

RYAN'S HOUSE FOR YOUTH VOLUNTEER HANDBOOK

Welcome to the Ryan's House For Youth Family. We are happy to have you here and want this to be a good experience. We are a small staff and rely heavily on our volunteers. There are many jobs to do from visiting with the youth in the drop-in center, making and serving meals, answering phones and taking in donations in the main office, to working out in the yard, or helping provide transportation.

So where do you start?

Please sign in at the Volunteer Office located in Room 3. Please put on your name tag. If you do not have a name tag please let the Volunteer Coordinator, Karen Johnson, know and we will get one made for you as soon as possible. Please sign the volunteer hours sheet and check the board for jobs needing to be accomplished. Currently no board in the volunteer office.

Please make yourself at home. Enjoy coffee and cookies and visit with the kids. If you have any questions please feel free to let the staff know.

Thank you for giving of your time and talents

Lori Cavender
Executive Director
Ryan's House For Youth

Our Mission Statement

To provide a safe nurturing environment for homeless students on Whidbey Island.

Our Vision Statement

Ryan's House for Youth will continue to offer a safe, home-like environment for at-risk and homeless teens. With the help of caring mentors' youth will find the tools to help heal and grow in their relationships, while giving them the opportunities to reach their highest potential.

The Drop In Center

The Drop-In Center is a building housing an office, clothing closet, bathroom with shower, full kitchen, dining room, and family room. Youth also have on-site access to laundry facilities.

The purpose of this space is to provide youth with a safe, nurturing, family like environment. This space allows for youth to shower, and shop in the clothing closet. The closet is stocked with clothing, shoes, toiletries, school supplies and more.

The kitchen allows for youth to have access to meals and snacks during the open hours. The family room is an area to watch television, play games, or even a cozy spot for a nap.

The connecting offices house case managers to serve the needs of youth. Case managers help youth with resources to medical, counseling, support groups, employment assistance, etc.

Drop-In Center Rules and Regulations

The Drop-In center is open to youth and young adults ages 12-24. The operating hours of the center are split into two categories, young adults who live on site, and those who are under the age of 18 or do not live onsite.

Hours of operation are as follows:

- Youth who live onsite:
 - Monday-Friday 7am-10pm
 - Saturday-Sunday 10am-10pm
- Youth under the age of 18 and young adults who DO NOT live onsite:
 - Monday- Friday 7am-7pm

The center will be staffed with a minimum of one adult with at least one additional staff on site, Monday-Friday. Saturday and Sunday will be staffed with a minimum of one staff.

Drop-In Center rules are posted on the whiteboard in the center as well as given to and signed by each youth who accesses the center. Signed forms are stored in their individual case files.

Drop-in center rules and explanations are as follows:

All youth must sign in on arrival, including housing participants

- The sign in sheet is located on the table by the water cooler before entering the kitchen. Staff and volunteers are designated to ensure youth are signing in.

Everyone must sign out upon leaving the Center for the day.

- It is important to ensure youth are signing out when leaving, especially for emergency purposes.

All “Drop-In Center only” youth are to vacate the center and campus by 7pm.

- There are no exceptions to this rule. If youth are needing assistance with a safe space to go they should speak to case manager staff. If youth are experiencing an emergency after-hours they may call the center for assistance or the on-call case manager.
- Some options for ensuring youth safety would be contacting family members and taking the youth to the designated location, RHFY can provide tents and warm blankets if need be. At no point can a youth under the age of 18 stay the night onsite.

Weapons are NOT allowed. All knives and weapons on person or in belongings (over the length of two inches) need to be turned in to Drop-In Center staff to be locked up while on campus.

- There is a zero-tolerance policy for weapons on campus. Youth should understand this rule and have signed a statement that they understand. If you suspect a youth is in possession of a weapon contact a staff person immediately. If they are unwilling to hand over a weapon as described above the youth will be asked to leave campus for the day. If they refuse to leave staff will call 9-1-1 immediately. If a youth hands over a weapon upon entering the Center and the weapon is legal, such as a knife or bb gun, the weapon is to be locked in office number 4. If the weapon is illegal, such as a firearm with no proof of carry permit, staff will confiscate said weapon and contact the Island County Sheriff at 360-679-9567 for proper removal and disposal.

Alcohol and/or drugs (including drug paraphernalia) are NOT allowed on campus and if youth are found intoxicated they will be asked to leave.

- Youth are not to have drugs, alcohol, or paraphernalia on site. If a youth tells you they have these items on their person they are to hand over such items. These items will not be returned despite the individual's age. If you suspect a youth is in possession of these items locate a staff person immediately. If a youth or young adult is clearly intoxicated locate a staff person. Do not assume a

youth is intoxicated, other health issues may present as intoxication, such as; dehydration, hunger, and mental health issues. Asking questions such as- have you eaten lately, are you hungry or thirsty, or even just initiating conversation can sometimes rule out these possibilities. If you are unsure of how to proceed please find a staff member.

- Disposal of drugs or Alcohol: Alcohol is to be poured down the sink drain while running water. Marijuana, illicit drugs, and prescription drugs are to be locked in the designated area in office 4. Staff will contact Island County Sheriff at 360-679-9567 for assistance in destroying the drugs.

Fighting and bullying will not be permitted.

- Fighting is not tolerated on Ryan's House for Youth property. It is the responsibility of staff to monitor conversations to ensure tensions are not rising and to effectively use de-escalation techniques when needed (printout attached). If a fight breaks out and you feel comfortable using the de-escalation techniques, go ahead. If not, locate a staff person. If you are unable to intervene or can't find a staff person, call 911. Once youth are separated, they should be moved to separate areas and spoken with individually. Ensure there are no injuries. Each youth will be given the opportunity to state their perception of events. You or a staff person must fill out an accident report form located in the first aid kit hanging on the family room wall or in the office.
- Consequences for fighting Offense:
 - 1st offense- Asked to leave campus for the remainder of the day
 - 2nd offense- Asked to leave campus for 7 days
 - 3rd offense- Asked to leave campus for 30 days
 - Final offense- Will no longer be allowed on propertyAny fight resulting in serious injury will result in the aggressor being banned from campus immediately.
- Bullying is not tolerated. The Center is a safe space for all youth who visit. Consequences for bullying are the same as referenced above for fighting.

Only positive and supportive language will be allowed. Vulgar and hurtful language is not tolerated. Youth are expected to be considerate and mindful of those around them.

- Behavior and language in the center is to be monitored. Unruly, negative, vulgar language and behavior is not tolerated. The youth are to be mindful of those in the space with them ie. younger youth, volunteers etc. Older young adults are to set examples for the younger youth. This rule is to strictly be enforced.
- Consequences for this offense:
 - 1st offense: Youth will be given a verbal reminder

- 2nd offense: Youth will be asked to leave campus for the day
- 3rd offense: Youth will be dismissed from campus for 7 days
- 4th offense: Youth will not be allowed to return to campus indefinitely

Drop-In Center youth of any age are NOT allowed to be in the housing portion of the Campus unless escorted by a volunteer or staff.

- Only the emergency, short-term and transitional living youth are allowed in the housing area. At no time is any other youth allowed unsupervised in this area. If a visitor is checking in to see a youth or a drop-in center youth needs to do laundry, a staff member or volunteer will need to accompany the youth to the housing portion of campus.
- Consequences for this offense:
 - 1st offense: Youth are to be reminded of off limit areas
 - 2nd offense: Youth will be asked to leave campus for the day
 - 3rd offense: Youth will be dismissed from campus for 7 days
 - 4th offense: Youth will not be allowed to return to campus indefinitely

All youth must clean up after themselves. Dishes are to be rinsed and put into dishwasher after use. No eating in the family room, and any items used should be returned to their proper place.

- Staff and volunteers should ensure that youth are cleaning up after themselves. Please give them a friendly reminder to clean up. If they do not comply or are rude please notify a staff member.

Cooking hours are posted in the kitchen and need to be adhered to, all messes made during cooking need to be cleaned up right after eating.

- Youth can cook their own meals during times specified. Youth needing to cook during different times may have permission if a volunteer is not in the kitchen making meals. Please help to ensure cooking is safe and messes are cleaned afterward. If a youth is non-compliant, remind the youth of their responsibility. If further action is needed refer to the lead case manager.

There are to be no romantic or sexual relationships between Drop-In Center and Housing participants.

- This rule is to be strictly monitored. Youth are made aware of this rule. If you suspect there is an issue please alert a staff member or, if you feel comfortable, have a conversation with the youth reminding them of this rule. If the issue continues please refer to lead case manager.
- Consequences for this offense:

- 1st offense: Youth are to be reminded of no relationship rule
- 2nd offense: Youth will be asked to leave campus for the day
- 3rd offense: Youth will be dismissed from campus for 7 days
- 4th offense: Youth will not be allowed to return to campus indefinitely

Case managers are on site 24/7. Youth wanting/needing to see a case manager should make an appointment as soon as they arrive on campus for a better chance to meet.

- If you know that a youth wants to see a case manager please be sure to advocate the need.

Drop-In Center Procedures

Youth and young adults ages 12-24 are welcome to use the Drop-In Center and its services. Some of the young adults live onsite and all the youth under the age of 18 and some young adults just use the drop-in center Monday-Friday.

What to do when a youth arrives in the Drop-In Center

Volunteers may:

- Greet the youth, ask if they live on site, are a regular visitor or are they new?
- If the youth is already a participant no further action is necessary. They should know the protocol.
- *If it is a new youth;* welcome them to the center and introduce them to a staff member.

Staff will:

- Ask them what brought them in today, name and age.
- If the new youth is over the age of 18 they will ask for identification and complete an intake screening, make a copy of identification, and complete the release for a background check.
- If youth is under the age of 18, they will complete the intake screening, and ask for a parent or guardian's contact information. They will contact the parent or guardian to verify that the youth is known to be on campus and seek parent permission.
- In cases where it is not possible to verify knowledge from parent or guardian, they will call ICOM dispatch to request a run-away check at 360-679-9567 and let the youth know we are mandated to verify we are not harboring runaways. To avoid this process, we can simply speak with a parent or guardian.
- If the youth is reported as a run-away, the dispatchers will be given location information and they will pick the youth up. Staff will offer our services in mediation and helping families reunite.

- If youth is not a runaway they may remain in the space during open hours. Often parents will refer their underage youth to campus or have spoken to staff ahead of time.
- On-site youth (those who reside on campus) are either in school, working on employment, or focusing on counseling needs. Youth not currently employed are required to do 20 hours of volunteering on site. Youth who only access the drop in are NOT required to help around the place. On-site youth (those who reside on campus) are also required to do their nightly chores posted on the whiteboard in the dining area.

Clothing Closet

- The clothing closet is filled with clothing, shoes, blankets, tents, toiletries, and school supplies. Youth may “shop” in the closet during open hours. They must check out all items they are taking with a staff member or a volunteer. The sign out sheets are in the Drop-In Center office on the wall. Please write down items taken and total the items at the bottom of the sheet. Turn in the sheet to the drop box in office.

Closing the Center

- The Center is to be closed at 7pm. It is the responsibility of the staff to be sure youth are on the last bus going either north or south before closing time. At this point in time the front door to the Center is to be locked. Regular checks of the premises are included in the responsibility of the night shift.

Case Management

- Case Management is available onsite Monday-Friday 7am-7pm. It is preferred that a youth schedule an appointment, but Case Managers should attempt to see any youth needing assistance within a few hours. The Lead Case Manager is on call at all times.
- The role of a Case Manager holds a wide variety of duties. Case Managers will assist in obtaining food stamps, assist in obtaining medical insurance, scheduling doctors or counseling appointments, assist in getting medications filled, and provide transportation for these things if needed. Case Managers aid in obtaining legal counsel if necessary, ensure appearances for court dates, and follow up with probation requirements. Case Managers can help take practice tests for driver’s license, help with FASFA and registering with college or school, resume building, and teach interview skills. Case Managers can advocate and help get mental health treatment, or drug addiction treatment. The role of the

Case Manager is to ensure each youth has a mentor and advocate to guide them down the road of success.

Kitchen Information

The kitchen is the main source for wholesome meals for many of the youth RHFY serves. Kitchen volunteers are sometimes the first people our youth will see on any given day. A simple smile and warm greeting can be enough to change someone's perspective on the day.

Kitchen Hours

- RHFY has kitchen hours set aside for youth to have the opportunity to cook their own meals as well as hours for volunteers to come in and prepare meals. Our kitchen is open 7am-10pm. Youth hours are between 7am and 8am, between 12:30pm and 1:30pm, and between 6:00 pm and 10pm. The kitchen is open to volunteers any time between 8am and 5:30pm unless it is during youth hours.

How to Know When Shifts are Available

- We use signupgenius.com to coordinate when volunteers make meals. The link to the sign up page is - <http://www.ryanshouseforyouth.org/volunteer-sign-up.html>. There are many different areas you can choose to volunteer at RHFY. Please select meals and then sign up in one of the open slots.

What Food Can I Use?

- The main fridge for volunteer access is in the kitchen. There are also 3 small freezers outside near the gazebo and wood pile. A refrigerator is set aside for our youth to keep their own food. Please ensure that you do not accidentally take food that has someone's name on it, all food is to be labeled. There is also non-perishable food kept in the pantry, located inside the Green Room (off to the side of the kitchen). Except for the kitchen fridge, the outside freezers and pantry are locked. For access to the locked freezers and pantry please email Carol (Kitchen Manager) (carol.rhfy@gmail.com) and coordinate which items you may need and she will ensure items are ready for your meal, if they are available. If you do use food from our refrigerators, freezers and pantry, we ask that you prepare the meal in our kitchen. Please let Carol know when you notice staples are running low.
- We understand that because we receive our food via donations from the community, we sometimes have an odd combination of ingredients. You are

welcome to bring your own ingredients to help in making your meals. If you would like to prepare your meals at home and just deliver them, that is also welcomed.

Where are the Cooking Utensils?

- Please make yourself at home. Many of the cabinets and drawers are labeled with what is inside to help you locate what you are looking for. Feel free to take the time to orient yourself with your surroundings in the kitchen and learn where the utensils you will utilize the most are located. If you have any questions please schedule a tour with Karen (Volunteer Coordinator) or Carol.

The Meal is Done. Now What?

- Food can be a huge barrier and issue, and seems so for most of our youth. Our youth have many have insecurities as well as dietary restrictions when it comes to food. We allow our youth to come and eat on their own time. Some youth may eat as soon as a meal is complete while others may wait a few hours. We do not tell our youth that they need to stop eating. If you feel like a youth is eating an unbalanced diet, you may offer them other options, but do not be surprised or offended if your suggestion is passed up. They have many years of what may appear to be unhealthy eating and without triggering a past trauma, we offer but do not push or judge.
- We ask that everyone clean up after themselves. Youth are responsible for cleaning their dishes and placing them into the dishwasher. Volunteers are responsible for cleaning the dishes they used in creating the meals. If there are no youth around, when you are finished with the meal please label the dish/tupperware with the date and what the meal is. Then put the food into the fridge before you leave. This will help to prevent foodborne illnesses. Our youth know where they can find food when they come in to the Drop-in Center to eat. To finish up, please wipe down the inside and outside of the kitchen fridge and do some basic sweeping.

Incoming Donations

- While you are in the kitchen, there may be food donations that come in. There is usually a Miscellaneous Items inventory sheet hanging on the fridge. If there is not, please go into the Drop-in Center Office and you will find one hanging on the wall next to the door. Please log all food donations onto the sheet and complete with estimated values of the food items. If you have not been trained how to complete inventory, please ask Carol or staff on-site to teach you how.
- Once inventoried, please take food to the kitchen in Office #3. Refrigerated items may be placed in the fridge of 3 and on the counter of 3 if non perishable.

Then email Carol to advise of donations. Please do not put items out when donated, we are on a donation only food budget and items need to be strategically thought out to ensure our youth always have meals.

Who to Contact

- Carol Frank, Kitchen Manager carol.rhfy@gmail.com
- Karen Johnson, Volunteer Coordinator karen.rhfy@gmail.com

Youth Information for the Kitchen:

- Ryan's House for Youth provides 3 meals a day plus snacks. The volunteer cooks attempt to take into consideration dietary needs, but this is not always possible. If there are specific needs please speak with Carol in the kitchen.
- We understand that youth may want to purchase and prepare their own meals. Each youth has a small fridge in their living area and may store dry goods in their space as well. There is other storage available if needed in office #3, please see Carol regarding storage. There are at some points in time overflow of food that youth may use to cook with, this food is located in the metal pantry in the green room.
- There are kitchen hours set aside for youth to have the opportunity to cook their own meals. Our kitchen is open 7am-10pm. Youth hours are between **7am and 8am**, between **12:30pm and 1:30pm**, and between **6:00 pm and 10pm**.
- Youth must always be respectful to the volunteers in the kitchen. Youth must always clean up their mess after eating, this includes; putting away food, washing and putting away the dishes they used, and wiping off counters. **ALWAYS LEAVE THE KITCHEN CLEANER THAN IT WAS FOUND!**

Volunteer Office Procedures

Phone Answering Procedure:

- There are two lines that calls come through to. Line (2) two receives calls and is also a fax line. When a call comes in, the LCD screen will tell you which line a call is coming into. It will read line 1 and a name and phone number (caller ID). You will answer the phone by pressing the coordinating line that the screen shows. Please see following page for a visual image of the phone.
- When answering the phone, you will say “Ryan’s House for Youth this is _____ speaking how may I help you.”
- There are pink message pads by each receiver to take messages.
- Callers will ask questions about donations such as what items we are looking for. We have a list available in office #3, we post on Facebook, and have an Amazon wish list, please take a message if they are requesting further information.
- We are not taking any furniture at this time, and never take used undergarments. Other big items please take a message.
- Times we are open; Monday-Friday 7am-7pm
- What ages we serve; 12-24
- Our address; 19777 SR 20, Coupeville
- Our Fax # is (360) 682-5025
- Our email is ryanshouseforyouth@gmail.com
- If there is any doubt or uncertainty please take a message.
- Please leave the messages on desk in 3

When people call looking for youth to work for them

Please let them know that -

- Youth are not slave labor, the minimum to pay them is \$5 an hour
- All youth are to be paid at the end of each work day even if the job takes more than one day
- Those under 18 yrs of age will need parent permission

Procedures for Accepting Donations

- When someone comes into the volunteer office to deliver donations, politely ask what is being donated. Except for the items listed above, we accept all donations with gratitude. We may end up re-donating to another organization, but we don’t need to mention that - you won’t really know until you start recording the donations - see below
- Offer to help bring the items into the office

- Ask the donor if he/she would like a donation receipt
- Ask the donor if he/she would mind completing a short form that includes name, address, email and phone number so that we could add their name to the mailing list, Send a pre-printed thank you card and add a personal note.
- Ask if the person has been to Ryan's House before, and if not, offer to show them around the campus
- Remember to say "Thank you"!

Procedures for Recording Donations

- There are forms for male clothing, female clothing, miscellaneous items, and food items
- Go through the donations and tally them accordingly
- There is a green value guide on the bulletin board in office #1 off of the drop-in center. If you cannot find a value make a guess or look it up on the computer. All forms are turned into the bookkeeper for year end auditing.
- Donations not usable are thrown into the dumpster such as expired food or ruined clothing.

Other Duties

- Helping with mailings
- Filing
- Data Entry
- Writing/sending thank you notes
- Volunteers are welcome to contact businesses to solicit donations either for daily use or for fundraising events. Please check with Administrative Staff on what things are being sought after.
- Fill in in the drop in center if staff are unavailable.

Quick reference guide - handset

CHARGE light

- On when the handset is charging in the telephone base or charger (page 9).

REDIAL/PAUSE

- Press to review the redial list (page 24).
- While dialing or entering numbers into the directory, press and hold to insert a dialing pause (pages 23 and 40).

▲DIR/VOLUME

- Press to enter the directory when the telephone is not in use (page 42).
- Press to scroll up while in menus.
- During a call or message playback, press to increase the listening volume (pages 27 and 71).
- While entering names or numbers, press to move the cursor to the right.

LINE 1/FLASH

- Press to make or answer a call on line 1 (page 23).
- During a call, press to answer an incoming call on line 1 when you receive a call waiting alert (page 27).

1

- While reviewing a call log entry, press repeatedly to add or remove 1 in front of the telephone number before dialing or saving it in the directory (page 55).

📢/SPEAKER

- Press to make or join a call using the first available line, starting with line 1 (page 24).
- Press to answer a call using the speakerphone (page 23).
- During a call, press to switch between speakerphone and handset use (page 24).

Soft keys (2)

- Press to select a menu item displayed above the key.

📵OFF

- During a call, press to hang up (page 23).
- Press and hold while the telephone is not in use to erase the missed calls indicator (page 52).
- Press to delete a digit or character while entering a number or name.
- While in a menu, press to cancel an operation, back up to the previous menu, or exit the menu display, or press and hold to return to the idle mode.

▼CID/VOLUME

- Press to review the call log when the telephone is not in use (page 54).
- Press to scroll down while in menus.
- During a call or message playback, press to decrease the listening volume (pages 27 and 71).
- While entering names or numbers, press to move the cursor to the left.

LINE 2/FLASH

- Press to make or answer a call on line 2 (page 23).
- During a call, press to answer an incoming call on line 2 when you receive a call waiting alert (page 27).

(pound key)

- Press repeatedly to show other dialing options when reviewing a call log entry (page 55).



HOLD

- Press to put a call on hold (page 28).

INT

- Press to initiate an intercom conversation (page 32) or transfer a call (page 34).

Emergency Procedures

Safety

- RHFY takes every reasonable precaution to ensure that employees have a safe environment. Safety measures and rules are in place for the protection of all employees, volunteers and youth. Ultimately, it is the responsibility of each employee to help prevent accidents. (To ensure the continuation of a safe campus, all employees, volunteers and youth should review and understand all provisions of the RHFY safety policy.) Employees should use all safety and protective equipment provided to them (earplugs for jets, gloves and safety gear for working outside) and maintain all campus areas in a safe and orderly manner, free from any hazardous conditions. Anyone who observes an unsafe practice or condition should report it to a staff member or the Executive Director immediately.
- It is a rule that all participants, volunteers or staff are prohibited from making threats against anyone or engaging in violent activities while at RHFY. Any questions regarding safety and safe practices should be directed the Executive Director.
- In case of a medical emergency, call 9-1-1 immediately. In the event of a smaller accident, notify a staff member immediately. Report every injury, regardless of how minor, to a staff immediately. For both accidents and incidents, the Incident/Accident form is in the first aid box at the Drop-in center's front door. You have 12 hours to fill out the form and give it to the Executive Director after an incident or accident. Physical discomfort caused by repetitive tasks must also be reported.
- Everyone should be looking out for any potential fire hazards and be aware of fire escape routes and fire drills. Do not block fire exits, tamper with fire extinguishers or otherwise create fire hazards. The emergency meeting site is located at the grass in the circular driveway in front of the building.
- Everyone must be alert and aware of any potential dangers to themselves or others. Take every precaution to ensure that your surroundings are safe and secure. Guard personal belongings and RHFY property. Visitors should be escorted at all times. Report any suspicious activity to a supervisor immediately.
- If you believe that a youth is in need of emergency mental health assistance but it would create more anxiety if you were to say outloud "call 911", please use the following phrase to a staff or volunteer "Can you please get me a glass of coffee". This is an unusual sentence that someone wouldn't use. Most people would say cup of coffee. This will not register with a youth but is enough to make a staff person aware to call 911.

Emergency Protocol

- In the event of an emergency, dial 911 immediately. If there is a fire, proceed quickly and calmly to the nearest exit and meet in the front of the building in the grass in the center of the circular driveway. Once the building has been evacuated, only a staff member may authorize others to re-enter. In case of a lock-down due to safety reasons, stay in the location where you are away from windows, wait there until a staff member gives the okay to leave. In case of an earthquake go to the nearest door-frame and stay there until the quake is over.