Thank You for donating your time
at Paul’s Place!
We count on our volunteers!

Our volunteers serve food, collect tickets, pass out tickets, clean tables, serve water, serve ice and drinks, clear trays, work in the dish room, count our guests, serve as personal shoppers, sort and organize clothing, keep clothing racks filled while people are shopping, help guests with resumes and job applications and mentor our kids and more!

Imagine for a minute, if we had to pay staff to do ALL THOSE JOBS! Our doors would close! We HAVE TO depend on volunteers (in fact, last year 5,000 volunteers gave over 69,000 hours!)

We need you and appreciate you so much! When you sign up to volunteer, we are counting on you. If your group claims 5 or 7 or 10 or 12 spots in a day, we are calculating on that many people coming! Please tell anyone who signs up that we are depending on them! If you sign up as an individual, we are reckoning on you!

“But sometimes things happen and people can’t come. We’ll work twice as hard with fewer people!” We understand that. Our suggestion is that you always get a wait list and when something comes up and someone can’t come, you have someone to replace them (even at the last minute!) While we appreciate that you are bringing only hard workers, one person cannot be in two places at once. We need bodies (in addition to smiles and hard work!) to fill ALL the spots listed above.

So, if you want to schedule a group, please only schedule what you are confident you can fill. Others will have been turned away and it’s very difficult for us to get last minute replacements. If, at the last minute you have a few more who want to come, give us a call and we’ll try to fit them in. But please don’t leave us without the volunteers we need to serve our guests!

Thanks so much for supporting us with your time & talent!
Chevonne Francois, Volunteer Manager
cfrancois@paulsplaceoutreach.org
410-625-0775 ext 111
Some Volunteering FAQ’s

Where can I park?
In our neighborhood, it’s on-street parking. Our preference is to not park on Ward St. There is almost always space on Cross or Ostend or the 1200 block of Ward. If it’s an O’s day game, watch the “Events” signs, but otherwise you can ignore them.

What should I bring/not bring with me?
Please BRING a Volunteer Waiver (if it’s your first time, or complete one on the volunteer hub), a smile and a friendly & open attitude! You should NOT plan to bring and use your cell phone! We need everyone (guests and volunteers) to be fully present so we are a cell-phone free zone! If you need it for emergencies, you can keep it and use it discreetly. Otherwise, please lock it in the closet or turn it off in your pocket.

What should I wear?
Closed toed shoes are preferred (especially in the dining room and required for the kitchen for safety and health reasons). Casual clothes are fine. Please avoid short shorts, or clothes that show your stomach or undergarments. Short or long sleeves are preferred for food service (rather than sleeveless).

Can I lock up valuables?
We do have a volunteer closet to lock up valuables and jackets. Better to not bring them, though!

Is it SAFE for me to come and volunteer in your neighborhood?
This is, understandably, the question we get asked the most! The short answer is, YES, our volunteers are safe and we do all we can to insure that! The longer answer is that we are in an inner city neighborhood where drugs and crime are prevalent (thus the need for our services). Using common sense and having some street smarts helps!

Here are some things to consider as you come to Ward Street:
1. Do NOT leave valuables visible in your car. That is an open invitation to passersby!
2. Do not use your phone or headphones as you are walking down the street. Be aware of your surroundings.
3. If our neighbors greet you, please greet them back! We treat all with dignity and respect and that can start from the minute you are on our street.
4. If someone approaches you for money, kindly turn them down and invite them to come into Paul’s Place to ask for help. We have LOTS of programs to help them!
5. If you see something questionable happen on the street, tell the staff when you come in and we’ll be glad to address it.
6. If you EVER feel unsafe or uncomfortable FOR ANY REASON tell a staff person. We do not want any of our volunteers to be uncomfortable! We can address the situation and move you to another volunteer role! We will NEVER judge you for feeling uncomfortable! Our preference is that we address it so that everyone has a positive experience when in Paul’s Place!
7. We are happy to meet you at your car and walk you to the building if that will make you more comfortable! Call us!
Do you feed volunteers?
Yes, we feed all volunteers lunch at 10:30am. It’s a chance to get a sense of what we serve our guests so you are welcome to eat! If you prefer your own food, that’s fine. Just be aware that we eat at 10:30am.

Can I bring donations with me?
Absolutely! All in-season, gently used donations are acceptable year round. You can drop them in a yellow bin as you enter and get a receipt at the front desk.
Mission
Paul’s Place is a catalyst and leader for change, improving the quality of life in the Southwest Baltimore communities. Paul’s Place provides programs, services, and support that strengthen individuals and families, fostering hope, personal dignity and growth.

Our History
Paul’s Place opened its doors to the Pigtown community, serving soup and sandwiches twice a week at St. Paul the Apostle Church on Washington Boulevard on September 27, 1982. For 37+ years, Paul’s Place has been an anchor for impoverished and homeless families and individuals in Washington Village/Pigtown and the surrounding Southwest Baltimore communities. Our core programs are the mainstay for families struggling to make ends meet—offering ways for families to balance their budgets, build a support network for themselves, and move toward self-sufficiency while maintaining a sense of dignity and hope. Paul’s Place has grown from being a soup kitchen to offering more than 20 programs and services to meet the holistic needs of our neighbors.

Our Population & Community Demographics
The Southwest Baltimore area once hosted a thriving community of middle-class homeowners employed in living wage jobs at Baltimore City’s docks, industrial plants, and other businesses. The companies that employed them thirty years ago have disappeared. The community is now battling three generations of poverty and its associated issues – hunger, drug addiction, violence, crime, poor education, inadequate job skills, and limited opportunities. We currently serve five neighborhoods: Washington Village/Pigtown, Poppleton, Southwest Baltimore, Morrell Park and Westport.

In Southwest Baltimore the median household income is about $33,500 but almost 45% of households earn $25,000 or less annually. More than 40% of neighborhood children under 6 and 80% of senior citizens live in poverty. About 13% of families receive public benefits for food (TANF). Thirty-two percent of adults are not in the workforce. More than 5% of high school students drop out by high school. Out of the 44,557 residents, 72% are African-American, 18% Caucasian and 8% Hispanic.

Please always remember to:
- Show dignity and respect to all of our guests.
- Be cognizant of cultural differences (and look for similarities).
- Do not judge, make assumptions or generalizations (You never know the stories of our guests).
- Ask questions if you are confused, unknowledgeable or curious about any situations or behaviors you encounter.
What We Do

Programs are divided into three impact areas:

1. **Case Management**: aims to provide the necessary supports for individuals and families to stabilize their lives and address the issues underlying the need that brought them to us. Our case management services empower community members and promote their personal and professional growth through one-on-one assistance. Through case management services guests are connected to resources and may be referred to access emergency financial assistance, job-readiness and education programs, employment assistance, and resources for housing.

2. **Health and Wellness Programs** help guests to become healthier and more educated about wellness. These programs include: Nurses’ Clinic (offered every Wednesday), Women’s Group (offered every Tuesday at 1:00pm), Clothing Marketplace, Hot Lunch (offered 11:00am to 12:40pm M-F), Laundry (dropped off by 8:30am), Showers (8:00am to 10:30am & 12:30pm to 2:00pm), Emergency Food Pantry (8:00am to 11:00am) Choir (offered every Monday 12:30pm), and more.

3. **The Children and Youth Programs** provide each student with the opportunity to expand their knowledge and gain new experiences and ideas in a safe and nurturing environment. This is accomplished by addressing the educational, emotional, physical and social needs of youth so that they may develop in a happy and healthy way.

The programs that are offered are the After 3 Elementary Program at George Washington Elementary School for mentors 18 years of age or older.
THANK YOU FOR YOUR INTEREST

Many of our programs rely on our volunteers. We welcome you to the Paul’s Place family and look forward to seeing you here often.

Paul’s Place is certified for the Maryland Association of Nonprofit Organizations Standards for Excellence. This seal of approval shows that Paul’s Place operates with ethics and accountability in our program operations, governance, human resources, financial management, and fundraising practices.
Volunteer Opportunities

Duties & Responsibilities:

Dining Room

1. Hot Lunch Service Team Member
   - Greet customers, place a fork on each tray, and take meal requests
   - Deliver food in a timely manner
   - Adhere to food safety standards at all times
   - Ensure the feeling of a caring environment

2. Dishwasher
   - Place plates, trays, cups, silverware, and other dishes into racks and rinse
   - Place rinsed dishes into the dishwasher machine to sanitize and clean properly
   - Adhere to safety and sanitation standards at all times

3. Food Tray / Plate Runner
   - Remove rack containing plates, trays, cups, silverware, and other dishes from the dishwasher machine
   - Deliver clean trays and plates to their respective storage locations
   - Assist in getting clean cups, fresh water and ice for water service, as needed

4. Water (Hydration Station) Aide
   - Fill cups with ice as well as keep cups and ice stocked
   - Ensure each customer gets a juice box and a cup with ice on each plate before sitting
   - Circulate the dining room while asking customers if they want water, use a pitcher to fill cups with water. Make sure to ask for refills

5. Trash Collector / Exit Assistant
   - Collect trays and discard waste contents into trash can, empty any remaining contents of the cup into the correct bin
   - Place empty cup, tray and plate in the dish room window
   - Place the fork in the silverware bin
   - As customers are leaving, grant them an appropriate farewell. Assist with door, if possible

6. Cleaning Tables
   - Circulate the dining room with a clean rag and wipe down empty table places and chairs
   - Assist carrying finished trays to trash section, if needed

7. Ticket Collector
   - Take each customers ticket prior to allowing them to receive hot lunch

8. Count Taker
   - Keep track of and tally total number of men, women, and children who are served hot lunch

9. Front Door / Ticket Distributor
   - Open the door and greet customers. If they are eating, give them a ticket to receive hot lunch
   - Remind shoppers when 5 minutes remain to shop before their time is up
Volunteer Opportunities Contd...

Market Place
1. Personal Shopper
   - Greet customers with a bag/tote and assist them with shopping
   - Help each customer locate specific items they want and ensure they remain within the allowed totals of items per garment
   - Fold selected clothes and keep them in the bag/tote until finished shopping
     • ***Refer to the guide in the sorting room, if needed***
2. Clothing Sorter
   - Empty donations into respective bins (men, women, children)
   - Sort by size and label each item with tape (place tape in upper right hand corner)
   - Hang sized items with correct hanger and distribute to the correct location in the marketplace
3. Sign In / Receptionist
   - Greet customers and ask them who they are shopping for
   - As personal shoppers are available, assign customer with a shopper
   - Remind shoppers when 5 minutes remain to shop before their time is up

Additional Jobs
1. Computer Lab Attendant
   - Provide assistance to patrons, as needed
   - Maintain a clean quiet work area
2. Laundry Room Aide
   - Wash laundry with designated washers and dryers
3. Food Box Packer / Runner
   - Remove the food contents from boxes and place them into a bag/tote
   - Ensure boxes are stocked

Additional Volunteer Options
4. Holiday Programs:
   - Canned good pantry bagging, holiday decorating, coat collection and Holiday canned good drives
5. Special Events:
   - Support staff for our Gala, annual Huff & Puff 5K, and other special events
6. After 3pm Mentor Program
   - Volunteers must be a good role model, have patience, and have an interest in working with children as well as a willingness to listen to children. Mentoring is Monday-Thursday (1 hour per day from 3 to 4 pm) at George Washington Elementary School. We are seeking volunteers who can commit to one or more afternoons per week for at least one semester

Requirements:
- Present an appropriate appearance and a friendly manner
- Be dependable and punctual
- Be courteous and personable when dealing with the public
- Be self-directed, willing to take initiative, and detail-oriented
- Maintain respect and kindness

Time Commitment Availability (Volunteer Hub):
- 8:00am to 10:30am, and/or 9:30am to 1:00pm, Monday through Friday, and/or Thursdays 1:00pm to 4:00pm - one or more times a month

***We can’t do it without you! Thank you for being part of our team!!!***
**Volunteer Conduct Policy**

Volunteers contribute greatly to the daily and long-term operations of Paul’s Place. Paul’s Place thoroughly appreciates and values the time and resources volunteers donate.

To ensure an enjoyable and productive experience Paul’s Place suggests adhering to the following guidelines:
- Arrive on time to your volunteer assignment. If you will not be able to make it to your assignment or will be late notify the Volunteer Coordinator in advance
- Sign in and out LEGIBLY!
- Show dignity and respect to others.
- Be cognizant of cultural differences. Do not judge, make assumptions or generalizations. Ask questions if you are confused, unknowledgeable or curious about any situations or behaviors you encounter.
- Act friendly towards people; smile and provide good service. However inform staff if you are feeling uncomfortable.
- Leave your valuables either in the trunk of your car or at home. Storage space is limited.
- Complete all work assigned effectively and attentively.

Dress appropriate to the task you will be engaged in and to the individuals you will be working with. Clothing that should not be worn by volunteers (and staff) while working includes, but is not limited to, the following:
- Shirts with language or graphics that are vulgar, sexually explicit, or may be otherwise offensive
- Attire that is revealing or provocative, reveal undergarments or bare midriffs
- Short shorts or mini skirts
- See-through blouses or shirts
- Open toed shoes for kitchen volunteers

**Background Checks**

Due to state licensing requirements, children’s programs operated by Paul’s Place require criminal background checks for all applicants who are expected to work in those programs. We will send you an online form to fill out. You are welcome to pay for your background check to help defray our costs.
Use of Donated Goods
Any goods donated to Paul's Place are to be used exclusively for the needs of the community we serve. Removal of any property (food, clothing, household/cleaning items, furniture, supplies, and equipment) from Paul's Place without the explicit permission of the Executive Director is prohibited.

Sexual Harassment/Misconduct
Sexual harassment is strictly prohibited and will not be tolerated by any employee, supervisor, volunteer, client or other third parties. Paul's Place policy prohibits employees, supervisors, volunteers, clients or others who enter the premises from discriminating against or harassing anyone based on gender, sexual preference, religion, disability, age, race, marital status, gender identification, creed, color, or national origin.

Child Abuse & Neglect Policy
Notwithstanding any other provision of law, including any law or privileged communications, any volunteer who has reason to believe that a child has been subjected to abuse or neglect shall notify their supervisor or the Director of Children’s Program who will determine what further action to take: (i.e. contacting the Department of Social Services or the appropriate law enforcement agency).

Financial Accountability
If a volunteer suspects that funds or other assets are being misrepresented, misused or misappropriated at Paul's Place, she/he should immediately report the matter to the Executive Director who will investigate.

Client (Guest) Relationships
Paul's Place does not promote personal/intimate relationships between individuals who receive services from Paul's Place, staff members or volunteers.

Confidentiality
Each volunteer, regardless of his/her position should consider information on clients, staff, board members and volunteers as confidential. Breach of confidentiality will be considered grounds for terminating your volunteer service with Paul's Place.
- Never give information about guests over the telephone unless you have the explicit permission of the guest.
- Do not discuss any individual’s information with unauthorized persons, whether on or off duty.

No one may review the internal records of Paul's Place without the permission and supervision of the Executive Director.

Smoking
Paul's Place offers a smoke-free work environment. No smoking is allowed inside or around the building. Smokers are asked to keep our area free and clean of smoking debris.

Universal Precautions
All volunteers are expected to practice universal body and blood precautions. Volunteers should wear gloves any time they come in contact with blood or other bodily fluids or secretions.
We’d love to have you join our growing list of volunteers and/or ambassadors. Click the following link to visit our Volunteer Hub and apply today!!!  

https://paulsplaceoutreach.volunteerhub.com/

Want to get your school, faith community or place of employment involved? Let us know! We love volunteers. We’ll work with you to find a time and task that works for you or your group. It’s only because of volunteers that we can serve up to 300 people a day at Paul’s Place. Welcome!

Paul’s Place  
1118 Ward Street  
Baltimore, MD 21230  
P:  410.625.0775  
F:  410.625.0784  
www.paulsplaceoutreach.org