

Contact Grace Management: gracefrivillige@blaakors.dk / +45516854 39

Volunteer in Team Grace



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Welcome to Grace

First of all, I want to say thank you, for wanting to make a difference for those who have nothing. I hope you, like myself, will find that it is not only us who help our friends from the street, but that they also give so much back to us. Their life experiences and the gratitude and openness they bring, contribute so much to our lives, and we hope you may experience the same :)

As a volunteer at GRACE, you know that we have a culture that shines through. A culture that allows intimacy, respect and love. A culture that can be described in a few words:

*Alle er værdifulde og nødvendige, med kærlighed
inkluderes, rummes og respekteres
enhver som ønsker at tage del i
GRACE <3*

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Welcome to our GRACE family. We are so happy to get to know you.

Greetings,
Sofie Weinreich Engell
Founder of GraceKBH

The story of Grace

GraceKBH, which is part of Blue Cross Denmark, opened in 2012 in cooperation with Regen (a congregation of *Kristuskirken*). Every winter during the coldest months, we open the emergency shelter. We serve hot food, and 40 people can get a warm bed for the night. The rest of the year, we have a café that is open in the mornings, where we serve breakfast for anyone who needs it.

Our friends from the street

In Grace we accept all homeless people, but we are mainly visited by homeless immigrants. They come from places such as Spain, Italy, Romania and several African countries.

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Many of the immigrants who come to Grace, have family around the world, that they have to support. Therefore, they have no choice other than to leave their families to come to Denmark where they collect bottles and try to find work. The money is then sent home to their families.

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 game of cards and a good chat.

When they come to Grace - whether it is in the mornings or evenings - they are usually cold and tired after having been out on the streets for many hours. They are vulnerable and need a safe place to relax.

What do we expect from you?

-That you feel like you want to join a Team, where we all do our part and help each other make Grace work.

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-That you respect the people around you, and that you are able to meet people in difficult and vulnerable situations with an open mind and a positive attitude. We have a large team of volunteers who are dependent on each other, thus we expect you to be on time for your shift. Sometimes, one person more or less makes the difference on whether we can open the evening shelter or not. So it is extremely important, that we can rely on you to show up if you have signed up for a shift. We also encourage all volunteers to take fixed shifts, as it makes everyday life and the routines more stable for our friends from the street. Additionally, we expect you to care about the privacy of the homeless and their way of life. Therefore, all volunteers have to sign a confidentiality agreement on their first watch.

As much as we want you to have respect for the homeless, and their vulnerable situation, we also expect them to respect the volunteers. This means, that they alw should always be polite and respect you and your boundaries. If you are in a situation where you feel that your boundaries have been crossed or that you are not respected, you

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should always speak up! You are always allowed to tell the person that s/he must leave Grace, if you think s/he is behaving inappropriately, or ask the person in charge to do so. It may happen that it becomes necessary to quarantine that person (learn more about quarantines under “rules”). If, in any situation you find it difficult to say “no”, then do not hesitate to ask the person who is in charge that evening, to step in and help you. It is important that you always report back to the person in charge if you experience any unpleasant or stressful situations, and especially if you have asked one of the guys to leave. Only in this way, can we maintain mutual respect at Grace.

The shifts

When you take a shift at Grace during the winter, you can choose between evening- and night shifts. During the rest of the year, the shifts are all during the morning in the Morning Café.

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On each shift, there will always be an employee in charge to lead the volunteer team. If you have any questions, problems or something else you want to talk about, you can always ask the person in charge!

How do you sign up?

You can use the following [link](#) to sign up for a shift, or you can write an email to Gracefrivillige@blaakors.dk and ask to be added to the schedule.

Important: You are responsible for showing up to your shifts. If you are sick or have to cancel for other reasons, please notify the person in charge on the day of your shift (see schedule) as soon as possible and at the latest the night before at gracefrivillige@blaakors.dk.

If you have to cancel on the same day as your shift, please call the person in charge and let them know:

Sofie - 51 68 54 39

Andreas - 22 79 10 92

If you are late for a shift, you can send a text message to the same numbers.

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The Morning Café April-November

A morning in the Morning Café is divided into two shifts. You can choose one or the other, but you are also very welcome to stay for both shifts on the same day.

The early morning shift is from 7:30AM to 10AM and the late morning shift is from 10AM to 1:30PM.

We - the person in charge and the volunteers, eat breakfast together at 7:30AM and we open the doors for the guys at 8:00AM. There must be at least one employee and two volunteers on the schedule in order for us to open the café.

The person in charge will have the practical preparations for the day ready when you arrive, but sometimes you might be asked to help getting the breakfast ready for the guys: cutting bread, making coffee and tea etc.

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At 8:00AM we open the doors to all of our friends from the street. During the first hour the main task is to serve breakfast and clear out dishes. We serve a traditional Danish breakfast with donated bread from the local bakery, cheese, butter, jam etc. Most mornings, we will serve a hot meal at 11:30AM, but in between there will be plenty of time to socialize with the guys, play board games, do the dishes, write CVs and just talk. After lunch we do the dishes and at 1PM the café closes. The last half an hour is spent on cleaning up, mainly by the person in charge.

During the opening hours of the café, the guys have the opportunity to rest. We have mattresses, duvets and pillows for them to sleep on the second floor.

Shower Shifts:

Every Friday morning we offer our friends a shower. This takes place at *Sjællandsgadebadet*, and all we have to do is to go there with the

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guys (10 min. walk), wait for them to shower, and do a light clean up and close the place afterwards. We offer towels and shampoo, which have to be brought to and from Grace, and the towels have to be washed after the shift.

Evening shifts during the shelter

December-March

The evening shift starts at 7.30PM and ends 11.00PM.

There needs to be at least one person in charge and three volunteers on the schedule, for the shelter to open.

The person in charge will have done most of the preparations when the volunteers arrive, but there might be a few tasks that needs to be done, such as making coffee or heating up food. The first 30 minutes of the shift are primarily for introducing new volunteers to Grace and dividing the assignments of the evening.

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At 8PM we open the doors, and during the first hour we serve food and help each other in the kitchen. After that there is time to sit down with the guys, play a game of chess or Uno or just talk. Sometimes, there are also practical things that need to be addressed, such as giving out sleeping bags, or giving practical advice about what it means to be homeless in Denmark. Please make sure to lend a hand to the other volunteers on the shift when needed, so we make sure that all the practical tasks are taken care of.

At 10PM we do a lottery for the 40 available beds. Anyone who wants to sleep at Grace signs up upon arrival, and at 10PM 40 names are drawn, representing the people who get to stay the night. Afterwards the people who will not be staying leaves, and the people who stay are shown to their bed.

Between 10.00-11.00PM the guys get ready for bed and we clean up. Finally the person in charge debriefs with the volunteers. At 11PM all guests have to be in bed and the doors must be locked.

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Night shifts during the shelter

The night shifts are from 10:45PM to 8AM, and there are always two people on shift. The first 15 minutes you take part of the debrief of the evening team.

The person in charge of the evening will fill you in about anything you might have to be aware of during your shift, before he or she leaves.

You are welcome to read, watch movies or do other things during the shift. Your job is to make sure there is peace and quiet during the night, and assist the guys in case of problems or if they get up during the night. You also have to prepare breakfast, so it is ready at 7AM.

At 7AM an employee will come and help wake up the sleeping guests.

Everyone must be out at 8AM at the latest and the night shift will be over. There will always be an employee to be in charge of closing after the night shift.

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Important: On Sundays the guys have to get up an hour earlier because we have to close at 6:45AM.

Rules

Self-monitoring

The person in charge of food must ensure that the temperature of the food meets guidelines, and record it on the form that hangs in the kitchen EVERY time. After each shift, the temperature of the refrigerator must be measured.

Alcohol

It is strictly forbidden to drink or bring alcohol or other intoxicants to Grace, for the guys as well as for the volunteers. This rule also applies to the area around the church, and both in and outside Grace's

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opening hours. If you see someone drinking alcohol at Grace he or she must be asked to leave. You are always welcome to ask the person in charge for help.

Smoking

Smoking is only allowed outside. Right now, the smoking area is by the main entrance but at times this might change if the neighbours are bothered by the noise.

Stay on church premises

The guys are not allowed to remain on church premises outside of opening hours. If this happens, we are responsible for making them leave, and if it happens repeatedly, they will be quarantined.

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Storage room

In the basement we have a storage room where 70 of the guys have a box for their personal belongings. In the room you can find a set of rules for how it is organized and what the rules are. E.g. The guys have a number for their specific box and each box has to be checked at least every two weeks.

Emergencies

All year round we have a contingency plan hanging in the kitchen. It is the volunteer's responsibility to get his/her bearings and familiarise him/herself with it. The plan tells you what to do in case of a fire or if someone need medical attention. But as a rule of thumb, it is better to call 112 once too many than once too few. Always get a hold of the person in charge and let him or her take control of the situation.

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You are always welcome to go to the person in charge, if you need to talk about unpleasant experiences. If you experience emergency situations at race you are entitled to see a psychologist – in that case please contact the Grace management.

Quarantine

As a volunteer you are always allowed to ask people to leave if they behave inappropriately.

We do not accept sexual harassment in any way! The guys are generally very respectful, but at times it has happened that someone has crossed the boundaries. Please let the person in charge know if anything like this happens.

Violence occurs very rarely and as a rule it gives three days of quarantine, but the consequences are always decided based on the specific event.

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Have fun, give hugs and learn a lot!

When you are a volunteer at Grace you are welcome to have fun and get to know our friends from the street. Remember to respect that they may need to sit down quietly and relax, but don't hesitate to join them, get to know them and listen to their stories.

Normally we do not socialize with the guys outside Grace, since it makes it difficult to as a volunteer to uphold boundaries or say no. It is okay only to interact at Grace and keep the friendship there. Some decide to become friends with the guys on Facebook and others do not.

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