

Volunteer with
Team Grace

WHAT IS
H  ME
TO YOU

www.gracekbh.dk

Welcome to Grace

First, we want to say ‘thank you’ for wanting to help us make a difference for those in need. We hope you will find that it’s not just our friends from the streets who benefit from your help, but that you get a lot in return as well. The experiences and friendships that we shared at Grace leave us with a deep sense of joy and gratitude, and we hope you will feel the same when volunteering at Grace :)

In Grace, you will experience a unique and multicultural atmosphere, built on love and mutual respect.

We believe that each person has worth and value. Therefore, everyone who walks through our doors shall be met with love, and we do our best to make them feel included, accepted, and respected.

Once again,

Welcome to our **Grace Family**. We are excited to get to know you!

Greetings,

Team Grace

What is Grace?

Grace Kbh is a branch of Blue Cross Denmark (Blå Kors), which is part of the World recognized International Blue Cross (IBC). We opened for the first time in 2012, with the aim to help those in need living in the streets of Copenhagen.

Since then, we have started several different activities to achieve our purpose:

Winter shelter

During the long and cold winter, we open an emergency night shelter, where our guests find a warm and safe place to sleep. Depending on circumstances, we serve them a warm or takeaway dinner before tucking them into a warm bed for the night.

Morning Café

Throughout the whole year, we also function as a *morning cafe*, where they can find a warm breakfast to kickstart their day and someone to talk with or get help from.

Grace Hostel

In our hostel project we have 12 beds in a hostel. We provide shelter 24/7 and help the guys who stay there to find work, get their documents in order, get a bank account and housing. At this project we don't have any volunteers, but if you want to do some social activities with our guys let us know.

Weekly shower

Apart from that, we also cover a morning at Sjællandsgade bad, where our *guests* can take a shower (and sometimes even enjoy sauna), wash and dry their clothes and have breakfast.

Social Events

Whenever possible we organize social events with our guests, including trips to Tivoli, museums, summerhouse, and other thematic events at our cafe.

About our *friends* from the streets

At Grace, our doors are open to all vulnerable people, but we are mainly visited by homeless immigrants. Most of them come from countries under economic strain, hoping for better opportunities and a way to support their families. Many of them must leave their families behind, coming to Denmark to collect bottles on the street and/or try to find work that will provide for them. The little money they can make is sent back to their families, so that they can survive.

Moving to Copenhagen, our *guests* face several difficulties getting to feel integrated. They must deal with the bureaucracy, understand the language and get used to a different culture and weather. These challenging situations can easily make them feel marginalized and lose hope. Thus, offering them a safe and welcoming place, with people who care about them, brings many more benefits than one can see at first glance.

What do we expect from you?

Grace relies, almost entirely, on volunteers to keep its doors open every single day. Therefore, your role is extremely important and deeply appreciated - *we can't keep Grace running without you*. However, to keep it working well we have some important guidelines which must be followed by all:

1. Commitment and punctuality

Our shifts' activities are planned according to the number of volunteers we can count on. Moreover, we always need **at least one volunteer** to show up for each shift. Otherwise, we cannot open. So, sometimes you are the difference between whether we can open the doors or not.

So, once you have signed up for a shift, it is **extremely important that you show up and be on time**.

But in case of an unexpected event that prevents you from keeping your shift or in case you're running late, please let your shift leader know about it as soon as possible. So, we can try to fix it or find a replacement :).

Your shift leader contact can be seen in the Facebook Group "Team Grace". Otherwise, you can call or text Sofie or Urte, whose telephone numbers are at the end of this handbook.

2. Respect

At Grace, we see everyone who goes through our doors as a human being, worthy of respect.

Some people can be in an extremely vulnerable situation. They may feel ashamed about their circumstances or be struggling with their mental health. They may have a different social, cultural, or religious background, or have not had access to showers or clean clothes for a long while. No matter what, it is important that everyone feels that Grace is a safe place for them to be, where they will be treated with respect, and without judgement.

3. Boundaries

We also expect the guys to treat you with respect in return. We hope that all our volunteers agree that the people they met at Grace are by default super sweet and respectful.

However, if someone ever says or does something that makes you feel uncomfortable, you should always report it to your shift leader.

We all have different triggers and levels of comfort around others. So, do not feel afraid of talking openly with your leader about it.

Moreover, your degree of interaction with *our guests* should always **respect your personal boundaries** and you should never feel pressured to engage in an interaction where you don't feel safe/comfortable with.

Your safety and wellbeing are our priority!

We want you to enjoy your shifts as much as possible.

So, please let us know about anything that can make your time at Grace more pleasurable!

The shifts

The team of each shift will always be composed of **one staff member** plus, at least, one volunteer. If you have any questions, problems, suggestions, or anything else you want to talk about, you can always talk to your leader.

You don't have to commit to a full shift if that doesn't fit your personal schedule. If we are always two people, we are covered for the day! Just write in front of your name, the hours you will be available.

If you are running late or can't make it to your shift, you must call or write to your shift leader ASAP, either by text or Facebook messenger. You can find out who is the shift leader by looking at the schedule (the name at the top on the day of your shift).

Morning Cafe

Monday to friday 07.45 AM -11.45 AM

When you get to Grace, you will help the person in charge finish preparing the food for the day. He/she may ask you to help make coffee, tea, cutting bread, etc. At 08.00, we open the doors to *our guests* from the streets.

While we are open, you will help with the morning tasks, such as serving food and drinks, making coffee or tea, filling the dishwasher, keeping the counter clean, etc. If we have a lot of helping hands or less *guests*, there will also be time to engage more with the guys, help to make CV, play cards or board games.

To **sign up for a shift**, you can use the following link:

<https://docs.google.com/spreadsheets/d/1hSuVbrkHuEeFBCasJmehqKFwzpeKbkHzUCzdWNuUq6w/edit?fbclid=IwAR1CE56hfsUh-LEDKFwuq0DRCowcUIavVSBSZZq3HZaDk3vaeSR5OIZ9NXs#gid=1316188606>

The link is also available at the top of the feed in our Team Grace Facebook group. You should sign up under the **sheet called 'Morning Café and shelter'**. If you are signing up for your first shift, please write **'first shift or New'** between brackets after your name. This way, we can pay extra attention to you and guide you more if needed.

Address: Grace Kbh - Åboulevarden 50, 2200 KBH N.

Be there at 7.15 and you will get the full tour and introduction



Shelter

Only at winter dec-marts, everyday 9.15 pm-07.15am

As a night shift in our shelter, you will ensure up to 18 people get a warm and safe place to sleep for the night. The guys really depend on this in the coldest months where it can be dangerous to sleep outside in the cold. On the shift there will be you and one staff member, that knows the routines and the guys.

Night program:

21.15 The shift starts; you meet with the staff to prepare for the guys to arrive.

21.30 We open the doors for the guys. We do lottery (only Mondays), serve tea and help the guys to prepare their bed.

22.30 Light is out, and everyone is in bed. The volunteer and staff will go to the volunteer room.

23.00-06.00 volunteer can rest. Be aware that if needed the staff will wake you up and we will need you ready for action.

06.00 Start prepping coffee/tea for the guys.

06.30 Wake up all guys, help them to take away their beds.

07.00 Shelter close and guys go out. Short briefing with the staff.

To **sign up for a shift**, you can use the following link:

<https://docs.google.com/spreadsheets/d/1hSuVbrkHuEeFBcasJmehqKFwzpeKbkHzUCzdWNuUq6w/edit?fbclid=IwAR1CE56hfsUH-LEDKFwuq0DRCowcUlavVSBSZZq3HZaDk3vaeSR5OIZ9NXs#gid=1316188606>

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Shower

Fridays 07.30-12.00

The shift starts with the preparation of the breakfast and organization of all the material needed (towels, soaps, shampoo, shaving gear) so we are ready to open at 08.00. When *our guests* come in, we make sure there is food and coffee on the table and help them as they need (washing and drying their clothes and giving them new underwear). After each guest uses a shower or bathtub, we need to clean them, so it is ready for the next user. At 11.00 we start cleaning up so that at 12.00 we are closing.

Apart from Christmas' and New Year's Eve, we are open every Friday.

To sign up, please use the same link and write your name under the day you are available, on the sheet called '**shower**'.

Address: Sjællandsgade 12 A, 2200 KBH N.

General rules

Alcohol

It is strictly forbidden to have or consume alcohol or other intoxicants at Grace and on the cafe's premises, both inside and outside the opening hours - this applies to both the volunteers and our *guests*. If you see one of our *guest's* drinking alcohol at Grace, you must let the staff know right away. If they come holding a can/bottle, they must put it in their backpacks (not visible) or, in case it is open, they should give it to the leader and get it back when they leave the cafe.

Quarantine

Drinking/taking drugs will generally give a one-day quarantine. Meaning, the *guest(s)* is(are) not allowed to come to the cafe for the rest of that day and the next day.

Aggressive behavior and fighting generally gives a seven-day quarantine, but this is always assessed on a case-basis.

Smoking

Smoking is not allowed inside. Both *guests* and volunteers can smoke outside the cafe, if it is not right in front of the entrance door. Please remember to use the ashtray.

In case of a crisis

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 an emergency, always get a hold of the leader immediately so he/she can take control of the situation.

You can, at any time, ask the leader if you need to talk about experiences or situations that you think have been unpleasant. You are also entitled to a crisis psychologist; in case you have experienced a situation that was harder for you to deal with. In these cases, contact the staff and/or Sofie or Urté.

COVID-19

You should always take control measures that allow you to feel safe in any situation. We always have masks available and hand disinfectant that you can use during your shift. We recommend that you get tested at least once a week, even if you have been vaccinated. Also, if you are having symptoms and/or have been in contact with someone that has tested positive, we recommend you let us know. We will always follow the covid restrictions from the health authorities on the social area.

Important contacts

Emergency (police/ambulance): 112

Social ambulance/Doctor: 1813

Local police: 114

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