



## The Road Home Volunteer Information

***Please return this sheet to the Volunteer Manager's with your reviews from the end of each packet.***

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone

Home \_\_\_\_\_

Cell \_\_\_\_\_

Work \_\_\_\_\_

Which number do you prefer for contact? \_\_\_\_\_

Email \_\_\_\_\_

Congregation you attend, if any \_\_\_\_\_

## Packet 1 Review

### Volunteer tasks and responsibilities:

1. Name some reasons why you might call the staff member on call.
  
  
  
  
  
  
  
  
  
  
2. What is the The Road Home log? Name two sections of the log. What are you supposed to do with the log?
  
  
  
  
  
  
  
  
  
  
3. What are the two purposes of the congregation cell phone?
  
  
  
  
  
  
  
  
  
  
4. Name two Universal Health Precautions.
  
  
  
  
  
  
  
  
  
  
5. Parents must watch their own children at all times except.....

**True or False**

- |  |   |   |
|--|---|---|
| 1. Families may use the The Road Home cell phone any time.   | T | F |
| 2. Quiet time is 10:00 PM.   | T | F |
| 3. Notes need to be entered in the log or email to coordinators for each shift.                      | T | F |
| 4. Families must be at the congregation every night for dinner unless absence is planned in advance. | T | F |
| 5. Parents may spank their kids in the privacy of their rooms.                                       | T | F |
| 6. Families may leave their children with volunteers and leave the property (i.e. go run an errand.) | T | F |
| 7. Volunteers are expected to purchase all food and personal items requested by the guest families.  | T | F |
| 8. It is ok for volunteers to discipline guest's children.   | T | F |
| 9. Volunteers are expected to provide all rides requested by The Road Home Families.                 | T | F |
| 10. The congregation cell phone must be with a volunteer and turned on even at night.                | T | F |
| 11. You must answer the cell phone when it rings.  | T | F |
| 12. All children must be in their rooms by 9:00 PM   | T | F |

# What to do?

## Multiple choice - Circle all that apply

1. A parent is not supervising a child. You should:
  - a. Go to the parent and ask him or her to supervise the child.
  - b. Take the responsibility for watching the child.
  - c. Do nothing.
  - d. Call the staff member on-call
  - e. Remind the parent that they can ask a volunteer to watch the child for a few minutes for a quick smoke or bathroom break.
  - f. Give parenting advice.
  
2. There is a mess in the common area. You should:
  - a. Ask the families to clean it up.
  - b. Ask older children to clean up after themselves.
  - c. Call the staff member on-call if this is a concern more than once.
  - d. Clean up the mess yourself.
  
3. Quiet time - It is 10 PM and families are not in their rooms you should:
  - a. Inform families that it is time to be in their rooms and quiet.
  - b. Let families stay up as long as they want.
  - c. Remind families politely if they do not follow instructions.
  - d. Call the staff member on-call
  
4. An adult breaks a Shelter Network rule. You should:
  - a. Inform that adult, calmly, that they have broken the rule.
  - b. Decide not to inform staff because you don't want to tell on anyone.
  - c. Inform the adult, angrily, that they have broken the rule.
  - d. Call the staff member on-call immediately

**Packet 2 Review**

**Volunteer Policies and Procedures**

Why do you think that confidentiality of our guests is so important?

When might you find it hard to keep information confidential?

What should you do if you learn of potentially dangerous/ or disturbing information?

List three ways of handling confrontation in the order that you would use them

**True/ False**

- |   |   |   |
|---|---|---|
| 1. A family member with the flu will be removed from the Host Site.   | T | F |
| 2. You will be responsible in an emergency, such as a tornado. Therefore, you should know where to find a radio, first aid, flashlight and the safest part of the building. | T | F |

**Packet 3 Review**

**Rules for Guest and Families**

The Road Home guests must meet with their case manager regularly throughout the week. What are some of the things The Road Home guests are expected to be doing while in the program?

What are the smoking rules?

**True/False**

- |    |  |   |   |
|----|--|---|---|
| 1. | Guests are told clearly that they must treat others with respect                             | T | F |
| 2. | Adult guests are to clean up after themselves and their kids.                                | T | F |
| 3. | The Road Home Staff must approve family's overnight passes.                                  | T | F |
| 4. | All parents are required to attend any parent class that is scheduled by The Road Home staff | T | F |
| 5. | New guests are made aware of all of the rules.   | T | F |
| 6. | Guests are expected to be friendly and express gratitude to the volunteers.                  | T | F |

**Packet 4 Review**

**Economics, Race and Sensitivity**

List three reasons why people might find themselves homeless.

List and explain three barriers for families to getting back on their feet.

What does race have to do with homelessness?

How can I be sensitive to guests who may have trauma histories?

How would you know if a guest feels like talking?

What questions might be too personal to ask a The Road Home guest family?

**Packet 4**

**True/False**

- |  |   |   |
|--|---|---|
| 1. Volunteers may go into the family's rooms at any time.  | T | F |
| 2. Volunteers should ask the parents permission before giving children food or offering activities | T | F |
| 3. The Road Home guests' belongings should be moved carefully and in one piece.                    | T | F |
| 4. Volunteers need to be mindful of terminology used when referring to The Road Home guests.       | T | F |
| 5. Volunteers should ask guests whether they have experienced trauma.                              | T | F |
| 6. Volunteers should follow families around to assure the safety of others and the facilities.     | T | F |