

# Harvest House Atlantic Ambassador Handbook



2015



Thank-you for choosing to become a Harvest House Ambassador. This will be such an important role for Moncton and Atlantic Canada. I understand that this is a new venture and role for you, and want you to know that we have an Ambassador Team Leader that will help with any questions or concerns you may have concerning this role.

Most of us, when we hear of missions, think of overseas missions. Though we actively encourage and support those who are called to take the good news of Christ all over the world, only a few of us can go overseas. Our goal is to help change the face of missions in the minds of many by “connecting people of compassion with people in need to make a difference.”

We want to offer mission opportunities for believers to reach people in need close to home. We want to provide hands-on opportunities for churches, families and business groups throughout Atlantic Canada. Many want to experience what it is like to get involved with home missions and to have life changing encounters.

This is where you can help by promoting the opportunities through Harvest House and those we partner with to do the work of the Lord. As an ambassador you will be our point of contact between Harvest House, your local church and circle of influence. We will make you aware of meaningful events, volunteer opportunities and testimonies from people who have been impacted by our ministry. Believers in your home church will see and hear through the Spirit of the Lord as you speak about how to get involved.

It is my desire that you will delight in this key role and use your influence well in His great service. May you see many of your friends, family and fellow believers experience the joy of truly feeling a part of the great commission.

May the Lord bless you.

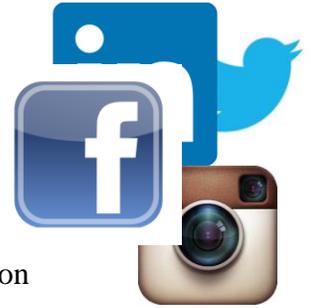
Thank-you

A handwritten signature in black ink, appearing to read 'Cal Maskery'. The signature is fluid and cursive, with a large initial 'C' and 'M'.

*Cal Maskery*

*The purpose of Ambassadors is to connect people of compassion with those in need to make a difference in our community.*

We ask you to use your social media (if you are currently using it) to share events, posts and pictures. When you log into your social media check the Harvest House Atlantic page to see if there is any new info that you can share/comment.



**The Vision** as an Ambassador you recruit volunteers, promote Harvest House events and recruit other ambassadors. You can invite people out to the next orientation meeting, or bring someone with you on your next volunteer shift.

**The Opportunities** available are but not limited to:

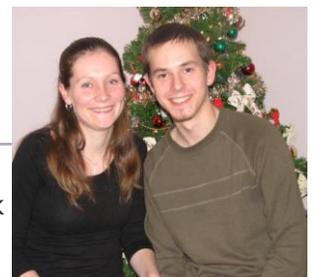
- Gathering a group to prepare a meal, whether it is cooked at Harvest House or at home, brought to Harvest House and served.
- We would love to come and speak in your church, small groups or special events.
- Ask your pastor about possibly having a pulpit swap, where someone from Harvest House speaks at your church (music could also be provided) and then your pastor or someone from your church speaks at Harvest House during our church service or one of our many bible studies.
- *Lunch and Learns* are a fun way for your church/group to experience Harvest House. Once your service is complete your congregation can come for Lunch, be served by our Recovery guests, while hearing testimonies from our Recovery guests and Director, Cal Maskery.

*We want the church community to see Harvest House as a local mission opportunity.*

**One Homeless Night** is a great way for youth groups to experience and become educated on Homelessness. Groups raise support and come to the shelter for an evening of fellowship with our shelter guests, sleep in a shelter like environment and then make and serve breakfast in the morning.

**There are four major fundraisers a year that Harvest House does:**

- Our meal program is advertised four times a year through the newspaper, social media and by donor mail outs.
- Every fall we have a auction dinner showcasing our Recovery program.
- Spring 2 Action walk, show casing our shelter.
- Fall Harvest House Golf Classic.



"Tim and I want to live out our faith and be involved in serving others, actively showing Christ's love to all people. We want to do this with our children as we seek to disciple them and model compassion. We strongly desired to do something together as a family where our children could serve alongside with us. As a family with five younger children under nine, it is hard to find opportunities where this is possible. Sharing a meal at Harvest House together as a family is exactly what we are looking for. Even our younger children enjoy helping by handing out drinks to everyone. Guests at Harvest House seem to enjoy talking with our children as we sit down with them to eat. This is becoming a key activity for our family as we seek to love others as Jesus did. Through all this the ones who have been most blessed is us."

Tim and Virginia Frazer

## **Harvest House Atlantic’s Background**

The vision for Harvest House started after Cal gave his heart to the Lord in his prison cell located in the Dorchester penitentiary. After watching a Billy Graham special, Cal prayed and asked the Lord to make Himself real in a way that Cal knew beyond a shadow of a doubt that God was real. The next morning Cal was surprised by the peace he felt. He started attending Chapel, and thought how wonderful it would be to have an atmosphere like Chapel on the street to reach people before they end up in prison.

Harvest House opened its doors in June, 1997 for meetings, and a community drop-in center. The first urgency was to begin renting a residence to accommodate men coming in need of a place to live. We quickly had more men, women and families in need of help, so we expanded to meet these needs.

In 2011 we renovated our facility at 182 High St, to better assist those who are homeless. We now have a dorm style shelter with 30 beds for both men and women, with laundry facilities and two meals a day provided.

The next urgency came when men suffering from addictions continued to show up on our doorstep. So in February, 2006, we opened an addiction recovery facility for men and have continued to expand from there. Changes were made as needs increased.

The “Step-up” program started in 2011. Step-up is for both men and women who are making positive steps in their lives (working, studying, volunteering etc.). Rent varies depending on the room given. Length of stay is determined by the individual, it may take someone 2 months to get back in the community, it may take someone else a year.

As the needs increased so did the staff. But the desire remains a constant. The mission is unchangeable, non-negotiable, many finding hope for the future and a place where they are discovering new family and friends to help along life’s journey. A change that ripples into the community to bring a better future.

Our mission stays the same- Connecting people of compassion with people in need to make a lasting difference.

## **Vision**

Connecting people of compassion  
with people in need to  
make a difference.



## **Mission**

To meet the needs of the  
lost and hurting by  
creating a caring  
community.



## **Statement of Faith**

”I am the way and the truth and the life. No one comes to the Father except through Me. If you really knew Me, you would know my Father as well” John 14:6-7

182 High Street	506-855-2026 (office)
PO Box 1774	506-388-4357 (Centre)
Moncton NB	506-388-5259 (Recovery)
E1C 9X6	506-388-4357 (Shelter)



[www.harvesthouseatlantic.org](http://www.harvesthouseatlantic.org)

[admin@harvesthouseatlantic.org](mailto:admin@harvesthouseatlantic.org)

#### Hours of Operation

**Main office (upstairs) is open Monday-Friday 9:00-4:00 pm**

For Community Drop-in Centre

#### **Monday- Wednesday-Friday-Saturday**

Afternoons- 1:00-4:00pm

Evenings (Every day)- 7:00- 9:30pm Sunday- Church service starts at 6pm

**Summer Hours- Winter Hours-** Please note that hours do change based on seasons, weather and program schedules. This is determined by staff.

***"I heard about Harvest House through my brother, Brian. He invited me to an open house at the shelter and I was given a tour. I was very interested in the good works being carried out there, and I asked how I could go about volunteering. So it began.***

***I loved serving coffee and tea, and greeting both new and familiar faces. Over the years that I was at Harvest House, I met so many wonderful people and enjoyed the exchanges with everyone. I cannot fully express the joy it has brought to my life to have been able to share time and confidences with so many of God's people."***

***Nancy Gallie***



### **Community Centre**

The community centre is our front-line and our connecting point with the community. Guests are welcome to come for friendship or any needs they are seeking help with. Compassionate people are available to offer our services or to make references to other helping agencies.

#### **Connecting Point:**

- You can serve coffee during one of our many public drop-in times.
- We are always looking for people to greet our guests and welcome them.

### **Emergency Shelter**

All are welcome to our Shelter which is open every day of the year for men and women of all ages. We open at 6:00pm for our guests to enjoy a hot supper, a warm night's stay and breakfast in the morning.

#### **Connecting Point:**

- Come in the morning and serve breakfast and coffee to our guests
- Maybe you would like to cook supper for our shelter and recovery

### **Step-up Housing**

A housing first program designed to assist guests with the next step in their life. Practical life skills such as training, counseling, accountability, and mentorship are all part of Step-Up.

#### **Connecting Point:**

- Be a mentor by meeting with a Step Up guest, maybe take them for a coffee or stop by and play pool
- Teach a life skill class during one of our afternoon classes.

### **Recovery Program**

A 6 month live-in program for men struggling with addiction and whose lives are out of control. We have great staff and volunteers who care for these men and help them through mentorship. We offer the 12-Step Celebrate Recovery program along with biblical teaching in the mornings and late afternoon. Early afternoon the men have to participate in GED, going to the gym or various work projects to develop a strong foundation. We currently do not have a recovery program for women, but we refer women to one of two Recovery centers in NB.

#### **Connecting Point:**

- Teach one of our many bible studies held weekly

- Help with work projects that happen during the afternoon.

### **Life Skill Classes**

We offer many learning opportunities at various times throughout the year. Many very gifted and qualified people of compassion come and offer courses such as budgeting, conflict resolution, anger management, boundaries in relationships, overcoming bitterness and setbacks, biblical studies, computer skills, art work and GED. More classes are added as needed.

### **Meal Program**

**There are over 100 meals served daily in our community center.**

**What does it cost to feed one person a meal per day?**

- 2.79 a meal
- 19.53 a week
- 83.70 a month

#### **Connecting Point:**

- Provide a meal by sending in sponsorship
- Cook a meal and serve it to our guests
- Organize a small group to prepare a meal whether at Harvest House or cook it at home and bring it here to serve.

### **Hope Rallies**

We will come into an area and bring testimonies, music and a presentation on Harvest House. We are also willing to help you open a center in your area.

#### **Connecting Point:**

- Help facilitate a Hope Rally
- Organize a Hope Rally event



**“I volunteered at the Harvest House for 2-3 years until I moved into another direction to serve the Lord. It felt great to bless others with my service, and also brought to light just how blessed I really was. I loved the fact that HH is faith-based, and it was inspiring to hear some of their success stories on how the Lord has been working in their lives. My last year there, my son also became a volunteer with me, and he enjoyed mingling with the crowd out on the floor, as they enjoyed his great smile and comradery. You will be richly blessed as you serve those who may be less fortunate than yourself at this moment.”**

**Ruth And Derek**

## Information on Volunteer Policies

Remember that as an Ambassador of Harvest House you are representing the ministry. We encourage you to always be looking for new Ambassadors, and to raise up a replacement in your church.

Note that the policies below may not apply to you, it is a good resource as you recruit volunteers to answer questions they may have.

### Social Media:

- We ask that you remember that you now represent Harvest House even on your social media, so we encourage you to post positive and uplifting pictures and posts. Also, we ask that you like and share any information you see from the Harvest House Facebook page.

### Giving money:

- We do not advise you to loan or give any money away to guests.

### Driving a guest:

- While you are on shift do not leave the property to take a guest somewhere. Harvest House cannot be held responsible if you decide to take a guest in your car.

### Cell Phones:

- During your shift please do not use your cell phones except for an emergency.

### Wardrobe:

- We ask that every volunteer dress appropriately determined by the staff member on duty.

### Conduct:

- Refrain from jesting in a manner that is disrespectful or rude with other volunteers and guests.
- Please do not say insulting comments, jokes or use obscene language.

### Authority:

- Harvest House wants to keep our volunteers safe, so we ask volunteers not to approach a confrontation unless requested by a staff member; instead inform the staff that is on duty immediately.
- In the drop-in center we use what we call infractions to discipline guests.
- If someone is on the property and you know they are currently barred from the property, please inform staff as soon as possible.

### Children:

- Children must be accompanied by their parents/guardians.
- Do not bring your children on your shift unless otherwise arranged with management.

### Safety:

- If at any time a guest, staff or other volunteer threatens your safety, makes you feel unsafe or not welcome, please inform a staff member.

### Parking:

- We are limited for parking, so please ask a staff member where you can park your vehicle while volunteering. We want to keep the front parking lot free for donors and guests.

### Smoking:

- If you see guests smoking out front inform the staff. People are not allowed to smoke in front of our property whether on it or off it. They may be asked to leave for 24 hours.
- If you smoke please limit your smoke breaks to two (exceptions will depend on your

shift). Our smoking area is in the back yard of the drop-in Center.

Confidentiality:

- Volunteers must hold in confidence any information they obtain while volunteering at Harvest House. None of the information may be shared to any outside persons or agencies unless authorized by law under the Right of Information and Protection of Privacy Act (SNB 2009). Harvest House does not release names of those staying in Shelter.
- The only time we give out information is to Social Development or RCMP.

Closed hours:

- Do not hang out in the drop-in Center during closed hours.

Classes:

- Do not let people in unless they want to participate in the afternoon class.

Recovery/Step-Up guests:

- Recovery is allowed in the building during closed times, as long as it is not during cleaning in the morning. As long as recovery staff is with them.

Missed Shift:

- If you will be late or need to miss a shift, please contact management as soon as possible.

Name Tags:

- Upon arrival, put your name tag on to build better communication with our guests

Phone Calls:

- Phone calls are answered by staff. Anyone wishing to make a phone call needs to be directed to staff

Phone Numbers:

- Please do not give out staff's' personal numbers, unless you have direct permission from the individual.

Canteen Supplies/asking for stock:

- If anyone asks for coffee supplies send them to a staff member.
- We do not give out stock without payment.
- Do not buy stock without direct permission from Canteen Manager

Personal belongings:

- Volunteers should leave personal items in their cars, or in a safe place. Harvest House cannot be held responsible for any lost or stolen materials.
- Guests are not allowed to store their personal belongings behind the counter
  - \* Please do not go behind the counter, unless you have asked permission\*