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**Guidelines for Volunteers for Burnaby Homeless Connect October 11th**

Thank you so much for volunteering at our 13th annual Burnaby event for Homelessness Action Week. These events have become a celebration of the caring supporting community that is growing in Burnaby to assist people who are dealing with the issue of homelessness. These guidelines are provided to give you an understanding of the focus of Burnaby Homeless Connect. If you at any time have any questions or concerns, please speak with Carol-Ann.

This event connects Burnaby’s citizens from all walks of life and puts a face to those living in extreme poverty and homelessness. It dissolves the barriers based on fear and misinformation, and supports the connection between volunteers, service providers, politicians, professionals and Burnaby’s most vulnerable population.

At Burnaby Homeless Connect 2018, people who are living in extreme poverty and homelessness will have the opportunity to receive food, donated clothing, and personal hygiene items and have access to crucial medical and professional services.

**Date**: Thursday, October 17th

**Time:** All volunteers are requested to be on site by 8:00 am for an important meeting.

All volunteers are requested to assist with clean up at 2:00 pm.

Please be prepared to stay and help until 3 pm.

**Place:** Royal Oak Ministry Centre, 7175 Royal Oak (corner of Royal Oak and Victory, 1/2 block south of the Royal Oak Skytrain station)

**Preparing For The Day**

* Please check in at reception at the beginning and end of your day.
* Please wear casual, comfortable, colorful, festive clothing. Santa hats and jeans etc are encouraged.
* Please do not bring any valuables that you cannot wear on your person. Please carry your personal belongings with you (i.e.: a purse with a long strap) as there is not a separate place to leave belongings.
* Please do not bring any outside food with you. Food will be provided during the day in a volunteer lounge.
* Please use transit if possible as parking is very limited and is reserved for service providers bringing supplies. The most important thing- enjoy yourself!

**Thinking About The People We Are Assisting**

A person dealing with homelessness faces challenges and barriers every day such as: hygiene clothing, bedding, nutrition, sleep deprivation, lack of medical care, social isolation, crime and drugs.

Please keep in mind that for many of the people who attend Burnaby Homeless Connect this is an important time for them to find clothing, talk with someone, get food and feel respected. It is often the only time during the week when they feel welcome and free to relax and “make themselves at home”.

**Setting The Tone**

Please keep a very positive and friendly manner when speaking with people. If they appear to be particular about something, assume that they have a good reason and do your best to be obliging in a positive way.

**Drugs/Alcohol**

If someone appears inebriated or high do not discuss this with them. People are welcome to attend Burnaby Homeless Connect regardless of their current drinking or drug use. If you have concerns, please speak with Carol-Ann.

**Confidentiality**

People who attend Burnaby Homeless Connect have a right to feel safe and respected. What happens during this day needs to stay here. It is the only way to respect the people we are striving to assist.

**Media**

All media personnel attending Burnaby Homeless Connect are to be directed to Carol-Ann or Karen. It is the policy of the Burnaby Task Force on Homelessness is that in any service or event that we oversee the media is welcome to attend, but are not permitted to interview or photograph the clients in attendance. The confidentiality of people in attendance is the primary concern. This policy has been explained to each media person in attendance at all events. The media can take any other opportunities to interview people separate from the Burnaby Task Force involvement. When people attend Burnaby Homeless Connect or other events sponsored by the Burnaby Task Force On Homelessness, they will be expecting that their confidentiality will be respected.