Hmong American Women’s Association

9235 W. Capitol Drive, Suite 414

Milwaukee, WI 53222

Phone: (414) 462-5031

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**HFSH General Procedures for Volunteers**

1. Make arrangements to pick up the helpline materials before your shift begins by calling the volunteer with the Helpline phone (look at the schedule if need be). When you pick up the Helpline materials, you will be provided with the helpline bag which contains the following items:

* The cell phone.
* An electrical outlet adapter.
* The Helpline ipad and/or the Helpline Resource binder, which includes the Helpline Caller log.
* Pen, Pencil and notebook.

At the time you pick up the materials, please make arrangements with the Helpline Coordinator about when and where the material will be dropped off after your shift.

1. Be prepared to answer the cell phone at all times during your shift. Here are some hints to keep in mind to ensure that you do not miss any calls and that you are ready to provide necessary help to all callers:

* Keep the bag with you at all times, and be sure you can access both the cell phone and the ipad or Emergency Resource binder within seconds.
* Make sure the cell phone is full charged.
* Keep the cell phone plugged into the electrical adapter at night.
* At night, place the cell phone close by, so that you will be sure to hear it ring.
* If there is a problem with the operation of the cell phone during your shift, or if for any reasons you are unable to fulfill your responsibilities, try to reach:
* Chai Moua, Advocate Outreach Specialist: 715-303-8898
* See Moua, Helpline Coordinator: 414-839-9667
* HAWA- 8AM-4:30PM: 414-462-5031

***NOTE:*** *You may ocassionally receive a telephone call from a HAWA staff member who is checking to ensure that the telephone is working properly.*

1. At the end of your shift, turn in the helpline bag, including all materials listed above.