

# INTERFAITH COMMUNITY SOCIAL SERVICES

## Volunteers' Bulletin #189

September 2017

### Director's Notes:

A couple of things to note.....

#### 1. Pantry/Groceries:

John Harrover will be the acting Supervisor for this dept. Each morning at around 9:40-9:50AM, prior to the Prayer Circle, John will let the Pantry staff know the issues for the day. He will have the shelves filled up the day before; make sure the fruit and vegetables are ready; keep tabs on the inventory; and, replace items as they are given out.

For any questions about the Pantry operations, please ask John **first**.

In that light, please remember when there are signs posted on boxes of items, such as ...”For homeless only”, for “children’s snacks”, etc. please use ONLY for that purpose. DO NOT go into those

Boxes and use in regular grocery bags. These items have been purchased or donated for that specific purpose only.

And, finally, thank you for handling the fluctuation in the staffing and clients lately. Seems there has been a bit of changing in the departments for daily scheduled staff....vacations. health issues, moving, and retirement. And we have seen an increase in new clients lately, and they don't often know our procedures. But all of you have been so very nice and helpful to them.

#### 2. Calendars (repeat from August)

We invoked the 30 minutes late to work rule. A Volunteer did not show up for work as scheduled. We contacted the emergency person listed on their application, the family, the Sheriff's Dept, and from them the On-Star services... locating the volunteer over 50 miles away. The volunteer had experienced a “black out” was confused, and didn't know how to get back to Sonora. A sad story with a happy ending. THAT IS WHY WE REQUEST YOU NOTE ON YOUR DEPT CALENDAR THE DAYS YOU WILL BE

WORKING DURING THAT MONTH. (We realize there may be changes, but it will help us in the long run.)

The best thing we have going here...is YOU!!!  
Thank You.

### Other important News

On Fridays, beginning in August, **the Legal Advocacy Program** (free legal services) will be housed at Interfaith. So far they have been EXTREMELY busy. Anyone needing legal consultation/advisement may come in on Fridays with or without an appointment, visit with a legal volunteer, regardless of income. This program is being transferred from Catholic Charities to us. We are very happy they will be able to continue this great, and, unique service in our community. Gregory Oliver is the lawyer heading this program, with 8 volunteers. They will most likely be working out of the Conference Room and Cathie's office on Fridays. They are handling the clients at the door at 8:30, until our Greeter arrives. Often there are quite a few folks waiting for legal services sitting in the Lobby with our clients.

### September Dates to Note:

Sept 1	Legal Advocacy Program	(Fri)
Sept 4	<b>CLOSED</b> Labor Day	(Mon)
Sept 8	Legal Advocacy Program	(Fri)
Sept 12	SRMC FREE Health Van here	(Tues)
Sept 15	Legal Advocacy Program	(Fri)
Sept 21	ICSS Board Meeting	(Fri)
Sept 22	Legal Advocacy Program	(Fri)
	ICSS Volunteer Training	1-4PM
Sept 29	Legal Advocacy Program	
	Black Oak Casino Employee Health Fair	

### Volunteers: NEEDED

Men's Clothing: Mon, Wed, Thu, Fri  
Baby's Clothing: Friday

Childcare: Tues, Wed, Fri  
 Donation Door:  
 Household: Subs  
 Garden: planters and tenders for 2017  
 Haircare: check with Joanne Keeler  
 Interviewers: Mondays and subs  
 Referral Office: Thurs  
 Pantry: Tues, Wed,  
 Bread Pick Up: subs  
 Wood Crew: Mon, Tues, Wed, Thurs,  
 Wood pick up crews/teams  
 Special Needs/Days/Events: North Pole, school  
 supplies kits, records, mailings, etc.

**Items: NEEDED**

Toiletries, toiletries, toiletries!  
 Pots, pans, blankets, sheets, tents and tarps, can  
 openers, silverware, microwaves, crock pots,  
 toasters. Office copy paper 20 wt, paper  
 and plastic grocery bags, paper towels,  
 masking tape. Classifieds from local  
 newspaper for job and housing listings.

**Volunteer Orientation/Training 9/22/17**

*If you have not done a training in 2017, please attend  
 on September 22 Friday afternoon 1-4PM at  
 Interfaith. It is required that all volunteers attend  
 training each year...for any changes, meet others,  
 answer questions, new policies and procedures, etc.*

**Please RSVP in Cathie's office.**

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**Safety Issues:**

**Newest Scam:** Bank callers with issues with your  
 account.

DO NOT give out information or answer questions your  
 personal bank accounts. Call your bank directly for any  
 Account issues. The banks will note on your account if  
 there are any questions, red flags, or concerns. They  
 ALSO note if a contact call has been made to you. So, if  
 there are no notations, and you are not aware of any  
 issues, always contact your bank directly and let them  
 know someone has called you about your personal  
 information.

It happened to me...twice. I gave no info. I called my

bank to complain that someone called me at work, and at  
 home The manager said there were no indications on the  
 account of any issues....and thank you for the alert. (US  
 Bank in Twain Harte).

**Department Updates:**

1. **Interviewers:** use the new Computer  
 Complaint forms to report any problems  
 with the client profile data entry. He will  
 try to resolve the issues if you are pretty  
 specific. Please be sure to initial each  
 form you give to the clients. Sometimes  
 there are questions about an item...and  
 the volunteer can come back and clarify  
 easier.
2. **Referral Office:** Only place notes  
 regarding NEED and AVAILABLE on the  
 clipboard. Date, sign, and list/describe  
 item. Note if it's ok to give out numbers.  
 Then leave on the clipboard for  
 Wednesday...Laurel Utecht will  
 assemble and update the List at that  
 time.
3. **Childcare:** Parents may not be in the  
 Childcare room in lieu of the ICSS  
 Volunteer. Any child is welcome, but  
 there must be an ICSS volunteer in the  
 room at the same time. Make sure the  
 window shades are open when there are  
 children in the room....closed when  
 empty. Always lock the door when the  
 room is not occupied.
4. **Greeter:** Dogs in the Lobby...  
 This day and age seems to have given  
 the right for people to bring their dogs  
 into many businesses. The owner must  
 provide the care, park in a shady spot,  
 have someone else tend to the dog while  
 they tend to business in here.  
 If a dog does come in...they must be  
 leashed. All clients in the lobby shall be  
 surveyed if they mind the dog inside, if  
 anyone has allergies, or are afraid of  
 dogs. In any of those cases, the dog  
 remains outside. We can provide water.  
**DOGS are NOT allowed in the shower**

