

REDLANDS FAMILY SERVICE

VOLUNTEER WELCOME PACKET

*WORKING TO ALLEVIATE
POVERTY, ENCOURAGE
SELF-SUFFICIENCY, AND
PROMOTE THE DIGNITY
OF ALL.*

SERVING OUR
COMMUNITY SINCE
1898.



2021
2022

STAY CONNECTED



@redlandsfamilyservice



Family Service Association of Redlands

(909) 793 - 2673

www.redlandsfamilyservice.org

612 Lawton St.

Redlands, CA 92374



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WELCOME!

Thank you for choosing to volunteer with Family Service Association of Redlands. We are excited to have you!

When you volunteer with our organization, you are helping us make a lasting impact in your community. Volunteers are essential to the work we do and our efforts to make a positive impact in the lives of low-income individuals and families. Whether that be helping out for special events or in our Donations Center, the work you do is extremely valuable - we could not thrive as an organization without your help!

Questions?

Contact our Volunteer and Program Coordinator:

Crystal Lau
(909) 793-2673 x106
rfscystal@outlook.com

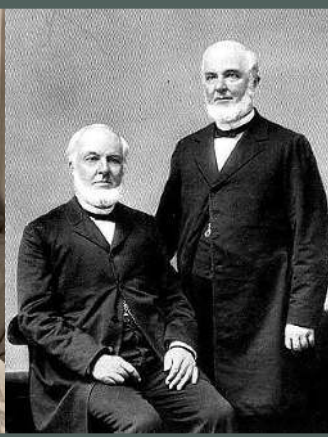
OUR HISTORY

Family Service Association of Redlands (Family Service) was founded by Alfred Smiley in 1898 during a public meeting called by the Minister's Association. Smiley was elected as the first president and the original name of the agency was Associated Charities of Redlands. In its early years, Family Service had few paid staff; it was a membership program paying no less than 25 cents each month. Each member of Associated Charities was a volunteer case worker and went out into the community to attend to the ill and destitute. The board met weekly and cases were presented and the committee decided which cases to fund. From the very beginning, the agency offered "a hand up, not just a hand out." In 1906, Associated Charities became incorporated and an employee's home served as the organization's first office at 18 East Fern Ave.

In 1932, the organization moved to their first building on 114 Vine Street and in 1948, Associated Charities changed its name to Family Service Association to reflect the social service nature of the work done by the agency. Most recently, Family Service has expanded our services to Yucaipa through the Yucaipa Outreach Program. Removing the barrier of transportation and distance, a pilot program with an office in Yucaipa was opened to serve low-income, homeless and at-risk homeless families. Partnership with the city of Yucaipa and Redlands Community Hospital was key to making this a reality.



Well Baby
Check Up



Alfred & Albert
Smiley



1948
50th Anniversary

***Serving our community
for 123 years.***

OUR PROGRAMS

Family Service is and has been dedicated to helping those in need in our community for more than 120 years. Family Service provides safety net programs designed to assist with basic needs such as food, housing, and clothing for the homeless, at-risk homeless, and low-income residents of the East Valley. One of the major goals of the agency is to assist in the process of securing long-term stable housing for families that qualify and to guide the client into the often difficult process of self-sufficiency.

SOME OF OUR PROGRAMS INCLUDE...

- Family Support Housing
- Advocacy Program
- Rental and Utility Assistance
- Budgeting
- Emergency and Surplus Food Distribution
- Information and Referral
- Clothing and Warm Coats
- Employment Resources
- Adopt-A-Family
- Holiday Food Baskets
- Breakfast Meal Programs



VOLUNTEER INFORMATION

YOUR FIRST DAY

WHAT TO BRING AND ADDITIONAL INFORMATION

1. All individuals must provide a valid ID before volunteering with Redlands Family Service.
2. Volunteers must wear closed-toed shoes and a mask while in our Donations Center.

When you arrive to volunteer, please visit our main office in Building 2 to inform our receptionist that you are a new volunteer. You will complete some brief paperwork and have your ID scanned. Afterwards, our Volunteer and Program Coordinator will show you how to use our sign-in kiosk and accompany you to our Donations Center. Each time you volunteer, a staff member will check your temperature.

TRACKING YOUR HOURS

Volunteers must clock-in and out using our sign-in kiosk in our main office. If you have having trouble signing in, please refer to the Timeclock Instructions sheet near the kiosk. If you are still having trouble or the laptop is not working, please inform the front desk or Volunteer and Program Coordinator.



All volunteers must provide a valid ID (driver's license, school ID, passport, etc.) prior to volunteering.



Closed-toed shoes and masks are required while volunteering.



Volunteers will get their temperature taken by a staff member each time they volunteer.



VOLUNTEER OPPORTUNITIES

In light of the pandemic, we have modified many of our programs to ensure the health and safety of our staff and volunteers. Below is a list of our current opportunities:

COMMUNITY FOOD GIVEAWAY

Every third Tuesday of the month from 11:00am to 12:30pm, volunteers and staff distribute boxes of nonperishable food and other items such as dairy, pastries, and bread. In 2021, we distributed over 3,000 boxes to families in need throughout the community.

FOOD PANTRY

Volunteers help us stock, date check, and organize donations brought in by the community. To help us prepare for our Food Box Drive-Thru, volunteers also help create our food boxes that go out to the community.

CLOTHING ROOM

Volunteers assist with sorting, folding, and organizing our clothing donations. Redlands Family Service serves around 15 families per week with clothing assistance, so our clothing room is always in need of some love. Volunteers may also help assist clients as they shop in our clothing room.

VOLUNTEER SHIFTS

MONDAY - FRIDAY (except Thursday)

9:15am to 11:00am
11:00am to 1:00pm
2:00pm to 4:00pm

THURSDAY

9:15am to 11:00am
11:00am to 1:00pm

Volunteers may sign-up for multiple shifts in one day. Our Donations Center building is closed from 1:00pm to 2:00pm.

If you are signed-up to volunteer and are feeling sick, please email our Volunteer and Program Coordinator. Please plan on staying home.

Volunteering is the most active way to get involved with your community, so thank you for stepping up to make a difference!

If you know of anyone interested in making a monetary donation, please direct them to our website:

redlandsfamilyservice.org

WAYS TO HELP

VOLUNTEERING

Volunteers are active in nearly every department of Family Service. Whether you are looking for a one-time commitment or something with a more regular schedule, we can find a niche that you can fill. Groups and individuals are welcome!

Below is some information about the other ways our community supports us and the positive ways it benefits our organization. Please spread the word!

MONETARY DONATIONS

Monthly or annual gifts go towards our programs and helping our clients. Donations of stocks and real estate are also accepted. Those interested may also make a legacy donation with a gift to Family Service in their will or trust. Donations of running vehicles are handled through our friends at Hatfield Buick GMC.

ITEM DONATIONS

Our Food Pantry and Clothing Room are open year-round and always need to be restocked. Donated furniture and kitchen items - in good condition - often furnish the homes of families that we help with rent and who are living on a budget. Throughout the year we also try to fill special needs – school supplies and backpacks, books, shoes, warm coats, holiday needs – things that help needy children and families fit in and not always feel so different from their peers.

UNIQUE WAYS TO HELP

Run a food or hygiene drive on our behalf.

Engage the community and organize a food or hygiene drive on our behalf. This involves outreach, collecting donations, and transporting them to our campus. A staff member can provide your donation weight if you are interested to know how much you've contributed to our Donations Center!

For more information and a list of our current needs, please email our Volunteer and Program Coordinator, Crystal Lau, at rfscystal@outlook.com.



Volunteer for a campus clean-up day.

Help us keep our campus beautiful. Schools, churches, businesses, and other organizations or groups help maintain our campus by cleaning our outdoor and indoor spaces.

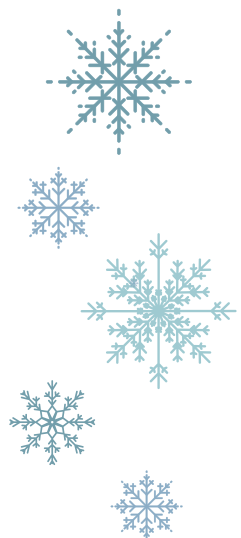
If your organization is interested in scheduling a campus clean-up day, please email our Volunteer and Program Coordinator, Crystal Lau, at rfscystal@outlook.com



Host a family for our holiday Adopt-a-Family program.

Our Adopt-a-Family program matches families in need with individuals, groups, and businesses who want to provide a family with holiday gifts and food. Our case managers identify families who need help and are careful in choosing those who have been working hard toward becoming more self-sufficient. The support you provide will ensure that they will be able to celebrate the holidays with dignity.

If you are interested in our Adopt-a-Family program, please email our Program Director, Mandy Carlson, at rfsamanda@outlook.com



2020 SERVICE COUNTS

FOOD DISTRIBUTION

Emergency Food 1,013 families
Drive-Thru Food Bags 23,314
(May through December)
Meals Served 1,440
(January through March only)
Donated Food 131,545 lbs.

CLOTHING DISTRIBUTION

Families 556
Total Individuals 2,093

HOUSING ASSISTANCE

Emergency Rental Assistance 123 families
Months of Rent Paid 195
Rapid Re-Housing 36
(Homeless Families Moved Into Stable Housing)
Motel Vouchers Issued 688
(230 families representing 350 children off the street)
Motel Vouchers 1,127 bed nights

SUPPORT SERVICES

Transportation 56
(Gas Vouchers or Bus Passes)
Training Contacts 23 individuals
(individuals - January through March)

HOLIDAY DISTRIBUTION

Children's Easter Baskets 255
Easter Food Boxes 86
Thanksgiving Food Boxes 95
Christmas Food Boxes 84
Adopt A Family 139

VOLUNTEER SERVICES

Volunteers 435
Volunteer Hours 4,192

1st Quarter 2020 Covid-19 pandemic caused shifts in operation, hours, and programming.

TOTAL **1,861 families** **6,503 individuals**

DIVERSITY, EQUITY, AND INCLUSION

Family Service Association of Redlands (FSA) recognizes the mission of helping people achieve self-sufficiency and promoting dignity can only be accomplished through the collaborative efforts of clients, Board Members, staff, and volunteers. We invest in developing the talents and expertise of all involved and foster a work environment that is challenging, inclusive, collaborative and results oriented.

Since 1898, Family Service Association has worked within this community to provide services that promote health and well-being of people with need in a compassionate, considerate environment. As we proceed, we have learned the importance of both helping and understanding people from different walks of life in an ever more equitable, fair, and non-judgmental manner.

FSA shall strive to continue to provide fair and equitable service, focusing on the overall wellness and betterment of the people we serve. We pledge to always deliver programs in an approachable, caring, engaging and interactive manner – considering that those we serve often feel unheard, unseen, and marginalized. We shall continuously strive to empower our clients through participation in relevant programming, respectful communication, and self-sufficiency efforts.



To read the complete Diversity, Equity, and Inclusion statement, please visit our website or ask a staff member for a physical copy.

FREQUENTLY ASKED QUESTIONS

Q: Do I need to have any specific skills to volunteer?

A: Not at all! Our Volunteer and Program Coordinator, Donation Center Lead Coordinator, and Donation Center Assistant will be able to train you and help with anything you may need.

Q: I am volunteering to fulfill court-mandated community service hours. Is there anything I need to know?

A: Individuals may complete their court-mandated hours with Family Service. However, we **cannot accept applicants who have been charged for a felony or violent crime** (domestic abuse, misconduct involving children, possession of firearms, etc.). If you need verification of completed hours, please let our Volunteer and Program Coordinator know. Please make sure you clock in and out for each shift. If not, we will be unable to verify your hours.

Q: What should I wear when volunteering?

A: Please dress appropriately by wearing comfortable clothing. It is a **requirement that our volunteers wear closed-toed shoes** for safety reasons. If you are not wearing closed-toed shoes, we will ask you to return home and change.

Q: Will I be required to lift heavy objects?

A: Much of our work in the Distribution Center includes heavy lifting. However, we understand if you are physically unable to lift heavy objects due to health related concerns. Please just let one of our staff know. We will always find something for you to do.

FREQUENTLY ASKED QUESTIONS

Q: I signed up for a shift and realized I will not be able to make it that day. What do I do?

A: To cancel a shift, login to your Volunteer Profile and click on the **“Schedule”** tab. From there, you should be able to view your upcoming shifts. Find the shift you would like to cancel, and under **“Actions”** click **“Remove.”**

If you need to cancel a shift last minute, please call the front desk at (909) 793-2673 or email our Volunteer and Program Coordinator.

Q: I forgot to clock out! What do I do?

A: If you forget to sign in or out, please **call or email** the Volunteer and Program Coordinator as soon as you remember. They will verify your attendance with another staff member and then manually clock you in or out.

Q: If I choose to volunteer for a long period of time in one day, can I bring lunch?

A: Of course! You are welcome to take short breaks if you get tired and bring food to eat.

Q: What happens if something of mine gets stolen?

A: We are not responsible for any items lost or stolen, so please keep a close eye on all your belongings.



THANK YOU FOR YOUR SUPPORT!



