

RELEASE AND WAIVER OF LIABILITY, ASSUMPTION OF RISK, AND INDEMNITY AND PARENTAL CONSENT AGREEMENT

("AGREEMENT")

IN CONSIDERATION of being permitted to participate in any way in the Mercy House activity ("Activity") I, for myself for personal representatives, assigns, heir, and next of kin:

1. **ACKNOWLEDGE**, agree, and represent that I understand the nature of Mercy House Activities and that I am qualified, in good health, and in proper physical condition to participate in such Activity. I further agree and warrant that if at any time I believe my conditions to be unsafe, I will immediately discontinue further participation in the Activity.
2. **FULLY UNDERSTAND THAT:** (a) Mercy House **ACTIVITIES INVOLVE RISKS AND DANGERS OF SERIOUS BODILY INJURY, INCLUDING PERMANENT DISABILITY, PARALYSIS, AND DEATH ("RISKS")**; (b) these Risks and dangers may be caused by my own actions or inaction's, the actions or inaction's of others participating in the Activity, the condition in which the activity takes place, or THE NEGLIGENCE OF THE "RELEASEES" NAMED BELOW; (c) there may be OTHER RISK AND SOCIAL AND ECONOMIC LOSSES either not known to me or not readily foreseeable at this time; and I FULLY ACCEPT AND ASSUME ALL SUCH RISKS AND ALL RESPONSIBILITY FOR LOSSES, COSTS AND DAMAGES I incur as a result of my participation or that of the minor in the activity.
3. **HEREBY RELEASE, DISCHARGE, AND COVENANT NOT TO SUE** Mercy House, their respective administrators, directors, agents, officers, members, volunteers, and employees, other participants, any sponsors, advertisers, and, if applicable, owner and lessors of premises on which the Activity takes place, (each considered on of the "RELEASEES" herein) **FROM ALL LIABILITY, CLAIMS, DEMANDS, LOSSES, OR DAMAGES ON MY ACCOUNT CAUSED OR ALLEGED TO BE CAUSED IN WHOLE OR IN PART BY THE NEGLIGENCE OF THE "RELEASEES" OR OTHERWISE, INCLUDING NEGLIGENT RESCUE OPERATIONS AND I FURTHER AGREE** that if, despite this RELEASE AND WAIVER OF LIABILITY, ASSUMPTION OF RISK, AND INDEMNITY AGREEMENT I, or anyone on my behalf, makes a claim against any of the Releasees, I WILL INDEMNIFY, SAVE, AND HOLD HARMLESS EACH OF THE RELEASEES from any litigation expense, attorney fees, loss, liability, damage or cost which may incur as the result of such claim.

I HAVE READ THIS AGREEMENT, FULLY UNDERSTAND ITS TERMS, UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT AND HAVE SIGNED IT FREELY AND WITHOUT INDUCEMENT OR ASSURANCE OF ANY NATURE AND INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT ALLOWED BY LAW AND AGREE THAT IF ANY PORTION OF THIS AGREEMENT IS HELD TO BE INVALID THE BALANCE, NOTWITHSTANDING, SHALL CONTINUE IN FULL FORCE AND EFFECT.

Printed Name of Participant: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Alternate: _____

Email Address: _____

Participant's Signature (only if age 18 and over): _____ Date: _____

MINOR RELEASE

AND I, THE MINOR'S PARENT AND/OR LEGAL GUARDIAN, UNDERSTAND THE NATURE OF Mercy House ACTIVITIES AND THE MINOR'S EXPERIENCE AND CAPABILITIES AND BELIEVE THE MINOR TO BE QUALIFIED, IN GOOD HEALTH, AND IN PROPER PHYSICAL CONDITION TO PARTICIPATE IN SUCH ACTIVITY. I HEARBY RELEASE, DISCHARGE, COVENANT NOT TO SUE, AND AGREE TO INDEMNIFY AND SAVE AND HOLD HARMLESS EACH OF THE RELEASEE'S FROM ALL LIABILITY CLAIMS, DEMANDS, LOSSES, OR DAMAGES ON THE MINOR'S ACCOUNT CAUSED OR ALLEGED TO BE CAUSED IN WHOLE OR IN PART BY THE NEGLIGENCE OF THE "RELEASEES" OR OTHERWISE, INCLUDING NEGLIGENT RESCUE OPERATION AND FURTHER AGREE THAT IF, DESPITE THIS RELEASE, I, THE MINOR, OR ANYONE ON THE MINOR'S BEHALF MAKES A CLAIM AGAINST ANY OF THE RELEASEES NAMED ABOVE, I WILL INDEMNITY, SAVE, AND HOLD HARMLESS EACH OF THE RELEASEES FROM ANY LITIGATION EXPENSES, ATTORNEY FEES, LOSS LIABILITY, DAMAGE, OR COST ANY MAY INCUR AS THE RESULT OF ANY SUCH CLAIM.

Printed Name of Parent/Guardian: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Alternate: _____

Email Address: _____

PARENT/GUARDIAN SIGNATURE (only if participant is under the age 18): _____

Date: _____



We help people find their way back home.

Suggestions for Volunteers at the Cold Weather Shelter

By Kristina Booth, Armory Volunteer

1. Always call ahead to make an appointment to volunteer. Often times, there are too many volunteers if non-scheduled people show up. This not only places too many people in the facility, but also prevents the experience from being a positive one if the volunteer has nothing to do once they get there.
2. Donations to the people at the shelter are truly appreciated; however, the donations must be appropriate for those receiving them. If you stick to the list below there will, most likely, not be too many items that need to be brought back from the shelter that night. You cannot leave left-over donations at the shelter. Also, if you avoid collecting clothing that is specifically male or female you won't have to do so much sorting and organizing.

The best type of clothing and supplies to bring as donations to the shelter include:

- sweat pants, sweat shirts (XXL sizes are needed and are rarely available)
 - hoodies (cotton jackets with hood attached)
 - blue jeans (please take the time to sort these and mark the size)
 - t-shirts
 - warm gloves, scarves and beanies
 - thermal underwear
 - cold weather jackets
 - men's boxers
 - women's underwear (brand new only in packages)
 - socks
 - tennis shoes or hiking boots (no heels or men's dress shoes)
 - hygiene items, no large bottles. Hotel or sample size items are best. Hygiene items can include: deodorant, toothpaste/brush, comb, soap, lotion, shampoo/conditioner, feminine hygiene supplies.
 - warm blankets (NO bedspreads and NO blankets larger than a twin size bed. The throw-style blankets for couches are ideal especially the fleece style)
 - sleeping bags are such a wonderful item to donate. Can be used or new.
 - bed pillows (twin size) are wonderful as well, but do not bring "decorator" pillows, only sleeping pillows and please include a pillow case.
 - backpacks are so fantastic to donate! New or used.
 - small luggage on wheels, please make sure it is not ripped or broken.
 - food items in single serving portions that are NON-perishable. Make sure if you donate cans, they are pop-top style and do not require a can-opener.
3. Items not to bring:
 - Dress style or business style clothing and shoes. These items can be taken directly to Mercy House to donate, but not to the cold weather shelter.
 4. Organizing the donated items:
 - It is best to collect items from your sources and separate the items ahead of time before arriving at the shelter. Long tables will be provided at the shelter, but space is very limited and "piles" of clothing soon turn into a mess that prevents the people from finding what they need quickly.
 - Sort the items ahead of time according to men/women/unisex
 - Then sort according to size. If you have the time, please use stick-on labels (like white Avery address labels) and write the size on each item. If there are too many items, then sort into boxes and write clearly and in bold letters the size and the gender (if applicable). i.e. T-shirts Size L/XL

- Use shoe boxes or other containers to separate the hygiene items and mark the boxes clearly with what is in them, i.e. Shampoo, Lotion etc.

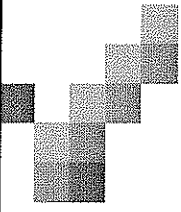
Procedural Guidelines:

1. Be on time! There is work to be done before the shelter opens its doors to the public. If this work is not done on time, the flow and efficiency is disrupted.
2. As a volunteer, wear clothing that is appropriate for doing manual labor; this means tennis shoes and comfortable clothes that can get dirty.
3. FOR FEMALE Volunteers: Please **do not** wear shirts with low neck lines or shirts that do not cover the waistline. It is best to avoid tight fitting clothing as well. Sweatshirts or T-shirts with a jacket over it are best. The reason for this recommendation is to ensure the volunteer has the best possible experience at the shelter by avoiding any unwanted attention.
4. Please do not wear any jewelry other than your wedding ring. Remember you are here to do manual labor and jewelry can be lost or damaged.
5. Latex gloves will be provided to the volunteers who handle the food being served for the evening meal. However, please be very conscious of the fact that you can pick up germs on your hands at the shelter and transmit them to your system by contact with your face. Before leaving the shelter, make sure you wash your hands and shower when you get home. It is advisable to bring a small bottle of hand sanitizer to keep in your pocket and to use several times during the evening.
6. Do not bring valuables with you. Leave purses/wallets in your locked car. A cell phone can be brought in, however; we ask that you place it on silent/vibrate mode and keep it in your pocket. The shelter is not responsible for any lost or stolen belongings.
7. PLEASE do not discuss religion or politics with the people at the shelter. You are here to volunteer with the housing needs of the homeless; you are **not** here to promote a religious or political viewpoint. If you are asked about your religious affiliation, please feel free to state what that is, but do not discuss doctrine. You can listen with a friendly smile to anything the people tell you regarding their beliefs, but do not engage them in a discussion that could lead to an argument. NO religious literature is to be given out to the people at the shelter.
8. DO NOT give your contact information to any of the people at the shelter. If a person wants help outside of what you can provide at the shelter, please refer them to the supervisor on duty from Mercy House.
9. For female volunteers: It is recommended that you use the restroom facilities at the shelter only when another volunteer can accompany you. Also, please make sure you have a companion with you when going to your car at the end of the evening.

Final Note:

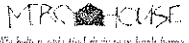
As a volunteer, you are expected to do work at the shelter and avoid just chatting with other volunteers. Look for things that need to be done. There are not enough staff members to give directions to every volunteer, so be proactive:

- Pick up trash if you see it and place it in the garbage cans.
- Help the clients who may be disabled or unable to carry their dinner plate and drink back to where they are sitting.
- If you notice that a client is unable to pick out items from the donation table due to a handicap, please offer to assist them in their selection.
- Ask the staff in charge if there is anything you can do for them.
- Be friendly and courteous to everyone at the shelter.
- Remember that some of the clients may have mental illness, may have physical disabilities and may be intoxicated. Be patient and understanding, but speak to a supervisor if you have questions or become uncomfortable interacting with anyone at the shelter.



MERCY HOUSE


Volunteer Orientation



We help people find their way back home.

MISSION STATEMENT


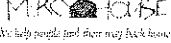
- Mercy House exists to be the leader in ending homelessness by providing a unique system of dignified housing alternatives, programs and supportive housing.



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STATISTICS

- Mercy House serves over 8,742 clients each year
- There are approximately 35,000 homeless people in OC

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ABOUT US


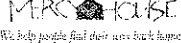
- Founded 1988, Father Jerome T. Karcher
- Continuum of Care
- 30 staff members
- Community & professional volunteer base




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FUNDING

- Foundations/Corporations
- Public funding
- Fundraising/Newsletters
- Private donations
- Program revenues
- Other funding

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PROGRAMS

ORANGE COUNTY:

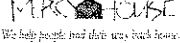
- Mercy House Center
- Joseph House
- Regina House
- Emmanuel House
- San Miguel Residence
- OC Cold Weather Shelter
- Family Redirection Program
- Homeless Prevention Program
- Aftercare Services
- Rapid Re-housing

SAN BERNARDINO COUNTY:

- Assisi House
- Guadalupe Residence
- Homeless Service Area
- Aftercare Services
- Rapid Re-housing

LOS ANGELES COUNTY:

- Trinity House
- Aftercare Services
- Rapid Re-housing



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EMERGENCY SERVICES

- Walk-in Resource Center
- Homeless Prevention Program
 - Rental Assistance
- OC Cold Weather Shelter
- Client Services
 - Hygiene Supplies
 - Prescription Assistance
 - Transportation Assistance
 - Social Development Activities
 - Phones and Referrals
 - Back-to-School Supplies
 - Sack Lunches



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TRANSITIONAL SHELTER

- Comprehensive and individualized case management
- Life Skills Education
- Parenting Skills Classes
- Resident Advisory Council
- Social Activities



EMMANUEL HOUSE
21 single adults living with HIV/AIDS

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TRANSITIONAL SHELTERS



JOSEPH HOUSE
20 single homeless men & veterans



REGINA HOUSE
7 single homeless women & children

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PERMANENT HOUSING



SAN MIGUEL RESIDENCE
9 units of affordable housing for Mercy House graduates

Aftercare Housing Program

- Supportive services and follow-up for clients placed in our Section 8 housing
- One year of services for graduates
- Ten vouchers per year

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ORANGE COUNTY COLD WEATHER SHELTER

- Santa Ana Armory - 612 East Warner (Warner / Main)
 - Directions: 55 Fwy N; Exit Dyer; Left on Dyer; Right on Main; Left on Warner; Left hand side
 - Directions: 55 Fwy S; Exit Dyer/Main; Right on Main; Left on Warner; Left hand side
- Fullerton Armory - 400 S. Brookhurst (Brookhurst & Valencia)
 - Directions: 91 Fwy E; Exit Brookhurst; Left on Brookhurst; Right hand side at Brookhurst & Valencia
 - Directions: 91 Fwy W; Exit Brookhurst; Right on Brookhurst; Right hand side at Brookhurst & Valencia
- Alternate Sites (TBD)
- 200 homeless individuals per night
- Dinner, Shower, Mat
- Case Management
- Service Providers
 - Medical
 - Legal
 - AA/NA
 - Social Activities
 - Housing
 - One Stop Centers

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ARMORY HISTORY

- July, 1987 Congress passed the Stewart B. McKinney Homeless Assistance Act.
- Designed to assist homeless individuals through improving such services as emergency shelters
- Winter of 1987 the Governor authorized the California National Guard (CNG) to make the Armories available as temporary homeless shelters
- The intent of the State was to protect the lives and health of its citizens

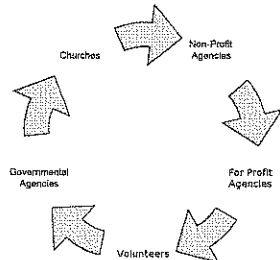
ARMORY STATISTICS

	2005-06	2006-07	2007-08	2008-09
■ Operational Days	121	145	145	146
■ Bed Nights	37,751	44,604	44,604	40,972
■ Unduplicated Served	1,548	1,530	1,530	1,939

ORANGE COUNTY ARMORY PROGRAM

- The County of Orange collaborated with the CNG to designate 2 Armories – Fullerton and Santa Ana
- A portion of the funds were made available through the Act via the County
- County's Armory Program designed to assist the individual toward more permanent alternatives by providing relating services to address health and mental health issues, benefits, job training and placement opportunities and other personal care needs
- Mission of the CA National Guard (CNG) is to protect the health and safety of its citizens
- CNG and County of Orange Housing and Community Services Department signs Licensing Agreements annually for use of Armories
- County through an RFP process contracts with a service provider to meet the needs of homeless men, women and children through multi-services
- The Armories serve up to 400 people per night
- The Armory will open Friday, December 5, 2008
- The Armory will close Wednesday, April 15, 2009 (based on funding)

COLLABORATION IS KEY



MERCY HOUSE SERVICES

Include:

- Site Management
- Additional Funds
- Coordination with County's Homeless Coordinator
- Subcontract Services

SERVICE PARTNERS

- County of Orange
 - HCS/Homeless Prevention
- Social Services Agency
- Health Care Agency
 - Behavioral Health Services
 - Mental Health Services
- City of Santa Ana
- City of Fullerton
- City of Anaheim
- OC Partnership & 211
- OC Rescue Mission
- Public Law Center
- Mental Health Association
- One-Stop Employment Centers
- Service Clubs
- Faith Groups
- Volunteers

VOLUNTEER OPPORTUNITIES

- Internships at Fullerton Armory
 - Morning Shift (5am-7am)
 - Evening Shift (5-8pm)
 - Mat Cleaning (Wed. 4-5pm)
 - Armory is open 7 days per week
 - Needs:
 - 10-15 people per night
 - 3-5 people per morning
 - 10 people for mat cleaning
- Volunteer Duties:**
- Unload food and blankets from trucks
 - set out sleeping mats
 - set out sleeping blankets
 - set up tables for registration and food
 - set out snacks and cold drinks
 - set up donations of clothing on tables
 - help register clients at tables
 - help direct lines to registration and food
 - Pass out dinner

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VOLUNTEER RULES

- All volunteers must go through security
- All volunteers must sign-in at the front of the Armory
- All volunteers must wear a name tag at all times
- Volunteers are not allowed to eat or drink the food at the Armory
- Volunteers should wear gloves when handling food.
- No purses/bags
- No Valuables
- Dress Code:
 - Closed toe shoes
 - Pants/long sleeve shirts
 - Nothing too revealing
 - Tie long hair back



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SETTING BOUNDARIES

- Volunteers are encouraged to interact with clients at the Armory, but we ask that you **do not**:
 - Give out your personal email or phone number to clients
 - Dating clients is prohibited
 - Be firm and set boundaries with clients regarding your personal space
 - Volunteers should not give the clients money.

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Volunteers and Religion at the Armory

- Mercy House does not endorse a specific religion and asks that all Volunteers refrain from promoting any religion while serving at the Armories.
- We want all Volunteers to serve our Clients unconditionally.
- Please do not pass out religious materials (Pamphlets, Bibles, etc.).
- We do not allow groups to pray inside the Armories. We want the environment to remain comfortable for everyone.
- If asked, Volunteers are allowed to state what church group they are with.

GETTING THE WORD OUT

- Friends, Neighbors, Church groups, Community Service Groups
- Flyers/Emails
- Church Bulletins
- Sports Leagues
- Businesses

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DONATIONS

- Needed Items:
 - Hygiene Supplies
 - Dinner for 200 people
 - Breakfast Food Items & Snacks
 - Gently Used Warm Clothing
 - New Undergarments
 - Magazines & books
- Guidelines:
 - Mercy House has limited space, so please contact us to let us know you are bringing donations
 - Donations should be passed out while you are volunteering & any leftovers should be taken back by your group, if storage does not permit.
- Ideas:
 - Socktober
 - "Undie Sunday"
 - Angel Tree
 - Box

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HEALTH PRECAUTIONS

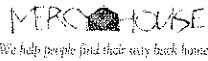
BLOOD & BODILY FLUIDS

- Treat all human blood and other bodily fluid as if known to be infectious with a blood borne disease.
- Do not eat, drink, smoke, apply cosmetics or lip balm, or handle contact lenses in any work areas where there is the possibility of exposure to blood.
- All blood spills — including those that have already dried — should be cleaned and disinfected with a mixture of bleach and water.
- Gloves should always be used when cleaning up any blood spills. Even dried blood can present a risk to others.
- Do not use your hands to clean up broken glass.

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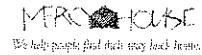
PROTECTING YOURSELF FROM SKIN INFECTIONS

- Wash your hands (hand sanitizer 60% EtOH)
- Avoid sharing personal items
- Keep wounds covered
- Shower after volunteering
- Sanitize linens (hot water/hot dryer) if you have open wounds
- Use antibiotics appropriately



EXPOSURE INCIDENTS

- Thoroughly clean the affected area with soap and water.
- Flush splashes to the nose and mouth with water.
- Irrigate eyes with clean water or saline.
- Report exposure to supervisor.
- Fill out an Incident Report Form.



CONTACTS

- | | |
|--|--|
| ■ Santa Ana Site Manger | ■ Volunteer Coordinator |
| □ Michael Escarcida | □ Ashleigh Anderson Camba |
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| | ashleigh@mercyhouse.net |
| ■ Fullerton Site Manager | □ Shannon Reyes |
| □ James Brooks | 714-836-7188 x123 |
| 714-836-7188 x107 | shannonr@mercyhouse.net |
| jamesb@mercyhouse.net | |

