

# ***VOLUNTEER REFERENCE Booklet***

Lookout Emergency Aid Society  
429 Alexander Street, Vancouver, BC V6A 1C6

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[www.lookoutsociety.ca](http://www.lookoutsociety.ca)



**Lookout**  
SOLUTIONS TO HOMELESSNESS

**Lookout *Emergency Aid Society***

**This Handbook belongs to:**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_

Venue Location: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Supervisor Phone: \_\_\_\_\_

Venue Location: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Supervisor Phone: \_\_\_\_\_

*Our volunteers come to Lookout from a wide variety of backgrounds and for a great number of reasons.*

**The Volunteer Handbook will:**

- be a handy reference
- provide you with key information about the Lookout Emergency Aid Society
- give you vital information on your role in case of emergency

Please read the handbook carefully and familiarize yourself with all areas of operations.

If you have any questions that have not been addressed in these pages, please ask your Supervisor.

***Have fun!***

**About Lookout Society**

Lookout was founded in 1971 by a small group of committed young people with a shared vision of providing solutions to homelessness to society’s most vulnerable and in need.

Starting with 2 beds and a cot in a rented room, Lookout now offers a range of programs at 18 locations in four Municipalities, and serve over 9,000 individuals each year.

We offer twenty-four hour, seven-day week service for anyone who is destitute and requires assistance.

Lookout’s programs include:

- year round emergency shelter,
- extreme-weather shelter,
- longer-term (transitional) housing that bridges people into more stable lifestyles,
- supportive and permanent housing for those with a history of homelessness and/or disabilities,
- a Drop-in Activity Centre for the seriously mentally ill and
- Outreach services 7-days a week providing short tem intensive support to help people maintain living in the community.

With key partnerships, we provide vocational training through two programs:

- North Shore Culinary Kitchen
- Cycleback, bike repair

We serve four municipalities:

- Vancouver
  - Downtown Eastside
  - Mount Pleasant
- New Westminster
- North Shore.
- Burnaby (Extreme Weather)

## From the Executive Director

Welcome to Lookout! A volunteer is someone who chooses to act in recognition of a need, with an attitude of social responsibility and without concern for monetary profit. Thank you for being that person.

Our volunteers play an important role in Lookout, assisting our agency to meet the needs of men and women who have difficulties in meeting their own needs, and who need our help to do so.

Volunteering is a position of responsibility which not only helps our Lookout Society meet the needs of our clientele, but is also where the volunteer can gain a great measure of satisfaction. People do make a difference!

We look forward to working together.

Sincerely,  
*Karen O'Shannacery*  
Executive Director

## From the Volunteer Coordinator

Thank you so much for your generosity in volunteering with Lookout! It is because of your volunteering that we are able to make a difference in people's lives. We appreciate your donation of time and skills to help people who are struggling and need our help.

Whether the volunteer role is gardening, painting a room, helping with office duties or participating in an activity with clients, your role is vital.

It is volunteers like you that make a difference. On behalf of staff and guests, thank you.

Welcome to Team Lookout!

Sincerely,  
*Karen Young*  
(Volunteer Coordinator)  
Director of Resource Development

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## About Team Lookout

*Team Lookout* is the name given the team of volunteers serving the guests and tenants of Lookout.

Team Lookout are representatives of Lookout Society, and act in recognition of a need.

Team Lookout members are expected to adhere to a Code of Conduct.

Being a Team Lookout member is

- to be responsible
- to be committed and dedicated
- to be optimistic
- to be organized and prepared
- to be friendly
- to be willing to learn
- to get involved

### On Time

- to have time, and to be on time: others depend on you
- to carry out duties promptly and reliably

### Dress Code

- casual dress code, or attire suitable for the assigned task

### Security

Common sense dictates:

- don't leave valuables in your car
- carry only those personal items that you will need for your shift
- store personal items (such as coat, etc.,) in a secure area with staff
- don't share personal information

You represent Lookout, and have certain responsibilities:

- to be a positive role model, to be trustworthy, respectful, non-judgmental to all
- to be loyal to Lookout
- to accept the guidance and decisions of the staff
- to recognize the special security and health risks that we work within and understand the restrictions and limitations that are caused by them
- to be willing to learn and participate in orientation, training programs, meetings, and to continue to learn on the job
- to understand the function of the paid staff, maintain a smooth working relationship with them and stay within the bounds of volunteer responsibility

## Guest Service

- Greet all guests courteously.
- Communicate with matter-of-fact friendliness.
- No fraternizing with any member of our clientele outside of normal work related activities.
- Do NOT accept gifts or loans of any kind without the permission of a Manager.
- Do NOT give loans to anyone.
- Report incidents, problems, and concerns to staff.

## **Medical Services**

If a guest or volunteer becomes ill or is injured:

- send someone to get a staff person
- reassure the injured person, but do not move them
- remain with them to assist

A person has the right to refuse help or treatment. If someone refuses help, you should:

- immediately report the incident to a Supervisor or other staff person.
- avoid confrontation.

For any injury or illness, you may be asked for the following information:

- person's name
- time and place of the occurrence
- names of witnesses
- nature or cause of the injury

## **Smoking**

Smoking is prohibited at all indoor areas. There are designated smoking areas at each facility. Check with your Supervisor about the smoking location in the venue you are working at.

Please note that individuals are responsible for any government "smoking fines" that they may incur.

## **Lost and Found**

Lost items are to be turned in to the Front Desk. Owners looking for items should be referred to the Supervisor on duty.

## **Liability**

Lookout Emergency Aid Society or its funders do not assume responsibility for loss of wages, medical, dental or hospital care.

## **Safety and Hygiene**

We cannot reliably identify all people who may have infections or disease.

Please follow these precautions consistently to minimize risk to yourself.

- When talking to a service recipient, leave some distance between you.
  - Routinely use gloves.
  - Routinely use an apron.
  - Wash your hands frequently – effective washing means washing while you completely sing "Happy Birthday" to yourself.
  - Prevent wounds or punctures.
  - If you are sick – remember our clientele have weak immune systems – please call in sick and take care of yourself! If you have open sores, do not provide first aid, get someone else.
- It is imperative to be preventative.

Recognize that our first reaction in a medical emergency is to act. For example, stop bleeding, resuscitate or get dirty when trying to help – a moment of safety is important for you and the person being treated.

## **Dispute Resolution**

Should you have a dispute with another volunteer, or with someone associated with Lookout, please contact your Supervisor or the Manager of your location. If your Supervisor or Manager are not available, or cannot resolve the issue, please contact the Volunteer Coordinator, who will resolve the dispute.

## **Volunteer Service**

Our service is an extremely busy one, restricted by a very tight budget, operating with minimal staffing; consequently many tasks and jobs are fulfilled only by grace of volunteer commitment. Volunteering is a position of responsibility which not only helps our Lookout Society meet the needs of our clientele, but is also where the volunteer can gain a great measure of satisfaction. People make a difference!

### **Code of Conduct for Team Lookout**

Do:

- be sincere in the offer of service and believe in the value of the job.
- maintain the dignity and integrity of Lookout.
- hold confidential all information regarding Lookout services and people and where appropriate, sign an Oath of Confidentiality.
- be respectful and sensitive, and have a genuine interest in people.
- learn and carry out your duties willingly, fairly and impartially.

### **Unacceptable Behaviour:**

- do not be discourteous to guests.
- do not fight or use threatening, obscene, abusive or vulgar language.
- do not harass an individual or engage in any unwelcome visual, verbal or physical conduct.
- do not discriminate on the basis of a person's culture, colour, ancestry, nationality, age, political beliefs, religion, family status, physical or mental disability, gender or sexual orientation.
- do not possess a weapon.
- do not commit a criminal act.
- do not imbibe during or prior to your volunteer shifts.

### **Beginning Work**

The Volunteer Coordinator will let you know when and where you are expected to start work. Upon arrival at your assigned location, please report to the Volunteer Supervisor that you have been assigned to. The Volunteer Supervisor will be responsible for arranging your volunteer shifts.

### **Schedule Changes**

It may become necessary to change volunteer work schedules. Your Supervisor will make every effort to contact you in the case of a change of schedule, but please check in with your Supervisor to find out if there have been any such changes.

### **Unable to Work**

Our shared success is dependent upon each of us fulfilling our responsibilities to our assigned function. If circumstances are such that you are unable to honour your commitment for a particular shift, please notify your Supervisor immediately. Please have his or her phone number handy.

### **Use of Intoxicants and Drugs**

Please do not imbibe prior to your volunteer shifts: some of our clientele have addiction issues and we support them in reducing or eliminating any drug or alcohol use. No alcohol/drug use on or off the premises while at Lookout. We offer a sober environment, thus drug or alcohol use cannot be tolerated.

### **Food Services**

Each location is unique in what is available to both staff and volunteers.

### **Meals and Breaks**

Team Lookout members will have a 15 minute break when working a four hour shift. When working an eight hour shift they will have two 15 minute breaks, plus a 30 minute meal break.

### **Transportation and Parking**

Each location is unique, and most have limited or no parking. Ask your site Supervisor about parking.

*Lookout Emergency Aid Society, Administration*  
429 Alexander Street, Vancouver, BC V6A 1C6  
Phone: 604-255-0340 Fax: 604-255-0790

*Avalon Hotel (Partnership Program)*  
165 West Pender Street Vancouver, BC V6B 1S4  
Phone: 604-629-0055

*Cordova's Residence (Partnership Program)*  
56 East Cordova Street, Vancouver, BC V6A 1K2  
Phone: 604-682-2898

*Downtown Shelter*  
346 Alexander Street, Vancouver, BC V6A 1C3  
Phone: 604-681-9126

*First Place Residence*  
188 East 1st, Vancouver, BC  
(Under construction)

*Hazelton Supportive Housing*  
346 Alexander Street, Vancouver, BC V6A 1C3  
Phone: 604-681-9873

*Jeffrey Ross Residence*  
510 Alexander Street, Vancouver, BC V6A 1C7  
Phone: 604-255-7089

*Jeffrey Ross Annex*  
514 Alexander Street, Vancouver, BC V6A 1C7

*Jim Green Residence*  
415 Alexander Street, Vancouver, BC V6A 4G6  
Phone: 604-255-2347

*LivingRoom Drop-In Activity Centre*  
346 Alexander St., Vancouver, BC V6A 1G9  
Phone: 604-681-0092

*Sakura So Residence*  
376 Powell Street, Vancouver, BC V6A 1G4  
Phone: 604-681-0008

*Tamura House*  
396 Powell Street, Vancouver, BC  
Phone: 604-630-0506

*Walton Residence*  
261 E. Hastings, Vancouver, BC  
Phone: 604-688-9129

*Yukon Housing Centre*  
2088 Yukon St., Vancouver, B.C. V5Y 4B1  
Phone: 604-264-1680

**New Westminster**  
*Cliff Block Housing Centre*  
606 Clarkson Street, New West., BC V3M 1C8  
604-523-9126

*Rhoda Kaellis Residence*  
1107 Royal Avenue, New West., BC V3M 1K4  
Phone: 604-544-9145

*Russell Residence*  
740 Carnarvon St, New Westminster BC ,  
Phone: 604-529-9126

**North Shore**  
*North Shore Housing Centre*  
705 West 2nd Street, North Van, BC V7M 1E6  
Phone: 604-982-9126

**Burnaby**  
*Extreme Weather Shelter: various locations*

*Volunteer Coordinator*  
Karen Young, Director of Resource Development  
Email: [kareny@lookoutsociety.ca](mailto:kareny@lookoutsociety.ca)

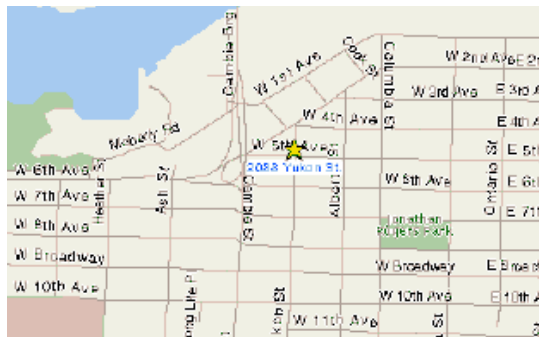
*Our volunteers play an important role in Lookout, assisting our agency to meet the needs of men and women who have difficulties in meeting their own needs, and who need our help to do so. Volunteers are partners with staff, and are greatly appreciated for the contribution they bring to Lookout.*

**Vancouver**  
**Downtown Eastside**



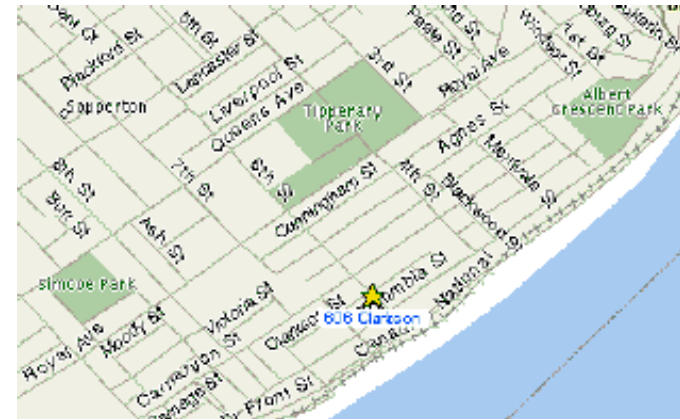
- Administration Offices
- Avalon Hotel (Partnership Program)
- Cordova's Residence (Partnership)
- Downtown Housing Centre
- Hazelton Supportive Housing Program
- Jeffrey Ross Residence
- Jeffrey Ross Annex
- Jim Green Residence
- LivingRoom Drop-In Activity Centre
- Pender Place (Partnership)
- Sakura So Residence
- Tamura House
- Walton Hotel

**Vancouver**  
**Mount Pleasant**



- First Place (under construction)
- Yukon Housing Centre

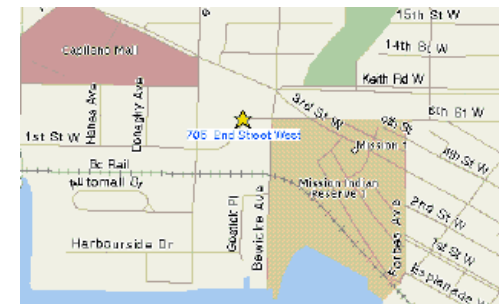
**New Westminister**



- Cliff Block Housing Centre
- Rhoda Kaellis Residence
- Russell Residence

*We are proud of each and every Volunteer.  
We appreciate every person's contribution!*

**North Vancouver**



- North Shore Housing Centre

## Emergency Procedures

### Fire

Fire Prevention:

- be aware of the locations of exits and fire equipment in the area that you work. Recognize and report potential hazards to your Supervisor.

Fire Evacuation:

- be aware of the fire evacuation procedures in your location. If you smell smoke, gas or something unfamiliar, report it to staff, and/or your Supervisor.

If you see smoke or fire, don't panic:

- activate the nearest pull station to sound the fire alarm.
- contact Fire Department Call 9-1-1.
- describe the location and seriousness of the fire.
- close doors to contain fire if possible.
- try to extinguish fire with fire extinguishers if your safety is not in jeopardy.
- check area to remove all guests and staff.
- if you are not in danger, stay close until help arrives to show fire location.

Know the locations of the following in your venue:

- extinguishers and fire alarm pull stations
- exits, entrances and fire escape routes
- marshalling area

Know what to expect from the fire alarm system.

### Disturbances

Call staff

### Intoxicated Guests

We offer a sober environment, thus drugs/alcohol use cannot be tolerated. If you suspect someone is impaired, contact staff, or your Supervisor.

## About Lookout

### Mandate of the Society

We are a "social safety-net" that provides housing and a range of support services to adults with low or no income who have few, if any, housing or support options. Because they have challenges in meeting needs and goals, we place minimal barriers between them and our services.

### Mission

We respectfully provide caring non-judgmental, non-sectarian, flexible services. Through advocacy, support and minimal-barriers we reduce harm to people who have a diversity of challenges. We assist them to regain and maintain stability and achieve a greater quality of life.

### Vision

To help transform the lives of people with few, if any, housing options. To go beyond traditional solutions to homelessness by fostering growth and change, providing innovative services and building collaborative partnerships.

## Board of Directors

2011-2012

### Executive

Jonathan Meadows, Chair  
Georges Maltais, Vice-Chair  
Jindra Casperson, Secretary Treasurer

### Members

Dan Steinberg  
Gerry Bradley  
James Frankish  
Baird Blackstone  
Tom Roberts  
Greg Robins

### Lookout Senior Staff

- Karen O'Shannacery, *Executive Director*,
- Leonard Levy, *Director of Operations*
- Ben Fox, *Director of Finance*
- Karen Young, *Director of Resource Development*
- <tba>, *Director of Programs*
- Christine Williams, *Property Manager*

## Thank you to our Sponsors

- The Province of British Columbia
- Vancouver Coastal Health
- BC Housing
- Ministry of Employment and Income Assistance
- Canada Mortgage and Housing
- Service Canada

### Municipalities

- Vancouver
- New Westminster
- North Vancouver, City
- North Vancouver, District
- West Vancouver, District
- Burnaby

### Foundations

- Vancouver Foundation
- Real Estate Foundation
- Central City Mission Foundation

### Organizations & Corporate Donors

- Dunderave Festival of Lights
- North Vancouver Lawnbowling Association
- Real Estate Board of Greater Vancouver, North Shore Division
- Active Fire
- Hockey for Homeless
- DDB
- Bushlen Mowatt Fine Arts
- Rotary Clubs of the North Shore, and Abbotsford-Matsqui
- Lions Clubs of the North Shore
- Congregation Beth Israel
- West Highland United Church
- VanCity and BCGEU