

Notes for Proposed Guidelines Homeless Helpers Task Force

8 March 2010 (Revised 16Jun10 at 1410)

Below are my notes that we can use as a starting point in working on a set of “Guidelines” that will enable us HELPERS to better serve the homeless.

My name is Don Hawkins and I am the Executive Director of Homeless & ReEntry Helpers, Inc. HRH was formed to be an information and referral service bureau to the Homeless and ReEntry industry. Our web site currently lists over 1,450 organizations, and our newsletter is emailed weekly to over 3,550 subscribers. HRH does not offer any direct services to the Homeless or to the ExOffender. Our web site was designed to be used by pastors, parole & probation officers, case workers, family members and friends of those needing help. It is intended to direct those needing help to you, our existing services providers whose clients include the homeless and those in and out of our jails and prison system. HRH’s ultimate goal is to provide a Conference & Training Center for the Homeless & ReEntry Industry. We would like to think of it as a “service bureau” type organization for existing service providers.

We need your help in filling in the blanks in this proposal and we are looking for suggestions on a better way of doing what needs to be done, and/or using better wording in describing the same.

Please Note: None of the suggestions that we have written below are etched in stone. If you think you have a better way of working with the problem, please bring it to the table so we can collectively talk about it. It is important that we all, or most of us, are on the same page when it comes to helping the homeless.

- A) Society’s line of offense against homelessness** – In my opinion, there are 6 sides to this story
1. The homeless themselves (they have to acknowledge they need, want, and will accept help)
 2. Street Ministries – Churches, Faith Based - HELPERS
 3. Street Outreach – Neighborhood, Community, Business - HELPERS
 4. Service Providers, usually non-government, non-profits - HELPERS
 5. Local Government (City/Town) Services
 6. State and Federally funded projects – monies are usually distributed to local cities and towns, as well as some service providers for homeless projects.

B) City, State and Federal officials/agencies, along with local Service Providers that HHTF needs to work with to achieve its goals (organizations and titles may not be complete):

1. City of Indianapolis
 - a. **Oigen Williams**, Deputy Mayor
 - b. **Douglas Hairston**, Director of the Mayor's Front Porch (faith based) Alliance
 - c. **TBD**, Director of ReEntry
 - d. **Robert Hipple**, Sgt. IMPD
 - e. **Kevin Tichenor**, Jr., Faith Based Coordinator for the M/C Prosecutor's Office
2. Coalition for Homelessness Intervention and Prevention (CHIP)
 - a. **Tim Joyce**, Executive Director
 - b. **Michael Hurst**, Program Director
 - c. **Michael Butler**, Associate Program Director
 - d. **Emily Hervey**, Community Relations
3. Homeless Initiative Program (HIP)
 - a. **Kenneth Griffin**, Executive Director
 - b. **Donnie Robinette**, Outreach Coordinator
 - c. **Stacey Nugent**, Community Team Leader
 - d. **Jodi Guinan**, Outreach Coordinator
4. Wheeler Mission Ministries
 - a. **Rick Alvis**, President & CEO
 - b. **Steve Kerr**, Chief Development Officer
 - c. **Cal Nelson**, Chief Program Officer
 - d. **Matt Roller**, Director of Shelter Services
5. Horizon House
 - a. **John Joannette**, Executive Director
 - b. **Leslie Kelly**, Director of Program Services
 - c. **Melissa Burgess**, Client Services Coordinator
 - d. **Danny Camacho**, Outreach
6. Church Federation of Indianapolis
 - a. **Angelique Walker-Smith**, Executive Director of Indy Faith
7. State of Indiana
 - a. **Isaac Randolph**, Executive Director of the Governor's Office of Faith-Based and Community Initiatives
8. Federal Government
 - a. **Dianne Brown**, Veteran's Administration, Homeless & ReEntry Coordinator

C) Who needs to be informed, trained and/or educated on HHTF's guidelines?

1. Street Outreach Volunteers/HELPERS
2. Street Ministries Volunteers/HELPERS
3. Other Community Based HELPERS
4. Police Officers that deal with the homeless
5. Service Providers that have a staff that deal with the homeless - HELPERS
6. The leaders of any of the homeless/street groups/camps (if possible)
- 7.

D) How do we begin?

1. We need to form a committee to document where the homeless are
2. We need to form a committee to document who all the HELPERS are, what they want to do, and how often
3. We need to form a committee to decide what services need to be incorporated into our training standards that will eventually be used as the guidelines for all of the HELPERS to better serve the homeless
4. We need to form an "Executive Committee" to meet on a regular basis (after we are organized and we know who each other is, and what we have to offer each other)
5. We need to determine what service providers have extra food, clothing, and personal hygiene items that can be distributed by other HELPERS
6. We need to start meeting on a regular basis, at bi-weekly or monthly, until the above items have been completed; then at least once per month thereafter.
7. Start a "Bulletin Board" email system that will allow us to keep up with and communicate with each other on how we can share our time and resources with each other
8. Start a weekly Email Newsletter on what we are, who we are, and what we are doing to make things better for the homeless that will be distributed to our members.
- 9.

E) We need to:

1. Identify where all the homeless are currently living, and how many are at each location
 - a. Draw up a map using existing Counties, Townships, Districts, etc.
 - b. Divide the city into homeless territories so that we can direct and/or redirect our HELPERS to help all of the homeless in those areas
 - a) Currently, there are some areas that have too many HELPERS, and some areas that do not have enough HELPERS
 - c.
2. Identify where the street ministries are currently serving the homeless
 - a. What day(s) and time
 - b. What they serve
 - c. What they do
 - d. Would they be willing to share their experiences and talents
 - e. Would they be willing to move or take over another location
 - f. Would they be willing to join an information network for the homeless
 - g. Would they be willing to starting working together as a group toward one goal
 - h.
3. Identify the service providers that are currently helping the homeless
 - a. Identify what services they currently offer
 - b. Where do they offer them from: their offices, the streets, or both
 - c. When do they offer them: the times & days of the week
 - d.
4. Address any conflicts or issues that need to be resolved such as: awareness, education, opportunities to partner, and helping people to get organized, etc.
 - a. Avoid having their actions result in bad or unintended consequences
 - b.
5. Identify the service providers that should be helping the homeless but are not
 - a. Identify what services are needed by the homeless but not yet available
 - b.

F) Service providers that use a case worker system should be able to help the homeless obtain most if not all of the below items. I am a big believer that anyone needing help should use more than one service provider for his or her needs. I have found that most service providers are better at some things than others. No one service provider can do it all even though they sometimes say they can. You may have to shop around for other service providers to achieve your goals.

1. Information on where to get goods and services:

- a. HRH's web site – thru friends, case workers, parole or probation officers, pastors, etc.
- b. CHIP's - Handbook of Help
- c. Connect2Help's 2-1-1 – 24/7 call center
- d. MCCOY's EASY Book
- e.

2. Jobs:

- a. Additional Training
- b. Resume Preparation
- c. Search – learn how to
- d. Placement
- e. Full Time
- f. Part Time
- g.

3. Housing:

- a. Transitional housing
- b. Homes for rent
- c. Apartments for rent
- d. Shelters
- e. Supportive housing
- f.

4. Transportation:

- a. Bus passes
- b. Used Autos
- c. Gas money
- d. Share ride programs
- e.

5. Treatment for:

- a. Addictions
- b. Substance Abuse (drugs & alcohol)
- c. Mental Health
- d. Anger management
- e. HIV/AIDS
- f. Medical problems
- g.

6. Basis needs stuff, like:

- a. Food
- b. Clothes
- c. Hygiene items
- d. Cell phone (for job hunting)
- e. Email account (for job hunting)
- f.

G) Proposed Guidelines for Our HELPERS working with the homeless:

1. Suggested – That you “Can or Should Do”:

1. Give them your time and tell them Jesus loves them and so do you
 - a. If you are Christian
2. Always show patience, kindness, and especially respect. Remember they may have lost their home but they did not lose their dignity
3. Always try to talk them into going to a safer location, such as shelters, friends, family, etc.
4. Advise them on the hazards on living on the street; bodily harm, health, weather, harassment, etc.
5. Always have plenty of good, heavy duty trash bags (don't buy the cheap ones, they burst) with you at all times. Ask if there is any one person “in charge” or a person that keeps that location “picked up” and make sure they have extra trash bags. We know they use trash bags to store their stuff in but we would rather have them store their stuff in trash bags than have it blown or scattered all over that area.
6. If you are part of a “group feeding”, make sure you always take your trash with you, and always leave the areas cleaner than when you first started
7. Always try to do a group feeding at a central location, church, community center, community park, downtown parks, etc.
8. Always encourage them to keep their areas neat, clean, and picked up at all times, if possible, considering their circumstances. They need to know that if the area they are living in is full of trash that is blowing up and down the streets, that is when the neighbors and the business owners start calling the police and the Mayor's office.
9. Always carry your personal ID with you at all times
10. Always leave your money and your purse or wallet (if you carry one) in your car
11. Always carry your cell phone for emergencies
12. Always take some type of hand sanitizer with you at all times, or at least leave some in the car that you can use when you get back to the car. As a safety and sanitation precaution, you should use it as often as you can.
- 13.

2. Suggested on things you “Can Not or Should Not Do”:

1. Never, never, never “go out” by yourself
 - a. Try to keep into groups of two, three or more, if possible
 - b. Never let yourself be separated from your group for any reason
2. Female HELPERS – Never take anyone, anywhere, by yourself
3. Male HELPERS – Never take a female homeless person anywhere in your car alone
4. Never do door-to-door group feedings (set up tables where they live). Please try not to do a group feeding at a location where several homeless are living. Neighborhood associations do not like it and it is bound to cause problems that will eventually get the homeless kicked out of that area or neighborhood. You may start out feeding just the people at that location, but in time, others will start visiting that location. That’s when things start getting out of hand and neighbors and business owners will start complaining.
5. Never take your children with you to where the homeless live. Several of the homeless are registered or non-registered sex offenders and some are prone to violence. Remember some of them, but not all of them, are constantly using drugs or alcohol. DON’T TAKE CHANCES. Please leave your children at home.
6. Never wear or display expensive jewelry
7. Never flash the amount of cash you have with you
8. Do not smoke or take medications around the homeless. They will ask you for one of whatever you are smoking or taking.
- 9.

Please note: There is such a thing as getting too personal or too comfortable with a homeless person to the point that you may let your guard down. An example is when you think you are just going to visit someone for a specific purpose, and they are not there for some reason. You may be confronted by another homeless person in that same area that does not know you as a friend to the homeless. That person may not be as friendly toward you as the person you are looking for. To them, you are now intruding into “their territory”, or invading what they consider “their space”. Unpredictability can be a disaster when dealing with the homeless, so never go out alone and always be prepared.

3. **DO GIVE the homeless:**

1. Information on where they can get goods and services they may need
 - a. CHIP's Handbook of Help
 - b. Information on Connect2Help and 2-1-1 as well as 9-1-1 for emergencies
 - c. HRH's Brochure or HRH's Flyer / Poster
 - d. Other information on where they can get shelter, food, and clothing
 - e. Bibles and religious materials
 - f. Other service providers' brochures that you deem necessary for that particular individual
2. Food (hot meals from a central location only)
3. Food (from a fast food place)
4. Food (sandwiches, packaged or canned with pop-tops – most don't have can openers)
5. Food (unopened nutritious snacks)
6. Food (junk – chips, cookies, etc. can do, but not preferred)
7. Water or juices in plastic bottles or cans – No glass containers, please
8. Clothing (pants & shirts)
9. Underwear (socks, shorts & T-shirts)
10. Insulated underwear in the winter
11. Sleepwear or pajama type clothing
12. Coats, Jackets & hooded sweatshirts
13. Backpacks or duffel bags
14. Shoes, boots & belts
15. Self-heating gloves, pads, etc.
16. Bedding items - blankets & sleeping bags
17. Cigarettes and Tobacco (not recommended)
 - a. If you give in and do give them tobacco and/or cigarettes, do not give them very much at one time. Sometimes they sell or trade them for illegal drugs or alcohol and sometimes that makes them a target for thieves that need and want cigarettes
18. Trash bags w/ties – Please do not buy the cheap, thin trash bags. They burst easily and sometimes cause more problems than they are worth. Please get the good ones with the ties build in.
19. Flashlight & batteries
20. Newspapers, Books & magazines
21. Coupons for food and clothing. – Examples: Goodwill coupons for clothes, and fast food coupons for food
- 22.

4. DO NOT GIVE the homeless:

1. Your personal contact information such as your home address or your home phone number – Cell phone numbers and your business phone numbers are usually ok
2. Door to door service – when giving to several people at one time, try to get them to go to a central location that is safe for all sides.
3. Money/Cash (unless you take them to dispense with it yourself such as a fast food place, Goodwill, etc.
 - a. Especially do not give money to “Panhandlers” because most of them are not homeless. CHIP has an excellent program if you want to just give your money or regular credit card donations to the homeless
4. Drugs or Medicine – Do not give them prescription drugs of any kind – legal or otherwise – Some drugs may seem to be legal to you but they may not be legal for them to have, and could cause them problems you cannot foresee
 - a. If you give them pills like aspirin, Tylenol, Excedrin, etc., do not give them too many at one time – they may try to sell or trade them
 - b. If they are sick, they need to go to a clinic or Horizon House and be seen by a professional to decide what they need – Please do not try to diagnosis any of their health problems
5. Beer or alcohol products of any kind
6. Food that needs to be cooked, or is not cooked, and/or needs to be refrigerated
7. Firewood, fire logs or anything they can start a fire with
8. Kerosene, gasoline or other flammable products
9. Candles
10. Butane or Bunsen burners
11. Grills, charcoal or charcoal lighters
12. Mattresses, other than the blow-up type that they can take with them when they have to move
13. Pets
14. Anything that can be used as a weapon such as knives, guns, straight razors, etc.
- 15.

If a HELPER has any of the above “Do not give” items that he/she wishes to donate, please ask around to see what service provider can use these articles for other, safer purposes – Or, you can bring those items to HRH’s warehouse at 918 E. Michigan St. and we will make sure those items are distributed to service providers that can properly distribute them.

H) Service Providers in our community that work directly or offer direct services to the homeless: This section is not complete

1. Shelters:
 - a. Wheeler Mission - men
 - b. Good New Ministries - men
 - c. Holy Family Shelter - families
 - d. Dayspring Center - families
 - e. Salvation Army Social Service Center – men
 - f. Salvation Army - women
 - g. Wheeler Ministries Center for Families and Children – families
 - h. Coburn Place – women from domestic violence
 - i. Julian Center – women from domestic violence
 - j.

2. Organizations that use Case Workers that work directly with the homeless
 - a. Horizon House – day room
 - b. Homeless Initiative Program (HIP) - outreach
 - c. IMPD
 - d.

3. Street Outreach (faith or community based)
 - a. Outreach, Inc.
 - b. The PourHouse
 - c. Indy Dream Center
 - d. HOOP
 - e.

4. Meals, served daily:
 - a. Xxx
 - b. Xxx
 - c.

5. Clothes & Personal Hygiene Items
 - a. Xxx
 - b. Xxx
 - c.

I) Sponsors and/or Facilitators for the Task Force – This section is not complete

1. Homeless & ReEntry Helpers, Inc.
2. Faith Hope & Love
3. IUPUI Center for Health Policy – not asked yet
4. Church Federation
- 5.

J) Suggested Guidelines from HOOP – Don Beckwith, Executive Director of HOOP has provided HHTF with a partial list of the Guidelines that they have developed over the years. If you use any of them in your organization’s guidelines, please give HOOP credit for it.

HOOP GUIDELINES – Partial List

1. About HOOP.

- a. The safety of our volunteers is our first priority, but equally important is our intent to provide protection from any possible liability issue. The guidelines presented below are designed to provide that protection and to provide for smooth, consistent operation on a daily basis. Disregarding HOOP guidelines could lead to the permanent removal of the offending individual(s) from participation as a HOOP volunteer.

2. Basic Volunteer Information.

- a. All volunteers must sign a liability release form, and those who go on outings must be at least 18 years old.
- b. Volunteers must read, understand, and agree to follow the rules and guidelines.
- c. If a volunteer needs to cancel his/her attendance at an outing, he/she must inform the Scheduler and the Outing Leader. **Volunteers needing to cancel their attendance at an outing should alert the Outing Leader as soon as possible. Last minute (or no notice) volunteer cancellations could place the Outing in a tenuous position forcing the leader to cancel the entire outing and costing HOOP money.**
- d. Drivers must carry current, state-required auto insurance and have a valid driver’s license.
- e. All new volunteers must complete an orientation/training session with a Training Leader before or during their first outing.
- f. All volunteers must provide emergency contact information that will be kept on file and used only on an as-needed basis.
- g. All information collected by HOOP is kept confidential.
- h. Meetings open to all volunteers will be scheduled throughout the year at times and locations that will be announced. Attendance is not mandatory, but this is an excellent way for volunteers to keep up on what is going on, meet each other, and to voice their thoughts or concerns. Social get-togethers are also held throughout the year.
- i. Suggestions from the volunteers will be discussed at the volunteer meetings, but the final decision on making changes based on these suggestions will be determined by the BOD.

3. Scheduling and Attendance.

- a. A minimum of three people must go on all outings – a trained team leader and 2 other volunteers– for any outing to take place.
- b. Never show up for an outing without being scheduled by or without prior approval from the team leader.
- c. Never bring a new untrained person along without the approval of the leader. All new persons must go through training. (See 2.e. above)
- d. Scheduling for outings is done by the Scheduler. Depending upon the pool of volunteers, it will be necessary for regular volunteers to sometimes go on outings only twice a month (on a regular night). This is to make room to use the incoming new volunteers and give them a chance to go on outings. Taking on new volunteers is necessary for HOOP to grow, to increase the number of nights we can go out, and to prevent “burn out” of the experienced volunteers we have. The

schedule for each volunteer is assigned based on his/her availability.

- e. Arrive promptly at the designated meeting time and location in order to assist with the loading of the vehicles. Volunteers should also plan on staying a few minutes after the outing to assist with unloading the vehicles and returning unused items to their proper locations in the storage unit. If you must quit earlier in the night than the rest of the group, please let the leader know, and you can be taken back to your car. If that leaves only two volunteers, then the outing is over for the night. No one should be responsible for loading or unloading the supplies by themselves in part for safety reasons. If there's left over perishable food at the end of the evening, the entire group should go together to drop it off at Wheeler, again this is a safety issue.
- f. Make sure the leader knows in advance everything you are bringing.

5. Basic Safety on Outings.

- a. The BOD is united in its decision that HOOP volunteers cannot initiate a meeting or contact with a homeless person themselves – they cannot return later, on their own, with supplies; all outings must be scheduled through the Scheduler. Anyone who returns to provide anything to the homeless at any time other than a scheduled HOOP outing does so completely on their own and against the advice of the HOOP BOD. This is both a safety and liability issue.
- b. No one may go to a remote sleeping area/gathering place alone. Always work in pairs or groups. If there are only 3 volunteers on an outing, then they must stay together at all times. It is recommended that if possible, only one car be taken if there are only 3 volunteers.
- c. At least one member during an outing must carry a cellular phone. Work/stay in pairs—do not leave anyone by themselves, and do not go looking for people by yourself!!!! When traveling in two cars, share cell numbers, in case you are separated by traffic.
- d. Do not bring purses, expensive jewelry or excess cash. Do not give out cash to the homeless.
- e. The team leader has responsibility for the overall safety of the group on his/her night and for making sure others in the group follow the rules and guidelines based on the training they have received. Volunteers (especially new ones) should use the team leaders to answer questions and to learn how to best handle different situations.
- f. If at any point during an outing anyone in the group feels threatened, if an unsafe situation develops, or if something just doesn't "seem right," the team leader makes the decision to leave the area. Volunteers must let the team leader know of any concerns that may develop during an outing.
- g. Always remain aware of your surroundings and note where other team members are. Never allow a team member to become isolated and surrounded by a group of homeless. It is everyone's responsibility to be watchful for the safety of others in the group.
- h. Board members will have a list of volunteers and their contact information in case of emergency. If an emergency does occur during an outing/fundraiser, etc., call 911 first and then a board member for emergency contact information. The outing for the night is then cancelled. A list with the names and phone numbers of the board members will be given to each team leader.
- i. Except on rare occasions, only two vehicles are taken on outings. Trying to get around the downtown area, finding parking, and working from more than two cars becomes very difficult. It is inherently more difficult and risky to try to keep three cars together through downtown than to keep two cars together. If, at the last minute, you decide to bring supplies/donations that the leader does not know you are bringing, there may be a shortage of vehicle space, as well as storage space in the unit. Please check with the leader first.
- j. We do not give rides to the homeless.

6. Do's and Don'ts of an Outing.

- a. As a general rule, we try to avoid "pre-bagging" all of the food items handed out. We do pre-bag the snacks (when we have them to give out), but we ask the homeless their preference of sandwiches (if we have more than one type), fruit, and whether they want a boiled egg. By giving the person a choice, we have the opportunity to raise their self-esteem – they do not often get a choice in their circumstances. It does take a bit more time to ask which sandwich, which fruit they prefer, but it also helps make that human connection with them. Our goal is not to feed as many people as quickly as possible in an outing, but to actually add to their quality of life. There are times when the number of people we are serving is high, and under such circumstances it may be better to pre-bag all the food. Our goal is to treat these people with respect and not like they are part of an assembly line.
It will be a general policy to only give out three (3) snack items per person. We will also provide 1 pair of socks and 1 pair of underwear.
- b. If the homeless are crowding around a person who is trying to serve them from a vehicle, ask them to make a line and take turns or we will have to close up and leave, if necessary, do so.
- c. If you are by an open car door and you need to move, close the door as you leave; do not leave car doors open.
- d. Do not allow the homeless to reach into vehicles to "help themselves." Politely ask them to move back and ask how you can help them. If they ask what you have, instead of answering, ask "what do you need?" We are not a mobile store.
- e. Although we are not a registered with the IRS as a faith-based organization, often the homeless will ask for religious items. If we have the item(s) requested, it is acceptable to give it out. However, also realizing that HOOP members represent a broad spectrum of religious beliefs, when presenting a Bible or other written material, please ask if the version available is acceptable.
- f. In order to avoid volunteers being asked for cigarettes, it is the BOD's suggestion that volunteers not smoke in front of the homeless.
- g. If someone asks for an aspirin, etc., we have small bottles that we can give them with a few in it. Do not give anyone a whole bottle of aspirin, Tylenol, etc. Only give out a couple of aspirin, Tylenol, per person.
- h. Those that are not driving have permission to leave their cars at the Public storage unit parking lot. Safeco, at 500 North Meridian Street, has also given permission for our volunteers to park in their lot.
- i. If a decision is made that a certain area is currently off limits for our group, keep that information in the group. Do not discuss it with the people on the streets. Team leaders will be notified if/when that area is on our route again. In general, decisions made by HOOP regarding policies, etc., should not be discussed with the homeless.
- j. A bottle of hand sanitizer is to be in each vehicle, and everyone is encouraged to use it when leaving to go to the next spot to serve. Please do not use it in front of the homeless – you may have just shaken their hand, but we don't want to offend them while trying to keep ourselves safe.
- k. Because of safety and liability issues, HOOP volunteers will not deliver or distribute candles, grills, charcoal, charcoal lighters or any foods (uncooked meats, in particular) that require refrigeration.

7. Donations and Receipts.

- a. A list of anything donated to HOOP must be given to the Board Secretary. This includes any items you may have picked up or collected for HOOP. It is important for our continuing 501(c)(3) status to keep up-to-date records of all donations. There may be other constraints regarding our donations and recordkeeping in the future. All volunteers will be updated when necessary.
- b. If volunteers collect donations for HOOP from someone who needs a receipt, please give the donor's name and address, along with the list of donated items, to the Board Secretary so (s)he can provide the donor a receipt. All receipts must come from the Board Secretary; volunteers may not give out receipts on behalf of HOOP.

8. Reimbursement Policies.

- a. Reimbursement for supplies purchased by members MAY or MAY NOT be allowed. Please check before you purchase anything for which you may want to be reimbursed.
- b. Reimbursement will not be made until receipts are received in a timely manner. Receipts will not be returned.

9. Marion County Board of Health (MCBOH) Rules

HOOP volunteers will follow rules established by the Marion County Board of Health (MCBOH) as described below:

- a. All food must be prepared in advance in a kitchen approved by the MCBOH or the Board of Health in an adjacent county. HOOP will provide MCBOH the names of churches and restaurants that provide food from their facilities.
- b. Hot water (in a thermos) is the **only** thing that may be prepared in a volunteer's home.
- b. Hand out only **unopened** and **individually-sealed** snacks and drinks. We are allowed to bring thermoses of hot water and packages of instant cocoa, oatmeal, soup, etc. Any boxes of cookies or crackers must be given as an intact and unopened package to a homeless person.
- c. We can still take fruit such as bananas, apples, oranges.
- d. After discussions with the MCBOH, the HOOP BOD has determined that we can give out ice if disposable gloves or scoops are used.
- e. We are not permitted to store ANY food items in our homes or refrigerators (if you bought snacks for the outing in advance, you may keep those items in your home or car (weather permitting) until the outing. Leftover food items cannot go to our homes to keep for another outing, but perishable items can be taken to Wheeler Mission (317-687-6795). Factory-sealed, unopened snacks left over from outings can be returned to the storage facility.

10. Team Leader Information.

- a. The board accepts recommendations and requests from experienced volunteers to become leaders.
- b. Before leading a group on their own, potential leaders must go out on one or more outings with experienced Leaders and /or Board members where the prospective team leader takes the lead for the night. After these outings, board will determine whether the individual is ready to lead a group.
- c. If you need/want to cancel an outing, please let the Scheduler know as soon as possible. Team leaders are required to let the Scheduler know if someone does not show up. It is also the volunteer's responsibility to notify the Scheduler, in addition to the team leader, that he/she will not be able to participate. The team leader should remind the volunteer of this responsibility.

- d. On any outing, if fewer than three arrive at the storage facility, contact the Scheduler to find a third, experienced person. If no one can be found to provide the third person, the outing must be cancelled, and any prepared/perishable food can be taken to the Wheeler Mission (enter from the back, phone 317-687-6795). No one should be going on an outing, unless scheduled by the Scheduler or the team Leader.
- e. Team leaders are required to notify the Scheduler, who will then notify the BOD, of problems concerning volunteers that may occur during their outings – this includes not following the guidelines, attendance at the outing, etc.
- f. Please submit your night's tally as soon as possible to the secretary (who is keeping the database) by e-mail. The tally should include the names of everyone on the outing, who drove, time started, and the time the outing was finished. Also, Gleaners requires that we document how many people were served each night with Gleaners food and how many were "new" to HOOP. Gleaners also require that we note any children five and under, 6 – 17 years of age, or over 60 years of age who were served. Team leaders are responsible for collecting this information. The databases and tallies are a critical part of documenting who goes out when and how much is given out and received. This documentation is essential when we put together grant requests or fill out employer matching donation forms and is necessary for our 501c3 status.
- g. If any of your "regulars" do not have e-mail, please contact them with any e-mail updates that you receive.
- h. Team leaders, please do not leave items in the storage marked for your use only – the items in the storage are for everyone's use, and we do not have room to store extra things.
- i. Team leaders must be flexible with respect to who goes out with them so that new volunteers can go on the outings.