

BECAUSE *EVERYONE* COUNTS



TUESDAY, APRIL 21st
NELSON'S POINT-IN-TIME HOMELESSNESS COUNT

2020 VOLUNTEER INFORMATION

This spring, Nelson will be participating in Canada's third coordinated cross-country **Point-in-Time (PIT) Homelessness Count & Housing Needs Survey**, a national project to gather critical information that will help guide local, provincial, and federal responses to homelessness.

The Nelson Committee on Homelessness (NCOH) is now recruiting volunteers for this important community initiative. The count will take place on **Tuesday, April 21st** from **7:00am – 5:00pm**.

Volunteers will be needed throughout the day to conduct the survey on the street and at service locations such as the Salvation Army and Our Daily Bread, and we will also need a handful of volunteers to assist us at the count headquarters. **Please note that all survey teams will include an experienced Team Leader who can help you with any questions or concerns that might arise during the count.**

Volunteers are asked to commit to a **4.5-hour** shift, which includes time to set-up at the start of your shift and to debrief afterwards. All volunteers are also required to attend a mandatory two-hour training session. Please see below for the dates & times of training sessions.

If you would like to help out with this year's count, please email pit@nelsoncares.ca for upcoming volunteer registration information.

Ideal volunteers:

- Are compassionate, accepting, and comfortable with one-on-one conversation
- Have a non-judgmental attitude and a good sense of humour
- Are outgoing, curious, persistent and not afraid to make mistakes
- May have worked with or know people who are without a home or experiencing deep poverty

Volunteer Positions

The majority of volunteers will be assigned to conduct the survey on the street or at service locations such as the Salvation Army or Our Daily Bread. A smaller number of volunteers will also be needed to assist us at the event headquarters on the day of the count.

Survey Volunteer: Survey individuals on the street and at service locations. Survey volunteers will work in assigned teams under the leadership of someone with experience in the field. Volunteers surveying on the street need to be able to stand and walk for up to 4 hours with only occasional short rest breaks.

You will be given a surveyor supply kit, which will include identification, a script and survey instructions, copies of the survey, a clipboard, pencils/pens, and wallet-sized community resource cards to hand-out to anyone you encounter who requests further information and/or assistance. We also encourage all volunteers to bring a cellphone.

Headquarters Volunteers: Provide administrative and event support on the day of the count. Responsibilities include registering volunteers, distributing and receiving supplies, maintaining the snack table, delivering materials to survey volunteers in the field, and providing general assistance to the PiT Count coordinator.

Team Leaders: Team leaders carry out all duties listed above, but also take on additional responsibilities regarding the safety and coordination of a team of volunteers. Ideally, Team Leaders should have experience working with individuals who are experiencing homelessness and/or vulnerable populations.

Training Sessions

Training is mandatory for all volunteers. When you register to volunteer, you will be asked to choose one of the following sessions to attend. (Training is approximately 2hrs long, times and locations TBA).

Tuesday, April 14

Wednesday, April 15

Friday, April 17

Saturday, April 18

If you are unable to attend any of these sessions, please contact Andree Patenaude at 778-463-5249 or pit@nelsoncares.ca

Volunteer Responsibilities

What you ARE responsible for	What you ARE NOT responsible for
<ul style="list-style-type: none"> • Approaching everyone you meet on the street (regardless of their appearance) • Identifying yourself as a volunteer doing a survey on housing • Seeking explicit consent from all potential survey participants • Asking the survey questions as written • Maintaining the confidentiality of survey participants • Staying with your assigned team • Surveying only in your designated map zone or facility • Reporting concerns to your team leader and/or headquarters, including instances where survey participants appear distressed or in harm's way • Immediately notifying your team leader if you encounter a youth under the age of 16 who is without housing • Arriving at headquarters at the beginning and the end of your shift. 	<ul style="list-style-type: none"> • Providing answers to questions about housing or services* • Responding to panhandling requests • Finding someone a place to stay or directing him/her to a place to stay* • Going somewhere with survey participants (ex. to show you where/how they are living) • Sharing personal information with survey participants • The behaviour and conduct of other volunteers • Providing personal opinions about issues raised by survey participants • Responding to media inquires • Paying to travel from headquarters to your designated map zone/facility and vice-versa <p><i>*Survey volunteers will be supplied with wallet-sized community resource cards to hand out to individuals who need information about available services and supports.</i></p>

For more information, please contact Andree Patenaude at pit@nelsoncares.ca