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communauté Nazareth community



**“From our home to  
yours...”**

Manual for students and volunteers



Welcome!

For more than 40 years, volunteers have been a valuable resource for our clients and staff. By volunteering, you'll not only help those in your community, but also strength our workplace and promote community involvement. This guide will help you have the best possible experience as a volunteer. It answers questions and gives information about the organization, our clients, and what your role will entail. Your supervisor can answer most of your other questions, so please do not hesitate to ask. Thank you for volunteering. We are glad you've chosen to be member of the Nazareth Community team; you're making a difference to those in need.

Sincerely, Nazareth Community

### A word from our Board of Directors

"The other day I visited Nazareth House and witnessed people enjoying what they were doing: they were having fun. It was palpable. The residents or, even better, our "hosts" were smiling and greeted each other with a sense of true hospitality. Men may come to Nazareth House with the pain of life clearly seen in their eyes and in the heaviness of the past weighing on their shoulders but today the striking feature of Nazareth is that Nazareth is what Dennis Hadley intended it to be: a wellness centre. Men may come from the street after many years of isolation and loneliness but the mere fact that they can sit at table with other people and enjoy a shared meal encourages them to rely on others. The men welcome us into their lives and generously offer us their life stories. A words of thanks is always in order when change brings with it a deep desire to give the men the very best. To the men and women of Nazareth and to all who have made change possible, we thank you."

-Father John Walsh, Honorary President

### Our Mission

"To provide warmth, food, support and dignity to those in need"

### Our Vision

Our approach and methodology is recognized and respected as a preferred alternative to institutional care: helping those caught within the revolving door syndrome, or worse, the prospect of living on the streets-homeless. Nazareth Community remains dedicated to providing an environment that welcomes the forgotten, promotes social re-integration for the marginalized, and encourages all to find their potential.

*"Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity."*



## Who we are

Nazareth Community consists of two residences. We have 11 residents in Nazareth House and 12 residents who live semi-autonomously on nearby Hope Street. Anne's House is a residence that houses 30 women, which is also located in Shaughnessy Village. Our goal at Nazareth Community is to break down barriers of social isolation and help our residents stabilize their illness while aiding them on their journey to recovery. Our mission is also to always, raise awareness and reduce the stigma of mental illness and homelessness. We provide assistance and support and offer programs and services that are adaptable to each individual with the focus on empowerment and cooperation.

Our residences help individuals to the best of their ability cope with mental illness. Programs such as yoga, budgeting, pet therapy and acupuncture and a home environment help reduce social isolation and mental distress. We provide a supervised learning environment for students & volunteers, who are an essential part of the functioning of Nazareth Community.

## General information

### Sign-in Sheets

Volunteer sign-in sheets are very important to our organization. All volunteers must sign in and out on the forms provided each volunteer day on site, as well as keep a log of your personal hours if spent off site. We ask you to respect the schedule that was coordinated with the volunteer facilitator.

### Absence and Lateness

The positions that volunteers fill are critical to Nazareth Community. If you are unable to attend a scheduled volunteer day, or if you will arrive late, please contact your supervisor 24 hours in advance.

### Dress Code

The way staff and volunteers dress reflects the expertise and professionalism of the Center and the services we provide. The dress code for Nazareth Community is business casual. This means that volunteers should dress to look professional during normal business hours. For example: no shorts or revealing clothing, tee-shirts with explicit diagrams/sayings, no sandals in the men's residence.

### Safety

You and Nazareth Community share responsibility for establishing and maintaining a safe work environment. Nazareth Community will attempt to ensure a safe work environment and to comply with local safety regulations. In turn, you are expected to obey safety rules and to exercise caution in all of your work activities. Any incidents, regardless of how minor, must be reported promptly to your supervisor.

### Harassment and Discrimination

Nazareth Community firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. Nazareth Community prohibits any actions, words, jokes, or comments based on an individual's race, sex, sexual preferences, ethnic background, age, religion, physical condition, or other legally protected characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for immediate termination of placement.

## Emergency Protocol

The following are general instructions that are designed to guide volunteers regarding safety and emergency procedures for just a few types of actual and potential emergencies.

### Building Evacuation

If an evacuation is necessary due to an emergency:

Keep your cellphone with you at all times, follow the instructions of your supervisor

- Do not investigate the source of the emergency

### Fire

Please discuss exit procedure In the event of a fire alarm. Nazareth House and Anne's House have different designation and should be reviewed with your supervisor.

### First Aid

In the event of a medical emergency:

Follow the instructions of your supervisor

- Keep calm and reassure the individual that help is on the way

## Students

Advantages for students include the ability to test out a career geared towards the health and social services for men and women who suffer with mental health issues, addictions and homelessness in their lives. Nazareth Community offers stage experiences for continuing education in a variety of health professions.

Supervision at Nazareth Community is offered to all students. To ensure a meeting with your supervisor please book an appointment 48 hours in advance.

Students are expected to have a basic understanding of Nazareth Community, and have read this manual prior to starting their placement.

## Volunteer involvement

As a volunteer you have the responsibility to:

- We ask that you act in a professional manner toward residents, volunteers and staff at all times
- Respect that all resident or otherwise information is strictly confidential, signing of the confidentiality agreement is imperative before placement begins.
- Carry out the specified tasks according to the position description
- Undertake training as required by the organization
- Ask for support when needed
- Arrive on time, sign in and out and respect your scheduled volunteer shift
- Wearing your nametag at all times

### What to expect from your involvement with Nazareth Community

- A rich learning environment, filled with a lot of hands on opportunities
- Access to free informative workshops
- Be assigned appropriate tasks according to ability, skill, interests, availability, and training
- The fostering of personal growth among volunteers by providing skilled supervision, training, and opportunities to learn new skills
- A safe and inviting environment to work in that is free of harassment and discrimination.
- New contacts that might help a business career; and • to help one get a foot in the door for paid employment.

### Volunteer Protocol

Our residences are homes for vulnerable people who struggle with mental health issues.  
It is a privilege to join their community.

- I understand that my volunteer commitment is a minimum of 6 months. \*Unless this is a student placement.
- Refrain from giving advice or making personal comments relative to resident's lives or lifestyles.
- All visits are held in the common areas, if you are unsure as to where you are supposed to visit, please ask your supervisor. Never enter a resident's room.
- I can confirm that I have not been convicted of, or pled no contest to a felony, or an offense involving violence or drugs. Further, I do not have any criminal charges or procedures pending.
- I will sign IN and OUT every time I come to the residence.
- I understand my work with residents and within Nazareth Community is always confidential and I will not discuss any information shared with me to others outside of the residence at any time.
- I will not contact any resident outside of confirmed volunteer hours.
- I will not take pictures of any residents or staff with my cell phone/camera or show resident's/staff pictures/videos on my phone or any other social media device.
- I will not interrupt interventions occurring while serving as a volunteer.
- I will maintain professional boundaries at all times and avoid unwarranted and/or inappropriate touching of a resident.
- I will not attempt to discipline any resident; instead I will immediately tell a staff member if discipline is needed.
- I will never use or be under the influence of drugs or alcohol while performing volunteer services, regardless of the location.
- I understand that there is a trial period of 15 working days to make sure that this volunteer placement is suited to meet the needs of all parties.

Note that if the volunteer does not respect the above guidelines, Nazareth Community holds the right to terminate their working contract immediately.

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**Communauté Nazareth Community INC.**[www.maison-nazareth-house.com](http://www.maison-nazareth-house.com)

1197 Seymour Ave., Montreal, Quebec. H3H 2A4

Tel: (514) 933-6916

**MEDIA CONSENT FORM**

This form is a request that hereby allows Nazareth Community Inc. the right to share personal images through the use of photography or video recording. Media publications may be used on the Nazareth Community website, in newsletters, Facebook posts, and or in future promotional publications for Nazareth Community.

No personal information, such as names, will be used in any publications unless express consent is given.

Media consent can be withdrawn at any time in writing to Nazareth Community.

Please check off the areas in which, the undersigned, \_\_\_\_\_ is comfortable with the release of media:

- I consent to the use of photographs or video footage for use on the Nazareth Community website, in newsletters, and Facebook posts and publications as well as for distribution to members.
- I consent to the use of photographs or video footage being used for future promotional publications of Anne's House.
- I agree with the above terms.

Date: \_\_\_\_\_ Signature \_\_\_\_\_

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**Confidentiality Agreement**

I, \_\_\_\_\_ agree that I will keep confidential, any personal information about residents, staff, suppliers, finances and business plans which comes to me as a result of carrying out my responsibilities as a volunteer with Nazareth Community.

I understand that the discussion of personal information about residents of Nazareth Community without authorized consent is unethical and illegal.

I will abide by this Confidentiality Agreement to ensure respect for the privacy of Nazareth Community.

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Date: \_\_\_\_\_

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Signature

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Witness

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**Personal Information:**Name: \_\_\_\_\_  
(first name, last name)ADDRESS: \_\_\_\_\_  
(street number/Apt #) (name of street) (city) (postal code)

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Language Spoken: \_\_\_\_\_

Current Occupation: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Telephone #: \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

Are you currently volunteering elsewhere? \_\_\_\_\_ If so where? \_\_\_\_\_

Have you worked with individuals with mental health issues or know someone who suffers one? \_\_\_\_\_

If you are a student please fill in the following:

Field of Study: \_\_\_\_\_

Institution: \_\_\_\_\_ Year Completed: \_\_\_\_\_

Do you have a driver's license? \_\_\_\_\_

**Availabilities:**

Volunteers are asked to provide availabilities during weekdays from 8am-8pm, and be available to commit to a six-month contract. Please indicate if you are available on a weekly basis or on call for event planning.

Monday: \_\_\_\_\_

Tuesday: \_\_\_\_\_

Wednesday: \_\_\_\_\_

Thursday: \_\_\_\_\_

Friday: \_\_\_\_\_

Other availabilities: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**References:**

Our policy is to ask for two references who are not family members:

**Name:** \_\_\_\_\_  
(first name, last name)

**ADDRESS:** \_\_\_\_\_  
(street number) (name of street) (apt #) (city)  
(postal code)

**Name:** \_\_\_\_\_  
(first name, last name)

**ADDRESS:** \_\_\_\_\_  
(street number) (name of street) (apt #) (city)  
(postal code)

**Pertinent training experience:** (i.e. St-John's Ambulance or CPR training)

**Name of Training:**

**Year Completed:**

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**Volunteer Commitment:**

I attest that the information provided in the Volunteer application for Nazareth Community information is accurate.  
As a volunteer I will adhere by the organization mission and values.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date