

Angels' Place

Since 1992



Hearts that Inspire
Hands that Serve
Homes that Endure

Volunteer Manual

Angels' Place

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www.angelsplace.com



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WELCOME

Dear Angels' Place Volunteer,

First and foremost, thank you for your interest in volunteering at Angels' Place! We are delighted that you have taken this step to learn more about how you can support Angels' Place as we provide services to people with developmental disabilities.

This manual will provide you with an overview of the Angels' Place organization, as well as the general policies and practices of Angels' Place. You are encouraged to familiarize yourself with the contents of this manual as it will answer many questions concerning our organization and outline how volunteers like yourself can contribute.

We hope your association with Angels' Place will be a valuable experience. Volunteers are important to the success of the Angels' Place mission and make a tremendous difference in the lives of our residents. Thank you for joining the Angels' Place community and we look forward to working with you!

Best regards,

Dawn Bradley
Volunteer Coordinator

Mission Statement

ANGELS' PLACE provides people-centered services, including homes and professional support, for adults with developmental disabilities.

ANGELS' PLACE homes offer a Christian family environment of love and compassion, coupled with an atmosphere of acceptance, dignity, well-being, and the potential for personal growth and acceptance.

On a Wing and a Prayer

Angels' Place was founded in 1992 by five women concerned about the quality of life for persons with developmental disabilities and their families. The first home opened in 1992 in Oakland County. Today, Angels' Place provides Christian care, compassion, and affirmation for all people.

Angels' Place is a private, nonprofit, faith-based organization providing homes and services to persons with developmental disabilities. Fifteen residential settings, including fourteen homes and one apartment, provide specialized residential care, supported independent living and transitional services to adults with developmental disabilities ranging from mild to severe. The Abundant Life Services program offers educational workshops, community supports for those living on their own, respite programs for caregivers, outings, an artisans' cooperative, and many other types of outreach.

Angels' Place

Hearts that Inspire. Hands that Serve. Homes that Endure.

Hearts that Inspire...

At Angels' Place, inspiration abounds. In our homes, residents express joy through a variety of activities. The confidence that independence brings expresses itself in their love for those around them. Our residents do not define themselves by their disabilities, but by their abilities, and the life they share with others. Each person has his or her own story, and each story is a unique demonstration of the remarkable human spirit. Hearts join together to inspire achievement and growth.

Hands that Serve...

The people we serve are family to us and to one another. They are not passive or pitiful; on the contrary, they work together, laugh together, and celebrate together. Many residents choose to live with the same people for many years, experiencing community, mutual respect, support and friendship. They rely on one another for encouragement and

Did You Know?

More than 70,000 persons with developmental disabilities reside in Wayne, Oakland and Macomb counties. By contrast, only 800 state-licensed residential settings serve the same region.

Angels' Place is helping to meet a great need of our community!

practical help. The hands of those who serve and those who are served forge a circle of compassion. Hundreds of donors and volunteers participate in the life of Angels' Place, providing essential community support. Their hands join and expand the circle of compassion.

Homes that Endure...

Angels' Place is known as welcoming, helpful, and compassionate. Our homes are symbols of our caregiving reputation – each one a lighthouse of hope and love within the community. Though only fifteen years into its life as an organization, Angels' Place intends to be there for those who need us, decade after decade. We are guardians of human beings made in the image of God. We pledge to serve now and always. Our homes will endure.

A Philosophy of Care and Services

Angels' Place offers three levels of care in the tri-county area (Wayne, Oakland and Macomb counties):

- **Specialized Residential Care**
Homes licensed through the state of Michigan providing 24 hour staffing support
- **Supported Independent Program (SIP)**
Homes and apartment settings that are unlicensed, providing less than 24 hours of staffing support
- **Abundant Life Services**
Non-residential, community based services providing skill-building opportunities, an artisan's cooperative, respite care, social outings, and recreational activities

Angels' Place serves by treating each person as an individual and their family as vital members of the Angels' Place community:

Areas of focus for residents may include:

- Community involvement/participation
- Active citizenship
- Interdependence and Independence
- Adult daily living skills
- Socialization: relationship building
- Recreation and leisure
- Meaningful work/pursuits
- Health and well-being
- Safety
- Spiritual development
- Building a community of compassion

The people we serve live with their challenges for life. They do not get cured. On average, Angels' Place will provide forty years of service to each individual living in our homes.

History of Angels' Place

September, 1991 – With 1,000 persons with developmental disabilities on a waiting list for homes in Oakland County, five women meet with local church leaders, corporations and private citizens. They inspire others to join their cause. Founders are: Rosemary Kelly, Annemarie Lopez, Margaret Maxwell, Loretta Nagle and Margaret Prentice.

September 25, 1992 – Articles of Incorporation for Angels' Place are filed with the Michigan Department of Commerce.

April 28, 1993 – A presentation is held at Birmingham Country Club to introduce the Angels' Place mission and ask for support. 338 people attend.

November, 1993 – Saddlewood Home for men is purchased in West Bloomfield.

February 2, 1996 – Pine Center Home in West Bloomfield is donated by Alan Miller and becomes Angels' Place second home for two women.

May, 1996 – Four women move into our third home, Middlebury, in Bloomfield Township.

February, 1997 – Barrier-free Webster Home, located in Southfield, receives a license and six women move in.

August, 1997 – A home in Troy is purchased with a gift from Mr. and Mrs. Art Van Elslander. It is named the VanElslander home.

January, 1998 – Renovations begin on our sixth home, named Holy Family Home.

June, 1998 – Chelton Home, purchased in Beverly Hills, becomes Angels' Place seventh home and provides a Supported Independent Living Program (SIP).

July, 1999 – An anonymous donor purchases our eighth home located on Raphael in Farmington Hills.

January, 2000 – Joliat Home in Commerce is purchased.

February, 2000 – Art and Mary Ann Van Elslander purchase our tenth home located in Clinton Township. It is named the MAVE home.

August 20, 2001 – Board votes to open two homes to house women from a closed residential facility, Our Lady of Providence.

December, 2001 – Grimaldi, our eleventh home, is purchased in Livonia with a generous gift from Michael and Mary Grimaldi.

March, 2002 – Bell Home is purchased in Southfield. Flint Ink Foundation provides \$143,000 in seed money for a non-residential services program, the Abundant Life Services.

December, 2004 - Anonymous donor makes \$500,000 pledge to maintain services of Holy Family Home.

June, 2005 - Congressman Knollenberg supports \$98,000 federal grant for rehabilitation of Angels' Place Homes.

June, 2006 – Longcrest Home, Angels' Place thirteenth home, opens in Southfield.

September 25, 2007 – Angels' Place celebrates fifteen years of service.

October, 2007 - Raphael Home is rededicated as the John P. Dinan Home.

August, 2008 – Angels' Place opens its fifteenth home, the Linwood Home, in Royal Oak.

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HOMES AND LOCATIONS

Angels' Place operates twenty residential homes.

Angels' Place homes are located in Wayne, Oakland and Macomb counties.

Beverly Hills (1)

Bloomfield Hills (2)

Clinton Township (1)

Commerce Township (1)

Farmington Hills (3)

Livonia (1)

Royal Oak (1)

Shelby Township (1)

Southfield (3)

Troy (2)

West Bloomfield (4)

The Angels' Place administrative office is located in Southfield, MI on Lahser Road (near Ten Mile Road).

Angels' Place

29299 Franklin Road Road

Suite 2

Southfield, MI 48034

Office hours: Monday – Friday, 9:00AM – 5:00 PM

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POLICIES

Confidentiality

Angels' Place employees and volunteers have an ethical and legal obligation to respect the privacy of our residents and to protect and maintain confidentiality of all information learned about the residents, their family members and friends in the course of providing services to them. Information of a confidential nature is NOT to be discussed with anyone outside of Angels' Place and only discussed within Angels' Place when necessary.

Nondiscrimination Policy

Angels' Place is committed to equal opportunity and abides by all relevant laws and regulations. All Angels' Place programs and volunteer opportunities are administered without regard to race, gender, religion, national origin, age, disability, political affiliation, marital status, sexual orientation, veteran status, or any other basis prohibited by law. However, Angels' Place reserves the right to exclude volunteers who do not support its mission and goals.

Professionalism

Angels' Place expects all volunteers and staff to conduct themselves with a high degree of professionalism, maturity, courtesy and consideration for others.

Volunteers should adhere to the following behavioral guidelines:

- Smoking is not permitted inside Angels' Place homes or vehicles.
- Use of alcohol or drugs is not permitted on Angels' Place property.
- Use of profane language is not tolerated.
- Harassing behavior of any sort is not tolerated.
- Volunteers are expected to dress appropriately and may not wear reveling clothing or clothing with logos, pictures or writing that is derogatory or of a risqué nature.
- Volunteers are expected to be prompt and to give supervisors advance notice if unable to perform assigned duties.

Media Release

In the event that a volunteer is contacted by any form of media either at the home or in the community, the volunteer should request the name and contact number of the person and inform them that someone from Angels' Place will contact them.

Releasing unauthorized information (names of residents, personal telephone numbers of staff, telephone numbers of homes, information about residents or their families, etc.) is prohibited. No member of the press should be allowed in any of the homes without the expressed approval of the Executive Director, the Director of Development or his/her designee.

Photographs of volunteers may be included in newsletters, presentations, and for informational purposes if prior authorization is given. Volunteers willing to be photographed must sign the media release included on the volunteer registration form and in doing so, release Angels' Place from any liabilities arising from such authorized use.

Solicitation

The in-home distribution of literature of any sort, unrelated to Angels' Place or entities associated with Angels' Place, is prohibited. Soliciting funds, donations or pledges from employees, residents, and/or their families is prohibited in all homes.

Age Requirement

Volunteers under the age of 16 years old must be supervised by an adult at all times while volunteering at Angels' Place.

Volunteer Process

Potential volunteers –volunteering individually, not as part of a large group – must complete a registration form prior to the beginning of volunteer work.

Volunteers intending to work *inside* an Angels' Place home must also provide proof of negative TB (tuberculosis) test. (Test must be no more than 5 years old).

Following review of the application form and completion of a background check, each applicant will be contacted by the Volunteer Coordinator to determine and schedule an appropriate, specific assignment.

Volunteer Orientation

Volunteer orientation will be held yearly in January, March, May and September. Volunteers are asked to attend one session. Dates to be announced.

Commitment to Volunteers

Volunteers are vital to the success of Angels' Place. In return for the commitment of the volunteers to our program, Angels' Place commits itself to making the volunteer experience a productive and mutually rewarding one.

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PROCEDURES

Scheduling a Volunteer Opportunity

** Volunteers may create a regular schedule (i.e., weekly, biweekly, monthly visits, etc.) or may volunteer on an as needed or as available basis.

For volunteers visiting on a regularly scheduled basis, contact the volunteer coordinator to set up an initial visit. Once a set schedule has been established, contact the home manager or other supervisor to confirm or cancel a visit.

For volunteers visiting on an as needed or as available basis, contact the volunteer coordinator to set up a visit, unless instructed otherwise.

We understand a conflict may arise with a scheduled volunteer opportunity. If you are unable to attend a scheduled visit, please contact the Volunteer Coordinator at (248) 350-2203.

Visiting an Angels' Place Location

1. When you arrive at an Angels' Place home, the administrative office or the food pantry, identify yourself as a volunteer. Home staff may ask for identification for safety reasons.
2. Don't forget to sign the volunteer sign-in book. You should be prompted to do so by the Angels' Place employee greeting you.

Additional Notes

Angels' Place must remain aware of all individuals entering the homes. As a result, a volunteer application must be on file for every volunteer. We encourage you to bring friends and family on your volunteer visits; however, please inform the Volunteer Coordinator of who will be accompanying you so we can ensure he or she has completed an application.

Angels' Place greatly appreciates the commitment of our volunteers and aims to make your volunteer experience a joyful and rewarding one. If for any reason you are no longer enjoying your volunteer placement, please contact the Volunteer Coordinator. We would like to know what can be done to improve your experience and those of future volunteers.

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VOLUNTEER OPPORTUNITIES

HOME VOLUNTEERS

Volunteers spend time in the homes, building relationships with the residents.

Date/Time: Monday – Friday in the evenings, Saturdays and Sundays

- Plan a social event with a home, bring dinner, play games, watch movies etc.
- Read to a resident
- Complete a craft project with the residents
- Provide a mentoring relationship with a resident
- Sponsor a beauty night for the ladies

MAINTENANCE VOLUNTEERS

Volunteers visit homes for indoor and outdoor maintenance and upkeep.

Date/Time: Available most weekdays and weekends, no set time

- Participate in spring and fall clean-ups at the homes
- Rake leaves, weed and garden
- Adopt a home for regular garden clean-up
- Plant annuals in the spring
- Conduct monthly maintenance checks on the homes, looking for leaks, cracks, and other maintenance issues

SPECIAL EVENT VOLUNTEERS

Volunteers support Angels' Place events and activities through "day of" assistance.

Date/Time: Dependent on event date and time; contact Angels' Place for details

- Help at an Angels' Place event, such as the Golf Classic, Family Fun Day, Annual Dinner, Miracle League (summer baseball league) and more
- Sponsor a fundraiser to benefit Angels' Place

OFFICE VOLUNTEERS

Volunteers assist in the main administrative office located in Southfield, MI.

Date/Time: Monday – Friday, 9:00 AM – 5:00 PM

- Assist with data input, special office projects, thank you letters, filing, etc.

PANTRY VOLUNTEERS

Volunteers run the Angels' Place food pantry located in Southfield, MI.

Date/Time: Weekdays, mornings/early afternoons, time subject to change

- Shelve and organize donated canned goods
- Pick up a collection of donated goods and deliver them to the pantry
- Sponsor a collection of canned goods or paper products

SPECIAL INTEREST VOLUNTEERS

Volunteers introduce residents to a special interest or talent of theirs.

Date/Time: Monday – Friday in the evenings, Saturday, Sunday

- Teach a resident how to play a musical instrument
- Teach a resident phonics and other important skills related to reading success
- Teach a resident to paint or draw
- Teach a resident to knit or quilt
- Teach a resident to swim
- Teach a resident sign language

VOLUNTEER LEADERSHIP

Volunteers serve on the Angels' Place Board of Directors or on one of many committees, assisting with fundraising, governance and fiscal management.

- Join the Friends Committee, a group of under 40 Angels' Place supporters who hold an annual fundraiser and numerous resident events
- Get involved with the PR/Marketing Committee, Planned Giving Committee, Spiritual Development Committee, or other group related to your area of expertise

PRO BONO VOLUNTEERS

Volunteers provide Angels' Place with needed services free of charge.

- Donate medical or dental services, legal advisory services, accounting services, investment services, etc.

**Contact Angels' Place at (248) 350-5989 ext 151 for more information
on volunteer opportunities or to sign up today!**

ABOUT DEVELOPMENTAL DISABILITIES

What are Developmental Disabilities?

There are approximately 4.5 million individuals with developmental disabilities in the United States. Developmental disabilities (DD) are severe, life-long disabilities attributable to mental and/or physical impairments, manifested before age 22. Developmental disabilities result in substantial limitations in three or more areas of major life activities:

- Capacity for independent living
- Economic self-sufficiency
- Learning
- Mobility
- Receptive and expressive language
- Self-care
- Self-direction

Examples of Developmental Disabilities:

- Down syndrome
- Mental Retardation
- Autism Spectrum Disorders
- Cerebral palsy
- Spina Bifida
- Fragile X Syndrome
- Fetal Alcohol Syndrome
- Genetic and Chromosomal Disorders

Mental Retardation is the most common developmental disability, affecting 2 to 3% of the population.

Tips on Working with People with Developmental Disabilities

- Smile and be friendly
- Focus on abilities, not disabilities
- Treat each person with a disability as a person, first – a person with likes, dislikes, and capabilities just like everyone else
- Be positive, have a good attitude, and be patient
- Assist by explaining what to do, rather than what not to do
- Make instructions simple and clear
- Speak clearly and be specific
- Talk to and with people – not at them
- Establish routines and prepare people in advance for unexpected changes in routine
- Be observant and aware
- Establish limitations and maintain them
- Provide opportunities for choice, decision making, and expression
- Encourage confidence and self-esteem

(U.S. Administration on Developmental Disabilities, www.acf.dhhs.gov)

What is the mission of Angels' Place?**MISSION STATEMENT**

ANGELS' PLACE provides people-centered services, including homes and professional support, for adults with developmental disabilities.

ANGELS' PLACE homes offer a Christian family environment of love and compassion, coupled with an atmosphere of acceptance, dignity, well-being, and the potential for personal growth and acceptance.

When was Angels' Place founded?

Angels' Place was founded in 1992 by two women sitting around a cafeteria table. One of the women had a daughter with a developmental disability and was concerned about her daughter's future should anything happen to her or her husband. The two women banded together with three other women and began their crusade for Angels' Place.

How many Angels' Place homes are there?

Angels' Place operates sixteen residential settings, including fifteen homes and one apartment.

Where are your homes located?

Angels' Place homes are located throughout Wayne, Oakland and Macomb Counties.

At what age do you take individuals for residential placement?

Individuals may enter Angels' Place homes at twenty-six years of age or older, but we have taken individuals younger in extreme cases, such as illness or sudden death of the guardian. The Abundant Life Services program accepts younger individuals.

Do the Angels' Place residents work?

Angels' Place assists residents in finding employment. Most residents are competitively employed and those not employed volunteer for organizations throughout the community.

How is Angels' Place funded?

Over 46% of funding comes from fundraisers, 30% from the Community Mental Health Authority, and the remaining amounts from social security, government and private payments. Each year, Angels' Place has received a cut in funding.

Are contributions to Angels' Place tax deductible?

Yes. Angels' Place is a not-for-profit organization with tax-exempt status.

Do residents or families pay anything?

Social Security benefits are used. Private pay homes are funded by the families, but do not cover the expense of the home or capital expenses and improvements.

What is your administrative cost?

86% of every dollar goes to program costs and services.

Are you a Catholic organization? Does the Archdiocese give you any funding?

Angels' Place is a non-denominational organization. Many of our founding members were Catholic, but Angels' Place serves all denominations. Angels' Place staff represent many different cultures and faiths. The Archdiocese does not fund Angels' Place and we are not under their social service umbrella. We are identified as a valuable resource to the community.

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Angels' Place Volunteer Application Form

Full Name _____ Today's Date: ____/____/____
(Mr. Mrs. Ms. Miss Other) (Please include alias or other names used, including maiden name.)

Address _____ City _____ Zip _____

Home Phone: (____) _____ - _____ Cell Phone: (____) _____ - _____

Fax: (____) _____ - _____ Email _____

In an Emergency Call _____

If under 18 years old: Parent Name, Signature & Email _____

Employer / School _____

Special Talents/Hobbies/Interests _____

Volunteer Opportunities: Please check all opportunities in which you would be most interested:

- One-on-one with residents or Enrichment Program (arts, crafts, activities, reading, movies...)
- Home Maintenance (decorating, spring cleaning, painting, yard work...)
- Office (answering phones, mailings, clerical, computer work...)
- Special Events (Golf Classic, Annual Dinner, Angels' Friends events, Annual Concert, Family Fun Day)
- Other _____

Days and Time available: _____ Frequency: _____

Preferred location(s): Please check locations at which you are available to volunteer:

- Office (Southfield)
- Macomb County Homes
- Wayne County Home
- Oakland County Homes

Personal References (not relatives):

Name _____ Address _____ Phone _____

Name _____ Address _____ Phone _____

Name _____ Address _____ Phone _____

I understand that Angels' Place asks for confidentiality of all information I may hear directly or indirectly while volunteering. I understand that Angels' Place has the right to terminate my volunteer status as a result of failure to comply with policies. I also understand that for my safety and for the health and safety of others, I must meet certain health requirements as presented at my interview/orientation if applicable. I give my permission for Angels' Place to conduct a background check to check my driving and criminal records.

Drivers License # ____-____-____-____-____ DOB ____/____/____

Race: _____ (required by federal and state agency for background checks)

Date of last TB Test (required under our licensing guidelines to volunteer in group homes) ____/____/____

From time to time volunteers are photographed for newsletters, presentations, and informational purposes. I authorize the use of my name and or photo by Angels' Place for promotional, informational or any other purposes, and release Angels' Place from any liabilities arising from such authorized use.

Signature _____ Date ____/____/____

Additional Comments and Volunteer Experience:

How did you hear about Angels' Place?

Please mail to: **Angels' Place** Phone: (248) 350-5989 ext 151
29299 Franklin Road, Suite 2 Fax: (248) 350-3577
Southfield, MI 48034 dbradley@angelsplace.com

Providing Christian Homes and Hope for Persons with Developmental Disabilities Since 1992.

For Office Use Only.

Application Received _____ Reviewed _____ Project Assigned _____