

WHO PROGRAM  
2500 MAIN STREET  
VANCOUVER, WA 98660  
WWW.WHOPROGRAM.ORG

## TIPS FOR VOLUNTEERS

Please remember that cooking food for WHO guests in the shelter kitchen areas is not allowed. Foods that can be served cold or with hot water are okay, as are hot foods that were not prepared on-site.

Let's show our gratitude to St. Paul & St. Andrew for offering their service as WHO shelters by respecting the church grounds and keeping them tidy.

## VOLUNTEER OPENINGS

While there are still a few weeks left in this WHO season, we are already looking ahead! Perhaps you have volunteered, and are looking for ways to do even more. Some of the positions we need to fill for next season are:

\* Team Leads at each congregation (talk to the Team Leads from your group to see if they plan to continue in their roles, or if they might want some help next season)

\* A laundry volunteer at St. Paul (washing bedding each week to help our guests sleep comfortably)

# WHO Tips, Trends & Trainings

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## Wrapping Up WHO's Seventh Season

On the evening of March 31, all guests who stayed at St. Paul and St. Andrew Lutheran Churches must find a different place to sleep. Many have secured housing and jobs thanks in part to having a warm, safe place to stay during the WHO season; others will struggle with these needs long after this WHO season ends.

Thinking about the individuals and families in our community who lack permanent housing can be painful. Know that because of your efforts hundreds of homeless men, women and children in Clark County found shelter through the coldest months. WHO alone can't end homelessness, but this unique collaboration helps meet the needs of our most vulnerable neighbors. It's an important piece.

Interested in finding out more about Clark County's resources, advocacy and volunteer opportunities, or the County's 10-Year



A guest at St. Paul looks through items on the donated clothing table

Homeless Plan? Contact the WHO Development Coordinator at [who.vista@icfth.com](mailto:who.vista@icfth.com) or (360)699-5106. There is always more we can do to improve the quality of life for people experiencing homelessness—it doesn't end on March 31!

## WHO Guests Share Gratitude for Volunteers' Efforts

A Guest Feedback Survey was conducted in January at both WHO sites. Input from single men and women, couples, and families with children demonstrates across the board how much guests appreciate all our volunteers' hard work.

For example, the statement "I feel welcome at the WHO shelter" was met with 95% approval. The statement "The volunteers are able to help me" was met with 94% approval. Guests at both shelters also ranked highly the respect volunteers give them, the consistency

with which rules are enforced, and their feelings of personal safety while staying at WHO.

But perhaps testimonials speak louder than stats. In the words of one guest:

"This place is very, very safe. As a matter of fact, I was talking to a lady today. She said, 'Where did you go? Downtown?' And I said, 'No, I'm at St. Andrew.' And she said, 'Oh! That's a nice place. They really care about you. They're really concerned, and they try to really help you.'"