

Volunteer with  
**Team Grace**



# Welcome to Grace

First of all I want to say 'thank you' for wanting to help us make a difference for those in need. I hope that you, will find that it is not just our friends from the streets who benefit from our help, but that they give us so much back in return. The experiences and friendships that I have had at Grace continue to leave me with a deep sense of gratitude and joy, and I hope you will have the same experience when volunteering at Grace :)

As a volunteer at Grace, you will experience a unique atmosphere and culture - one thais build on mutual respect and love.

At Grace, we believe that each and every person has value. Everyone who walks through our doors shall be met with love, and be included, accepted, and respected <3

Welcome to our Grace family. We're excited to get to know you!

Greetings,  
Sofie Engell  
Head of Grace

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Grace in Kingos Kirken, Bragesgade 35, 2200 KBH N

## **Grace's story**

GraceKBH, which is part of Blue Cross Denmark, opened in 2012. Every winter, we open the emergency shelter during the coldest months. We serve dinner to 40 people before tucking them into a warm bed for the night. Throughout the warmer months of the year, we function as a morning cafe, where we serve breakfast to anyone who needs a good start to the day and someone to talk with.

## **Our friends from the street**

At Grace, our doors are open to all homeless people, but we are mainly visited by homeless immigrants. They come from countries such as Spain, Italy, Romania and several African countries.

Most of the people who come to Grace have family around the world that they have to support, but they come from places with very few job opportunities. Many of them are therefore forced to leave their families to come to Denmark to collect bottles on the street and try to find work. The little money that they are able to make is then sent back to their families, so that they can survive.

Our friends from the street are often fathers and mothers who need a place where they can get a hot meal, a cup of coffee, a warm bed, a game of cards, and a good chat.

When they come to Grace, they are usually cold and tired after having been out on the street for many hours in a row. They are more vulnerable and need a safe place to relax.



# What do we expect from you?

**Grace relies almost entirely on volunteers in order to keep its doors open every day.** Your role is extremely important, and we can't keep Grace running without you.

**Once you have signed up for a shift, it is extremely important that you show up on time.** The person in charge has planned the shift around how many volunteers have signed up, and if you can't make it for any reason or are running late, we ask you to please let us know as soon as possible (you can find the numbers in our facebook group "TEAM GRACE" or contact Sofie). We always need at least three volunteers to show up for each shift or we are not allowed to open. Sometimes you are the difference between whether or not we can open the doors, and if you are a no-show, we have to go out and break the news to the guys that we can't let them in :(

**At Grace, we meet everyone with respect.** The people who visit us are in an extremely vulnerable situation, for a variety of different reasons. They may be feeling ashamed of their circumstances, could be struggling with their mental health, may have different cultural or religious practices than you are used to, or may not have had access to a shower or clean clothes in a long while. It is important that everyone who comes to visit us feels that Grace is a safe space for them to be, where they will be treated with respect, and without judgement.

**We also expect the guys to give you respect in return.** I am confident that our volunteers would all agree that the people who visit Grace are super sweet and respectful. But if someone ever says or does something that makes you feel uncomfortable, you should always report it to the person in charge on your shift. As much as Grace is here to support the guys, our volunteers are always our

number one priority, because without you, we couldn't keep Grace open! We want you to feel safe, happy, and relaxed while you are at Grace, and if something happens to make you feel otherwise, you should never hesitate to let us know!

## The shifts

On each shift, there will always be one person in charge, as well as 3+ volunteers. If you have any questions, problems or anything else you want to talk about, you can always ask the person in charge.

**If you are running late or can't make it to your shift, you must write to the person in charge** of your shift and let them know ASAP, either by text or facebook message. You can find out who is in charge by looking at the schedule (the name at the top on the day of your shift).

### **Morning Cafe (April-November)**

07.00-10.35

When you get to Grace, you will help the person in charge finish preparing the food for the day. They may ask you to make coffee, tea, cut bread, etc. At 07.00, we open the doors to all of our friends from the street.

While we are open, you will help serve the guys food, do the dishes, tidy the tables, help the guys collect things from their storage box in the basement, etc. If we have a lot of helping hands, there will also be time to visit with the guys and play cards or board games.

First shift: Sign up at the schedule.

Show up at: Grace in Kingos Kirken, Bragesgade 35, 2200 KBH N. Be there at 7.00 and you will get the full tour and introduction :-)

## **Winter Shelter (December-March)**

### **1. Evening shift**

19.30-23.00 - Grace in Kingos Kirken, Bragesgade 35, 2200 KBH N

We will need at least three volunteers to sign up for the evening shift to open. When you arrive, you will help the person in charge prepare dinner and set up the tables. They may ask you to cut bread, make salad, coffee, tea, etc. At 20.00, the person in charge and one volunteer will go out and open the doors for the guys. The first hour we are open, we serve food and help each other in the kitchen. Then you can freely sit and play a game of cards, a game of chess or talk with our friends. Sometimes there are also practical things that need to be addressed such as giving out sleeping bags, as well as providing advice about what it means to be homeless in Denmark. The responsible will during the evening write the names down for anyone who want to be in the lottery (to sleep at Grace). At 21.30 the responsible and one other volunteer will do the lottery and find the 40 who can stay and sleep (the ones who do not get a bed at Grace can make it in time to get a bed at another church) At 22.00, we will set up the mattresses and tuck the guys in. Finally, we make sure all the dishes are done and the kitchen is neat and tidy.

### **2. Night shift**

22.00-08.00 - Grace in Kingos Kirken, Bragesgade 35, 2200 KBH N.

**We need to have TWO night shifts signed up before we open at 20.00 in order to open Grace for the whole night!**

**If you have signed up on a night shift and are unable to come, it is extremely important that you call the person in charge of the shift that day ASAP.** You can find their contact info in the pinned



post at the top of the facebook group “Team Grace”.

You will start with a debrief of the evening with the person in charge of the evening shift, to hear if there is something you have to pay special attention to during the shift.

During the night you will be in charge of making 40 sandwiches for the guys. These will be given to the guys for breakfast when they wake up. You will get all of the instructions for this and what to use by the responsible. During the shift we would also appreciate it if you took a quick swoop of the kitchen to make sure that everything is nice and clean for the next day.

You are then free to read, watch movies/netflix etc. during the night shift (there is free internet).

Your job is to make sure that there is peace and order during the night, and help our friends from the street if there are problems, or if they wake up.

At 7.00, the person in charge of the morning shift will arrive and wake up the guys and help you to serve breakfast (the sandwiches) as well as coffee and tea.

# General rules

## **Alcohol**

It is strictly forbidden to have or consume alcohol or other intoxicants at Grace and on the church premises, both inside and outside the opening hours - this applies to both the volunteers and our friends from the street. If you see one of our friends from the street drinking alcohol at Grace, you must let the person in charge know right away.

## **Smoking**

Smoking is not allowed inside. The guys can smoke outside their entrance door, and the volunteers can smoke at our entrance. Please remember to use the ashtray.

## **Staying on church premises**

The guys should not remain on the church premises outside opening hours. If this happens, we are responsible to get them away from church premises, and if it happens repeatedly, they will get quarantined.

## **In crisis situations**

We have emergency plans hanging in the eating area. It is your responsibility to orient yourself so you can find the exit in case of fire, or if someone needs medical attention. The rule of thumb here is that it's better to call 112 one time too many than one too little. In case of

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KBH

[www.gracekbh.dk](http://www.gracekbh.dk)

an emergency, always get ahold of the person in charge immediately so that they can take control of the situation.

You can at any time ask the person in charge if you need to talk about experiences or situations that you think have been unpleasant.

In times of crisis, you are entitled to a crisis psychologist - in these cases, contact the person in charge and / or Sofie.

### **Quarantine**

Drinking /doing drugs will generally give a one-day quarantine and fighting generally gives a seven-day quarantine, but this is always assessed in each situation.

Some helpful language tips:

### English - French

Good morning	Bonjour
How are you?	comment vas-tu?
I am fine thank you.	Je vais bien merci.
What is your name	Comment t'appelles-tu?
My name is...	Je m'appelle...
Where do you come from?	D'où viens de?
I come from ...	Je viens de ...
Thank you	Merci
Have a good day	Bonne journée
Take care	Prends soin de toi.
See you tomorrow	A Demain

### English - Spanish

Good morning	Buenos días
How are you?	¿Cómo estás ?
I am fine thank you.	Estoy bien, gracias
What is your name	¿Cómo te llamas ?
My name is...	Me llamo...
Where do you come from?	¿De dónde eres ?
I come from ...	Soy de...
Thank you	Gracias
Have a good day	Que tengasun buen día
Take care	Cuédate
See you tomorrow	Nos vemos mañana

## English - Romanian

Good morning	Buna dimineata
How are you?	Cum sunteti ?
I am fine thank you.	Sunt bine, merci
What is your name	Cum te cheama ?
My name is	Nemele meu esta...
Where do you come from?	Din ce tara vi
I come from ...	Eu vin din...
Thank you	Multumesc
Have a good day	Sa aveti o zi buna
Take care	Aveti grija
See you tomorrow	Ne vedem maine

## English - Polish

Good morning	Dzień dobry
How are you?	Jak się czujesz ?
I am fine thank you.	Czuję się dobrze, dziękuję
What is your name	Jak się nazywasz ?
My name is	Ma na imię...
Where do you come from?	Skąd jesteś ?
I come from ...	Pochodzę z...
Thank you	Dziękuję
Have a good day	Milego dnia
Take care	Trzymaj się
See you tomorrow	Do zobaczenia jutro

# Contact info

Police or ambulance: 112

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