as gives staff a centralized location to log ongoing case management or incident notes (Form provided below).

GUEST REGISTRATION

REQUIRED INFORMATION FOR CASE MANAGEMENT SERVICES

DATE _____

ATTACH COPY OF ID

NAME _____

DOB: _____ AGE: _____

GENDER: Circle One _____ M _____ F SS#: _____

Race: __ Circle One __ Caucasian __ African-American __ Hispanic __ Native American __ Other

Place of Birth?

HOW LONG HAVE YOU LIVED IN GLYNN COUNTY?

IF LESS THAN 1 YEAR - WHAT BROUGHT YOU TO GLYNN COUNTY?

STATUS (CHECK ONE)

LITERALLY HOMELESS

_____ Sheltered Homeless - lives in emergency shelter, transitional housing for homeless people or hotel/motel with stay being paid for by an organization

_____ Unsheltered Homeless - lives in a car, park, abandoned building, encampment, dilapidated building, on the sidewalk or similar location

IMMINENTLY HOMELESS

_____ Facing Eviction (loss of housing within two weeks and have no subsequent residence identified, and lacks the resources or support networks needed to obtain other permanent housing)

OTHER HOMELESS

_____ Living with extended family or friends on a temporary basis

WHO REFERRED YOU TO THE WELL? _____

EMERGENCY CONTACT OR NEXT OF KIN _____

NAME, PHONE NUMBER AND ADDRESS

1. DO YOU HAVE A CURRENT ID, SOCIAL SECURITY CARD, BIRTH CERTIFICATE?

2. DO YOU HAVE A CELL PHONE? _____

3. WHERE ARE YOU STAYING RIGHT NOW? DO YOU FEEL SAFE?

4. WHAT HAS CONTRIBUTED TO YOU BEING HOMELESS?

5. HOW LONG HAVE YOU BEEN HOMELESS?

6. DO YOU HAVE ANY FINANCIAL ASSISTANCE? IF SO, FROM WHERE/WHO?

7. WHEN WAS THE LAST TIME YOU WERE HOSPITALIZED? WHAT WERE YOU
HOSPITALIZED FOR? DO YOU GO OFTEN?

8. WHAT MEDICATIONS DO YOU TAKE? DO HAVE MEDS YOU SHOULD BE TAKING?

9. DO YOU HAVE A PROBLEM GETTING YOUR MEDICATIONS?

10. DO YOU WORK? WHAT WORK HAVE YOU DONE IN THE PAST?

11. ARE YOU A VETERAN? WHAT BRANCH?

a. DO YOU HAVE YOUR DD214?

12. HAVE YOU EVER BEEN INCARCERATED? IF SO, WHEN? WHERE? WHAT WAS THE OFFENSE?

13. HAVE YOU EVER HAVE YOU EVER BEEN ARRESTED FOR ANYTHING OTHER THAN A MINOR TRAFFIC VIOLATION? IF SO, WHEN, WHERE AND WHAT WAS THE CHARGE AND WHAT WAS THE DISPOSITION OF THE CASE?

14. DO YOU HAVE ANY OUTSTANDING CHARGES OR WARRANTS? IF SO, PROVIDE DETAILS AS TO EACH.

15. ARE YOU CURRENTLY ON PAROLE OR PROBATION? PLEASE PROVIDE THE NAME OF YOUR PAROLE OR PROBATION OFFICER.

(PLEASE COMPLETE AND SIGN THE ATTACHED FORM AUTHORIZING THE WELL TO CONDUCT A GCIC SEARCH OF YOUR RECORD.)

16. DO YOU HAVE INSURANCE? PLEASE PROVIDE

17. ARE YOU WILLING TO WORK WITH STAFF TO RECEIVE HELP?

18. Do YOU DRINK ALCOHOL? _____ IF SO, WHAT DO YOU LIKE TO DRINK? _____ HOW MUCH DO YOU DRINK PER DAY? _____ PER WEEK? _____

19. DO YOU TAKE DRUGS THAT YOU BUY OR ARE NOT PRESCRIBED FOR YOU? _____? IF SO, WHAT DO YOU LIKE TO TAKE?

20. HOW MUCH DO YOU TAKE PER DAY? _____ PER WEEK?

21. DO YOU FEEL THAT DRINKING OR TAKING DRUGS HAS BECOME A PROBLEM IN YOUR LIFE, RELATIONSHIPS, WORK, SCHOOL? _____

22. REVIEW GUEST RIGHTS AND RESPONSIBILITIES. Have them sign a copy and date it and attach to guest reg form.

23. PROVIDE BRIEF ORIENTATION OF THE WELL. INCLUDE SALVATION ARMY AND MANNA HOUSE.

INTERVIEW COMPLETED BY:

_____ DATE _____

Employee Guidelines for Continued Tracking of Guests

Purpose: In order to properly serve our guests, as well as provide updated, accurate data to in-house case management, outside providers (rehab programs, mental and physical health services, etc), and law enforcement (when necessary), all guests of The Well must complete an intake process and be registered with the FaithWorks database (Salesforce). Each guest will have their own profile on Salesforce created when they arrive for their initial visit to The Well (Instructions for the database are provided below).

All staff will file a note on a guest's profile when the following has happened:

1. The guest has indicated a major need.
2. The guest has been referred to or has entered into a mental health or rehab program.
3. The guest has completed a program.
4. The guest has received assistance from case management (including, but not limited to ID, Social Security, or Birth Certificate retrieval).
5. The guest has indicated he or she has found housing and/or employment.
6. The guest has broken a rule or had a similar incident at The Well (violence, drug use or distribution).
7. A call to EMT or police has been made.
8. A guest has been suspended, banned, or criminally trespassed from the facility.

Making a note in Salesforce

Process to Enter Notes into Salesforce:

1. Click on Home/Salesforce
2. Click on pic of girl or hippo
3. Scroll down and click on Salesforce classic
4. Click on name under Contacts
5. Scroll down to notes
6. Click on new note
7. Enter information and include the date and your initials
8. Click on save

Daily Operations for The Well

6:30 AM – 5:00 PM

6:30 AM – STAFF ARRIVES & PREPARES FOR OPENING

- Make sure all inside and outside lights are either on or off.
 - Unlock the Rear Door to Courtyard
 - Plug in Coffee Pots/Hot Water (20-25 minutes to Brew Coffee).
 - Check Kitchen for Breakfast Items & Set Up Food Table
- Breakfast Food/Cream/Sugar/Silverware/Plates, etc.
- Secure needed supplies from Pantry in Kitchen/Storage Room.
 - Wash Orange Cooler & Fill with Ice & Water.
 - Check Men's/Women's Restrooms for Cleanliness
 - Supply Toilet Paper/Soap/Paper Towels
 - Load Washers -Towels/Blankets from the previous day.
 - Remove Towels/Blankets/Clothing from Dyers/Fold
 - Check Computer and make sure i-pads are ready for ENVOY/Guests Sign-In.

7:00AM – OPEN THE WELL

- Guests Enter & Sign-In on ipads (2 at a time).
- Enforce COVID-19 Policy- Take Temperature/Issue Mask/Wash Hands
- Security Observation for Weapons/Alcohol/Drugs/Wellness.
- Insure Personal Items are properly stored in Lockers/ Designated Areas of Building

7:00AM-10:30AM – COFFEE & BREAKFAST ARE SERVED!!!

7:00AM – 3:00PM – SHOWERS ARE OPEN...SIGN UP AT FRONT DESK

Note: Guests will secure wash cloths/towels/soap,etc.no more than 20 minutes before shower time

8:00AM – FRONT PORCH AREA IS CLEANED & SANITIZED

- All personal items are removed from the porch and front of the building.

-All Trash and other debris are removed.

-Front Porch Area is Cleaned, disinfected & Hosed Down.

10:00AM – 3:00PM LAUNDRY ROOM IS OPEN FOR WELL

GUESTS ONLY. (One Hour to Wash/One Hour to Dry- Max.-10 to 12 Loads per day

Note: After every 20 Loads, the Washers must be CLEANED with AFFRESH & Bleach... This is a Two-Hour Cycle which should be done after 3:00PM in preparation for the next day.

11:00AM – 1:00PM – THE KITCHEN IS CLOSED.

WELL Guests are served Lunch at The MANNA HOUSE.

1:30PM – 3:30PM – SNACK AND ACTIVITY TIME (Guest Speakers, Group Discussions, Movies, Games, Exercise, Art, etc.).

Note: All guests do not have to participate but they must be respectful and quiet to others who are.

3:00PM – SHOWERS END/TOWELS & WASHCLOTHS TO LAUNDRY.

Note: Guests returning from work may Shower 3:00PM-4:00PM, with the Manager's Approval, if they agree to be responsible for Cleaning and Sanitizing the Shower.

3:30PM – WAKE UP & CLEAN UP TIME...ALL HANDS ON DECK!!!

Note: Those who do not want to assist are asked to remove themselves to the Courtyard Area and/or exit the building.

- All Dirty Dishes are collected and taken to the Kitchen for Washing.
- All Trash is collected and taken to the Dumpster /Fresh Bags in ALL Garbage Cans.
- Bathrooms Cleaned & Sanitized.
- Toilet Paper/Soap/Paper Towels in Bathrooms.
- ALL Tables/Chairs/Sofas are Wiped Down & Disinfected

- All Floors Swept & Mopped.
- Towels & Blankets Folded & Put Away.
- Towels & Blankets are Washed.
- ALL NEW GUESTS WHO REGISTERED FOR THE DAY ARE ENTERED INTO SALESFORCE.
- END OF SHIFT REPORT COMPLETED.
- MAKE SURE ALL NEW FORMS ARE LAYED OUT FOR THE NEXT DAY

COFFEE POTS & BREAKFAST ITEMS ARE SET UP FOR THE MORNING SHIFT.

5:00PM – THE WELL IS OFFICIALLY CLOSED

5:30pm – DOOR LOCKED.

Resource Management Plan

1. When each guest registers, the guest will be given the opportunity to meet with the Resource Management Team. If the guest does not accept the offer, the staff member doing the intake will flag any known needs and pass concerns along to the Resource Manager, who will evaluate the need and decide if any immediate action must take place. Guests will only be required to meet with Resource Management after a period of time which makes them regular visitors. Those passing through will not be required to meet. If a guest becomes a regular visitor, the guest will have to begin a plan with our team (see 2).

2. Any guest who has yet to meet with Resource Management after fourteen visits to The Well will be deemed a regular guest and will be approached by the Resource Management Team to begin assessing how the guest might be helped towards upward mobility. These check-ins will help the Resource Management Team understand 1) what needs the person may have, 2) if the person has been entered into the HMIS system, 3) if the person needs help scheduling any appointments the guest might require, 4) if the person qualifies for any employment opportunities, etc. During the initial visit, the Resource Management Team will schedule the guest, based on need, for regular visits, which may take place every two to four weeks, depending on need.

The Resource Management Team will be supervised and trained by the Resource Manager. Services offered by the team will include but are not limited to: helping acquire government ID cards, birth certificates, reconnection to family, social security replacement cards, food stamp applications, housing applications, employment opportunities, applications for benefits or disability, 3rd party verification forms needed for Gateway or Salvation Army, help with medication, etc.

The Well Warming Station

Purpose: For the sake of the survival of those experiencing homelessness during extreme weather conditions, The Well will open as a warming station when temperatures fall below 36 degrees during closing hours.

Opening: FaithWorks leadership team will monitor the weather report several days in advance of possible inclement weather. A notice will be sent between 48 to 36 hours in advance to the community to request that volunteers and donors be on standby for possible opening. If forecast predicts weather will drop to 36 or below for more than one hour overnight, FaithWorks will announce on Social Media and via email that the Warming Station will open. Staff will take appropriate measures to prepare for donations, volunteers, and guests.

The Well Warming Station Procedure

- | | |
|--------------------------|--|
| 4 pm-6pm | <ul style="list-style-type: none">- Receive food donations.- Make sure crock pots are labeled.- Volunteers will report in.- Have any new volunteer complete volunteer application on the website under: “get involved”, then “volunteer”, then complete application. In the referral line document warming station.- Have volunteers sign in and out of the black calendar book.- Donors may sign donation log. |
| 5 pm | <ul style="list-style-type: none">- Guests exit The Well for staff to prepare for the night shift.- Shower doors are locked.- Partition is put up to block that hallway.- No clothes disbursement, showers or laundry done for rest of night.- Change the thermostat from cool to heat. |
| 6 pm | <ul style="list-style-type: none">- Open doors for the guests.- Have all guests sign in. |
| 6 pm-9pm | <ul style="list-style-type: none">- Serve food and drinks.- Move and stack tables to allow for more sleeping space.- Have guests prepare their sleeping spaces.- Guide problematic guests to appropriate sleeping spaces. |
| 9pm | <ul style="list-style-type: none">- Doors are locked and lights are out.- Courtyard door remains open for smoke breaks, but no one is to loiter outside.- No one is allowed inside after this time and if someone leaves after 9:00 they are not allowed back inside. |
| 10 pm-5:30 am
5:30 am | <ul style="list-style-type: none">- Staff view cameras and make rounds.- Lights on.- Clean up.- Prepare for day as usual.- Guests sign in again. |

**Times vary depending on when staff is ready and everything is set up properly.

Help with Medicine

The Well may be able to assist you with non-narcotic medicine. We cannot assist with pain meds under any circumstances. If you have a prescription you would like help filled follow the following steps:

1. The Well can fill prescriptions at the following locations ONLY. Please call one of these and get a price for each prescription. Write down the prices for each prescription before you speak to the Resource Manager. IF your prescription has already been dropped off at one of these locations, please call anyway for pricing. The Well must have pricing in order to fill any prescriptions.

Golden Isles Pharmacy 3010 Altama Ave 912-266-8140

Genoa at Gateway 700 Coastal Dr. 912-574-4210

Rainbow Drugs 4319 New Jesup Hwy

912-265-5040

Walmart (small one only) 11 Glynn Plaza on Altama 912-602-6146

2. If your prescription has been taken to another pharmacy, please call and have it transferred to one of the above pharmacies. Make sure to get the cost when you do this.
3. Call Janice at 912-261-8512 ext. 103 (Monday-Friday, 8-5) and let her know where your prescriptions are and the prices you were given. She may be able to take your prescriptions in for you. If you call early enough in the day she can try to deliver them the same day, otherwise it might be the next business day.
4. If you have an urgent need for antibiotics over the weekend, notify The Well staff on duty and ask them to call Janice on her cell. She will make every effort to assist you.
5. If you are unable to get help through FaithWorks, you can also call St. Vincent de Paul at 912-262-6027. Their address is 1217 Newcastle St in downtown Brunswick.

Anger Management

To sign up:

1. Go to Sparrow's Nest at 2911 Altama Ave between the hours of 9:00 AM-4:00PM, Monday-Thursday.
2. Cash is the only form of payment accepted. For a misdemeanor the charge is \$70 and for a felony it is \$100.
3. Sparrow's Nest will provide a Proof of Registration receipt for you. Bring this to the first Anger Management class.

All classes are held on Wednesdays from 2:00-4:00 PM. The location will be provided to you at the time of registration.

Mileage Reimbursement Policy

At times employees may be required to use their personal car for business purposes. Reimbursement for the operating expenses of the car will be calculated by multiplying the number of miles traveled by the currently approved Standard Mileage Rate published by the IRS. Other expenses must be substantiated by receipts. The costs of commuting (travel between home and the work site) will not be reimbursed.

Policy:

All FaithWorks employees who use their cars for business purposes must have current and adequate automobile/liability insurance coverage. Employees must not transport volunteers or clients in their personal vehicles. If transportation of this type is necessary, approval from Management is required. Mileage will be reimbursed for the round-trip distance between the employee's work site and the location of the business function being attended. If employees depart from or return to their home instead of their work site, only the miles in excess of the normal daily commute can be claimed as an expense. Mileage amounts must be verifiable through the use of commercially available websites (ex. Google Maps) using the "shortest route" option. Other expenses such as parking will be reimbursed at the actual costs. Original, itemized receipts must be provided. Employees must document their travel on the Mileage Reimbursement Form.

Allowable Mileage Expenses

Examples of allowable business purposes include:

- Meetings
- Conferences/Presentations
- Site visits
- Work-related errands (post office, office supply store, etc)
- Classes and workshops if job related and approved by the manager

Unallowable Mileage Expenses

Examples of unallowable business purposes include:

- Commuting between home and the work site
- Elective continuing education

Procedure

Forms: Use the provided mileage reimbursement form. If you need a form please contact the Minister of Operations or Accounting Department.

Timing: In order to comply with IRS documentation requirements, a complete and accurate Mileage Reimbursement Form must be submitted monthly.

Approval: Forms will be reviewed by the employee’s supervisor and submitted to the Payroll Department.

Documenting the Location: Enter the location name in the “to” and “from” columns:

- If the location is an infrequent destination, then enter the address or street intersection and the city;
- If the location is a frequent destination, then enter the program name only and provide the address in the “Notes” section of the Mileage Reimbursement Form.
- Documenting the Business Purpose: Indicate the purpose of the travel as briefly as possible in the “Purpose of Trip” section. If additional room is required, use the “Notes” section of the form.

EMPLOYEE MILEAGE EXPENSE REPORT						
Employee Name				Pay Period	From	
Employee ID					To	
Vehicle Description					Mileage Rate	
Date	Description	Starting Location	Destination	Total Miles	Amount	
					\$	-
					\$	-
					\$	-
					\$	-
					\$	-
					\$	-
					\$	-
					\$	-
					\$	-
Total Reimbursement :					\$	-
Employee Signature				Date		
Authorized By				Date		
<small>powered by</small> GeneralBlue						

Volunteer Information for The Well Application and Approval Process

Thank you for your interest in serving The Well. We truly value our volunteers and are excited that you desire to be a part of serving our community. Volunteers are a crucial component of our work. Please read this document to learn how you can join our team:

All volunteers and community service personnel are required to register with FaithWorks and complete an application process before serving:

- 1) **Apply online:** Visit www.faithworksministry.org, and click the “Get Involved” tab from the top menu. Find the “volunteer” button. This page will give volunteers a brief overview of all available volunteer opportunities. After reviewing the list, applicants will need to click the “volunteer” button on this page. A volunteer application will appear. Select the area of interest. If the applicant wishes to volunteer at The Well, that option must be selected. Applicants will be asked to answer several questions about themselves, as well as agree to a Confidentiality and Liability agreement.
- 2) **Schedule meeting:** Once the application has been received and reviewed, the applicant will be contacted by the Director of Volunteer Services, who will email a welcome and orientation email. The applicant will be asked to schedule an in-person visit to The Well.
- 3) **Orientation:** During the initial in-person meeting, volunteer applicants will tour the facility, be given a general overview of daily operations, and be informed concerning the role volunteers fill at The Well. If the applicant wishes to continue, he or she can schedule a “First Day Training,” in which the volunteer will shadow a staff member or current volunteer for the first day.
- 4) **Education of rules and rights:** The applicant will be given a copy of The Well’s rules and rights for guests and will be asked to comply as well while on property.
- 5) **Schedule volunteer time:** After orientation and training, the volunteer may inform staff of availability for volunteering. FaithWorks recommends a regular schedule. For example, a volunteer may suggest he or she be available every Monday from 8 AM until Noon. However, if the volunteer wishes, he or she can inform staff week-to-week concerning availability.
- 6) **Concerns:** If a volunteer has any questions or concerns that might arise while volunteering, he or she may inform The Well Manager or contact the Director of Volunteer Ministries.

*Note: Applicants may be asked to undergo background and drug screening checks. We will provide a GCIC authorization form to approve The Well to perform the background check

FOR COMMUNITY SERVICE APPLICANTS: If your desire is to serve at The Well to gain community service hours, please include this information on your online application. Under “Who Referred You to FaithWorks,” include the phrase “community service,” along with the name of the individual or organization, if any, who recommended FaithWorks.

Community-service applicants must provide information as to the nature of the offense for which they are required to perform community service.

EMERGENCY PREPAREDNESS PROCEDURES

I. FIRE

- a. Fire Extinguishers- A7@ Fire 912 265 2158- Inspect annually in October
- b. Security Blanket- Fire monitoring system- 912 283-3809- Inspect annually in May
- c. **SMALL CONTAINED FIRE** (in the microwave or in a small trash can)
 - i. Alert staff and guests
 - ii. Distance guests from the fire
 - iii. Obtain a fire extinguisher, located in the kitchen and beneath the front desk
 - iv. Follow the PASS procedure
 1. **Pull** the pin
 2. **Aim** the nozzle at the base of the fire
 3. **Squeeze** the trigger
 4. **Sweeping** motion from side to side
 - v. Assure fire is out
 - vi. Remove the burnt materials if able
 - vii. If there is smoke, open the doors to air out the building
 - viii. If there is much smoke, clear the building
 - ix. Make a note via “chatter” on Salesforce
 - x. Notify Well manager
- d. UNCONTAINED FIRE
 - i. Follow RACE
 1. Rescue
 - a. Evacuate the Well (back courtyard or front parking lot) depending on the location of the fire
 - b. Check bathrooms, showers, kitchen, courtyard, laundry, and staff bathroom to ensure everyone is evacuated
 2. Alarm
 - a. Pull fire pulls and call 911
 - b. Fire pulls notifies the fire department only
 3. Contain
 - a. If possible
 - i. Closing doors, etc.
 4. Extinguish
 - a. If safe and available, use the fire extinguisher, water hose
 - ii. The Assistant Manager on duty is to stay as close to the Well as possible to give information to respondents and serve as a decision maker
 - iii. Staff Associate is to gather guests and evacuate to the church parking lot- directly across the street

- iv. Assistant Manager that stays on site is to notify the Well Manager , Executive Director of Faithworks, Minister of Operations, and Director of Operations and Volunteer Services
- v. Staff will follow the recommendations of responders
- vi. Staff will assess the damage, secure the building and advise Well guests/staff as to the next steps
- vii. Document on “Chatter” in Salesforce

II. TORNADO WATCH/WARNING

- a. If a tornado warning has been issued, alert all staff and guests
- b. Staff will gather guests in the supply room, laundry room, and shower area (and conference room area as needed) until the threat has passed
- c. After the event, staff will assess the Well plant, property and etc., and respond accordingly to any issues/damage
- d. If damage to the plant or property is noted, notify the Well Manager, Executive Director of Faithworks, Minister of Operations, and Director of Operations and Volunteer Services.
- e. When all is clear, document on Chatter via Salesforce

III. HURRICANE

- a. Encourage all guests to go to friends or family for safety.
- b. Executive Dir. Or appointed staff person works with city and county emergency teams to determine if a shelter will be available. This information should be relayed to guests, and transportation should be found for guests to get to the shelter who need it.
- c. If a mandatory evacuation is ordered, the Well closes and alerts guests where transportation can be found for evacuation.
- d. Staff determines if it is safe for the Well to be open in times of a storm approaching, but no evacuations are made.
- e.

IV. ACTIVE SHOOTER

- a. In the event of an active shooter, anyone/everyone should call 911
- b. Relay as much information as you know: number of shooters, their location, casualties, etc.
- c. Then follow the Run, Hide, Fight scenario
- d. Showers, bathroom staff, conference room, and staff bathroom are good places to hide
- e. When police, SWAT arrive, follow their instructions
- f. When safe, notify Well Manager, Executive Director of Faithworks (WRIGHT), Minister of Operations, and Director of Operations and Volunteer Services.
- g. When all is clear, document on Chatter via Salesforce

V. PHYSICAL VIOLENCE

- a. A staff member or a guest should be assigned to call 911 (example: “Becky, call 911 now.”)

- b. Staff and guests are not to engage nor attempt to break up the altercation
- c. Clear guests from the area
- d. Open the doors for police
- e. Staff and guests are to follow the instructions of the police
- f. Notify Well manager
- g. If there is damage to the plant, property, or injuries to guests, notify the Well Manager, Executive Director of Faithworks, Minister of Operations, and Director of Operations and Volunteer Services.
- h. When all is clear, document a note on Chatter via Salesforce.

VI. BOMB THREAT

- a. If the bomb threat is phoned in, listen carefully for (See attached checklist):
 - i. Write down the caller's exact words
 - ii. Note the time of the call and the time the call concluded
 - iii. Sex of caller
 - iv. The estimated age of the caller
 - v. Check for caller ID
 - vi. Listen for any background noises
 - vii. Voice quality
 - viii. Language
 - ix. Ask the following questions:
 - 1. Where exactly is the bomb?
 - 2. When did you put it there?
 - 3. What does the bomb look like?
 - 4. What kind of bomb is it?
 - 5. When will it explode?
 - 6. What will make it explode?
 - 7. Why did you place the bomb?
 - 8. What is your name?
 - 9. What is your address?
 - 10. Are you aware that it could kill or injure innocent people?
 - x. Gather guests in the conference room area
 - xi. Assure that bathrooms, showers, laundry room, and kitchen are checked
 - xii. Notify Well Manager, Executive Director of Faithworks, Minister of Operations, and Director of Operations and Volunteer Services.
 - xiii. Follow instructions of law enforcement when they arrive
 - xiv. Have one staff participate in the search for suspicious bags, etc. if requested by law enforcement. Have one staff member remain with guests in the conference room. No one leaves the building at this point
 - xv. If law enforcement advises evacuation, the staff members are to escort the guests across the street to the church area
 - xvi. Follow the directions of law enforcement
 - xvii. If they "clear" the building, staff, and guests may return

xviii. When all is clear, document a note on Chatter via Salesforce

Appendix A: Job Descriptions

The Well Manager Job Description

Responsibilities

- Ensure daily operations are being executed by staff and volunteers. Assist when necessary.
- Hire and manage all employees of the Well (in conjunction with FaithWorks leadership).
- Create weekly employee schedules
- Host staff training, ensuring all staff are trained in de-escalation within one month of hire.
- Host staff meetings at least once per month.
- Ensure all policies and procedures are being followed by staff, volunteers, and guests.
- Work with the Resource Manager to assist the Resource Management team as needed.
- Ensure the facility is kept clean, sanitized, and orderly.
- Produce monthly reports
- Oversee volunteers when on the property, and ensure they are properly trained.
- Create and maintain a volunteer orientation for onboarding new volunteers
- Ensure registrations and guest updates are logged into Salesforce daily.

Knowledge and Skills:

- Strong leadership skills
- Strong organizational skills
- Effective communication skills
- Strong interpersonal skills, including knowledge of working with those experiencing homelessness
- Ability to multitask
- Attention to detail
- Compassion
- Teamwork and team leadership
- Able to manage and lead an environment that services 70+ guests per day
- Able to handle multiple assignments and delegate work to staff, guests, and volunteers as appropriate.

Hiring Requirements

- Must be willing to take a drug screen and background check (provided by HR at TeamWorks Services, Inc.)
- Must be willing to complete de-escalation training within the first month of hire.

- Must review The Well Policy and Procedure Manual, understand guests' rights and responsibilities and understand guest rules and how they are enforced.

Well Associate Job Description

Responsibilities:

- Greet guests and volunteers as they arrive
- Ensure that guests adhere to the sign-in process
- Assure cleanliness of all areas
- Assist in sign-up for services (shower, laundry, social services, etc.)
- Assist in the distribution of needed items (shower supplies, towels, clothing, toiletries, etc.)
- Assist guests in laundry services
- Receive donations, complete donation log, and thank donors
- Keep areas, bathrooms, and laundry room stocked with needed supplies
- Engage guests and assist with end-of-day cleanup
- Help guests in the completion of forms
- Organize area for special events
- Assist with daily activity time
- Report any issues with guests' to the manager
- Other duties as assigned

Knowledge and Skills:

- Strong interpersonal skills needed
- Ability to multitask
- Attention to detail
- Effective communication
- Compassion
- Teamwork
- Able to manage an environment that services 70+ guests per day
- Able to handle multiple assignments and delegate work to guests and volunteers as appropriate.

Hiring Requirements

- Must be willing to take a drug screen and background check (provided by HR at TeamWorks Services, Inc.)
- Must be willing to complete de-escalation training within the first month of hire.
- Must review The Well Policy and Procedure Manual, understand guests' rights and responsibilities and understand guest rules and how they are enforced.

Appendix B: Forms

This section will include all registration forms, resource management forms, employee forms, etc.