



VOLUNTEER HANDBOOK

VOLUNTEER COORDINATOR

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From the CEO, Pastor Kent W. Clark...

Volunteers are the instrumental saviors of the 21st century. For many years in this country we have taxed the working class and sent those tax dollars to the streets of our inner cities to help the poor. In reality, we have supported and enabled three generations of drug addicts. Now, politicians, clergy and other professionals realize that it is not a check from a cold federal bureaucracy that the hurting and addicted need, but rather a warm hearted, caring individual to come along side to listen, hold accountable, love and assist those that life has beaten up.

Society's ills can only be conquered through you and I getting involved volunteers we call them. Not only will the down and out of the inner cities be lifted up, but also so will those who lost their lives in services to others.

Thank you for getting involved with Grace Centers of Hope in the making of a better world, through saving a life, saving a family and saving our nation.

God bless you,

Pastor Kent W. Clark

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Mission Statement

Grace Centers of Hope is a non-profit Christian organization committed to positively changing the lives of the homeless, addicted and unwanted through the Gospel of Jesus Christ, personal accountability, life skills education and work-related programs. The foundation of change is the local church which encourages residents to become strong in faith and independence while it lovingly promotes a sense of belonging within a community that truly can be called “home”.

Our Philosophy

Change begins when we, as a community, extend helping hands. We do not believe that homelessness and substance abuse addictions can be solved simply by throwing dollars at the problem. We believe that change occurs from the inside out. Consequently, our faith-based organization is dedicated to recovery through the Gospel of Jesus Christ and supported through our challenging life skills programs.

CORE VALUES

Restoring Lives and Families is both physical and spiritual. Restoration includes feeding the hungry and clothing the naked while teaching responsibility and accountability. Building upon a foundation of biblical truths, we further develop life skills, striving to integrate the restored into the community.

The Gospel provides both spiritual and social direction to save souls and to save lives.

Time, Talent and Treasure Partners provide the volunteer resources and financial support that enables our work and in fact our very existence.

Creating Community is vital to our ministry. We strive to create community among our staff, the people we serve, within the broader community, and with our sister inner-city church, Grace Gospel Fellowship.

Integrity must be both real and recognized by anyone observing our ministry. It is only by dealing honestly and fairly in all things that real success is attainable.

Our Programs

Grace Centers of Hope is considered one of the leading faith-based organizations in Michigan daily confronting issues of homelessness, addiction, poverty, and spiritual emptiness. On any given night, Grace Centers of Hope accommodates between 150-300 men, women, and children through the One Year Life Skills Program, Emergency Shelter Program, and After Care Program. Each year we serve over 127,000 meals and provide over 55,000 nights of stay. **Our \$4.6 million dollar budget is supported exclusively through private support; we receive absolutely no government funding.**

Emergency Food and Shelter: A 30 day program that provides immediate assistance to the needy in our community, making available food, shelter, clothing, and other necessities.

One Year Life Skills Programs for Men and Women: Daily classes are designed to help rebuild a balanced life and encourage successful choices. Classes include: Addiction Recovery, Breaking the cycle of Co-dependency, Self-Discovery, Relationships, Parenting, Overcoming and Preventing Abuse, Goal Setting, and Money Management. An important component of our program is a work routine that helps men and women develop the skills needed for the workforce. In the end, our goal is to return men and women to society as productive, responsible, self-supporting citizens of the community.

“Men on a Mission” Mentoring Program: A program designed to pair graduates from our One Year Life Skills Program with those who are new in their journey of recovery. In turn, mentors are provided funding to pursue a college education and/or vocational training.

Innovative Learning Center: An off-site location houses a state-of-the-art computer learning system where residents learn to read, write, and become competent in basic math. Study skills learned here can be used to pass GED tests or even advance to higher education.

Children’s Program: A safe and nurturing environment for children whose mothers are involved with Grace Centers of Hope rehabilitation programs. The Children’s Program offers day care opportunities to pre-school aged children and infants. An emphasis is placed on educational and recreational activities for school-age children.

Aftercare Program: Our Aftercare Program is designed for graduates of our Life Skills Program to remain connected with Grace Centers of Hope through a healthy Christian community. Men and Women begin the transition back into mainstream society by working, going to school, and mentoring residents in the One Year Life Skills Program. Throughout the two year program participants continue to receive individual counseling, Bible study, and low income housing.

Kids Club Youth Program: An outreach program for inner city children ranging in age from 10 to 18. The program provides mentoring, guidance, and encouragement to youth through activities involving adults, peers, and family members.

Little Grace Village Affordable Housing Community: Consisting of nine homes on Seneca Street in Pontiac, these houses have been purchased, restored to their original architecture, and rented to graduates of the Two-Year Aftercare Program at Grace Centers of Hope. The new ownership and renovations have created a drug-free community.

Volunteer Opportunities

Office Administration

Clerical, data entry, filing, answering phones, etc.

Major Construction Projects

Adopt a House or Room in “Little Grace Village”

House painting, remodeling, plumbing

Electrical, masonry

Construction Projects (Clean-up Crews)

On-going construction projects (Monday – Saturday)

Landscaping, General – Light Maintenance, Carpet, Upholstery

Clean & sanitize toys in Grace Kids Day Care

Window cleaning

Join a Committee

Women Helping Women Luncheon & Fashion Show

Walk A Mile In My Shoes Walk-A-Thon

Christmas Wish-List

Woodward Dream Cruise

Miracle on Seneca Street

Golf Classic

Offer Professional Services

Legal Advice, Hair Styling, Career Counseling

Fitness Training, Massage Therapy, Teaching

Other Volunteer Opportunities

Sponsor a food drive (bring, prepare, and/or serve a meal)

Sing songs, story time, supervise games and activities

Assist with crafts, organization of food pantry

Play or read to children

Volunteer Policies and Procedures

Before starting your community service hours with Grace Centers of Hope, one of the first things you should do is carefully read our Policies and Procedures. It is designed to answer many of your questions about Grace Centers of Hope, as well as what to expect and what we will expect from you.

Confidential Information

Grace Centers of Hope has an obligation to our clients to maintain their confidentiality and respect their privacy. Every client served by Grace Centers of Hope has the right to confidentiality. But at the same time, every volunteer must use his or her best judgment. **If you are aware of a resident issue that requires immediate help, please inform your volunteer coordinator.**

As you work with the staff, information of a confidential matter may be shared with you. You must not share this information with anyone who does not have a professional right or need to know, including your family, friends, or acquaintances.

No one is permitted to remove or make copies of any Grace Centers of Hope records, reports, or documents without prior approval.

Release of confidential information to unauthorized persons can result in dismissal from your service, and could involve legal proceedings.

Gifts, Tips, or Solicitation

Please do not give any tips or gifts to residents, their families or friends. If you are asked for something, please notify the department supervisor or your Community Service/Volunteer Coordinator.

Also, please do not promote or solicit your own business enterprise, political agenda or religious beliefs while volunteering with us. Solicitation for a private charity is also prohibited.

Theft

We consider theft to be the unauthorized use of agency services or facilities or the taking of any agency or resident's property for personal use.

Parking

Grace Centers of Hope volunteers receive free parking during the day in the lot located at 90 University. If you should damage another car while parking or leaving, immediately report the accident, along with the license numbers of both vehicles and any other pertinent information to your volunteer coordinator. Grace Centers of Hope does not assume any liability for any loss or damages you may sustain. **NO PARKING IS ALLOWED IN STAFF PARKING SPOTS.**

Dress Code

Appropriate dress is required at all times. Casual dress is accepted, but you must dress neatly, clean and conservative. During the summer months flip-flops and sandals are not allowed, shorts and skirts must be knee length and shirts must cover the shoulder for safety reasons. No mid-riff, halter tops or low cut shirts are allowed. If you fail to meet the dress code, this can result in dismissal from service.

Ways You Can Support

Drug use

There is absolutely no drug use or sales of any kind allowed on the Grace Centers of Hope premises. Any person caught with drugs on the premises will be asked to leave immediately, and authorities will be contacted. ***Grace Centers of Hope has a NO TOLERANCE DRUG POLICY.***

Harassment

Grace Centers of Hope intends to provide a community service volunteer environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses that might interfere with volunteer performance. Harassment of any sort – verbal, physical, and visual – will not be tolerated.

Please Note: All community service hours are accounted for by signing in and out with our security by the front door. If you fail to sign in or out you will not receive the hours for that time.

Host a Special Event:

Join the ranks of many corporations, businesses, individuals, schools, and religious institutions in demonstrating strong and visible support for Grace Centers of Hope's mission by ***hosting a special event.*** Creativity holds no bounds as people have concerts, bake sales, golf outings, car washes, canned food drives, toilet paper drives, casual days at work or holiday parties, or they choose Grace Centers of Hope as the recipient of gifts in honor of their anniversary or birthday celebrations.

In-Kind Donations:

Each year Grace Centers of Hope provides over 128,000 meals and over 60,000 nights of stay to men, women and children. To successfully meet the increasing demand for our programs and services and remain good stewards of our resources, we solicit and accept extensive material and service donations, as well as vehicle donations and used clothing, jewelry, furniture and appliances.

Financial Donations:

Without a doubt, individual financial contributions are a vital component to the success of Grace Centers of Hope's ministry. Numerous individuals, businesses, churches, corporations and community organizations contribute and join us as partners in ***Saving a Life, Saving The Family, and Saving Our Nation.*** Forms of monetary donations may also include, Memorial & Honorary Donations & Will Donations.

Needs List

General

- Bleach
- Disinfectants
- Cleansers (comet, lysol, etc.)
- Industrial Floor Wax , Stripper & Sealer
- Mops, Mop heads, Mop Buckets and Wringers,
- Brooms, Dust Pans
- Vacuums
- Twin Bed Sheets
- Pillows, Pillowcases
- Fabric Softener
- Aspirin, Tylenol, Cold Medicines
- Band-Aids, Tape, Gauze
- First Aid Supplies
- Antibiotic Ointment
- Trash Bags (all sizes)
- Shower Curtains
- Paper Towels
- Glass Cleaners
- Air Fresheners
- Rubber Gloves
- Rock Salt

Men's

- Bath Towels
- Face Towels
- Men's Deodorant
- Liquid Soap
- Undergarments (all sizes)
- Gloves (working gloves)
- Combs / Brushes
- Shower Shoes

Women's

- Feminine Hygiene Products (maxi-pads, tampons)
- Toilet Paper
- Paper Towels
- Kleenex
- Washcloths
- Towels
- Toothbrushes
- Toothpaste
- Combs
- Brushes
- Razors
- Deodorant
- Liquid Soap
- Shampoo
- Conditioner

Children's Day Care

- Bottles
- Nipples
- Bottle Bags
- Diapers & Pull-ups (all sizes)
- Baby Shampoo
- Baby Wash
- Crib Sheets
- Small Pillows
- Sippy Cups
- Dixie Cups
- Healthy Snacks
- Juice
- Formula
- Baby Food
- Diaper Rash Creams
- Hand Sanitizer
- Changing Pads
- Pacifiers

Our Thrift Stores

Kitchen

- Milk, Butter, Eggs, Cheese
- Cereal, Oatmeal, Grits, Pancake Mix, Corn Meal
- Meats (all kinds)
- Canned Meats (tuna, salmon)
- Coffee, Sugar & Creamer
- Brown Sugar
- Salt & Pepper
- Seasonings (all kinds)
- Ketchup, Mustard & Relishes
- Pasta (all kinds)
- Rice
- Fresh Fruit
- Salad Dressings
- Dish Washer Soap
- Dish Soap
- Saran Wrap & Aluminum Foil
- Paper Plates, Bowls & Cups
- Plastic Serving Gloves
- Wash Clothes & Towels
- Mixing Bowls & Utensils
- Plastic Silverware
- Hand Sanitizer
- Storage Containers

The role of all thrifts stores is to turn your material donations into treasures for resale. All proceeds directly benefit the 200 men, women and children who permanently reside at Grace Centers of Hope, Oakland County's oldest and largest homeless shelter and treatment center.

In business for more than 10 years, we make use of hundreds of thousands of clothing items, furniture, appliances, dishes, toys, books, and general household items that are donated each year. Once inspected, cleaned, sorted, priced, and displayed all merchandise is ready for resale to the general public. The items are displayed in our spotless showrooms located in Sterling Heights, Warren and Waterford. In fact, many items have never been used. You'll not only find some wonderful treasures at each store but you will also find the best prices in town!

Sterling Heights

43584 Van Dyke
Sterling Heights, MI 48314

Store hours:

M, T, Th., Fri. and Sat.
10:00 AM to 8:00 PM
Wed: 10:00 AM to 6 PM

Riverland Shopping Plaza
North of 19 Mile Road on the
east side of Van Dyke
Phone: 586-997-9942
Fax: 586-997-9946

Statistics at a glance

Waterford

5919 Highland Rd.
Waterford Township, MI 48327

Store hours:

M, T, Th., Fri. and Sat.
10:00 AM to 8:00 PM
Wed: 10:00 AM to 6 PM

Located between Crescent
and Airport Roads on the
south side of Highland
Phone: 248-618-7057
Fax: 248-618-7080

Warren

8 Mile Location

13859 E. 8 Mile Rd.
Warren, MI 48089

Store hours:

M, T, Th., Fri. and Sat.
10:00 AM to 6:00 PM.
Wed: 10:00 AM to 5 PM

Phone: 586-447-0800
Fax: 586-447-0803

E-mail: warren8@gracethriftstore.com

Warren

11 Mile Location

26740 Dequindre Rd.
Warren MI, 48091-3939

Store hours:

M, T, Th., Fri. and Sat.
10:00 AM to 8:00 PM
Wed: 10:00 AM to 5 PM

Phone: 586-582-9334
Fax: 586-582-0594

E-mail: warren11@gracethriftstore.com

Shelter Capacity:	150
Volunteers:	11,000
Volunteer Hours:	27,000

Statistics:

Meals Served	100,000
Nights of Stay (Men)	30,464
Nights of Stay (Women & Children)	20,206
Cost to Feed (per person / per day)	\$2.05

Graduates of the Life Skills Program:

Fiscal Year 2010-2011

Men: 38 Graduated Women: 15 Graduated

Life Skills Courses Taught:

Addiction Recovery
Anger Management
Search for Significance
Relationships
Experiencing God
Parenting
Relapse Prevention
Boundaries

Where does our money come from?

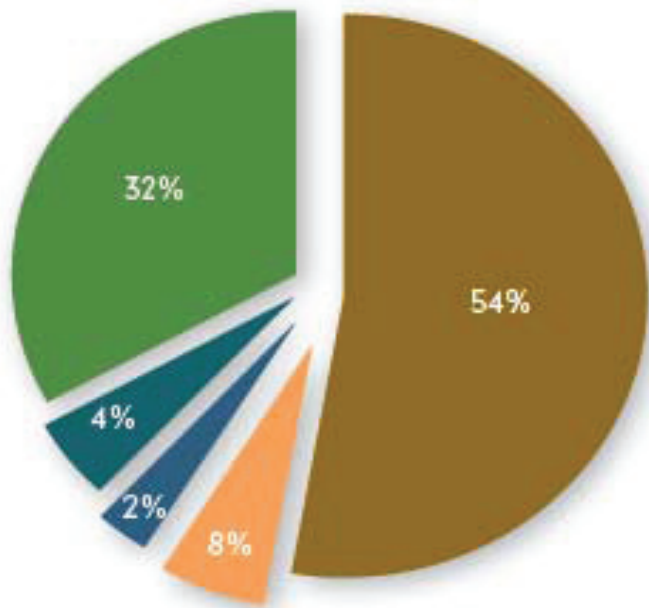
Individuals: 54%

Thrift Stores: 32%

Corporations: 8%

Churches: 4%

Foundations: 2%



Another way to support

Grace Centers of Hope

Enclosed is my donation ___ Check ___ Cash ___ Credit Card

in the amount of \$ _____

Credit Card Info: _ Visa _ MasterCard _ American Express _ Discover

(Name on Card)

(Card #)

(Expiration Date)

(CVV#)

Name _____

Address _____

Phone Number _____

Email Address: _____

____ Please add me to your monthly mailing list

____ Please send me information regarding in-kind donations
(cars, furniture, clothing, appliances, etc.)