

HRH & HHOOT MEMO

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HHOOT's Diner Guidelines for HHOOT's Helpers & Visiting Ministries

#108 - Dated 21Oct11 (Revised 18Jan16 at 1915)

FROM:	TO:
Don E Hawkins, Founder & CEO	Volunteers/Helpers, Street Ministries and Church's putting on events at HHOOT's Diner we call our "Visiting Ministries" – including serving evening hot meals to our homeless friends Effective – Immediately

Anyone serving food to our Homeless Friends at HHOOT's Diner is required to read, understand and follow the below Guidelines before starting to serve anything.

Thank you for your servant's heart:

HRH & HHOOT are blessed for your willingness to be the hands and feet of God. We hope that the following Volunteer/Helper, Street Ministries & Church's welcome package (in part from HOOP and MMUTB) will be helpful and encouraging for an ongoing partnership in serving our homeless friends that are currently living on the streets of downtown Indianapolis.

Service Time and Location: (We are always closed on Wednesday)

HHOOT's Diner is open in any weather, rain or shine, hot or cold all year long. HHOOT's Diner is located at 918 E. Michigan St. Indianapolis, IN. 46202. Our Volunteers serve indoors and our guests can eat either inside or outside. We serve Monday Tuesday, Thursday, and Friday from 6:00 to 8:00 PM and Saturday and Sundays from 3:00 to 5:00 PM. There are several street ministries that are already set up on a weekly schedule. HHOOT's Diner is looking to partner with churches, street ministries and/or corporate sponsors to serve or help serve hot meals during these time frames. If your group would like to provide a hot meal once a week, once a month (the 5th days of each month), once a quarter, or once a year, please contact our Director of HHOOT's Diner at (317) 635-0500 or Don Hawkins at (317) 632-0500 (my cell).

Directions to 918 E Michigan St. – E Michigan is a one-way street going West "into" the city.

From 65 North - Exit at Washington St and turn left onto Washington. Go 2 lights and turn right onto College Ave. Turn right onto E. Ohio St. and follow it to E. Vermont St. Turn right on Vermont. Turn left on Dorman St, and then left onto E Michigan St. After the rail road tracks, HRH & HHOOT's entrance is the second right, after the fence.

From 65 South - Exit at E Michigan St, and then turn left onto E. Vermont St. Turn left on Dorman St, then left onto E Michigan St. After the rail road tracks HRH will be on the right. If a train is coming, you may take a short cut through the Arts & Antique parking lot. HRH entrance is directly across the entrance.

Volunteer Opportunities:

We have been blessed with faithful volunteers (we call HHOOT's Helpers) to help cook, serve, set-up, entertain (music), clean-up, prepare to-go bags, collect clothes, distribute clothing and personal hygiene items, preach, pray, sing, mentor, organize, etc. If you and/or your group would like to volunteer and be a HHOOT's Helper, we would be blessed and honored to have you join us. You are welcome anytime.

HHOOT's Diner Guidelines - The following are some of the areas where we need volunteer help. Please let us know if you have a special talent or gift that you wish to share.

1. Set Up - Weeknights start at 5:45 PM and Weekends start at 2:45 PM. We ask that all food arrives no later than 15 minutes before the doors open. **IF YOU CAN NOT MAKE YOUR SCHEDULED TIME AND DATE PLEASE LET SOMEONE FROM HRH & HHOOT KNOW A DAY OR TWO IN ADVANCE.**

2. Cooking Food - We provide a hot meal each day to 60 to 80 people. Sometimes less and sometimes more. It is impossible to estimate how many people will be here because of other activities that may or may not be going on downtown. Most of the food is cooked and/or prepared by our volunteers or Visiting Ministries outside HHOOT. **On the average, you should plan for a minimum of 80 servings; 1 meat (or several pieces of lunch meat on a bun), 2 vegetables, 1 potato dish, and bread** – ***Remember: It is always better to bring more than less. Having enough for "seconds" is better than not having enough for all.***

3. Christian Service - We always start our dinner (after the introduction and the reading of the announcements – lasting from 5 to 10 minutes) with a few minutes of reflections, devotional, testimony time, and prayer (lasting from 15 to 20 minutes. The Volunteer group in charge of the meal usually has something (a short non-denominational) message they share with the group.

4. Serving Food – Always wear the plastic (disposable) serving gloves provided, and the food coordinator will help guide you with portions you serve our guests.

5. Minister (Sharing Gods Love) - You are encouraged to develop relationships with the men and women you are serving. So, please start conversations, share stories, listen to their story, and share some encouraging words. Some like to hand out small candy or cards, to help start a conversation.

6. Music and Other Opportunities - Our friends love to hear the sweet sounds of praise. So, if you are in a choir, or just like to sing, please feel free to do so. They also love to play games. If you have some outdoor games that you wish to share, please do so. All ideas of interacting with our friends are welcomed and encouraged.

7. Clean Up - Visiting Volunteers are required to clean up the diner before they leave. The general rule in using someone else's place is that you want it leave it cleaner than the way you found it.

A check-Out check list is attached to this MEMO.

Children – If you bring children (babies, kids or teenagers) with you, please keep them with you, or in sight at all times. They should not be playing or wondering around the building. They should not go to the rest room without a parent keeping an eye on them. They should not be outside the building without a parent keeping an eye on them. It is the parent or guardian's responsibility to keep an eye on them at all times. **Babies, kids or teenagers are not allowed in the Clothing Pantry while it is open to the public.**

Problems – If a Volunteer/Helper has a problem with one of our homeless friends, or as Gene says someone "acting crazy", please notify a HHOOT staff (kitchen or ministry) member immediately. Volunteers should try not to get involved with the problem.

HHOOT's Rules and Tips - for your safety and to keep you uplifted:

Below is a partial list of tips and suggestions to keep you and your family safe while at HHOOT's Diner or when visiting the homeless camps. Remember, our homeless friends are living in a state of survival and some will or may be manipulative. With that in mind please ask the Lord for a discerning heart prior to talking to them.

- 1) Do provide lots of smiles, "side" hugs and the LOVE of God.
- 2) Do talk to the individuals as if they are your friends and/or neighbors.
- 3) DO NOT TALK DOWN TO THEM.**
- 4) Do take the time to get to know their story, provide your testimony if it relates to their story.
- 5) Do speak Biblical Truth into their life for encouragement.
- 6) Do not be motivated by guilt.
- 7) Do not bring money with you.
- 8) If you find yourself talking to an individual with a problem that needs some type of item, please find 2-3 other team leaders to evaluate the situation. The rule of thumb is that if they need it "now" and "can't wait a day or a week" the request is typically not legitimate.
- 9) Never ask an individual what they need, other than the meal, because if they think you might get it for them, they will only tell you what they think you want to hear to get it for them.
- 10) Not everyone you talk to will open up to you. Please do not get discouraged.
- 11) If anyone is disrespectful please talk to them quickly to try to calm them down. If it continues please talk to a HHOOT Team Leader. Typically, we offer prayer to them and the situation will cease. It is very rare that we ask anyone to leave, and yet there is always a sense of peace and order.
- 12) Follow through! If you tell someone you are going to do something for them, do it. The strength of our ongoing relationships with the homeless depends on our honesty, and consistency. **They are always to be treated with dignity and respect. NO Exceptions!**
- 13) Never go alone with one of the friends from downtown. Always stay in sight of the group. If one asks you to leave the group, find another volunteer to go with you.
- 14) Anyone under the age of 18 must stay within adult supervision and inside the building at all times. NO EXCEPTIONS.**
- 15) Providing rides (in your car) is discouraged; however, there are some that really need the help. Feel free to tell them no, if you are willing to take them PLEASE do not go alone, ask another volunteer to ride with you or follow you.
- 16) Men Volunteers, never let yourself be in a position to be alone with a female guest.**
- 17) Women Volunteers, never let yourself be in a position to be alone with a male guest.**
- 18) Please do not visit any of the campsites alone unless you are invited and with a small group of at least three.
- 19) Do not hand anything out that has alcohol in it, or any type of medications.
- 20) Please do not smoke in front of our homeless friends unless you are willing to share with all of them.
- 21) If you see someone that you suspect is a minor, please talk to them, and ask them questions. Encourage them to call their parents, or someone they trust. Then follow up with a HHOOT Team Leader so that we can try to encourage them to go to a shelter for teens.

22) Street Outreach Ministry is very rewarding, yet sometimes frustrating situations can occur. So, be careful to not let Satan overwhelm and discourage you. **Please keep our friends and other volunteers lifted up in prayer.**

Fundraisers for HRH & HHOOT - We are always in need of seasonal items and supplies. If you or a group would like to organize a fundraiser of any kind you would have our support. Examples of fundraisers; bake sale, car wash, yard sales, benefit concert / show / dinner, coat drive or maybe a drive for; socks, underwear, t-shirt, shoes... The possibilities are endless, so be creative and have fun! We are all ultimately a team doing God's work. If you ever have any suggestions, we would love to hear them!

Donations - HRH & HHOOT are non-profit ministries dedicated to aiding those in need. We gladly accept and appreciate any and all donations. Please provide a copy of all receipts or a list of donated items, include name and address as well. It is very important to maintain a list of donations and receipts to maintain our 501(c)(3) status. If some items need to be reimbursed, you must get pre-approval.

Donations are accepted at HRH throughout the week at 916 E. Michigan St. Indianapolis, IN 46202.

There is an ongoing need for the following items:

- New socks and underwear (*dark colors*)
- Tents, tarps, sleeping bags, blankets, towels, candles, flashlights
- Tin cans (*example #10 cans from the large fruit or vegetables at Sam's Club*)
- Bath soap, shampoo, lotion, deodorant, razors, toothbrush, toothpaste, **non-alcohol** hand sanitizer
- Bibles
- Transportation; bus passes, bikes
- Seasonal: hats, gloves, scarfs, coats, boots. Mosquito/Neat, anti-itch, sunblock
- Blue jeans

Monetary donations will allow us to grow and to provide our friends when various situations arise. If you are blessed and wish to bless HRH & HHOOT you may mail your donations to:

Homeless & ReEntry Helpers, Inc. or just "HRH"
916 E. Michigan St.
Indianapolis, IN. 46202

Contact Information:

- Don Hawkins, Founder & CEO at 317-635-0500 or his cell phone at 317-632-0500
or Email him at: hawkins@HHOOT.com
- Gene Miller, Director of Ministries at (317) 635-0500 or his cell phone at 317-560-8619
or Email him at gene@HHOOT.com

HRH & HHOOT Provides - and is responsible for the below items:

The Building
Clean rest rooms & supply rest room paper products
Utilities & Insurance
Security
Tables & Chairs
Sound system w/microphone
Cleaning supplies, paper towels, rags, brooms, mops, etc.
Salt and pepper shakers
Coffee
Water (tap)
Ice
Serving tools, knives, scissors, etc.
Disposal serving gloves
Aluminum foil and other wrapping paper for storage of food
Appliances for heating, cooling and warming the food
Gas Grill w/propane and stove for cooking
Trash cans
Trash can liners

Visiting Ministries Provides - Volunteers/Helpers are responsible for bringing the below items:

Food – main course
Deserts – fruits, pies, cookies, cakes, brownies, etc.
Side dishes – corn, potatoes, beans, etc.
Salads
Chips
Breads – hotdog or hamburger buns
Drinks for the meal – soft drinks, Cool-Aid, bottled water, hot chocolate (cocoa), ice tea, lemonade, etc.

Any condiments that goes with your meal, such as:

Salad dressing
Butter, Garlic butter
Cheese
Parmesan cheese
Seasonings

Paper / plastic / foam products (bring enough to serve at lease 100 persons)

Plates
Saucers
Bowls
Cups
Napkins
Knives, spoons, forks

Visiting Ministries Provides – Volunteers/Helpers please try and leave the Diner as clean (or cleaner) than you found it) before leaving for the evening –

A list of things to do before you leave is listed on our “Check-Out List” is provide at the end of this MEMO. It is also posted at several locations throughout HHOOT’s Diner.

Example of an Evening Schedule at HHOOT's Diner:

Monday, Tuesday, Thursday & Friday the doors are opened at 6:00 PM and Saturday & Sunday at 3:00 PM

If it is raining or the weather is bad, the doors will be opened sooner.

DO NOT LET THEM STAND OUTSIDE IN THE RAIN, SNOW OR BAD (COLD) WEATHER.

- 1) HHOOT's Diner staff (Gene, Less or Steve) should arrive to unlock the Diner doors at least 15-30 minutes prior to the Visiting Ministries/volunteers arrival or from 5:30 to 5:45 PM on weekdays or from 2:30 to 2:45 PM on weekends - to make sure everything is ready for our Visiting Ministries/volunteers. Earlier is there is a Bible Study.
- 2) Food preparers and food servers (Visiting Ministries) should arrive from 5:45 to 6:00 PM on weekdays or from 2:45 to 3:00 PM on weekends - with the food and evening supplies.
- 3) The Visiting Ministries should help greet our guests as they are coming thru the doors.
- 4) At 5 to 10 minutes after the hour - A HHOOT's Diner staff person will greet our guests and read any announcements and make them aware of the posted rules on the wall. They will then introduce the Visiting Ministries/Sponsors, Volunteers and Helpers for that event.
- 5) At 10 to 15 minutes after the hour - A Ministry Volunteer (HHOOT or otherwise) may sing a song or two and may offer a short non-denominational service about salvation. Usually from 15 to 20 minutes.
- 6) **At 35 to 40 minutes after the hour – Our guests should start lining up for the meal.**
- 7) **Volunteers/Helpers are encouraged to visit with our homeless friends while they are eating.**
- 8) **We stop serving hot meals at approximately 7:15 M-F and 4:15 S-S or until the food is gone – We try and hold back 6 to 8 meals for stragglers that may come in late for one reason or another. Sometimes that works, sometimes it doesn't.**
- 9) **If someone comes in after we stop serving hot meals, we will still try to find them something.**

Clothing Pantry:

- 1) The clothing pantry will be opened only after everyone has been thru the serving line at least once; **OR**, at the description of the Ministry/Helpers serving that night.
- 2) A HHOOT's Diner staff member or a Volunteer/Helpers **MUST BE** available to supervise.
- 3) The clothing pantry will be open no later than 7:45 PM Mon-Fri, and 4:45 PM Sat & Sun.

Please note:

We do not make our homeless friends sit thru a service about Jesus's or God if they do not want to. Some will wait outside the building until the service is over. That is normal. We don't believe in pushing Jesus and God on them for food or friendship.

Remember, we are here for them; they are not here for us.

We just want to be here for them when they're ready, spiritually or otherwise.

Senders
Signature:

Date
Signed:

HHOOT's Diner - Helpers, Volunteers & Visiting Ministries

Example (goal) of our Daily Schedule

Please plan for serving from 70 to 90 people per meal	Mon-Tue Thu-Fri	Sat-Sun
If HHOOT has a scheduled Bible Study a HHOOT staff member should open the Diner Doors by:	4:45 <small>Start at 5:00 Over by 6:00</small>	1:45 <small>Start at 2:00 Over by 3:00</small>
Food preparers and food servers should arrive by:	5:45	2:45
A HHOOT staff member should have coffee, water and snacks available. A HHOOT staff member should open the Diner Doors for our guests by:	6:00	3:00
A HHOOT staff member should greet our guests, read the announcements, tell them of any upcoming activities and introduce the Visiting Ministry that will be serving.	6:10	3:10
The Visiting Ministry has 15-20 minutes to do praise and worship music/songs and/or deliver a brief non-denominational message about salvation.	6:15	3:15
A prayer for the food should be offered, then our guests should start lining up for the meal by:	6:35	3:35
The clothing room can be opened by a HHOOT staff member only after everyone has gone thru the serving line at least once. <u>A HHOOT staff member is required for the clothing room to be open.</u>	No specific time	No specific time
Our goal is to stop serving food no later than:	7:15	4:15
The Clothing Room should close by:	7:45	4:45
Clean-up should only begin as soon as most of our homeless guests have left the building.	No specific time	No specific time
Visiting Ministry should have Diner cleaned up by: <small>(Obviously, if all of our guests have departed, cleanup could begin earlier.)</small>	7:45	4:45

HHOOT's Diner - Helpers, Volunteers & Visiting Ministries Check-List – Before & During Serving

- 1) Always wash your hands before serving food.
- 2) Always wear plastic gloves while serving food.
- 3) Always be courteous to our guests. Remember, we are here for them; they are not here for us.
- 4) Always treat them with dignity and respect.
Keep a smile on your face and have a good attitude. Remember where they have been all day.
- 5) If you have a problem with one of our guests please notify a HRH / HHOOT Representative (kitchen or ministry staff) and let them handle it.
- 6) If you see anyone that is being disruptive for any reason, please notify a HRH / HHOOT Representative (kitchen or ministry staff) and let them handle it.
- 7) If you have children with you, make sure they are in the serving area with you at all times and not outside.
- 8) If you need help or can not find what you need, please ask a HRH / HHOOT Representative.

HHOOT's Diner - Helpers, Volunteers & Visiting Ministries Check-List – After Serving

Please Complete the Below Items Before Leaving for the Evening.

- 1) Kitchen sink should be left clean – All dirty dishes, pots & pans should be washed (with soap & hot water) & stacked for drying. Please do not put away.
- 2) Wash trays (with soap & hot water).
- 3) Wash all serving counters (with soap & hot water)
- 4) Sweep floor with dust mop – Please do not use brooms inside the Diner.
- 5) Make sure all trash is placed in trash cans.
- 6) Empty trash cans (inside & outside) that are more than $\frac{3}{4}$ full, Replace trash liner. - Bags go to dumpster.
- 7) Breakdown and stack outside any empty boxes.
- 8) Wash down all tables tops with hot Clorox water
- 9) All tables and chairs (inside & outside) should be straightened out and put back under the tables.
- 10) Any leftover food that you are leaving with the Diner should be covered and marked (w/date & what's inside) before being refrigerated.
- 11) Outside Tent – (If used), please wash table tops and pick up trash and put in trash cans.