

The Chocolate Run

Volunteers Handbook

Version 1.0 June 2013

Thanks !

First of all, thanks for volunteering with The Chocolate Run. We want to provide homeless people in Harlow with somewhere to go that is warm, friendly and welcoming, and we cannot do that without your help.

The Drop-In Centre

The centre is open every Sunday from 6pm to 8pm. It is based at the Great Parndon Playbarn, which is near to the Great Parndon Community Association centre, on the opposite side of the car park. It's on Abercrombie Way and the post code is CM18 6YJ.

We will provide cakes, sandwiches and rolls (thanks to the support of local bakers), hot & cold drinks, and soup.

If we are running low on any supplies please let your Team Leader know.

We use the lounge and kitchen, but not the rest of the building.

Your Team

Volunteers work in teams, with a Team Leader. We aim to have 6 teams, so each team will do a shift every 6 weeks. Please let your Team Leader know as far in advance as possible if you cannot do your shift.

We also need volunteers who can help out at short notice in case of emergency. Please don't drop in to the centre if it's not your shift. We need to make sure the guests are not outnumbered by the volunteers.

Do's and Don'ts

Both volunteers and guests must be 16 or over.

Please do not give or take personal phone numbers or addresses, or give personal gifts or money to guests

Taking guests in your private car is discouraged but if it is necessary this should be done with a second volunteer and you must let your team leader know all the details of your journey.

Please do not bring valuable personal items to the centre: we are not insured for their loss. If you bring a phone please keep it in a safe pocket. Please do not come with the smell of alcohol on your breath.

Guests must not bring in drugs, alcohol, or weapons. Abuse, threats and violence toward volunteers and guests is not tolerated. Any person behaving in this way will be asked to leave and can only return at the discretion of the committee.

The police and PCSOs are allowed full access to the centre at all times.

The fire exits should be kept clear.