HOW TO ORGANIZE AN IN-KIND DONATION DRIVE

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VOLUNTEER AND IN-KIND DONATIONS MANAGER
The measure of a life, after all, is not its duration, but its donation.

- CORRIE TEN BOOM

N Street Village empowers homeless and low-income women to claim their highest quality of life by offering a broad spectrum of services and advocacy in an atmosphere of dignity and respect. Through the efforts of over 400 volunteers and the contribution of hundreds of community members and organizations, our staff serves more than 1,400 homeless and low-income women a year.

Our Volunteer & In-Kind Services Office helps to keep costs down for programs and clients by soliciting donations of clothes, food, toiletries, cleaning supplies, kitchenware, bedding, electronics, and other small furniture items.

For more information about N Street Village, visit our website at: www.nstreetvillage.org
What Should You Collect for N Street Village?

Below is a list of items that N Street Village has a constant need for and would be great options for your donation drive. Although we have many other in-kind donation needs, the items listed below are the best for donation drives because we go through these items most quickly.

If you are considering a donation drive, notify Adam Brunell in the Volunteer and In-Kind Services Office at 202.939.2058 to determine which items are most needed at the time you are planning your drive.

- Bras (40B-54DD)*
- Cleaning supplies (multipurpose cleaner, bathroom, kitchen, oven, window)
- Sanitary pads (not tampons)
- Twin bed sheet sets*
- Bath towels*
- Items from our Amazon wish list accessible through our website
- Healthy, individually wrapped snacks for Bethany Women’s Center
- Fresh produce
- Toiletries (travel-sized): toothpaste, lotion, and shower gel
- CVS/Target/Giant/Safeway gift cards
- Metro SmartTrip cards (w/$)
- Sneakers/tennis shoes (sizes 8-11)
- OTC meds: baby aspirin, Prilosec OTC (omeprazole), ibuprofen, Bengay, burn cream, antifungal spray and cream, Tylenol

*Items with an asterisk (*) must be new

Some helpful suggestions if you are not sure what to do: Pick a theme!

- **TOILETRY DRIVE:** sample sized shampoo, shower gel, lotions, toothpaste, XI Overnight pads, sensitive skin face wash, detergent
- **CLEANING SUPPLY DRIVE:** Clorox wipes, Swiffer items, floor cleaner, gloves etc.
- **HOUSEHOLD ITEM DRIVE:** Converter boxes, AA/AAA batteries, light bulbs, towels & bath towels
- **HELP THE WELLNESS CENTER DRIVE:** Tylenol, Sugar free cough drops, tissues, medicine (see website for more detail on specific items)
- **GIFT CARD DRIVE:** Collect gift cards from Target, Wal-Mart, AC Moore, CVS, etc... (this is a great way to help our programs to purchase items we need.)
- **BINGO DRIVE:** Every Monday the women play bingo, help us provide them with some cool prizes (jewelry, make-up kits, nice lotions, etc.)
- **CRAFTING DRIVE:** The women of N Street Village love crafting, help us provide them with a variety of items of doing a drive: yarn, knitting items, construction paper, glitter, etc.

If you are considering a drive, notify Donna-Marie Thompson in the Volunteer and In-Kind Services Office at 202.939.2058 to determine which items are most needed at the time you are planning your drive.
02 Instructions for Organizing Your Donation Drive

1. **CONTACT N STREET VILLAGE FIRST!** If you have not already, contact the Volunteer and In-Kind Coordinator at 202.939.2058. We will help you determine appropriate items to collect and may have advice for collecting the items.

2. **GET APPROVAL.** If you are intending to involve your workplace, school, or faith community, a policy might be in place that prohibits taking collections without prior approval. Decide on a collection location (conference room, lobby, cafeteria, main entrance, etc.) and get permission before proceeding.

3. **SELECT A TIMELINE.** It is also important for the Volunteer and In-Kind Office to know the timeline of your collection and set a tentative delivery date. This way he or she can plan for collections by other groups and ensure that in-kind donations are in stock. The length of your collection can be a day, a week, a month, a season, or an ongoing collection.

4. **SET A GOAL.** This is a very effective tool to motivate your classmates, coworkers, etc. Determine the amount of donations you would like to collect and/or try picking a specific Program you would like to help. Friendly competitions between groups can also help increase the amount of items collected in total by all groups. Organizations can “keep score” by providing separate drop boxes or providing color-coded stickers each team can affix to their donations. Encourage people to help you meet or go beyond your goal with approved company-wide announcements or emails, flyers or social media engagement.

5. **DECIDE WHAT CONTAINERS YOU WILL USE.** N Street Village appreciates donations delivered in reusable grocery bags, totes, and Rubbermaid containers. The community always has a need for reusable plastic containers to store all of the wonderful items donated to N Street Village.

6. **ADVERTISE & PROMOTE!** Post your signs and place your collection boxes. High traffic areas, such as the lunchroom and lobby, are best. Be sure to attach the signs designating each collection box so people do not confuse the boxes with trash. Designate a particular person or persons to receive gift card donations to ensure they are not misplaced. Don’t forget to have fun and get creative!! There are so many ways to get people excited and promote your drive: (See sample media kit)

   - Use social media: Twitter, Facebook, Pinterest.
   - Decorate and create signs to put around your community.
   - Utilize your organization’s newsletter or email list, a local community newspaper or school newspaper.

7. **ANNOUNCEMENTS & EMAILS.** Let your donation drive group know what you are doing by making announcements or sending emails about the items we are targeting and the date by which you want the donations to be collected. Send out emails to your friends and family about how to get involved and make sure to list the items you are collecting so as not to collect unwanted or unneeded donations.

8. **MONITOR COLLECTION.** Keep an eye on your boxes. As they fill up, move them to a safe place. Update your group on the progress your team is making.

9. **DELIVERY & DROP OFF OF DONATIONS.** We accept donations by appointment only Monday through Friday 10AM-4PM (directions are on the last page of this packet). Designate an individual or team to drop off the donations at N Street Village. We could also arrange a tour of our facility at the time of drop-off if you would like!
DOES N STREET VILLAGE PROVIDE IN-KIND DONATION RECEIPTS FOR TAX PURPOSES?
Yes. We provide receipts at the time the donation is dropped off. We need the name, address, and email/phone number of each donor and what they donated in order to provide a receipt.

CAN N STREET VILLAGE PICK UP MY COLLECTED DONATIONS?
N Street Village cannot pick up donations.

WHAT IF MY DONORS WANT TO GIVE CASH?
Cash donations are accepted—but would go towards N Street Village’s general funds. We encourage donors to consider purchasing gift cards or shopping off of our online wish list to provide the women with the items they are in need of.

CAN I VOLUNTEER AT N STREET VILLAGE?
Yes! We have opportunities for both groups and individuals. To volunteer, download an individual volunteer information form or group volunteer information form from our website, www.nstreetvillage.org/volunteer.

I’M ONLY AN INDIVIDUAL. CAN I STILL DONATE ITEMS?
Absolutely! As we mentioned before, we welcome donations from any source.

CAN WE VISIT N STREET VILLAGE?
Yes! N Street Village is more than happy to have your group here for a tour and possibly even a meeting with one of our clients. Please call 202.939.2058 for more information.
N Street Village is a nonprofit organization in Washington, DC empowering homeless and low-income women to claim their highest quality of life by offering a broad spectrum of services and advocacy in an atmosphere of dignity and respect.

N Street Village is in need of
[ENTER ITEMS YOU WISH TO COLLECT HERE]

We will be collecting these items until
[ENTER END DATE]

For more information please contact
[ENTER DRIVE COORDINATOR CONTACT]

To learn more about N Street Village
www.nstreetvillage.org
Sample Outreach or Mission Speech
Good morning/afternoon/evening. I am [name], and I am [a member at this church, one of your co-workers]. I am here to talk to you about how you can make a difference in the lives of women experiencing homelessness.

I have started a donation drive to help collect [donations you are collecting] for those experiencing homelessness living here in our community. I’m working with N Street Village, a provider of housing and services for homeless women in Washington DC.

N Street Village empowers homeless and low-income women to claim their highest quality of life by offering a broad spectrum of services and advocacy in an atmosphere of dignity and respect. Through the efforts of nearly 400 volunteers and the contribution of hundreds of community members and organizations, the Village’s staff serves more than 1,400 homeless and low-income women a year.

You can help N Street Village help people by bringing in new or gently used [donations you are collecting] We are collecting them now through [date the drive will be complete]. The donations will go directly to help people in need. You can drop off your donations at the collection barrel(s) located at [location].

Thank you for your attention and for helping with this important cause in our community.

Sample Newsletter Article
Non-Perishable Food Items Needed
You can help people experiencing homelessness claim their highest quality of life. Now through [date], we are collecting donations of non-perishable food items for N Street Village. N Street Village empowers homeless and low-income women by offering a broad spectrum of services and advocacy. Each year they serve more than 1,400 women and offer variety housing options for women experiencing homelessness.

We are collecting donations of:
• Low sodium canned vegetables
• Canned fruit in own juice
• Canned tuna in water
• Whole grain pasta and cereal
• Canned salmon and chicken
• Pasta sauce
• Complete pancake mix

[identify what you are collecting specifically here, this is just an example]; Bring your donations to our collection locations at: [location]. Our donation drive coordinator is [drive coordinator name] and can be reached at [drive coordinator contact info].

To learn more about N Street Village visit www.nstreetvillage.org.

How Does N Street Village Utilize Their In-Kind Donations?
The N Street Village Volunteer and In-Kind Services Office accepts all in-kind donations through their office on the second floor, located outside the multi-purpose room, Monday through Friday from 9:30AM to 4:30PM by appointment. The Volunteer and In-Kind Services Office solicits and accepts donations that will be utilized immediately by N Street Village clients. Due to very limited storage space, the Volunteer and In-Kind Services Office is unable to accept donations for which we do not have an immediate need.

The Volunteer and In-Kind Services Office takes inventory of the items donated and tracks them in our database system. Once the donations are tracked, we put them in a donation holding area until they are sorted.

The N Street Village Education and Employment Center Client Volunteer Program (Team N Street) provides Volunteer and In-Kind Services with Donation Assistants who work with Volunteer and In-Kind Services on a weekly basis to sort, organize, and distribute donations to N Street Village programs and clients.

N Street Village clients receive clothing from the Bethany Women’s Center clothing closet, which is open twice weekly. Clients can receive toiletries from Bethany Women’s Center and the Luther Place Night Shelter. If clients are in need of additional items or if they are moving into a new home, they work with their case manager to make a list of needs and submit their needs request to the Volunteer and In-Kind Services Office, who works to fill the request in a timely manner.

This process could not be carried out without the incredible generosity of individuals and groups who hold in-kind donation drives for N Street Village. Thank you!
Directions to N Street Village

There is some on street parking available on N St. We are also accessible via metro McPherson Square (blue/orange), Mt. Vernon Square (yellow/green), and DuPont Circle (red) or bus (the 50s, the circulator, or the G2).

ROOSEVELT BRIDGE
1. Follow the bridge to Constitution Avenue.
2. Stay on Constitution Ave. until you come to 15th Street NW
3. Turn left on 15th St.
4. Go straight on 15th St. until you come to H St. NW
5. Continue on Vermont Ave. NW
6. Proceed around Thomas Circle until you come to Vermont Ave. NW
7. Continue on Vermont Ave. NW until you come to N St. NW
8. Turn left on N St.
9. We are on your right

MEMORIAL BRIDGE
1. Cross the Memorial Bridge, staying in the left lane.
2. Go around the Lincoln Memorial.
3. Turn left onto 15th St.
4. Go straight on 15th St. until you come to H St. NW
5. Continue on Vermont Ave. NW
6. Proceed around Thomas Circle until you come to Vermont Ave. NW
7. Continue on Vermont Ave. NW until you come to N St. NW
8. Turn left on N St.
9. We are on your right

14TH STREET BRIDGE
1. Cross the 14th St. Bridge
2. Take 14th St. North to Thomas Circle.
3. Proceed around Thomas Circle until you come to Vermont Ave. NW
4. Continue on Vermont Ave. NW until you come to N St. NW
5. Turn left on N St.
6. We are on your right

FROM THE BELTWAY (SOUTH OF DC)
1. Take the 395N exit from the Beltway
2. Cross the 14th St. Bridge
3. Take 14th St. North to Thomas Circle.
4. Proceed around Thomas Circle until you come to Vermont Ave. NW
5. Continue on Vermont Ave. NW until you come to N St. NW
6. Turn left on N St.
7. We are on your right

FROM THE BELTWAY (NORTH OF DC)
1. Take the 31A Exit from 495 for Georgia Ave. / Rt-97 & 16th St./Rt.390 NW
2. Make a right onto 16th St. from Georgia Ave.
3. Continue on 16th St. until you come to Irving St. NW
4. Turn left onto Irving St. NW
5. Continue on Irving St. until you come to 14th St. NW
6. Turn right onto 14th St. NW
7. Continue on 14th St. until you come to Rhode Island Ave. NW
8. Turn left onto Rhode Island Ave. NW
9. Continue on Rhode Island Ave. until you to Logan Circle
10. Proceed around Logan Circle until your first right onto Vermont Ave. NW
11. Turn right onto Vermont Ave. NW
12. Continue you on Vermont Ave. NW until you come to N St. NW
13. Turn right onto N St. NW
14. We are on your right
ORGANIZATIONAL OVERVIEW

WHO WE ARE

N Street Village is a community of empowerment and recovery for homeless and low-income women in Washington, D.C. With comprehensive services addressing both emergency and long-term needs, we help women achieve personal stability and make gains in their housing, income, employment, mental health, physical health, and addiction recovery. The Village also provides affordable rental housing for low and moderate-income individuals and families.

STATEMENT OF COMMUNITY AND CULTURE

We are N Street Village.

We are a community of respect, recovery, and hope.
We create a safe and welcoming place with our words and actions.
We expect kindness and we value honesty and diversity.

We honor and we respect each other for the diversity of our experiences and the insight we bring to our work.
We commit ourselves to grow personally and professionally.
We value spirituality and witness its many forms in our daily work.

WHO WE SERVE

N Street Village serves nearly 2,000 homeless and low-income women each year.

Our goal is to meet each individual woman exactly where she is on her unique journey to healing and recovery. We recognize that those we serve face a variety of challenges, and some individuals may face numerous obstacles simultaneously. Some of the most common challenges for the women of N Street Village include: health or mental health problems, substance abuse or addiction, a history of trauma, a lack of educational and vocational opportunities, job loss or eviction, domestic violence, a criminal background or other barriers to employment, or functional illiteracy. And sometimes the biggest challenge for a woman arriving at our front door is the loss of her own sense of dignity, self-worth, and hope.

N STREET VILLAGE HISTORY

N Street Village was founded in 1972 by Luther Place Memorial Church in response to the drastic increase of homelessness after the de-institutionalization of chronically mentally ill patients. The Rev. John Steinbruck, pastor of Luther Place, worked with faith-based activists who wanted to see the church as a serving, acting organization. Later, Pastor Steinbruck described N Street Village in his 1979 doctoral thesis “as a ministry of hospitality that is predicated on the paradigm of universality and rejects the notion that there is no salvation outside the church.”

The Church originally opened its doors for the homeless by providing sleeping mats on the floor to both men and women. Over the years, the Village’s effort focused on homeless women, as fewer programs were available to women in D.C. By the mid-1970s, the Church in cooperation with other faith-based organizations, turned its block of townhouses into a building providing a wide variety of services, including housing, a medical clinic, and a food and clothing distribution center. By the late 1980s, it was clear that more was needed, and the Church led an inter-religious and community-based effort to build an affordable
housing complex with supportive services on its property formerly occupied by the townhouses and the Church’s parking lot. Since 2011, N Street Village has added four additional sites which together provide a wide range of housing services for women in D.C.

N STREET VILLAGE LOCATIONS
AND VOLUNTEER OPPORTUNITIES

BETHANY WOMEN’S DAY CENTER

1333 N St. NW
Washington, DC 200015

A woman often enters the N Street Village continuum of services through Bethany Women’s Day Center, a drop-in program that offers women safe respite from the streets, support for basic needs, and access to resources and opportunities to help them move out of homelessness. Each day, 80-100 women receive breakfasts, lunches, and afternoon snacks; access our showers and bathrooms, laundry machines and a clothing closet; relax and rest in our lounge; and participate in a variety of activities, including arts and crafts, book groups, beauty sessions, health education presentations, job search, and more.

Bethany Women’s Day Center also offers a Crisis Care program. Our staff at the Crisis Care Program work with many different clients including clients who are facing mental health or medical emergencies, clients who need information about emergency shelters and other resources, and clients seeking items such as winter clothing and bus tokens.

The services and support a woman receives at Bethany Women’s Day Center can encourage her to seek additional services – such as housing and case management– that can put her on the road to recovery and self-sufficiency.

VOLUNTEER OPPORTUNITIES

Breakfast and Lunch Volunteers are needed to serve a meal for 60 to 100 women. During the weekdays, volunteers serve a meal created by our kitchen manager. On weekends, volunteers assist with preparation of the meal and meal service.

**Breakfast Volunteer Hours of Service**

Monday-Friday (2 volunteers needed) 7:45-9:00am
Saturday and Sunday (2 volunteers needed) 9:00-10:00am

**Lunch Volunteer Hours of Service**

Monday-Friday (2 volunteers needed) 11:45-1:00pm
Saturday and Sunday (2 volunteers needed) 10:30am-1:00pm
PATRICIA HANDY PLACE FOR WOMEN

810 5th St NW
Washington, DC 20001

The Patricia Handy Place for Women is the first short term emergency housing facility to open as part of the Mayor’s “All Eight Wards” plan to address and end homelessness in the District of Columbia, as detailed in the Homeward D.C. strategic plan. Incorporating the best of N Street Village’s service-enriched model of care, programming at the Patricia Handy Place is trauma-informed, dignified, and safe for single women experiencing homelessness.

VOLUNTEER OPPORTUNITIES

Dinner Service Volunteers are needed daily to serve meals to 36 to 60 women. Volunteers work in pairs to serve a meal delivered by DC Central Kitchen. Dinner service is from 6:45pm-8:00pm.

PHYLLIS WHEATLEY YWCA

901 Rhode Island Ave NW
Washington, DC 20001

N Street Village provides case management services at a new location, the Phyllis Wheatley YWCA. Founded in 1905, the historic Phyllis Wheatley YWCA has long provided affordable housing to women in Washington, D.C. The Phyllis Wheatley YWCA has just completed an extensive renovation of its building, and N Street Village is proud to support their critical mission by providing wrap-around support services to 42 formerly homeless residents.

VOLUNTEER OPPORTUNITIES

Tuesday Night BINGO
Is BINGO one of your favorite pastimes? Would you like to be a part of the community in a social atmosphere? Then Tuesday Night BINGO is just for you! Please arrive at 6:15pm; play begins promptly at 6:30pm and lasts until around 7:15pm. Prizes and bingo supplies are provided; reduced-sugar baked goods and treats are, however, always a welcome plus!

MIRIAM’S HOUSE

Miriam’s House, a Housing First model, provides permanent supportive housing for formerly homeless women who are living with HIV and AIDS. Up to 25 women live and work together on managing and improving their physical health while addressing other self-sufficiency goals, which can include addiction recovery, mental wellness, education, employment, income, and long-term housing.

VOLUNTEER OPPORTUNITIES

Sunday Dinner Volunteers
Volunteers are needed to provide the meal for 25 residents. You will purchase the ingredients and prepare a healthy
meal for the residents, sit down and share the meal with them, and help with the cleanup after the meal. This is another activity that is good for groups of friends, co-workers, and religious based groups.

Monday Night BINGO
Is BINGO one of your favorite pastimes? Would you like to be a part of the community in a social atmosphere? Then Monday Night BINGO is just for you! Please arrive at 6:15pm; play begins promptly at 6:30pm and lasts until around 7:15pm. Prizes and bingo supplies are provided; reduced-sugar baked goods and treats are, however, always a welcome plus!

WELLNESS CENTER

The Wellness Center provides holistic care, education, and physical and mental health enhancement programs to improve the health and well-being of N Street Village clients. The holistic wellness approach empowers women to participate fully in their own healing and to nurture emotional, spiritual, and physical needs. The Wellness Center provides health screenings and works with the clients’ case management teams in providing referrals to our on-site Unity Clinic Primary Care physician, dentist, and psychiatrist, as well as assistance coordinating referrals for medical insurance and eye care. Client-centered care includes multiple on-site activities and educational services through ongoing partnerships with area community providers. Among the services offered are nursing consultations, massage, HIV testing and prevention, yoga, health education, exercise classes, psychotherapy, dance, arts and crafts, and creative writing.

RECOVERY HOUSING

Recovery Housing is a therapeutic community program for up to 21 women with co-occurring mental illness and addiction. Women work to stabilize their mental health and recovery with the support of each other, their recovery networks and our staff. Part of the process is to document and present your autobiography. Some residents explore their personal journey as participants in our Theatre Lab Life Stories partnership. By dramatizing their personal stories women are able to find and share their remarkable stories of courage and resilience.

ERNA’S HOUSE

Erna’s House is a Housing First model of permanent supportive housing for 30 women with personal histories of chronic homelessness and disabling conditions. This residence offers efficiencies and one-bedroom apartments. Residents enjoy social and therapeutic activities and have access to case managers who provide assistance as they seek to achieve and maintain highest quality of life.

EDEN HOUSE

Located in N Street Village’s flagship building, Eden House is a 51-unit apartment complex that provides affordable housing for low- and moderate-income families and individuals.
ADDITIONAL VOLUNTEER OPPORTUNITIES

N Street Village’s Miriam’s House, Wellness Center, and Residential Support Services have individual volunteer opportunities that open up on an as-needed basis. When these open up, they are posted in the monthly volunteer newsletter that is sent to you electronically the last Wednesday of every month.

VOLUNTEER SCHEDULING, RECORDING, AND VOLUNTEER DISMISSAL

VIEWING OPPORTUNITIES
The easiest way to check volunteer needs is through the online calendar available on our website at www.nstreetvillage.org/volunteer.

SIGNING UP FOR VOLUNTEER OPPORTUNITIES
Once a volunteer has attended a volunteer orientation, they are welcome to sign up for openings noted on the Volunteer Online Portal. Volunteers will be given the appropriate contact information for staff managing the calendars after attending a volunteer orientation.

VERIFICATION OF HOURS
We would be happy to write a letter or complete a form to verify your hours of service. Although we will be keeping track of your volunteer hours, we ask that you also keep a log so that we can compare and verify the number of hours you served.

VOLUNTEER DISMISSAL
At N Street Village, volunteering is a central part of our mission and not to be taken lightly. Volunteering is terminable at will either by N Street Village or the volunteer regardless of the length of volunteering. Reasons for volunteer dismissal include, but are not limited to, the following:

• Willful violation of any agency rule: any deliberate action that is extreme in nature and obviously detrimental to N Street Village.
• Possession or consumption of alcoholic beverages, including a glass of wine before reporting to volunteer
• Possession or use of any illegal drugs or other illegal substances
• Excessive tardiness or absenteeism.
• Possession of dangerous or illegal firearms, weapons, or explosives in agency property.
• Engaging in criminal conduct or acts of violence; making threats of violence toward anyone on agency premises or when representing N Street Village fighting or provoking a fight on agency property; or causing negligent damage of property.
• Theft of agency property or the property of fellow volunteers; unauthorized possession or removal of any agency property, including documents, from the premises without prior permission from management; unauthorized use of agency equipment or property for personal reasons; or using agency equipment for profit.
• Willful falsification or misrepresentation on your application for volunteering or other volunteer records; alteration of agency records or other agency documents.
• Breach of confidentiality of personal information.
• Violation of the Professional Boundaries policy
• Volunteers are asked to keep their service completely professional. Any reports of romantic relations while serving will result in immediate dismissal.
IN-KIND DONATIONS

N Street Village is grateful for in-kind donations such as toiletries, medical supplies, and food which help. To view our current needs, please visit www.nstreetvillage.org/donate/in-kind for a continuously updated list of needed items.

To make a donation, call the Volunteer and In-Kind Services Manager at 202-939-2058 to verify that items are needed and to schedule an appointment Monday-Friday, 9:30am-4:30pm.

VOLUNTEER POLICIES AND PROCEDURES

CONFIDENTIALITY

Volunteers may have access to or come into contact with information concerning the business and affairs of N Street Village, including, but not limited to, information related to program participants that is highly personal and private in nature.

• It is each volunteer’s responsibility to take all necessary precautions to keep this information confidential. Volunteers in doubt about the confidentiality of any material should consult a staff member before divulging any information.

• Volunteers should not post photos or client-related stories on social media outlets

• Volunteers are asked to speak with staff prior to taking any photographs of clients. Unauthorized disclosure of confidential information to any third party, or use of confidential information for personal benefit, is prohibited and may lead to dismissal from volunteering.
PROFESSIONAL BOUNDARIES

• Volunteers are expected to ensure that all interactions with program participants be strictly professional including former program participants with whom the volunteer may have previously had a participant volunteer relationship.
• N Street Village Volunteers should not exchange phone numbers, email addresses, or mailing addresses with clients.
• Volunteers should not give clients’ money or collect in-kind items for a specific client without working with the Volunteer and In-Kind Donation Office.
• Volunteers should not provide clients with rides without consent from appropriate N Street Village staff.
• Please do not give any items directly to N Street Village clients while volunteering. All items should be given to the Volunteer and In-Kind Services Office and then distributed to clients.

DRUG AND ALCOHOL POLICY

N Street Village has a vital interest in ensuring a safe, healthy, and supportive environment for our clients and residents and in sharing a consistent message for staff and volunteers. In accordance with this goal:

• While on N Street Village premises no volunteer may be under the influence of alcohol or drugs. This includes having a glass of wine or a drink within a few hours of volunteering.
• All meals brought to be served to clients and residents of N Street Village may not contain alcohol, without exception. This includes all sauces and marinades, even when it is likely that the alcohol would have been cooked off.
• The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited on N Street Village premises and while conducting business-related activities off N Street Village premises.
• The legal use of prescribed drugs is permitted while volunteering only if such use does not impair a volunteer’s abilities to perform the functions of their job in an efficient manner that does not endanger the safety of other individuals.

CLOTHING REQUIREMENTS

• No clothing with alcohol and drug references will be permitted on site.
• When serving meals, all volunteers should wear closed-toed shoes, hairnets, and gloves.
• Conservative tops and bottoms should be worn by all volunteers. This includes no revealing tops, short bottoms, and any clothing articles that could be deemed offensive by our community.

KITCHEN POLICIES FOR VOLUNTEERS

N Street Village appreciates your support in upholding the following Health Department regulations. Following these guidelines will help to ensure a safe volunteer experience:

• Check in with staff upon arrival.
• No children under the age of 14 are allowed in the kitchen. Children aged 14-18 may serve only under adult supervision.
• Only volunteers over the age of 18 may use dangerous equipment including the stove, meat carver, and sharp knives.
• Closed toed shoes must be worn at all times.
• Hairnets and gloves must be worn at all times. Put the hairnet on first. Then thoroughly wash hands and arms for fifteen seconds. Finally, put on gloves.
• Dispose of grease in the garbage cans. Do not pour grease down the sinks.
• Please adhere to all posted signs and schedules unless otherwise instructed by staff.

PERSONAL PROPERTY

Volunteers should take precautions to protect their personal property. N Street Village is not responsible for the loss of personal property, nor is it able to reimburse volunteers for any such loss. Please check with staff as to where you can store personal belongings while volunteering.
SEXUAL & OTHER HARASSMENT

It is the policy of N Street Village to prohibit harassment on the basis of race, color, religion, sex, age, national origin, disability, sexual orientation, veteran status, or other characteristics protected by federal, state, or District of Columbia law. All N Street Village volunteers must comply with this policy. N Street Village will not condone any harassment of an N Street Village volunteer by any individual whose relationship to the volunteer is through the business of N Street Village.

Sexual harassment is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Sexual harassment can occur between individuals of the opposite gender or the same gender. Sexual harassment may include, but is not limited to, intentional physical contact that is sexual in nature, such as touching, pinching, or patting; sexually-oriented gestures, noises, remarks, jokes, or comments about a person’s sexuality or sexual experience; repeated unwelcome requests for a romantic relationship; and displaying pictures, posters, calendars, graffiti, objects, promotional materials, reading materials or other materials that are sexually suggestive, sexually demeaning, or pornographic.

Harassment, other than sexual harassment, is verbal or physical conduct that denigrates or shows hostility or aversion to an individual because of race, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation, or any other status protected under local, state, or federal law. Harassment may include, but is not limited to, verbal abuse or ridicule including slurs, epithets and stereotyping; offensive jokes and comments; threatening, intimidating or hostile acts; and displaying or distributing offensive materials, writing, graffiti, or pictures.

If you are subjected to or witness any behavior that may violate N Street Village’s Equal Employment Opportunity and Harassment policy, you are required to notify the Chief Strategy Officer at 202-939-2083.

DIRECTIONS

MAIN FLAGSHIP LOCATION

1333 N Street NW
Washington, DC 20005

Flagship is accessible by car, bus, and metro. We generally ask guests to enter through the glass doors in the courtyard unless otherwise indicated for your volunteer service.

BY METRO

We are a 10-15 minute walk from McPherson Square, Mt. Vernon Square, and DuPont Circle, so you have plenty of options. Getting here from any of the three locations is very simple.

- From McPherson, walk directly up 14th St. to N St.
- From Mt. Vernon Square, follow M St. west to 14th St., then turn north and follow it to N St.
- From DuPont Circle, follow Massachusetts Avenue to 14th St., turn north and follow 14th to N St.

BY BUS

There are a number of buses that run nearby the Village including the 50s, the green Circulator, and the G2.
BY CAR
- Driving 95 North: Follow I-95 North. Take I-395 into D.C. and exit at the 14th St. Bridge (also Route 1). Cross the Potomac River onto 14th St NW. Travel 12 blocks north to Thomas Circle. Go around the circle staying in the outer ring. Turn right onto Vermont Ave. Go one block and turn left on N Street.
- Driving 66 East: Follow I-66 East to Constitution Ave. Follow about 10 blocks east and turn left onto 14th St. NW. Travel 12 blocks north to Thomas Circle. Go around the circle staying in the outer ring. Turn right onto Vermont Ave. Go one block and turn left on N Street.
- Driving 270 South: Follow I-270 South to I-495 East. Exit I-495 to Exit 33, MD-185 and Connecticut Ave toward Chevy Chase. Go south on Connecticut Avenue towards DuPont Circle. Before reaching the circle turn left on Q St. Head east for 6 blocks to 13th St. NW; turn right on 13th St. and go south into Logan Circle. Go around the circle staying in the middle or outer ring. Turn right onto Vermont Ave. (just after Rhode Island Avenue) to get out of the circle. Go one block and turn right on N Street.

ENTERING THE BUILDING
Please know that the security of our women and the Eden House residents is paramount. We are trying to assure security, not keep you out.
- Between 8 am and 5 pm: If you are serving breakfast or lunch in the Day Center you will be able to enter through our main entrance. As you enter, you will see a receptionist at the front desk who can direct you. The courtyard door is located in the back to your right and the call box can be used to reach the appropriate department.

MIRIAM’S HOUSE
1300 Florida Avenue NW
Washington, DC 20009

For privacy reasons, Miriam’s House is not marked on the outside; however our street address is displayed clearly on the awning out front.

BY METRO
Take the Green line to the U-Street/Cardozo stop. Walk 3 blocks North on 13th Street. Miriam’s House will be on your left.

BY BUS
We are located conveniently near bus stops for the 52, 53, 54, and Woodley Park-Adams Morgan Circulator.

PARKING
Free 2-hour street parking is available on 13th Street and Florida Avenue.

ENTERING THE BUILDING
Upon arrival, please call 202-667-1758 and dial extension 8 for staff to greet you. We also have a call box located out front with instructions for contacting staff if needed (dial #000 to access the main directory; when prompted dial extension 8). Staff is always on duty and will be there to answer your call.
VOLUNTEER HANDBOOK

PATRICIA HANDY PLACE FOR WOMEN

810 5th Street NW
Washington DC 20001

BY METRO
We are a less than 10 minute walk from three metro stations: Mt Vernon/7th St-Convention Center on the yellow/green line, Gallery Pk/Chinatown on the yellow/green and red lines, and Judiciary Square on the red line.

BY BUS
We are less than 5 minute walk from stops on the P6 and 70/79 lines and Georgetown-Union Station Circulator route. We are a less than 10 minute walk from stops on the X2, 80, and D6 lines as well.

BY CAR
Only on-street parking is available. If driving, please allow extra time to find parking.

CANCELLATIONS POLICY

N Street Village depends on its volunteers to help programs to run smoothly. Volunteers are expected and depended on to work the scheduled times and days they have signed up for and are asked to report to volunteer on time. Please consult your calendars before signing up to volunteer to assure you will be able to volunteer on the day(s) you select.

MORE THAN 24 HOURS IN ADVANCE
Please contact the N Street Village Volunteer Office as soon as you discover you will be unable to volunteer at a scheduled time.

LESS THAN 24 HOURS IN ADVANCE
We understand that emergencies do come up. In the event you need to cancel less than 24 hours in advance, please email the Volunteer Manager, who will inform staff.
VERBAL DE-ESCALATION
This method for defusing or ‘talking down’ explosive situations is recommended by NASW’s Committee for the Study and Prevention of Violence Against Social Workers. It is appropriate to use these techniques when a potentially violent situation threatens to erupt and no weapons are present.

KEEP IN MIND
1. Reasoning with an enraged person is not possible: The first and only objective in de-escalation is to reduce the level of arousal so that discussion becomes possible.
2. De-escalation techniques are abnormal: We are driven by adrenaline to have a fight-or-flight reaction when scared. However, in de-escalation, we can do neither. We must appear centered and calm even when we are terrified. Therefore these techniques must be practiced before they are needed so they can become “second nature.”

WORKER IN CONTROL OF THEMSELVES
1. Appear calm, centered, and self-assured even though you don’t feel it. Anxiety can make the client feel anxious and unsafe which can escalate aggression.
2. Use a modulated, low monotonous tone of voice (our normal tendency is to have a high pitched, tight voice when scared).
3. If you have time, remove necktie, scarf, hanging jewelry, religious or political symbols before you see the client (not in front of him/her).
4. Do not be defensive—even if the comments or insults are directed at you, they are not about you. Do not defend yourself or anyone from insults, cursing, or clients’ confusion about your role.
5. Be aware of any resources available for back up. Know that you can always leave, tell the client to leave, or call the police should de-escalation not be effective.
6. Be very respectful even when firmly setting limits or calling for help. The agitated individual is very sensitive to feeling shamed and disrespected. We automatically treat them with dignity and respect.

THE PHYSICAL STANCE
1. Never turn your back for any reason.
2. Always be at the same eye level. Encourage the client to be seated, but if she needs to stand, you should stand up also. When you’re standing with someone, it should be comfortable, which generally means with one foot faced towards the person and the other at a 90 degree angle so it does not feel as though you are facing off or blocking the other person’s way. This also makes it easier to move away from the situation quickly if needed.
3. Allow extra physical space between you—about four times your usual distance. Anger and agitation fill the extra space between you and the client.
4. Do not maintain constant eye contact. Allow the client to break their gaze and look away.
5. Do not touch the client – even if some touching is generally culturally appropriate and usual in your setting. Cognitive disorders in agitated people allow for easy misinterpretation of physical contact as hostile or threatening. Do not point or shake your finger.
6. In order to protect yourself, keep hands up and available and out of your pockets. This position also demonstrates non-verbally that you do not have a concealed weapon.
7. Whenever possible, always remain in an area where both you and the client have access to an exit and where you have the ability to communicate a need for help to others if necessary.

THE DE-ESCALATION PROCESS
1. Remember that there is no intent except trying to calm the level of arousal down to a safer place.
2. Do not get loud or try to yell over a screaming person.
3. Wait until he/she takes a breath, then talk. Speak calmly at an average or quieter volume.
4. Respond selectively—answer only informational questions no matter how rudely asked (e.g. “Why do I have to fill out these g-d- forms?”). This is a real information-seeking question. DO NOT answer abusive questions (e.g. “Why are all social workers assholes?”). This question should get no response whatsoever.
5. Explain limits and rules in an authoritative, firm, yet always respectful tone.
6. Give choices when possible in which both alternatives are safe ones (e.g. “Would you like to continue our meeting calmly or would you prefer to stop now and come back tomorrow when things can be more relaxed?”).
7. Empathize with feelings but not with the behavior (e.g. “I understand that you have every right to feel angry, but it is not okay for you to threaten me or my fellow staff”).
8. Do not solicit how a person is feeling or interpret feelings in an analytic way.
9. Do not argue or try to convince.
10. Wherever possible, tap into the client’s cognitive (i.e. rational, reasoning) mode. DO NOT say “Tell me how you feel”; instead, try saying “Help me to understand what you are saying to me.” This gives the client the opportunity to clarify the message they are trying to get across.
11. Suggest alternative behaviors where appropriate (e.g. “Would you like to take a break and have a cup of coffee (tepid and in a paper cup) or some water?”).
12. Give the consequences of inappropriate behavior without threats or anger (e.g. “If you continue to raise your voice we will have to ask you to leave the Day Center”).
13. Represent external controls as institutional rather than personal (e.g. “The rules of the night shelter are that there is no screaming so you will be asked to leave”).
14. Trust your instincts. If you assess or feel that de-escalation is not working, STOP! Tell the person to leave, escort them to the door, call for help, or leave the room and call the police or other emergency workers as appropriate.

*If you are ever unsure what to do in an emergency situation, always find the advocate on duty and call 9-1-1 immediately.

WE ARE GRATEFUL FOR THE HARD WORK AND DEDICATION OF OUR AMAZING VOLUNTEERS. WE COULD NOT DO THE WORK THAT WE DO WITHOUT YOU. YOUR GENEROSITY AND TIME ARE CHANGING THE LIVES OF THOUSANDS OF WOMEN ACROSS OUR CITY.

ON BEHALF OF ALL OF US N STREET VILLAGE,

THANK YOU!