

# Family Promise FAQs | Raintree Christian Church

## 1. How can I become a Family Promise volunteer?

[Sign-up online](#) here, or email [Loreann Braden](#) or [Toza Jones](#)

## 2. How can I help with Family Promise?

- Volunteer to host at the Promise House
- Bring a meal
- Christmas presents
- Monetary donation

## 3. What does a day/evening/night host do?

**VERY IMPORTANT:** Please be on time. It is best to be a few minutes early to meet the families and to get any information that the previous host might want to pass along to you. You may be relieving someone who has been here and is waiting for you before they can leave. It is also very important to stay until you are relieved by the next person

### **Weekend/Holiday Day host | 2 shifts: 7 AM – NOON & NOON – 5 PM**

- When the Family Promise Day Center is closed, and the staff is off (Saturday/Sundays and holidays) we need someone to just be where the families are – at the Promise House 2303 13<sup>th</sup> Street.
- The hosts may visit with the families, read a book, watch TV, etc. The families do their own thing during the day and may come and go on their own.
- The only responsibility of the day host is to remain at the Promise House during their designated time. The day host has the key to the house-the families do not have a key. If a situation arises that you do not know how to handle, call Toza or Loreann
- Write in the blue Family Promise Notebook (in the host room) any comments that the coordinator or the Family Promise director might need to know about any events or circumstances during your host time.

### **Evening host | 5:00 p.m. – 9:00 p.m.**

- On weekdays the bus driver will bring the families to the Promise House around 5:00 p.m. and hand you the confidential Family Promise Notebook. Put it in the Host room. You should look over the information early during your shift.
- Help set out the meal, drinks (tea/lemonade), paper goods for a self-serve meal.
- You are welcome to eat and visit with the families.
- Oversee the clean up following the meal and that the kitchen is back in order (Families are supposed to help with the clean-up – sometimes they must tend to their children)
- If a family leaves, have them sign out and back in when they return in the confidential Family Promise Notebook (kept in the Host room).
- Families are to be in their rooms by 9:00 p.m. unless they have work reasons or have received permission from the case worker to be out later.
- Write in the blue Family Promise Notebook (in the host room) any comments that the coordinator or the Family Promise director might need to know about any events or circumstances during your host time.

### **Night host | 9:00 p.m. – 7:00 a.m.**

- Arrive at the Promise House a little before 9:00 p.m. to relieve the evening host and receive any needed information.
- Bring a pillow and bed linens/sleeping bag. You will be sleeping the host room (south east corner of the house). A Queen size bed and a twin bed are across the hall from each other.

- Introduce yourself and visit with the families briefly if they have not already gone to their rooms for the night. Families must be in their rooms by 9:00 p.m. unless they have permission from the case worker.
- Look through the confidential Family Promise Notebook for any information you might need to know. If someone comes in late, they need to sign in the Notebook.
- If they must be ready for the van at 7:00 a.m., knock on their door if they have not gotten up by 6:15 a.m. Some mornings they may be allowed to 'sleep in' if they are not leaving the house that day.
- The families will fix their own breakfast from the items and fix sack lunches for the day if they are leaving the house.
- The transportation will pick up the families at 7:00 a.m. to take them to the Hope House or to work, etc. if it is a day they are leaving the house.
- Be sure that the breakfast & lunch foods are returned to the refrigerator and the kitchen is in order.
- Write in the blue Family Promise Notebook (in the host room) any comments that the coordinator or the Family Promise director might need to know about any events or circumstances during your host time.
- If the families leave, check that all the lights are off and the house is locked when you leave.

#### 4. What time and where do I take the meal?

- You will need to prepare and deliver a nutritious evening meal for the families and evening host. Loreann or Toza will let you know how many people you will need to prepare for. SUGGESTION: sign up to be the evening host for the meal you prepare so you can eat and visit with the families.
- The Promise House located at **2303 13<sup>th</sup> Street by 6:00 p.m.**

#### 5. CHRISTMAS WEEK

- When and where do I pick gifts for the families?
  - There will be an angel tree set up in the welcome center of the church for you to choose gifts from and there will also be an online signup.
- Where do I bring my gifts?
  - You will need to bring your gifts to the church no later than December 22<sup>nd</sup>. The gifts will need to be wrapped and have a name tag with who it belongs to on it. **You will also need to attach a sticky note stating who the gift is from and what is inside the gift.**
- Do I need to wrap my gifts?
  - The gifts will need to be wrapped and have a name tag with who it belongs to on it. **You will also need to attach a sticky note stating who the gift is from and what is inside the gift.**
- When do I need to have my gifts at the church?
  - You will need to bring your gifts to the church no later than December 22<sup>nd</sup>.
- Can I donate money?
  - Yes. Please make checks payable to Raintree Christian Church and include "Family Promise" in the memo. You can designate how you would like your funds to be used. Gifts, pantry items, home furnishings, etc.

#### 6. Why do I need a background check?

- Some of the government programs Family Promise uses to support their families require all individuals who are associated with the program's participants to have completed a background check.
- Click here to print the background check form. \*Please note you will need to have this form notarized.

#### 7. Are there other opportunities to serve Family Promise?

- <http://www.familypromiselubbock.org/take-action>