



Volunteer Handbook

Welcome!

Dear Volunteer,

Welcome to the Philadelphia Furniture Bank, a program of Pathways to Housing PA. We are delighted that you have chosen to volunteer your time with us.

We understand that time is valuable and we are honored that you are willing to spend it here. Volunteers like you are the key to enabling the Philadelphia Furniture Bank to serve hundreds of individuals and families each year. Your efforts will help people exiting homelessness to choose furniture that will turn their new house into a home.

With your help, we can continue to work to ensure that every individual who is, or was, chronically homeless has the on-going support they need to thrive. Through the Philadelphia furniture Bank, we will continue to work towards the goals of no one in Philadelphia having to sleep on a cold, hard floor.

Thank you for helping to make an impact on the lives of those most in need.

Sincerely,



Christine Simiriglia

President & CEO

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Mission

Empowering people with disabilities to improve their housing stability, achieve better health, and to reclaim their lives.

Pathways to Housing PA ends homelessness in Philadelphia for people who lived unsheltered for long periods of time, sometime decades. Our participants have a serious mental illness, substance use disorder, are medically fragile, and are marginalized in many other ways.

Pathways uses a Housing First model and a Harm Reduction approach to service, which means that we house people immediately regardless of whether they choose to seek treatment for their mental health disorder(s) or not.

Pathways have an 85% housing retention rate with people previously thought to be non-compliant that were unsuccessful in traditional systems.

History

In 2008 we were asked to house and serve 125 of Philadelphia's neediest and hardest to place citizens. We did so in 18 months. Today we are serving 400+ people with complex behavioral health and medical issues. We have grown and modified our programming to meet Philadelphia's changing needs. In 2016 we launched a program to focus on chronically homeless people with opioid use disorder in Kensington. Today, two staff teams support 150 people in that program and over 65% of participants have engaged in some level of substance use treatment since joining our program.

*In 2015, to meet a growing need for furniture for people moving out of homelessness, we launched the **Philadelphia Furniture Bank (PFB)** with the belief that that no child should sleep on the floor.*

Volunteer Expectations

What you can expect from Pathways to Housing PA:

- Respectfulness of your commitment to our mission and your time
- An inclusive welcoming culture
- To be given guidance and direction
- To be recognized and appreciated for your work
- The right to say no to projects and tasks that make you uncomfortable

What Pathways to Housing PA expects from you:

- Honor your commitment to volunteering to support our program
- Be respectful to our staff, member agencies, and participants
- Follow directions given by staff
- Keep all communications with or concerning member agencies and/or participants in our program confidential

Volunteer Responsibilities

- Cooperate with Staff
- Adhere to organization dress code policy (see “What to Wear” on page 10)
- Be alert and sober while volunteering
- Act professionally at all times with honesty, integrity, self-control and accountability
- Learn about and uphold our organization’s policies, programs, and people
- Be sincere in the offer of service and believe in the value of the job to be done

Hours of Operation

Volunteer shifts are 4 hours in length and are typically held Monday through Thursday between the hours of 9:00am-4:00pm. Volunteer groups may be accommodated on Fridays with advance notice.

Please choose a 4 hour shift within the following time frames:

Monday- 9:00am-4:00pm

Tuesday- 9:00am-4:00pm

Wednesday- 9:00am-4:00pm

Thursday-9:00am-4:00pm

Friday- No Volunteer Hours

Sat- Sun-Closed

Holiday Schedule

Pathways to Housing PA and the Philadelphia Furniture Bank are closed for several holidays throughout the year; therefore volunteer opportunities are not available on the following days:

New Year's Eve

New Year's Day

Martin Luther King Jr. Day

President's Day

Good Friday

Memorial Day

Independence Day

Labor Day

Columbus Day

Veteran's Day

Thanksgiving Day

Black Friday

Christmas Eve

Christmas Day

Important Contact Information

How to Reach the Philadelphia Furniture Bank

For immediate information please contact the Furniture Bank directly:

Phone: 215-291-9830

Email: furniture@pathwaystohousingpa.org

For scheduling and volunteer questions contact:

Sophia Peake

Development Associate, Volunteer Coordinator

Phone: 215-390-1500 ext. 1020

Email: volunteer@pathwaystohousingpa.org

For Questions about how to become an agency member contact:

Phone: 215-291-9830

Email: furniture@pathwaystohousingpa.org

Philadelphia Furniture Bank Staff

Tom Maroon

Director, Philadelphia Furniture Bank
Bank

Phone: 215-455-4115

Email: tmaroon@pathwaystohousingpa.org

Alex Nash

Assistant Director, Philadelphia Furniture

Phone: 215-455-4115

Email: anash@pathwaystohousingpa.org

Stacy Newton

Administrative Assistant,
Philadelphia Furniture Bank

Phone: 215-455-4115

Email: snewton@pathwaystohousingpa.org

Sophia Peake

Development Associate,
Volunteer Coordinator

Phone: 215-390-1500 ext. 1020

Email: speake@pathwaystohousingpa.org

Valerie Johnson

Director of Institutional Advancement

Phone: 215-390-1500 ext. 1510

Email: vjohnson@pathwaystohousingpa.org

Scheduling

The Philadelphia Furniture Bank is open for Volunteers **Monday through Thursday** from **9:00am-4:00pm**. **Volunteer shifts are four (4) hours long**. Volunteer groups can be accommodated for specific volunteer days if notified and confirmed a head of time. Volunteers must be at least 18 years of age.

To schedule a volunteer day with us please complete and submit an application at: pathwaystohousingpa.org/volunteer. Please note, there are two separate forms: one for individuals and one for groups. For individuals, complete the “Volunteer Application.”

Volunteer Application



Contact Information

First Name * Last Name *

Street * City *

State * Zip *

- For groups, please complete and submit the “Group Volunteer Application.”
- Once your form has been submitted, a confirmation email with your volunteer date and time will be sent to you within 2-3 business days.
- All volunteer shifts, for individuals and for groups, must be scheduled in advance. No walk-in volunteer opportunities are available at the Philadelphia Furniture Bank.

Group Volunteer Application *(scroll to next form if you are an individual who wishes to volunteer)*



Your Information

First Name * Last Name *

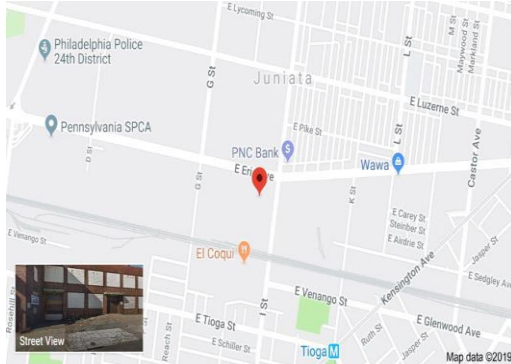
Street * City *

State * Zip *

For Questions or special accommodations of dates outside of usual volunteer hours please email: volunteer@pathwaystohousingpa.org

Location

The Philadelphia Furniture Bank is located at: **3650 I Street Philadelphia, PA 19134**



Getting Here

Transit

We are located near the Tioga Station on the Market Frankford line. From there, it is about a 10 minute walk. We are near the 56 SEPTA bus stop at Erie Avenue & I Street.

Driving

From I-76, take the exit for Roosevelt Boulevard North. Follow Roosevelt Boulevard to the 9th street exit and then turn LEFT onto Luzerne St. Take Luzerne all the way up then turn RIGHT onto I street. The destination will be on the right.

Please call us if you need assistance finding the warehouse: 215-291-9830

Parking and Entering

There is typically plenty of free street parking around the blocks surrounding the Philadelphia Furniture Bank, particularly on I Street and on Venango Street. The entry doors will have a white sign with our logo that reads "Philadelphia Furniture Bank". A Pathways staff member will greet you in the lobby.

Volunteering: Your Day with Us

We need both individuals and groups of volunteers year round to help with a variety of tasks at the Philadelphia Furniture Bank. Listed below are several types of volunteer opportunities that may be available during your scheduled shift; opportunities vary according to need. All volunteers must be at least 18 years of age.

Personal Shopper- This activity includes getting to know our participants one on one and assisting them as they choose furniture for their new homes. The personal shopper will use a check list provided by the Furniture Bank and accompany the participant and their case worker as they choose a variety of furniture including dining tables, chairs, and dressers, to turn their houses into homes.

Furniture Building- We are grateful to receive many donations from our partners, however, many of these donations are unassembled. By building furniture onsite at the Furniture Bank, you're easing the burden on an individual or family exiting homelessness as they move into their own space.

Inventory Organization- As we move furniture out to deliver it to participants, we also receive new furniture donations that need to be organized and placed onto the sales floor. This activity includes organizing inventory as well as painting or repairing furniture if needed.

Furniture Transport & Delivery- We often ask that our group volunteers who have their own transportation assist with deliveries. This activity includes following our delivery truck and assisting with unloading furniture once the truck arrives at a participant's new home.

Clerical and Data Entry- Volunteers will assist Furniture Bank staff with various clerical tasks including: data entry, filing, phone calls, and other administrative tasks as needed.

What to Wear

The Philadelphia Furniture Bank is housed inside of a warehouse that is difficult to heat in the winter and cool in the summer, so dress accordingly in comfortable clothing with the understanding that it may get dirty, stained, ripped, or distressed throughout the day due to manual labor. Wear closed toe shoes at all times for safety and bring safety work gloves if you have them!

Personal Belongings

Because of the layout of the warehouse and the limited space inside of the office, volunteers are cautioned to bring minimal valuables into the building. The Philadelphia Furniture Bank and Pathways to Housing PA are not responsible for loss of personal property.

Restrooms are located on the premises as well as a break table, refrigerator, and microwave should you wish to bring lunch.

Events & Campaigns



Chair Affair

In 2019 we celebrated our 10th birthday by auctioning 10 chairs at the Chair Affair! This unique event held in April each year showcases the teamwork and creativity of prominent local artists and designers, who re-purpose and re-imagine chairs from the Philadelphia Furniture Bank. The redesigned chairs are auctioned at the event, which also includes raffles for a chance at winning gift certificates and experiences. All funds raised through the Chair Affair directly benefit the Philadelphia Furniture Bank.



Generosity Series 5k

Each year Pathways to Housing PA takes part of the nationwide Generosity Series 5k, a multi-charity 5k Run/Walk that takes place in October at the Please Touch Museum. 2019 will mark our fourth year participating in the 5k.

Runners are invited to sign up to run with our Pathways to Housing PA team, and proceeds from the run go towards all of the programs operated by Pathways (including the Philadelphia Furniture Bank). Please reach out to us if you'd like to run on behalf of Pathways, and subscribe to our newsletter to stay in the know!

pathwaystohousingpa.org/subscribe

Closing

The Philadelphia Furniture Bank opened in December 2014 with the belief that no child should sleep on the floor, no family should be without a dinner table, and everyone should have a place to store clothes and treasured belongings. With your help, the Furniture Bank solves these issues for individuals and families moving out of homelessness in Philadelphia.

We could not do what we do without the support of volunteers, both groups and individuals. The extra hands that ensure that our participants have a personal shopper with them as they choose furniture for their new home, ensure that furniture that has been painted or repaired or put together, and ensure that deliveries are made and inventory is organized – they're invaluable.

Despite ongoing support from our generous supporters, we are always in need of lamps, art work, and mirrors to help turn houses into homes. If you have any extra items that are easy to carry that you would like to donate, please feel free to bring them with you!

We truly thank you for being a part of the Pathways team!

To make a donation please visit:

pathwaystohousingpa.org/donate

Thank you for Choosing Us!

P.S. Get social with us!  [Pathwaystohousingpa](https://www.facebook.com/pathwaystohousingpa)  [@PathtoHousingPA](https://twitter.com/PathtoHousingPA)  [@pathtohousingpa](https://www.instagram.com/pathtohousingpa)