

## Volunteer Application

Today's Date \_\_\_\_\_

Name: \_\_\_\_\_ Birthdate: \_\_\_\_\_

Complete Mailing Address: \_\_\_\_\_

City \_\_\_\_\_ Zip code \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work/Cell Phone \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_ Phone \_\_\_\_\_

Please list any medical conditions or allergies that could impact your work at LH:

\_\_\_\_\_

### Please indicate in which areas you would like to volunteer:

#### EMERGENCY SHELTER

- House volunteer
- Overnight volunteer
- Cook and deliver meals
- Baby-sit children
- Musical performance
- General errands

#### LEARNING LAB

- Computer Lab
- Facilitate group/class
- Share a hobby
- Lead recreational activity
- Tutoring (subject \_\_\_\_\_)

#### WOMEN & CHILDREN'S CENTER

- House volunteer
- Baby-sit/activities with children

#### LAZARUS HOUSE NEWSLETTER

- Quarterly take home: fold, tape, label

#### HELP!

- Purchase need items in a pinch
- Run errands (planned or last minute)
- Last minute babysitter
- Last minute overnight

#### OFFICE

- Answer phones
- General Duties (mail, copying, filing)
- Prepare bulk mailings
- Computer
  - Excel  Word  Power Point

#### COMMUNITY OUTREACH

- Weekly pickups from a local Restaurant
- Purchase need items weekly/monthly

#### SPECIAL EVENTS

- Thanksgiving  Christmas  Concerts
- Auction (April)  Scarecrow Festival (Oct)
- Christmas Parade (Nov)

Call me if you need a backup for \_\_\_\_\_

\_\_\_\_\_

Have you ever been a guest at Lazarus House?  No  Yes (if yes, when?) \_\_\_\_\_

Assigned Volunteer task \_\_\_\_\_

# Lazarus House Volunteer Guidelines

Thank you for offering the gift of your time to help your neighbors in need at Lazarus House. You are the most valuable asset we have! In order to make the most of your experience with us, we'd like to make a few suggestions:

1. **TREAT EVERYONE WITH COURTESY.** We know you will treat all of our guests with courtesy and dignity. Do not be surprised, however, if occasionally one of our guests is not extremely courteous in return. Being homeless is very stressful, and sometimes stressed people are not very courteous. Don't take this personally. On the other hand, bad manners and/or bad language are **NEVER** acceptable. If you encounter this, please let a staff person know right away. Also, please let staff know if an inappropriate conversation is taking place.
2. **APPROPRIATE BOUNDARIES WHEN VISITING.** We encourage you to mingle with the guests and visit with them throughout your shift as time permits. Please do not give out personal information such as your address, phone number or place of employment **Please do not offer to problem solve for guests by offering them employment or a ride somewhere, etc. If you would like to do any of these things, please check with the staff. Under NO circumstances should you ever give anyone money for any reason.** If someone asks you for money, let the staff person know. If you hear a sad story, do not assume that no one is doing anything about it, or that you have all the facts. Again, please check with the staff person quietly if you have questions. While we must respect our guests' confidentiality, we want you to know that we do the best we can to assist our guests to help them solve their problems.
3. **SERVING FOOD.** We serve breakfast, lunch and dinner to guests as well as "food only"- guests from the community ( Food Only guests are served at the Emergency Shelter). It is best if we serve the food to our guests. Please make sure you wash your hands and try not to touch the food itself if at all possible. Please protect the food from germs as best as you can. If someone does sneeze or cough onto one of the dishes that is being served, remove it and dispose of it quietly as soon as possible.
4. **ANSWERING THE DOOR. EMERGENCY SHELTER:** When the doorbell rings, please allow the staff person to answer it. Our staff is aware of situations in which someone should not be admitted, and we do not want you to be placed in any uncomfortable situations. **WOMEN & CHILDREN'S CENTER:** Volunteers at the WCC are considered "in charge of the house" and are the **ONLY** ones who may open the door. WCC volunteers will admit guests and visitors and mark down the time they arrived and the time they leave. With the exception of male Lazarus House staff, **NO MEN ARE ALLOWED IN THE WOMEN & CHILDREN'S CENTER.** Volunteers will redirect men to the main entrance at the Emergency Shelter, when they come to the WCC door.

5. **SMOKE BREAKS.** We do not allow smoking in any building. However, the EMERGENCY SHELTER does have nine scheduled smoke breaks daily at 8 & 10 a.m., Noon, 2, 4, 6:30, 8, 9 and 10 :15 p.m. Guests and a volunteer or staff person stand outside the front door and smoke. We limit the break to 15 minutes. You may be asked to go outside and supervise the smokers. We work hard at maintaining a good relationship with our neighbors. Please make sure everyone stays together in front of the building and that no one wanders down the block or alley. Do not allow people to converse with passersby. No yelling to people across the street. If this happens please bring everyone into the building and notify a staff member of the behavior. **WOMEN & CHILDREN'S CENTER:** women may smoke in the backyard without restriction.
6. **CONFIDENTIALITY AND WHEN TO NOTIFY A STAFF PERSON.** When you're visiting with someone, they may tell you personal things about themselves. It's important that you keep these matters confidential. Our guests need to be able to trust us – and that won't be the case if they learn that someone has spread their personal information. **The exception to this would be information about ABUSE, SUICIED or HOMICIDE.** If one of our guests tells you that they are abusing their child or elderly mother, etc., or if they tell you that they are thinking of killing themselves or someone else, you **MUST** quietly tell a staff person as soon as possible. Also, please know that if you tell others that you met someone at the shelter who “has a substance abuse problem” or “is fleeing an abusive marriage”, etc., that person may assume that ALL guests here are substance abusers etc. Remember, anything you say about Lazarus House in the community can be taken out of context, and may have the potential to inadvertently harm.
7. **CHILDREN.** Please know that all parents have their own parenting style and it is important that we allow them to parent their children as they feel comfortable. If a child's behavior is causing a problem for others and the staff person isn't available, please ask the parent to intervene – don't jump in yourself to correct he child. Of course, if the child is in imminent danger, please intervene immediately to avoid an accident. In general however, don't rush in and offer to help too much. It is important that we allow the parent to be responsible for their child (in fact, we require this). This does not mean that you can't play a game with the child or offer to read a story, or provide care while a parent attends an on-site class. It is not acceptable for a volunteer to take over childcare all day or evening. If a child requests something from you, please tell them that they need to ask their parent. Be sure the parent gives their O.K. before you give anything to a child, especially sweets. If you see a case of what you consider to be child abuse, please notify the staff person quietly as soon as possible.

8. **ALCOHOL/DRUG USE.** Should you encounter a guest who you believe is chemically altered, please quietly notify the staff as soon as possible. Most of our guests do not have a substance abuse problem, but a few may. Notifying staff helps them to take appropriate steps to be sure we address the issue and require the guest to seek appropriate help. **PLEASE NOTIFY THE STAFF PERSON IMMEDIATELY IF YOU BELIEVE A GUEST HAS BROUGHT DRUGS OR ALCOHOL INTO THE SHELTER. THIS IS ABSOLUTELY FORBIDDEN.**
9. **UNIVERSAL PRECAUTIONS.** Never assist or clean up after anyone who is bleeding or vomiting. It is best to let a staff person handle any situation like this, but if the situation is unavoidable, please follow these precautions: never deviate from these precautions even in the case of an ill or injured child. In general, it is best to have the person take care of themselves. Give them supplies (Kleenex, Clorox, etc.), to deal with the problem. Parents should clean up after their children. And of course, disposable gloves should be worn at all times when dealing with these types of situations.
10. **TELEVISION.** We don't have the television on all the time, and when it is on, the staff decides what will be watched. In general, we allow news, sports and special movies with positive content. We do not allow guests to watch violent or offensive shows. We must remember that anything that is on the television is viewed by all, even our children.
11. **TELEPHONE PROCEDURES. *Emergency Shelter:*** If the phone rings, it is best to let the staff person handle it. If they are not able to get the phone, just let it ring – the voice mail will kick in. When the staff person returns, please tell them there was a call so they can check the voicemail. ***WOMEN & CHILDREN'S CENTER:*** if the phone in the dining room rings with two consecutive rings, volunteers should answer, as it is for the WCC. Please answer: "Women's Center."
12. **APPROPRIATED DRESS.** Please dress comfortably and modestly. No revealing clothing such as low cut or backless tops, bare midriffs and short skirts or shorts. No inappropriate t-shirt designs, such as those with references to drugs, alcohol, or ones with suggestive language or pictures.
13. **PLEASE SIGN IN AND OUT EACH TIME YOU VOLUNTEER.** This is very important to us for record keeping purposes and in applying for grant funding.

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**May your time with us be a blessing to everyone!**

***Application Agreement***

I have read and agree to follow the Volunteer Guidelines.

I will volunteer my time assigned position a minimum of four times, and then make my decision if I would like to continue. I will contact the volunteer coordinator to remain on or be taken off the schedule.

I will be punctual and conscientious in the fulfillment of my duties. If I am unable to volunteer at my scheduled time, I will give as much notice as possible. (*We understand that situations arise which may prevent you from being able to be at the Shelter or Day Center*).

I understand the importance of signing in and out each time I volunteer.

I will take any problems, criticisms, or suggestions to a staff member.

I agree to fully honor the confidentiality of the guests.

I know that the staff and guests of Lazarus House are blessed by my time and talents.

\_\_\_\_\_  
**Applicant's Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Parent's Signature** (*If applicant is under 18 years of age*)

\_\_\_\_\_  
**Date**

## The Genesis of Lazarus House

Lazarus House opened its doors in June 1997, offering safe shelter, food and referrals to people in need who were connected to St. Charles. Prior to 1997, there was no emergency shelter in the Tri Cities, and shelters in neighboring communities all closed in the summer. That first year, we moved from church to church, operating only in the summer months.

In 1998, we were offered permanent space at the Free Methodist Church in downtown St. Charles, and received our first grant through Kane County's Community Development Block Grant Program, which enabled us to hire our first full-time employee. Having these pieces in place, we made the decision to keep our doors open year round.

Today in the Emergency Shelter, we have 46 beds, and we serve those connected to St. Charles, Geneva, Batavia and the Western Rural Kane County. In addition to providing safe shelter, food, personal hygiene items and shower and laundry facilities, we also are able to offer case management, support services and referrals to our neighbors in need. We now have 24 staff members, including Certified Addictions Counselors.

While we are strongly committed to providing services to those who are homeless, we are also dedicated to helping those at risk of becoming homeless. We offer meals to those in the community who have homes, but are hungry or in need of food, and we can provide rental and utility support to qualifying persons in need through limited state and private funds. Some of the specialized services we offer are: GED and employment assistance, weekly NA meetings which are open to the public, optional bible study and an ample menu of on-site classes. In addition, we work with more than 50 social services agencies in the area and can refer people to resources for employment, food pantries, low income housing, available federal and state benefits, medical care for those without benefits and counseling, as well as other resources for those with mental health or substance abuse concerns.

In 2002, we added additional space to our building which gave us more bathrooms and a playroom for our children. The following year, we opened our Center for Transitional Living which features 12 mini-apartments and a large training and computer learning lab. Our emergency guests who qualify may live in transitional housing for up to two years, providing ample opportunity to work with their case manager while addressing the issues that caused them to become homeless.

In the fall of 2006, we opened our Women & Children's Day Center. Located directly across the street from our main facility, the Day Center offers separate daytime and evening space for our women, and for mothers and their children. This Center includes space for case management, classes, as well as indoor and outdoor play areas.

As you can see, God has done amazing things in just a few years. How grateful we are for this awesome opportunity to serve. Let us continue to look to Him for guidance as we work together to provide our neighbors in need a hand up, not a hand out. To God be the glory!

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# **Lazarus House**

## **Our Mission**

It is the mission of Lazarus House to provide hospitality, safe shelter, nourishing food, and support services to men, women and children from our community who are homeless or in need, empowering them to achieve successful, independent living. May all who enter feel the love of Jesus.