



# **VOLUNTEER MANUAL**

(Revised 2/09)



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*Thank you*

(Revised 2/09)



## ***Welcome!***

We, the staff of Port Ministries, thank you for your willingness to serve the poor and spend some time living in our community. Our hope is that this time will bring you in contact with the poor Jesus among us, and we pray that you will reap many blessings from your experience.

The "Back of the Yards" neighborhood is one of the most blighted areas of the city and is home to many poor and marginalized people. The school system in this area has a high drop out rate, and many children are well below their levels in reading and math. Crime, gangs and drugs are a daily plague in our neighborhood. In addition, the jobless rate is one of the highest in the nation.

In Christ we are all children of our Father and we are called to love as He loves. We know that He changes lives and calls all people to himself. He gives hope to the hopeless, gladness for pain and endless grace and mercy. He calls us to be a light in the darkness and a place where all are fed, physically and spiritually, and for this your hearts and hands are greatly needed. We welcome you with sincere gratitude and assure you of our prayers.

We invite you to join Port Ministries as we answer the call to serve the poor. There are many ministry areas in which you can help bring hope and prayer to God's children. With joyful hearts, we welcome your time, energy, compassion and helping hands.

In Christ,

*The Staff of Port Ministries*

(Revised 2/09)



## General Volunteer Guidelines

**Beginning Note:** *Port Ministries is in complete compliance with the Chicago Archdiocesan "Protecting God's Children" program and your cooperation with these guidelines is necessary and mandatory in all areas of ministry.*

- Report to the area manager and/or staff for orientation and ministry assignment
- Sign in and out on the volunteer sign-in sheets in the ministry area where you are serving
- Spend 15 to 20 minutes praying in the ministry area prayer room before beginning your volunteer service
- See the area manager and/or staff for all site-specific volunteer guidelines and to address any questions or problems that may arise
- Do everything in Jesus' name, and keep in mind that the poor are our brothers and sisters
- Secure your valuables at all times
- Wherever you park your car, do not leave any cell phones, CD's, bags, purses or any valuables in view in your car.

Please **DO NOT**:

- ☹ give your personal information to anyone for any reason
- ☹ leave the Ministry buildings without notifying the area manager or staff
- ☹ give money, rides, gifts or medications (not even an aspirin) to our guests
- ☹ take any guest outside Port Ministries' buildings

**→ IN THE CASE OF AN EMERGENCY, notify the area manager and/or staff immediately and allow them to handle the situation. Volunteers should stand back, pray and be prepared to respond as directed.**

(Revised 2/09)



# Overnight Volunteers

3.

We are happy to have you stay with us during your volunteer experience at Port Ministries. Below are some guidelines for our overnight volunteers.

## Location

1. 1st and 2nd floors of the Theresa House Building (5017 S. Hermitage Ave.)

## Emergency Numbers

1. Port Ministries (Pio House, the Port, the Mantle): 773-778-5955
2. Theresa House: 773-863-4796
3. Madonna Queen of Peace: 773-436-1031

*Please note:* The volunteer group must have a cell phone for emergency use and the number must be given to the host manager.

## Housekeeping

1. Keep all rooms and areas clean, during your stay and directly before departure
2. Eat food and meals in the kitchen/dining areas ONLY
3. Wash the dishes
4. Take out the garbage
5. Keep the outside area clean at all times (please do not feed the birds or animals)

## Keys

1. Obtain and return keys to the host manager(s)
2. Maintain security and possession of the keys at all times
3. Keep all doors and cars locked at all times
4. Keep security gates locked at all times

## Personal Safety

1. Do not give money or any personal information to anyone
2. Be cautious with strangers and **never** invite someone in or offer a ride to anyone you do not know
2. Do not walk between Ministry buildings or anywhere in the neighborhood without an appropriate group leader and/or Ministry staff member
3. Enter and leave as a group and **never** as single volunteers

## Prayer

1. The prayer room is a place for prayer and worship ONLY (and not for idle talking, sleeping, storage, etc.)
2. Morning Prayer is daily at 9am and Mass is at Madonna Queen of Peace House (days/times/locations posted at Pio House). Please join us!
3. Please feel free to use our reflection and debriefing questions.

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## Port Ministries

# General Information and Descriptions

*Port Ministries is a nonprofit organization founded by a Franciscan priest, Rev. Augustin Milon, O.F.M., in 1985. It began as a one-room soup kitchen serving 30 meals a day and has grown into a multi-dimensional outreach ministry for the poor, homeless, families and children. Its mission is to provide full-hearted service to the poor and throwaways of society through listening hearts and a loving presence, and to meet basic human needs such as food, clothing, shelter and other vital support. Port Ministries also offers opportunities for volunteers to participate in living the Gospel message of service to the poor.*

*Port Ministries' staff and volunteers are committed to a continuing and expanding presence in the Back of the Yards neighborhood. Community needs are constantly being assessed and Port Ministries strives to respond to the changing needs and to fill service gaps in the neighborhood. The Ministry works hand in hand with other service organizations in the area to provide needed support without duplicating programs or efforts.*



**The Port** was the original soup kitchen from which meals were served daily for eighteen years (closed 2004). At present, the mobile soup kitchen known as the **"Bread Truck"** was expanded from a summer lunch program for children of the neighborhood to a year-round ministry serving meals to adults and children. Currently, 300 people (on average) are served daily evening meals in cold winter months and 350 children and youth are served daily during non-school months.



**The Mantle** is a nonresidential family center serving children and families in the Back of the Yards neighborhood. Our goal is to enrich the lives of parents and children through child development, education and enrichment programs in an environment of unity, peace, respect, and love which allows the spiritual dignity and potential of each child and parent to be realized. Services of the Mantle include:

- ☞ Adult Education (GED preparation, English as a Second Language (ESL), computer lab, special topics classes such as nutrition, health, music, etc)
- ☞ Child care and play for toddlers (2wks to 3yrs)
- ☞ Early development education for children 3 to 6 yrs following the Montessori method
- ☞ Enrichment programs for children 7 to 14+ yrs such as tutoring, mentoring, arts and crafts, music and computer classes. After School Tutoring is currently an expanding program
- ☞ Fun and games in our playground area
- ☞ Special events such as monthly birthday parties with clothing and gift giveaways, holiday celebration with festive meals (Christmas, Easter, Thanksgiving, Feast of St. Francis), and seasonal events
- ☞ Medical care in collaboration with the Port Free Clinic



**Pio House**, named in honor of Saint Padre Pio, is home to the administrative offices of Port Ministries. Its mission is to bring service supportive to Port Ministries and to facilitate service in a heart-warming environment... a place where evangelization happens through service to the entire ministry. We serve the servants! It includes the offices of the Executive Director, administrative and engineering staff, namely the ministries of Maintenance, Receptionist/Phones, Graphics/Communications, Pick-ups/driving, Development, Accounting, etc. Several conference rooms offer space for meetings and events of all sizes, and like all the ministries, Pio House has its own prayer room.




**The Port Free Clinic** is a free health clinic providing treatment, referrals, health fairs and workshops for homeless individuals and neighborhood families. Volunteer doctors and nurses provide free medical services to poor/un-insured neighborhood residents and is a site for children's school physicals and immunizations. In addition, educational programs are offered on such topics as: well-baby care, lead poisoning, asthma, hypertension and nutrition. The clinic serves an average of 10 patients per active day and has begun publicizing services at local schools, churches and youth services organizations in the neighborhood. Also, our **Home Visiting Ministry**, *a neighborhood outreach of the Port Free Clinic*, is reaching into homes with listening hearts and is bringing compassion so needed to offset the loneliness and sufferings of the homebound. Its goal is to home visit those who are locked in their homes through illness, old age or disability. The Home Visiting teams go out "2 by 2" twice a week and volunteers are always welcome to help! Opportunities include... compassionate listening, Eucharistic Ministers, Polish and Spanish translation and driving.



**Theresa House** is a full-family transitional shelter serving up to 65 individuals, from the entire Chicago area. Compelled by the urgent need to provide transitional housing for an increasing number of Chicago's homeless families with children, Port Ministries opened Theresa House in February of 1997. It provides 24-hour shelter 365 days a year to homeless families, including two-parent families and those with teenage boys, a population that most area shelters are not prepared to serve. Our target population remains homeless families who are referred to us by the Chicago Department of Human Services. Our goals are keeping families intact, meeting their basic human need for shelter, and preparing them for and transitioning them to more permanent housing. Families are housed for up to 120 days, after which they are assisted to move on to second stage housing, CHA housing, or independent rental housing. Homeless families served at the facility are often dealing with enormous personal problems, including drug and alcohol addictions, educational deficiencies, emotional, psychological and mental health problems. Adults receive intensive case management and referral to needed services; children receive in-house educational and recreational services such as tutoring, mentoring and arts/crafts activities facilitated by volunteers from a local university.

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 **Tony's Gym** is a neighborhood gymnasium located in Theresa House that serves at-risk children and teens from the neighborhood. Most of the neighborhood youth live in poverty with violence, gang activity, drugs and addictions in their families. These societal problems have been repeated for generations; as a result, the children suffer from poor parenting and have little hope for the future. Tony's Gym provides safe recreational and fitness activities for children ages 8 to 18.

***Port Ministries is grateful for your help! Thank you for sharing your prayer, time and/or financial support to help serve the poor in Chicago.***

Port Ministries  
P.O .Box 09168  
5013 S. Hermitage Ave.  
Chicago, IL. 60609

Phone: 773.778.5955  
Fax: 773.778.2451  
E-Mail: [info@theportministries.org](mailto:info@theportministries.org)  
Web Site: [www.theportministries.org](http://www.theportministries.org)

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## "Be Not Afraid"

*"As we reach out to His poor, one item becomes our obstacle... FEAR. We are afraid of His poor and the main reason for the existence of this crippler is that the poor are like a mirror, which reflects our own poverty of spirit; our weakness, our fragility and our wounded-ness. The sight of the poor ones stirs the fear we have because we must touch our own weaknesses, fragility and wounded-ness... that hurts. The answer is Jesus saying to us "BE NOT AFRAID"...and His words are power!"*

*J. Gus<sup>T</sup>*

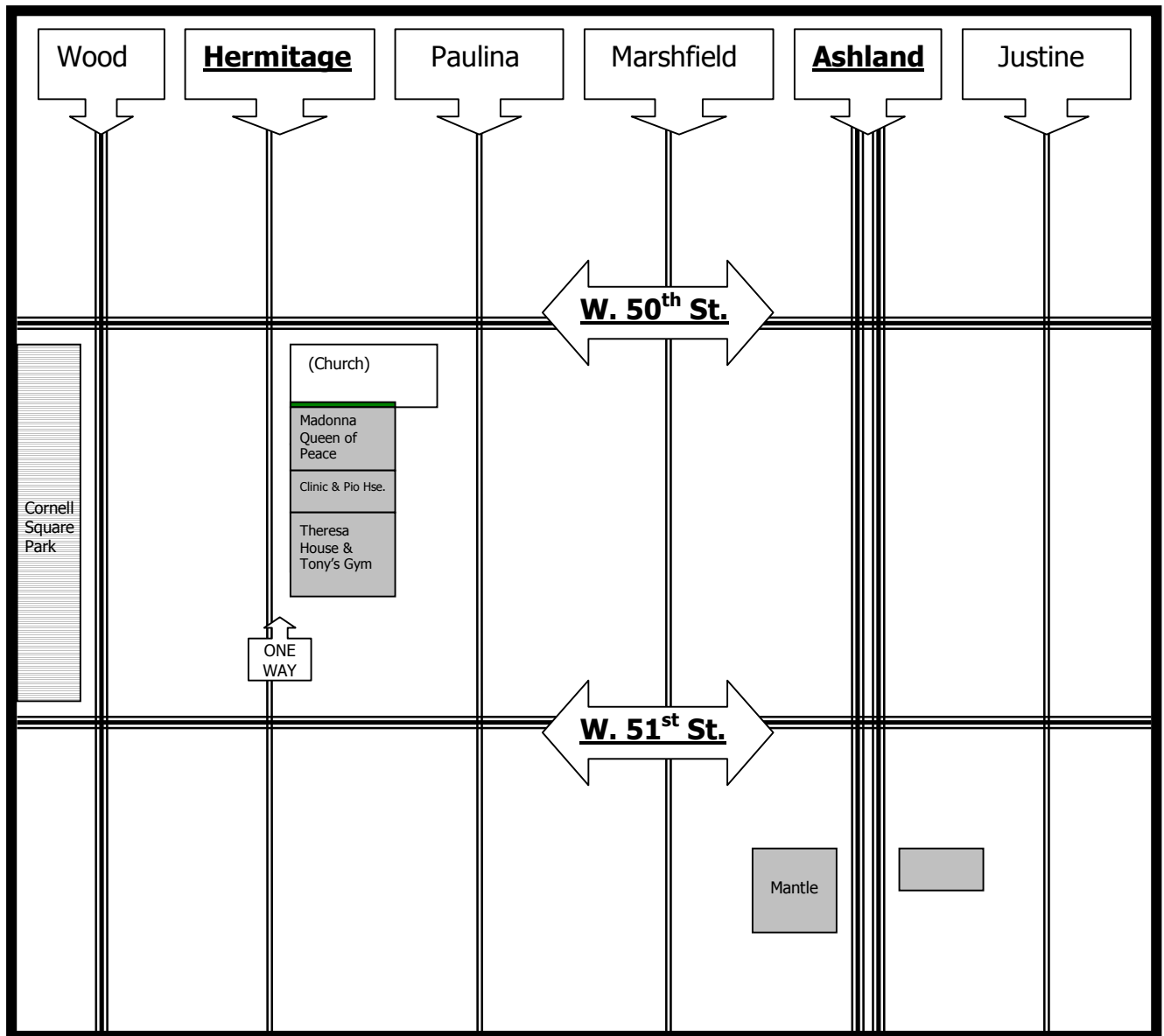
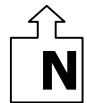
## Reflection Questions

1. What is poverty?
2. What is the difference between being spiritually poor and physically poor?
3. What are some stereotypes about the poor and needy?
4. What are your feelings about the poor?
5. What does the Word of God have to say about the poor?
6. How do you listen to the poor?
7. List by name all the homeless or needy people you know.
8. Compare your community to our community
  - a. Restaurants/stores
  - b. Youth activities
  - c. Problems/difficulties/stress levels
9. What are your prayer concerns for our community? And why?

# Port Ministries: (773)778-5955

## Direct Phone Numbers:

- Pio House Admin./Free Clinic- 5013 S. Hermitage Ave. 773-778-5955
- Theresa House- 5017 S. Hermitage Ave. 773-863-4796
- Tony's Gym- 5017½ S. Hermitage Ave. 773-863-4796
- The Mantle- 5140 S. Ashland Ave. 773-434-0603
- Madonna Queen of Peace Residence (Staff Mass):  
5009 S. Hermitage Ave. 773-436-1031



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# Helpful Local Information

## **General and Food**

### Walgreens Drug Stores

- 47<sup>th</sup> and Ashland
- 4710 S. Western 773-579-0353
- 5435 S. Kedzie 773-436-7396 (24-hour prescription service)
- 1931 W. Cermak 773-847-5779 (24-hour prescription service)

### Dominick's Finer Foods

- 3145 S. Ashland 773-247-2633

### Food For Less

- 4620 S. Damen 773-376-0750

## **Restaurants**

1. Atotonilco Totilleria #2 1649 W. 47<sup>th</sup> Street 773-247-5870 (Mexican food)
2. BJ's Market 9645 S. Western 773-445-3400 (African American food)
3. Connie's Pizza 2373 S. Archer 312-326-3443 (Pizza/Italian food)
4. Szalas Restaurant 5214 S. Archer 773-582-0300 (Polish food)
5. Pizza Hut 2042 W. 47<sup>th</sup> Street 773-376-4700

### *Delivery*

1. PAPA T'S 773-436-2100
2. Waldo Cooney's 773-434-0313

## **Hospitals**

1. Holy Cross Hospital  
2701 W. 68<sup>th</sup> Street  
773-884-9000
2. Mercy Hospital  
2525 S. Michigan Ave.  
312-567-2000
3. Little Company of Mary Hospital  
2800 W. 95<sup>th</sup> Street, Evergreen Park  
708-422-6200

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## **Local Churches**

St. Basil Visitation Catholic Church  
843 W. Garfield Blvd  
Call for Mass times (773) 846-3570

Holy Cross / Immaculate Heart Catholic Church  
1740 W. 46<sup>th</sup> Street  
Call for Mass times (773) 376-3900

St. Joseph Catholic Church (Port Ministries' home parish)  
4821 S. Hermitage Ave  
Call for Mass times (773) 254-2366

St. Michael the Archangel Catholic Church  
4821 S. Damen Ave  
Call for Mass times (773) 523-1248

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# Debriefing

11.

1. What are the three things you learned during your time at Port Ministries? Why?
2. Do you see poverty differently because of your time at Port Ministries?
3. Do the poor have a name and a face now?
4. What is Justice?
5. How would you share your experience about Port Ministries?
6. How did the poor treat you?
  - a. Were they polite?
  - b. quiet
  - c. Angry
7. How did you react to the poor?
  - a. Were you afraid?
  - b. Did you feel angry?
8. List the names of the Poor you know.
9. What did you learn?

## **Staff use**

1. Make sure you meet with all the volunteers in the group and thank them for all their hard work
2. Ask them about their experience with the Port? How could we have made it better? Ask them to pray on coming back so.
3. Ask them for the keys and any supplies they need to turn in.  
Close with a prayer

***Thank you and God Bless You!***

*J. Gus<sup>T</sup>*

**Jesus is Lord!**

(Revised 2/09)

## Volunteer Group Dress Code

We anticipate that Port Ministries volunteers will use their own good discretion in choosing proper attire to wear as they serve our children and adult guests.

**Since a volunteer's responsibility is to teach values by example, we suggest a basic dress code, which reflects the standards of our ministry, in which we always strive to affirm the dignity of those we serve as well as our own...**

- **No obscene or improper language, pictures or gestures on clothing or body.**
- **No "gang" related clothing / accessories / styles. (for your safety)**
- **Undergarments not visible in any way.**

**In addition, for men:**

- **No sleeveless shirts. Shirt must be worn at all times.**
- **No undergarments exposed. Pants are to be fastened at the waist.**

**In addition, for women:**

- **No bare mid-section.**
- **No plunging necklines.**
- **No halter tops.**
- **No sleeveless tops**
- **No short-shorts/skirts... should be knee length**

**SAFETY NOTE :** This dress code must also be followed for the group's safety as well as helping us to avoid problems "out there". Please realize that we will be serving teens and adults that can be very bold, forward and aggressive especially towards young ladies who may dress in a too "revealing" way. Know that the way you dress can be taken as an "invitation". This is not mentioned to scare you and no one has ever been in danger as long as they were part of a group. The "abuse" comes mostly in verbal form and the simple reality is: don't invite or "feed" the problem. Dress respectfully and generally you will be treated respectfully. It is our experience that this is very important to follow and makes for a better day and experience for all. Please help us to help you have a good experience! Remember too that you are representing a Christian ministry, and as a volunteer, you are considered "temporary" staff members and leaders.

Therefore, when a volunteer is not dressed according to the above code, they will be asked to change clothes before beginning their tasks. Thank You for your cooperation.

## Overnight Group Leadership Requirements

Port Ministries volunteer group guidelines includes the necessary rule that each group of (1 to) 5 male volunteer students has a male adult leader and (1 to) 5 female volunteer students has an adult female leader.

The volunteer student may be high school age or college age.

The volunteer group leader must be beyond college age and an official representative of your church, organization or school.