A Guide to Volunteering at Emmaus

A Program of the D’Youville Center for Social Justice
Emmaus Mission

Emmaus empowers individuals and families to rebuild their lives and reach their fullest potential.

We serve all people in need: the homeless, disadvantaged, disabled, unemployed and oppressed.

Welcome!

We are so pleased that you want to join our outstanding team of volunteers. As our Mission states, we are here to serve all those who seek our help in all different areas of their lives. Our first priority is to always respect clients’ privacy and dignity. We hope that you will understand that volunteer opportunities may be dictated by the fact that our clients live with us and volunteers serve in the shelters where they reside.

Thank you so much for understanding.

FAQ’s

How many people does Emmaus serve?

In the course of one year, Emmaus will help over 3,000 different homeless women, men, and children in 13 housing and service programs located in 10 facilities in Haverhill. On any given night, more than 300 different people call Emmaus “home.” More than 80,000 meals are served to residents annually and many former residents receive emergency food through Emmaus’ own food bank.

What services does Emmaus provide to help people rebuild their lives?

Emmaus’ housing and shelter programs include: emergency shelter, transitional housing, permanent affordable housing, housing search and stabilization, job training and adult education, budgeting, life skills training, substance abuse education, support groups, and case management. Emmaus also connects people to other community-based organizations and mainstream resources to help them rebuild their lives.
Examples of Highly Requested Items at Individual Programs

**Emergency Shelters:**

“**Toiletry Kits**”: Towels, Sheets, Soap, Toothbrushes, Toothpaste, Razors, Shaving Cream

**Clothes**: Socks, Pajama Pants, T-shirts, Underwear for both men and women (all sizes).

“**First Aid Kits**”: Ibuprofen, Tylenol, Aspirin, Antibiotic Ointment, Burn Cream, Tums, Laxatives, Anti-Diarrhea Medicine, Eye Wash Solution, Individual Alcohol Wipes, Forehead Thermometers

“**Linen Kits**”: Pillows, Sheets, Twin Size Bedding

**Food Bank:**

Canned Tuna, Pasta and Rice, Peanut Butter, Jam, Soup, Breakfast Cereals, Healthy Snacks, Shelf-stable Milk, Juice

*We also accept diaper donations!  
Most needed sizes are 3 to 6 pull-ups.*

**Families in Transitional Housing:**

“**Welcome Home Kits**”: Cleaning Supplies (Mop and Bucket, Broom w/ Dustpan, Clorox Wipes, Non-toxic All Purpose Cleaners), Towels.

“**Looking Good Kits**”: Shampoos and Conditioners, Body Wash for adults and kids, Wash Cloths, Laundry Detergent

Types of Volunteer Service

There are two types of service: **Direct and Indirect**

**Direct Service** is on-site volunteering. Direct service opportunities include but are not limited to: cooking and/or serving a meal, picking up and/or dropping off donations, working in our food pantry, cleaning, laundry, tutoring, doing craft projects with the children at our Family Shelter, and completing outdoor clean-up projects.

*Ideal for: individuals, families, small groups*

**Indirect Service (Portable Volunteering)** is “behind the scenes” or off-site projects. These include running food or supply drives, preparing a meal off-site and delivering it, or putting together hygiene kits for our residents. Indirect service offers more flexibility in scheduling and more people can be actively involved.

*Ideal for: large groups  
(e.g. youth groups or business teams)*
How to Volunteer

To be a **Direct Service Volunteer** you must:

1. Attend a Road Home tour
2. Complete a written application
3. Consent to a CORI check (if you are under 18, you must be accompanied by another volunteer who is 18+ y.o. and has completed a CORI check)

To be an **Indirect Service Volunteer**, you should:

1. Call the Donation Line (978-241-3412) or contact the Volunteer Manager (genna@emmausinc.org)
2. Take a Road Home tour to learn how you can best support the people that Emmaus serves

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**ROAD HOME TOURS**

Tours are held on the first Tuesday at 8am and second Wednesday at 4pm of every month except for government holidays. They last about one hour. The tours meet at 150 How St. in Haverhill, MA. For more information or to RSVP, please call 978-241-3412.

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**Indirect Service Ideas**

We highly encourage “drives” or “fundraisers.” A food drive is always greatly appreciated and will benefit the organization as a whole. Other options are to run drives for specific programs at Emmaus.

For example, we always appreciate groups who put together “Toiletry Kits” for those staying at our emergency shelter or “Welcome Home Kits” for families moving out of shelter to their new permanent residences.

There are many ways to support our residents through indirect service—contact us today to see how you can get involved!

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**HOLIDAY VOLUNTEERING**

Please note that Indirect Service is preferred for the holidays, especially Thanksgiving, Christmas and New Years. Holidays can be very stressful or sad for people experiencing homelessness, so we prefer to use our regular volunteers during these times because they are already familiar to our residents.