



Volunteer Handbook

Saskatoon Friendship Inn

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Saskatoon, SK

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Mission Statement

As an organization, Saskatoon Friendship Inn is responsive, compassionate, and fosters a sense of belonging. It relies on community-wide partnerships and support in fulfilling its commitment to regular meal service and friendship.

Within the resources available to it, the Saskatoon Friendship Inn is also committed to individual and group services and programs for children, youth and adults who experience poverty in order to help them help themselves and each other. We believe in community development, public education, and advocacy to encourage compassionate solutions to poverty in our city.

Values

In pursuing our mission the Inn should be sensitive to:

- The needs of the individual, including the mental, spiritual, physical and emotional aspects of the individual,
- The needs of the family, including the family's physical environment, the emotional support of the family, and the development of family values, and
- The needs of the community, including the cultural needs, the economic needs, and the social needs of the community.

Our History

The community centre known as the Saskatoon Friendship Inn began when a small group of concerned residents provided six transient men with a bowl of soup on March 4, 1969. Their initial work with the Saskatoon Catholic Diocese and other inner-city Churches, has evolved into a community-based organization supported by a network of numerous community partners, businesses and individuals. In addition to being the largest free meal service in Saskatoon, the Inn offers a range of programs and services to meet the growing needs of individuals and families experiencing poverty.

The Inn, which has always been located on 20th Street in the heart of the inner city, often serves as many as 1000 meals per day. As the city continues to grow and prosper, the center is seeing an increase in the needs of people living in poverty. In response, the center's role has expanded beyond food security to provide a safe, warm place to spend the day.

Introduction

Vulnerable people find safe sanctuary at the Saskatoon Friendship Inn, a community centre that evolved from a soup kitchen. The Inn has created a welcoming environment by committing to being responsive and compassionate, and to fostering a sense of belonging among children, youth and adults who experience poverty, with a 'no-questions-asked' policy. At the Inn, people access breakfast, lunch, a family worker, as well as information on topics ranging from health to the law. We offer programs such as a weekly cribbage tournament, grief groups, and parenting classes.

Without proper nutrition, people living in poverty experience high levels of illness and stress. Hunger negatively affects every aspect of daily life in ways that are difficult to understand by those who have not experienced this challenge. By responding with two nutritious meals, 365 days of the year, the Inn empowers youth and adults to bridge the gap between social assistance payments, as well as offering support and counselling with other daily needs and issues. Serving the needs of vulnerable, marginalized people strengthens our growing community. By eliminating the stress of securing two meals, individuals and families can focus on other relevant issues such as securing housing, finding employment, creating healthy relationships and education for themselves and their children.

Those seeking meals and other services at the Inn include: individuals without homes or secure employment, individuals and families struggling to survive on a fixed income, people experiencing addictions and mental health issues, single mothers and fathers, senior citizens and newcomers to Canada. The Friendship Inn serves up to 1000 meals a day between breakfast and lunch.

The Friendship Inn operates daily from 7:00 am to 3:00 pm, and open to the public between 8:00 am to 2:00 pm. Breakfast is served at 8:00 am to 9:00 am and lunch is served from 11:45 am to 1:15 pm. *All meals are offered free of charge, with no questions asked.*



Volunteer Process

(for individuals)

To become a volunteer with The Saskatoon Friendship Inn, we require all interested applicants to complete the following:

1. Fill out a Volunteer Application
2. Deliver a current Criminal Record Check (for individual volunteers, not groups)
3. Read, understand and adhere to the Volunteer Rules and Regulations
4. Read and sign the Waiver of Liability and Confidentiality Agreement
5. Meet with the Volunteer & Event Coordinator



Volunteer Process

(for groups)

The Friendship Inn welcomes many types of groups to come volunteer. We generally ask for your groups to have between 5 and 15 people. If you are a school class we can make arrangements for your entire class to come in at once. As a group we do not need to have volunteer applications or criminal record checks completed, that is only for individual volunteers. To schedule a time for your group to come volunteer all you need to do is contact the Volunteer & Event Coordinator. The Volunteer & Event Coordinator will work with you to find a date and time that works best for everyone.



When you arrive for your shift

When you arrive as a volunteer we want to make it easy for you to understand what to do and how to do it.

1. Parking is available in the parking lot directly west of our building (off Ave G S along the chain link fence) or anywhere along Ave G S.
2. You can enter through the kitchen door off the parking lot between the hours of 7:00am and 3:00pm. If you are starting after 8:00am you can enter through the front door on 20th Street.
3. Once you are inside, we ask you to sign-in on the volunteer sign-in sheets. These sheets can be located in the reception area during the week and in the kitchen during the weekends. If you are coming in as a group you can sign in as a group rather than individuals, please remember to mark down how many are in your group.
4. You will head to the kitchen once you are signed in. You can ask for the Kitchen Manager or Head Cook. Either of these people will direct you to the lockers to store you jacket and/or valuables, and have the keys for the locks.
5. The Kitchen Manager or Head Cook will show you where the gloves, aprons and hairnets are. They are general kept on a metal shelf on the west wall of the kitchen. Everyone will need to have gloves, apron and hairnet on when working in the kitchen. If you are working in the dining room you will only need to have gloves on.
6. Once you are dressed, the Kitchen Manager or Head Cook will assign tasks to you. Depending on the time of the day, they may have you helping in the back of the kitchen, in the serving line or helping in the dining room.
7. If you are helping in the dining room during your volunteer time you will be working with the dining room staff. Either the Kitchen Manager or Head Cook will take those volunteers to the Floor Supervisor in the dining room for instructions.
8. After your shift is done your aprons go into the laundry basket just before the garage door; gloves and hairnets go into the garbage.
9. You will also need to make sure you sign out on our volunteer sign-in sheets. We ask for you to sign-in and out so we know who is in the building in case of an emergency and so we can keep track of how many hours our volunteers generously give us.
10. In case of emergency in the building we all exit the building and meet at our muster point which is across the street in front of the White Buffalo Youth Lodge parking lot.

Rules & Expectations for Volunteers

As a volunteer it is important to us that you are safe and secure while you are at The Friendship Inn. We have a list of rules and regulations for volunteers. We ask that every volunteer sign a copy of the Rules and Regulations document to confirm the volunteer has read and understands everything in the document.

Rules & Expectations

1. Hours of operation are 7:00 am to 3:00 pm daily. When you come in for your shift you **MUST** sign into our volunteer book (white pages).
2. We have implemented a dress code according to health and safety guidelines:
 - a) No open toed shoes or sandals can be worn in the dining room or kitchen
 - b) Long hair needs to be pulled back and able to fit into a hairnet
 - c) Please dress moderately: no clothing with profanity or inappropriate messages/ graphics, bandanas or anything that may be revealing.
 - d) No tank tops, sleeveless tops, midriff baring tops or low cut shirts
 - e) No short shorts or short skirts
 - f) Cell phones and headphones are **NOT** to be used during the shift.
3. If you encounter a crisis situation (medical emergency, violence, etc.) please alert a staff member on duty right away and step back to a safe distance. Our staff are trained and equipped to deal with these situations.
4. As a volunteer guests may ask you for items from the kitchen. Please refer that guest or the request to a staff member that is on duty. Volunteers are not to get **ANY** item from the kitchen or storage area for a guest.
5. Anything that is donated to The Friendship Inn is considered property of The Friendship Inn and taking of these items will be treated as theft.
6. Volunteers need to consider their own personal safety and wellbeing when at The Friendship Inn. Please **DO NOT** offer rides to the guests, or give out personal information to the guests. Money and cigarettes are not to be loaned or given to the guests.
7. The Friendship Inn is not responsible for any personal belongings. Please leave all valuables (cell phone, jewellery, wallets/ purses, etc.) either at home or in a secure area as designated by a staff member.
8. Please do not use derogatory or profane language at any time.
9. The use/ misuse of prescriptions drugs or other medications (ie: cannabis) that impair an individual's ability to safely and effectively preform his/ her duties is prohibited.
10. The use or possession of drugs and/or alcohol in the workplace, along with reporting to work under the influence is prohibited. Those who violate this policy risk possible termination of volunteer involvement.

Waiver of Liability

- I wish to volunteer my time, effort and services to The Friendship Inn as a volunteer.
- I recognize that as a volunteer I donate my time, effort and services and understand there will be no compensation in return.
- I understand as a volunteer that I am not covered by any workers compensation or similar insurance that would pay medical bills incurred because of any injury I may receive while volunteering.
- In return for my agreement to these conditions, The Friendship Inn agrees to accept my services as a volunteer.

Confidentiality Agreement

- I understand The Friendship Inn serves the needs of people, therefore, I agree to maintain confidentially in all matters relating to staff or clientele.
- I understand that everything that happens at The Friendship Inn is confidential and I am not to repeat names or specific situations that happen at The Friendship Inn to anyone outside of the workplace.
- I will always have the best interest of The Friendship Inn in mind. I may, on occasion, tell a story about something that happened at the Inn, but no names are to be used outside of The Friendship Inn.
- Failure to comply with this agreement is reason for dismissal from the volunteer program.

Removal of Goods

- No food or goods are to be given away to staff, volunteers and/ or fine-option participants without consent from the Executive Director or Kitchen Manager.
- All items donated to or purchased by The Friendship Inn are property of The Friendship Inn.
- The Executive Director may, at his/her discretion, allow staff to take items not usable by the Friendship Inn.
- Surveillance cameras are located throughout the building and are monitored on a 24-hour basis. Any volunteers caught stealing will be immediately banned from the volunteer program.

Photo and Social Media Authorization

- I hereby grant The Friendship Inn the right to take and use the photograph(s)/video taken by staff and/or media for the general purpose of promotion.
- I hereby grant permission to use appropriate work related images on Friendship Inn's Twitter, Facebook and Instagram pages.
- These photos/images/videos will be used strictly for the purpose of showing the daily activities that occur at the Friendship Inn to promote/encourage further program engagement and support.

General Information

If you need to cancel your shift:

If you are unable to make a shift that you are scheduled for please contact the Volunteer & Event Coordinator with The Friendship Inn at (306) 242-5122 or email at friendshipinn.volunteer@shaw.ca.

We want to hear about your experience:

We always want to hear about your experience from volunteering, as some of the feedback may be used for stories on our website. Please contact the Volunteer & Event Coordinator to set up a meeting or to talk it through. The Volunteer & Event Coordinator can be reached at (306) 242-5122 or friendshipinn.volunteer@shaw.ca.

Thank you

for your commitment!!!



