



Preble Street Volunteer Orientation

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Agenda

1. Preble Street Mission & Overview
2. Volunteer Opportunities
3. Volunteer Policies & Protocols
4. Questions & Closing



Preble Street Mission & Overview

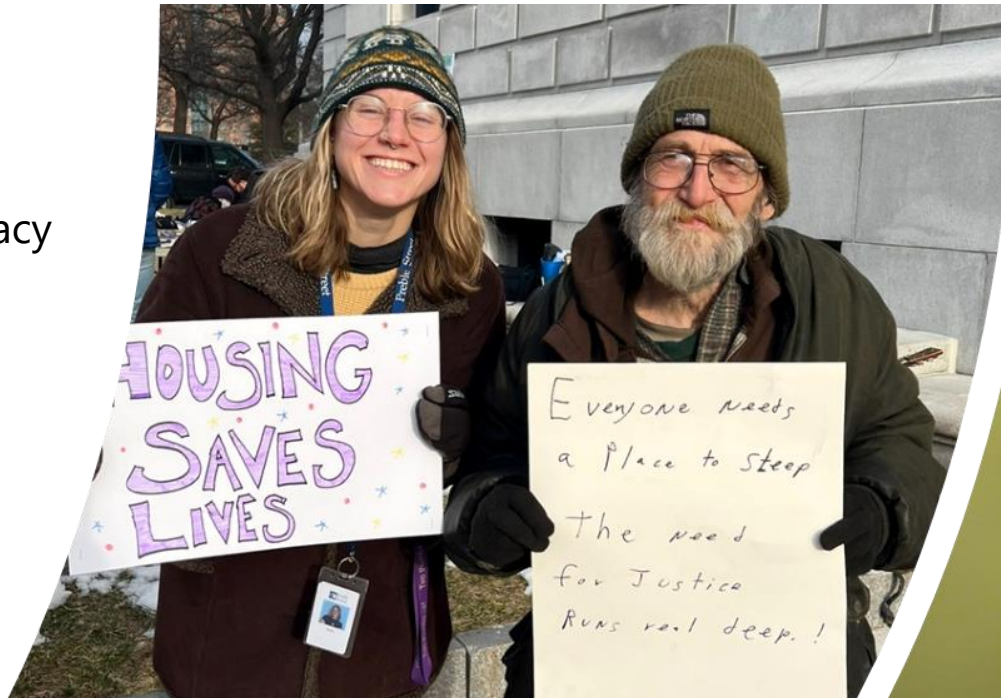
Preble Street Mission

The mission of Preble Street is to provide **accessible barrier-free** services to **empower** people experiencing problems with homelessness, housing, hunger and poverty, and to **advocate** for **solutions** to these problems.



Programs

- Housing Services
- Wellness Shelter
- Health Services
- Teen Services
- Anti-Trafficking Services
- Street Outreach
- Emergency Food Services
- Local, State, and Federal Advocacy



Volunteer Program

- Over **900** individuals volunteered at Preble Street in 2023 so far
- Volunteers contributed over **9,000** hours of labor
- Working together, Food Programs staff and volunteers served over **1 million** meals!



Volunteer Opportunities

Food Security Hub Kitchen

We are seeking volunteers to help prepare meals and provide kitchen assistance such as chopping, peeling, food processing or portioning meals

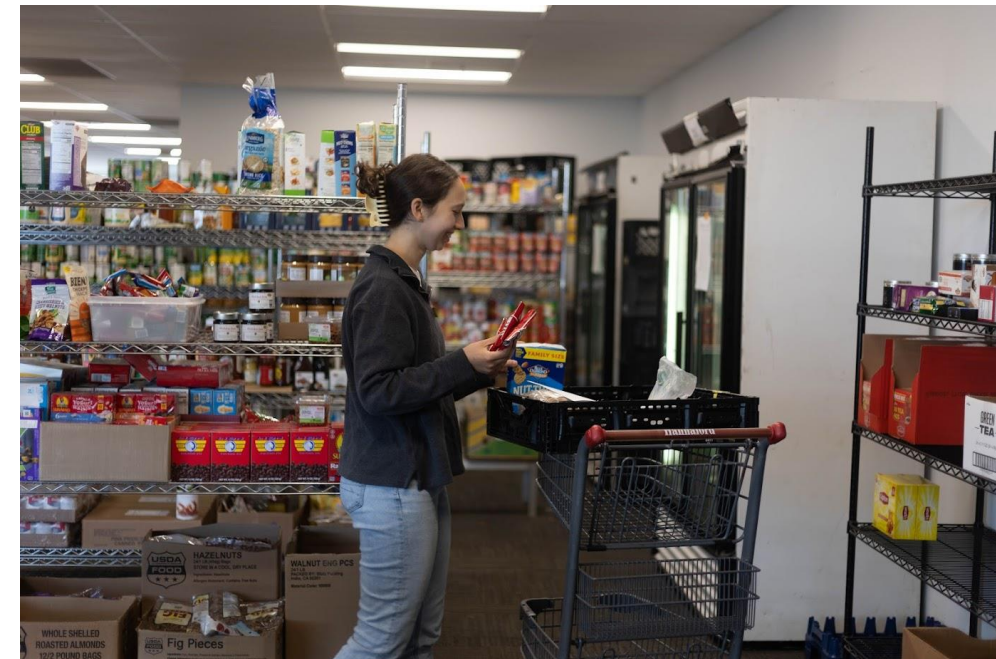
- **Morning** (7-10am)
- **Midday** (10:30am-1pm)
- **Afternoon** (1:30-4:30pm)
- **Dish shifts** (8-11am & 1-4pm)



Food Security Hub Pantry

We are seeking volunteers to help stock shelves in our pantry and prepare food boxes for delivery to housing programs.

- Volunteer opportunities available **Tuesday, Wednesday and Thursday from 10am-1pm**



Florence House Kitchen

We are seeking volunteers to help prepare, serve, and clean up meals at our Women's Shelter:

- **Breakfast** (7:45am-10am)*
- **Lunch** (10:30am-1:30pm)
- **Dinner** (4pm-6:30pm)

* Breakfasts and all weekend meals are volunteer-led. [Click here to access a self-guided orientation for breakfast volunteers.](#)



Teen Center Kitchen

We are seeking volunteers to help prepare, serve, and clean up meals at our Teen Center:

- **Breakfast** - 7am-10am
- **Lunch** - 10:30am-1:30pm
- **Dinner** - 5-7:30pm*

NOTE: Teen Center volunteers must be at least **21** years of age and willing to undergo a **background check**.

* Dinners and all weekend meals are volunteer-led.



Receiving Center

We are seeking volunteers to help receive and sort in-kind donations, fill orders, and keep the space neat and organized.

- Volunteer opportunities available **Monday, Wednesday, and Friday** mornings **from 9am-12pm**



City of Portland Homeless Services Center

We are seeking volunteers to help set up, serve, and clean up after meals at the City of Portland Homeless Services Center

- **Lunch:** (11:30am-1:30pm)
- **Dinner:** (4:30pm-6pm)



Deliveries

We are seeking volunteers to deliver prepared meals to shelters and other programs in Portland and South Portland

- Opportunities **available daily**
- Shifts typically last about one hour
- Volunteers **must have valid driver's licenses** and **reliable transportation**



Volunteer Policies & Protocols

Sharing Expectations

Expectations for Staff

Provide a warm
welcome & friendly
atmosphere

Offer site-specific
instructions &
training

Attend to volunteer
needs

Observe
safety
protocols

Maintain
professional
boundaries &
confidentiality

Treat others
w/ respect
& tolerance

Expectations for Volunteers

Arrive on time &
stay through shift

Provide advance
notice in the event
of a cancellation

Follow staff
instructions

Maintaining Professional Boundaries

During your volunteer experience, you may interact with people who are receiving services from Preble Street. These individuals may be receiving services from you or even volunteering alongside you. For everyone's safety, please maintain professional boundaries in your interactions with Preble Street clients and your fellow volunteers.

- Do not offer services outside the scope of your volunteer service: no money, gifts, rides, etc.
- Do not initiate physical contact
- Do not share personal information with clients
- Remember: good boundaries are essential, but not always welcomed by clients

COVID-19 Protocol

Masking is now optional for Preble Street volunteers, with the following exceptions:

- Masking requirements may be temporarily reinstated on a site-by-site basis in response to [elevated COVID-19 community levels](#). If required, masks will be provided.
- When providing services at sites operated by agencies other than Preble Street, such as the [City of Portland Homeless Services Center](#), volunteers should observe all COVID-19 safety protocols as directed by representatives of those agencies.
- Masking is required for a period of 10 days following exposure to COVID-19.

Volunteers who test positive for COVID-19 or experience symptoms should review current [CDC recommendations](#) and cancel upcoming shifts accordingly. Volunteers cancelling within 24 hours before a shift should also [contact the Volunteer Program Manager](#). Volunteers are also strongly encouraged to get well soon!

Resources & Next Steps

[Click here](#) to register for volunteer opportunities

Questions? Contact volunteer@preblestreet.org

Other ways to support the Preble Street mission:

- [Take Action](#)
- [Make a Donation](#)
- [Work at Preble Street](#)



THANK YOU!