

“Unconditional love given in a non-judgemental way.”

Ask Vickie

Dear Vickie,

I'm a volunteer and am approached by a donor asking to be able to make a monetary donation on the spot..what should I do?



Answer: Dear Gentle Reader, the reputation of any organization corporate or non-profit, is only as good as its ethical handling of finances (ask any accountant!). At Our Place, the receiving and recording of monetary donations has to be squeaky clean!! Read my botoxed lips... volunteers should not handle either cash or cheque donations at all- staff do. Staff members are accountable for proper handling of donations. The name, address, phone number, and amount of the gift are recorded and sealed in an envelope and put in a secure place. If it is a cash donation, a receipt is offered.

As a volunteer, you can do a lot to help treat donors like royalty because in a way they are. Greet them warmly, thank them as you escort them to staff and even offer to watch their car if they have dashed in with their gift. Make it an easy and enjoyable experience for them.

Love Vickie

Next month's question

Sometimes when I am working my shift, donations of food items come in, and other volunteers will put things in their own bags which I assume they take home. I do not know how to deal with this situation and it continues to frustrate me. Advice?

The “parts” of ourplace

Ourplace drop in centre - 713 Johnson

- Office
- Coffee Bar
- Outreach workers
- Clothing & toiletries room
- Outreach programme
- Individual assistance:
 - advocacy, referrals, emergency medical aid,
 - transportation to detox, visitations to home,
 - hospital or jail.

Ourplace - 919 Pandora

- Administrative Office
- Soup kitchen 2 meals a day, 6 days a week
- Rooms: 22 short term furnished rooms for men
- Small clothing room & toiletries
- Counselling services

Safety Corner

During the cold weather family are sleeping in our facility at any time of the day or night that they have access and on any piece of bare floor that they can find. Last week a near disaster was prevented when a woman was found asleep along the wall at the end of the food table. Two water urns were on an unstable table just above her head. Volunteers are encouraged to survey the areas they walk through. Please report to staff any situation which you feel is potentially dangerous. If the hazard seems high, please stay nearby until staff have arrived to waken the sleeper.



The Time Has Come! To find new volunteers.

As we move into the new era of expanded facilities and weekend hours, we must find many new volunteers. At present, it is very difficult to meet our time commitments

All members of the ourplace family are asked to make a special effort this time to find new helpers.

Especially needed are:

1. Drivers willing to **pick up bread** from local stores and deliver it to the drop-in centre both on weekends and weekdays. Back-up driver volunteers are also needed.
2. Workers are needed **every day** from 7am until 3 pm.

Call:

Pandora Street Soup Kitchen: Cheryl at 388-7112
or Johnson St. Drop-in Centre: Bob at 385-2454.

To the Volunteers:

So now there's a log book. One laughed, a few resisted, but most said. "It's about time." The log book is a small tool that helps the society be more accountable to the volunteer. Historical data, a check list for safety reasons, responsibility to the community for service work are but a few of some good reasons. As we move yet closer to the new facility, more and more changes will occur, preparing a team that is not only willing but ready to serve with the necessary resources and training in place. Support each other, and let faith dispel our fear. I came across these last few words as I sat this morning...I find them appropriate:

"There is almost no work in life so hard as waiting. And yet God wants me to wait. All motion is more easy than calm waiting, and yet I must wait until God shows me his will. So many people have marred their work and hindered the growth of their spiritual lives by too much activity. If I wait patiently, preparing myself always, I will be someday at the place where I would be. And much toil and activity could not have accomplished the journey so soon."

Bob Frank
Volunteer Coordinator

Happy February Birthday to Volunteers:

Gilles, Monica, Agnes, Dina, Alexander,
Alymanda, Marvin, David, Rose, Tracy

Information:

Volunteers wishing information about any aspect of their work at *ourplace* are encouraged to call 385-2454 or 388-7112. A volunteer team leader will be happy to call back and help in whatever way possible.

Supporter of the Month

Many thanks to Sabrina at University Heights Safe-way for her long service in organizing the superb bread donations at the drop-in centre.

Donations:

(Please, no household items, large or small.)

WE DO NEED: Towels, Clothing- seasonal garments, trousers, shirts, under garments, footwear, belts.

Bedding- blankets, sleeping bags, ground mats.

Toiletries- feminine hygiene products, razors, toothbrushes, tooth paste, deodorant, brushes & combs. - Knapsacks, backpacks, small tents.

Non-perishable foods: Canned or other dry packaged foods, coffee.