



Our MISSION: To provide affordable housing to alleviate homelessness and human suffering.

Our VISION: Develop and operate permanent supportive housing for men and women overcoming homelessness, especially those with mental illness, substance abuse, and medical or other disabling conditions.

Dear Volunteer,

On behalf of **Supportive Housing Communities (SHC)** residents, staff, and the Board of Directors at SHC, we want to thank YOU for your commitment to volunteering and choosing to spend your time with us. We value the resources and talents you bring as a member of our volunteer family.

Since 2003, Supportive Housing Communities (SHC) has owned and operated McCreesh Place, Charlotte's first permanent supportive housing apartment community for disabled men overcoming homelessness. SHC offers an environment that instills dignity, hope and community building at McCreesh Place. We will continue in our model of strengthening individuals and the community by building relationships, encouraging community service and restoring faith in the human spirit. SHC added the Scattered Site Program in February of 2013 to add chronically homeless single men and women, and expanded the Scattered Site Program in April of 2014 to add chronically homeless families.

Reducing Chronic Homelessness: Supportive Housing Communities (SHC) provides permanent supportive housing for men, women and families overcoming homelessness, especially those with mental illness, substance abuse and medical, or other disabling conditions. **SHC** dispels commonly held beliefs that people with one or more severe mental, physical or emotional problems cannot be successfully rehabilitated in safe, affordable, sustainable housing. **As Charlotte's first permanent supportive housing program, SHC is widely recognized in the region as an experienced leader in developing and operating permanent supportive housing.** This program has been proven to be successful for ending homelessness among our most challenging population.

We look forward to providing you with a rewarding volunteer experience. Our community is strengthened and enhanced in so many ways because of the gifts and talents you bring.

Warm Regards,

Pamela E. Jepsen, MBPA
Executive Director
McCreesh Place
2120 N. Davidson Street
Charlotte, NC 28205
704.335.9380 ext. 125
Pamela@aplacetoliveagain.org
www.supportivehousingcommunities.org

Linda Miller
Volunteer Coordinator
McCreesh Place
2120 N. Davidson Street
Charlotte, NC 28205
704-335-9380 ext. 128
linda@aplacetoliveagain.org
www.supportivehousingcommunities.org



(SHC) Volunteer Handbook Appendix:

- Letter from Executive Director.....Introduction
- Handbook Index.....Page 1
- General Information.....Page 2
- Supportive Housing Communities History.....Page 3
- Volunteer Agreement.....Page 4
- Volunteer Code of Conduct.....Page 5
- Volunteer Release.....Page 6
- Volunteer Rights and Responsibilities.....Page 7
- Benefits of Volunteering.....Page 8
- Volunteer Appreciation and Recognition.....Page 9
- Volunteer Confirmation of Policies.....Page 10
- Resources.....Page 11



(SHC) General Information

Volunteer Application and Waiver:

- Each individual volunteer will need to complete a volunteer application and read and sign the confidentiality waiver prior to volunteering. Each individual volunteering with a group must also complete an application and note their group affiliation. This information is vital for SHC to keep efficient and effective records of our generous volunteers. You can click on application/waiver: <https://app.etapestry.com/onlineforms/SupportiveHousingCommunities/volunteerinterest.html>

Parking:

- Park in the rear of our building at 2120 N. Davidson Street or park along 25th Street next to our building. If you are part of a volunteer group; please consider car-pooling or church/corporate van. SHC has limited parking space.

Volunteer Sign In:

- Please sign in the Volunteer Log when you arrive, located at the front desk, and sign out upon departure. PLEASE PRINT LEGIBLY.

Contact Information:

- The main contact for volunteer duties and projects is the SHC Volunteer Coordinator. You may be asked to report to other staff members depending on volunteer duty.

Volunteer Dress Code:

- Please dress appropriately, modestly and comfortably.
- Groups are encouraged to wear corporate or congregational logoed apparel for our social media photos.

National Value of Volunteer Time:

- The estimated value of **volunteer** time is \$21.79 per hour according to www.independentsector.org

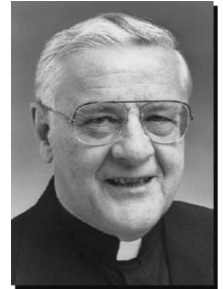
Importance of Volunteering for Supportive Housing Communities:

- Volunteers are advocates for Supportive Housing Communities. You, as a member of SHC family of volunteers have credibility and can promote SHC in the community by sharing your testimony as a volunteer, peer to peer.
- Volunteer commitment extends the resources of the agency. Volunteers provide “Extra Hands” that enable SHC to get tasks completed that may take longer to get done or might otherwise not get done.
- Volunteers provide valuable input to agency leadership and staff.



Supportive Housing Communities History

In 1989 Father Eugene McCreesh, a Jesuit priest at St. Peter's Catholic Church in downtown Charlotte, began an organization to provide affordable housing for people living on city streets or for those about to be evicted from their present homes. The church rented run-down houses from HUD for \$1 per year, and volunteers renovated the structures bringing them up to code so that people could live in them comfortably. St. Peter's Episcopal Church eventually teamed up with its Tryon Street neighbor and the organization became known as **St. Peter's Homes, Inc.** - now known as **Supportive Housing Communities**.



Father Gene McCreesh

Over the next several years, the two churches approached the city's homeless problem by providing houses or apartments to single adults or families with children. It was necessary to partner with various social service agencies in order to teach financial skills and other training necessary for home ownership. When a group was formed to look into a Single Room Occupancy (SRO) apartment complex for homeless, disabled men, the organization had the necessary 501(c)3 non-profit credentials. The two groups united to build a residence for 63 men needing housing and support services in order to end the cycle of homelessness.

Churches, businesses, government, HUD, and individuals all worked together to find land and to finance and build our present residence on N. Davidson Street. David Furman, a Charlotte architect, developed plans for the apartment complex and the Jeremiah Group of churches donated the funds to purchase property. Even though Father Gene did not live to witness the construction and opening in 2003, his presence is felt within the halls of Charlotte's first permanent housing complex with on-site support services for previously marginalized men desiring a place to call home.

Residents at McCreesh Place pay a minimum monthly rent and the men are helped with health care, mental health care, substance abuse issues, joblessness, and/or other difficulties. Some men move on when their lives stabilize, others have chosen to stay at McCreesh Place where they feel safe and comfortable. Several men have died from health issues while living in the apartment community, but they have had friends and "*family*" to mourn their passing.

With concerned citizens, government officials, religious communities, and business leaders, hope has been rekindled for people living on the edge of society. With vision and hard work, more apartment complexes can and will be built to house Charlotte's homeless population. Father Gene, an advocate for people in need, would be proud.

In October of 2011, an addition of 27 efficiency units opened on campus with the help of our generous supporters. Supportive Housing Communities can now permanently house 91 men who were formally homeless.

In February of 2013, we added the Scattered Site Program for single men and women. In April of 2014, we added the Scattered Site Program for families. Our goals for the future are to build more permanent supportive housing communities in order to permanently end chronic homelessness for men, women, children, and families.

Visit our Website: www.supportivehousingcommunities.org



McCreesh Place,
2120 N. Davidson St.
Charlotte, NC 28205



(SHC) Volunteer Agreement

As a volunteer at **Supportive Housing Communities (SHC)**, I agree to support all policies and procedures set forth to include but not limited to the following:

1. As a volunteer, I agree to follow the direction of identified staff and abide by Supportive Housing Communities policies and procedures while providing volunteer services.
2. As a volunteer, I agree to uphold confidentiality with residents, staff and other volunteers as agreed to in Volunteer Confidentiality Waiver.
3. As a volunteer, not an employee of Supportive Housing Communities, I am not entitled to receive salary, benefits, or other compensation. As a volunteer I understand that I do not qualify for workers' compensation benefits and am expected to carry personal medical insurance to cover medical expenses for any injuries I incur while performing volunteer services.
4. As a volunteer, I release Supportive Housing Communities and its officers, employees, agents, and representatives from any responsibility or liability for personal injury, including death, and damage to or loss of property, the I may incur while volunteering at SHC.
5. As a volunteer, I agree to treat everyone with respect. I agree to never discriminate on the basis of race, color, religion, sex, age, national origin, marital status or disability, and, in accordance with SHC policy, sexual orientation.

I fully understand volunteer agreement:

Initial _____ Date _____



(SHC) Volunteer Code of Conduct

The success of **Supportive Housing Communities** depends on the image it projects to the public, the community, residents, and supporters. It is the responsibility of all volunteers to portray an appropriate image. The volunteer is expected to dress appropriately while volunteering at SHC. It is also the responsibility of every volunteer to govern his or her conduct to observe all SHC policies and procedures. Supportive Housing Communities maintains the discretion to release volunteers of their duties at any time to address policy issues.

Volunteer Code of Conduct guidelines:

- Represent SHC with professionalism, dignity and pride, and responsible for conducting self with courtesy and appropriate behavior.
- Follow through and complete accepted volunteer tasks.
- Display respect and courtesy to SHC's employees, other volunteers, residents, visitors, and property.
- Provide a safe environment by not harming residents and staff in any way, whether through discrimination, sexual harassment, physical force, verbal or mental abuse, neglect, or other harmful actions.
- Respect the privacy of persons served by the organization and hold in confidence sensitive, private and personal information.
- No use of vulgar and/or inappropriate language during my volunteer service.
- No solicitation of gratuities, gifts or bequests for personal benefit.
- Will not use or be under the influence of illegal drugs during my volunteer service.
- Will not consume or be under the influence of alcohol at any time during my volunteer service.
- Will dress appropriately and professionally while volunteering at SHC.
- Will not use tobacco in the SHC building. There is a designated smoking area in the back of the building to be used during break time of volunteer services.
- Will not discriminate on the basis of race, color, religion, sex, age, national origin, marital status or disability, and, in accordance with SHC policy, sexual orientation.
- Will not offer monetary or in-kind donations directly to residents

I fully understand volunteer agreement:

Initial_____ Date_____



(SHC) Volunteer Media Release Form

In consideration of my participation as a volunteer at **Supportive Housing Communities** I grant permission to use my name, photographs, videos, audio recordings or textual materials created for use by Supportive Housing Communities for brochures, newsletters, Facebook, media, website, direct mail letters, annual reports or publications.

I hereby waive any right to inspect or approve the finished photographs or printed or electronic materials that may be used in conjunction with them now or in the future, whether that use is known to me or unknown, and I waive my right to royalties or other compensation arising from or related to the use of the photograph.

I hereby agree to release, defend, and hold harmless Supportive Housing Communities and/or McCreesh Place and subordinates, including any firm publishing and/or distributing the finished product in whole or in part, whether on paper or via electronic media, from and against any claims, damages or liability arising from or related to photographs, including but not limited to any misuse, distortion, blurring, alteration, optical illusion or use in composite form, either intentionally or otherwise, that may occur or be produced in taking, processing, reduction or production of finished product, it's publication or distribution.

Please initial the paragraph below which is applicable to you:

_____ I am 20 years of age or older. I have read this release before signing below, and I fully understand the contents, meaning and impact of this release. I understand that I am free to address any specific questions regarding this release by submitting those questions in writing prior to signing, and I agree that my failure to do so will be interpreted as a free and knowledgeable acceptance of the terms of this release.

_____ I am the parent or legal guardian of the below named child. I have read this release before signing below, and I fully understand the contents, meaning and impact of this release. I understand that I am free to address any specific questions regarding this release by submitting those questions in writing prior to signing, and I agree that my failure to do so will be interpreted as a free and knowledgeable acceptance of the terms of this release.

This authorization is continuous and may only be withdrawn by my specific written rescission of this authorization. Upon such rescission, the permission granted hereunder shall cease; provided that any past uses of materials involving me may continue, but any new uses shall be discontinued.

Description of Material:

Date: _____

Name: (Please Print)

Address: _____
(Street) (City) (State) (Zip Code)

Signature: _____



(SHC) Volunteer Rights and Responsibilities

Volunteer Rights:

- To be assigned a job that is worthwhile and challenging.
- To receive the orientation, training, and supervision necessary to do the volunteer task.
- To feel that your efforts have real purpose and contribute to the organization's mission.
- To receive feedback and evaluation on the volunteer task you perform.
- To be treated with respect within the organization by staff, residents and other volunteers.
- To be trusted with confidential information necessary to carry out your assignment. (signed waiver)
- To be kept informed about relevant matters within the organization with which you volunteer.
- To expect that your time will not be wasted by poor planning or coordination by the agency staff.

Volunteer Responsibilities:

- Complete all necessary volunteer paperwork prior to arriving to volunteer.
- Dress appropriately.
- To sign in the volunteer log upon arrival (located at the front desk).
- Not to take on more responsibility than you can handle.
- To meet time commitments. Please let us know within a 24 hour basis if you cannot complete your volunteer scheduled task.
- To perform the tasks assigned to you to the best of your ability.
- To provide input on ways your tasks might be better performed.
- To follow organizational policies and procedures.
- To respect those confidences entrusted to you.
- To be open-minded and respectful towards opinions shared with you.
- To notify the organization in advance of absences or schedule changes
- Volunteer is expected to keep a volunteer log of hours if required for college, community projects, etc.

I fully understand volunteer agreement:

Initial _____ Date _____



(SHC) Benefits of Volunteering

Volunteering increases self-confidence:

- Volunteering can provide a healthy boost to your self-confidence, self-esteem, and life satisfaction. You are doing well for others and the community, which provides a natural sense of accomplishment. Your role as a volunteer can also give you a sense of pride and identity. The better you feel about yourself, the more likely you are to have a positive view of your life and future goals.

Volunteering increases your social skills:

- Volunteering gives you the opportunity to practice and develop your social skills. Once you develop momentum, it is easier to make more friends and contacts.

Volunteering as a family:

- Volunteering as a family has many worthwhile benefits. By giving back to the community, you provide your family a firsthand opportunity to make a difference in the community. This will help family members establish a lifetime of community involvement.

Volunteering combats depression:

- Reducing the risk of depression is another important benefit of volunteering. A key risk factor for depression is social isolation. Volunteering keeps you in regular contact with others and help you develop a solid support system, which in turn protects you against stress and depression when you're going through challenging times.

Volunteering helps you stay physically healthy:

- Volunteering is good for your health at any age, but it's especially beneficial in older adults. Studies have found that those who volunteer have a lower mortality rate than those who do not, even when considering factors like the health of the participants. Volunteering has also been shown to lessen symptoms of chronic pain or heart disease.

HAVE FUN!!

- Volunteering opens up possibilities to enjoy yourself while making a difference in your community. The best volunteer experiences benefit both the volunteer and the agency. Remember to savor the volunteer experience and HAVE FUN!



(SHC) Volunteer Appreciation and Recognition

Supportive Housing Communities staff and residents are committed to Volunteers:

Volunteers are truly rare people—they pour their heart and soul into the work they do for an organization. They do it with an open heart and with their free time. Supportive Housing Communities understands that volunteers are there to simply help others but it is imperative for us to thank them for their hard work. Community support is the catalyst to ending homelessness and volunteers are the backbone.

Appreciation and Recognition: (SHC commitment to volunteers)

1. Volunteers will be greeted and made to feel at home.

Supportive Housing Communities is committed to providing a rewarding volunteer experience. The staff, residents and other volunteers will greet every volunteer as a guest in our home. Volunteers will be introduced to the staff, residents and other volunteers. You can expect to volunteer in a warm and friendly environment.

2. Volunteers can expect to be appreciated.

Volunteers will be thanked frequently for their commitment to our mission. SHC will show appreciation to volunteers with hand written thank you notes, photos to spotlight volunteers on our Facebook page and stories in our newsletters about our volunteers. We will update every volunteer with electronic newsletters.

3. Volunteers can expect yearly recognition.

The third week in April is National Volunteer Appreciation Week. The staff at Supportive Housing Communities fully understands the depth of commitment it takes to become a volunteer and stay committed to our mission. Each volunteer can expect recognition during National Volunteer Appreciation Week. Volunteers are the backbone of non-profit agencies and although most volunteers who give so freely of their time and energy expect nothing in return, we want to let volunteers know just how much they are appreciated. Our commitment to volunteers is to provide recognition through very little or no cost to the agency. We are committed to supporting our volunteers while living up to volunteer expectations.

Note: Supportive Housing Communities is extremely grateful to all volunteers choosing to spend their time with us. National Volunteer Appreciation Week is yearly in April but we will celebrate our committed volunteers regularly.



Volunteer Signature

I, as a volunteer at **Supportive Housing Communities**, confirm the understanding of my role as a volunteer.

I _____, certify that I have read and understand the Supportive Housing Communities Volunteer Handbook and agree to adhere SHC policies and procedures.

_____	_____	_____
Volunteer (Print)	Volunteer (Signature)	Date
_____	_____	_____
Witness (Print)	Witness (Signature)	Date

Linda Miller
Volunteer Coordinator
Supportive Housing Communities at McCreesh Place
2120 N. Davidson Street
Charlotte, NC 28205
704-335-9380 Ext. 26
Cell- 704-651-3549
Linda@aplacetoliveagain.org
<http://www.supportivehousingcommunities.org>



Supportive Housing Communities Handbook Resources:

www.NationalServiceResources.org

www.IndependentSector.org

www.bop.gov/jobs/volunteer_handbook.pdf

www.hagley.org

www.volunteermatch.org

www.wcsb.us