



Be part
of the
dream



dream *Streets*

VOLUNTEER MANUAL

Dream Streets is a registered 501(c)3 nonprofit organization. Our mission is to protect and empower individuals living in distress. We provide supplemental groceries and family-strengthening tools. In addition, we foster positive community relations at our physical locations, mobile ministry sites, and the streets we serve in West and North Nashville.

We've formed a family of dreamers—volunteers, donors, and community members—who choose hope over hopelessness.

WE INVITE YOU TO BE PART OF THE DREAM.

THE BASICS:

As a volunteer, you are a representative of Dream Streets, the global church, and the staff and board of the organization.

Dream Streets serves a vulnerable population; because of this, we have policies and procedures in place to protect you, our community members, and our organization. These include but are not limited to: background checks before assuming a volunteer role, strict guidelines surrounding interactions with kids and students, and rules governing the transportation of minors to and from ministry events/occurrences.

No volunteer, staff member, or representative of Dream Streets is allowed to be under the influence of drugs or alcohol while serving in our ministries or chaperoning minors.

Volunteers, staff members, and representatives of Dream Streets are encouraged not to engage in hateful, offensive social media from their accounts. Additionally, while serving during our ministries, please refrain from listening to vulgar music or speaking with profanity.

It is standard procedure at Dream Streets to fill out a background check. You are required to complete this before starting any volunteer role. Because of the nature of our work and mobile accessibility in our communities of service, you may come in contact with a minor even if the position you are volunteering for is not student-oriented. Background checks come at no cost to volunteers and require annual renewal.

FOOD MINISTRY



MOBILE FOOD

Rescue + Distribution
M-F, VARIOUS TIMES

CONTACT:

Liz Loxley, Ministry Director
liz@dreamstreetstn.com

WHAT IT MEANS TO BE A VOLUNTEER:

Becoming a volunteer in our food ministry gives you the chance to meet people where they are and help to meet a basic need. You serve as a smiling face and welcoming spirit to all our community members.

ONBOARDING EXPECTATIONS:

It is standard procedure at Dream Streets to fill out a background check. You are required to complete this before starting any volunteer role. Because of the nature of our work and mobile accessibility in our communities of service, you may come in contact with a minor even if the position you are volunteering for is not student-oriented.

Once your background check clears, our Ministry Director, Liz Loxley, will contact you about serving for the first time, go over additional details, and answer questions specific to the day/time/food site you are interested in volunteering with.

WAYS TO SERVE:

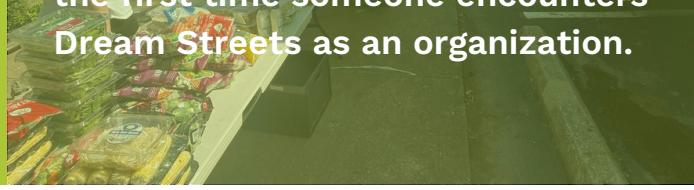
When getting involved with our Mobile Food Program, numerous roles exist. We encourage you to find the spot that fits your schedule and physical capabilities.

SNACK BAGS:

At each Mobile Food site, we distribute snack bags for children and youth. We need volunteers to visit our West and North locations weekly to put together these bags. This can occur whenever it best fits your schedule!



Mobile food occurs seven days per week, at various times. Our food-related ministries are typically the first occurrence of interacting with a family or individual from the neighborhoods we serve. In essence, these ministry times are the first time someone encounters Dream Streets as an organization.



FOOD RESCUE VOLUNTEERS:

Rescue entails the PICK-UP of food donations from our partner grocery stores. This is physically labor intensive and is critical to our Mobile Food operation. Donations are dropped off directly at a distribution site or Dream Street locations.

- Depending on the day and load expectation, a personal vehicle can be used to pick up donations.
- Most days, we use a Dream Streets food truck for rescue. If you are comfortable driving one of our box trucks (not CDL vehicles), we will need a copy of your license on file with our insurance.
- Food donations must be weighed before distribution.

DISTRIBUTION VOLUNTEERS:

Food distribution happens seven days per week, usually one morning and afternoon per day. We distribute tens of thousands of pounds of free groceries every month to hundreds of families with the dedicated help of volunteers.

- Volunteers help set up the tables for the distribution site and unload groceries from personal vehicles or Dream Streets trucks. Sometimes boxes are made on the truck for distribution.
- Volunteers may also be asked to help sign in individuals to receive their food box through a google form or a printed handout.
- While community members are receiving their food boxes, you are charged with being a smiling face, learning people's names and their stories, and helping them feel welcome!
- After distribution, volunteers can help unload boxes, trash, and compost perishable food items at Dream Streets.

TRUCK/FRIDGE/PANTRY CARE:

Cleaning the food trucks inside and out and organizing/cleaning the fridges/pantries at the centers.



TEEN NIGHT

Middle School + High School
Tuesdays 6pm - 8pm

CONTACT:

Jay Cavette, Student Director
jay@dreamstreetstn.com

WHAT IT MEANS TO BE A VOLUNTEER:

Becoming a volunteer in our Student Ministry gives you a chance to positively impact the lives of students from 8th-12th grades who come from all walks of life. The heartbeat of Teen Night is ensuring that every child who walks through our doors knows they are loved by our staff, volunteers, and, most of all, Jesus.

ONBOARDING AND EXPECTATIONS:

It is standard procedure at Dream Streets to fill out a background check. You are required to complete this before starting any volunteer role. Once your background check is cleared, Jay Cavette, our Student and Kids Director, will contact you about coming to observe a Tuesday night experience.

You will be expected to attend Teen Night most weeks out of the month. The students we serve come from homes and experiences that have taught them to expect inconsistency in their lives, and we are here to break that cycle and provide them with consistent, positive role models and mentors.

WAYS TO SERVE:

When getting involved with Teen Night, there are numerous roles to fill; we encourage you to find the role that fits your gifting and talents.



TASKS INCLUDE:

- Transportation volunteers- Pick up students from school, sports, or their homes and transport them to and from Dream Streets West.
- Meal volunteers - Come early on Tuesdays and cook dinner for the students, serve dinner during ministry time, and clean the kitchen/meal space afterward.
- Mentors - Mentor a small group of students on site, promoting vulnerability and life change. Each male small group leader will be assigned a group of male students, and each female leader a group of females. This role is the most pivotal one in the relationships with our students.
- Young Dreamer Academy - We partner with local creative professionals to train students in photography, videography, and video/graphic design software. We hope to give creative-minded students the confidence they need to pursue a creative career. This opportunity currently takes place 1-2 times per month.





KIDS

Pre-k through Elementary
Sundays 11am - 1pm

CONTACT:

Jay Cavette, Student Director
jay@dreamstreetstn.com

WHAT IT MEANS TO BE A VOLUNTEER:

The heartbeat of the Dream Streets Kids Ministry is ensuring that every child who walks through our doors knows they are loved by our staff, volunteers, and, most of all, Jesus. Becoming a volunteer in our Kids Ministry gives you a chance to positively impact the lives of kids from birth to 7th grade who come from all walks of life. In addition, our Kids Ministry volunteers are mentors to our children, engaging them in fun and active games while teaching lessons about the love Jesus has for them.

ONBOARDING AND EXPECTATIONS:

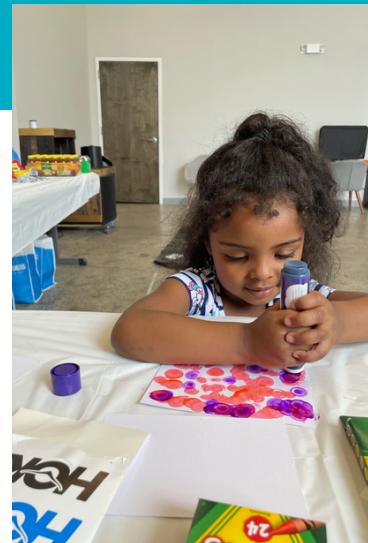
It is standard procedure at Dream Streets to fill out a background check. You are required to complete this before starting any volunteer role.

Once your background check clears, Jay Cavette, our Student and Kids Director, will contact you about coming to observe a Sunday ministry experience.

It is an expectation to attend Sunday ministry once per month. The kids we serve come from homes and experiences that have taught them to expect inconsistency in their lives, and we are here to break that cycle and provide them with consistent, positive role models and mentors.

WAYS TO SERVE:

There are numerous roles to fill when getting involved with our student program; we as a staff encourage you to find the spot that fits your gifting and talents.



TASKS INCLUDE:

- Transportation volunteers: Pick up kids from their homes and transport them to and from Dream Streets West.
- Meal volunteers: Come early on Sunday mornings, cook lunch for the kids, serve lunch during ministry time, and clean the kitchen/meal space afterward.
- Mentors: Lead a small group of similar-aged kids on-site, teaching Bible stories, leading arts and crafts, and interacting safely during free play. This role is the most pivotal one in relationships with our kids.



STUDENTS



NORTH NASHVILLE AFTER SCHOOL PROGRAM

Elementary + Middle school
M-TH 3:30pm - 6:30pm
F 3:30pm - 5:30pm

CONTACT:

Haley Trusler, Program Facilitator
haley@dreamstreetstn.com

WHAT IT MEANS TO BE A VOLUNTEER:

Our After School Program is the newest addition to Dream Streets, serving students and their families. Each afternoon, we will provide tutoring, academic enrichment, fine arts instruction, nutritious meals, social-emotional learning, and active free play. This program serves two purposes: dedicated, free childcare for parents needing to work AND outside school time mentorship and activities for at-risk youth.

ONBOARDING AND EXPECTATIONS:

It is standard procedure at Dream Streets to fill out a background check before serving. Therefore, you will be asked to complete this before starting your volunteer role.

Once your background check clears, Donelle Nelson, our Program Facilitator, will contact you to set up a time to observe an afternoon of programming.

Based on your schedule, you will be encouraged to attend and serve at the After School Program regularly. The kids we serve come from homes and experiences that have taught them to expect inconsistency in their lives, and we are here to break that cycle and provide them with consistent, positive role models and mentors.

WAYS TO SERVE:

There are numerous roles to fill when getting involved with our After School Program; we encourage you to find the spot that fits your giftings and talents.



TASKS INCLUDE:

- Transportation volunteers: Pick up kids from their schools and transport them to and from Dream Streets North.
- Meal volunteers: Come to Dream Streets North between 4-6 PM to prepare pre-cooked meals by Second Harvest. No cooking skills are needed; you heat and serve meals!
- Mentors: Help facilitate each component of the program by providing a friendly face, loving spirit, and support to hired teachers working to provide tutoring or fine arts instruction. In addition, you will serve as a trusted mentor and friend to children, helping to ensure positive behavior choices and peer interactions.





NATURE CLUB

children and pre-teens: Grades 3-6

Thursdays 4pm - 7pm

CONTACT:

Jay Cavette, Student Director
jay@dreamstreetstn.com



WHAT IT MEANS TO BE A VOLUNTEER:

Nature Club began in 2021 as a way to engage in outdoor activities, crafts, and mindfulness exercises. This club aims to build social skills, enjoy the outdoors, and improve emotion regulation.

A unique aspect of this program is the involvement of the Community Engagement Team at the West Nashville Police Precinct. Officers attend weekly to break the stigma of their profession and to strengthen relationships with the next generation. In addition, they facilitate activities such as bike riding, bird watching, gardening, hikes, farm visits, and more.

ONBOARDING AND EXPECTATIONS:

It is standard procedure at Dream Streets to fill out a background check before serving. Therefore, you will be asked to complete this before starting your volunteer role.

Once your background check clears, Jay Cavette, our Student and Kids Director, will contact you about coming to observe a Thursday evening experience.

It is an expectation to attend Nature Club most weeks out of the month. The kids we serve come from homes and experiences that have taught them to expect inconsistency in their lives, and we are here to break that cycle and provide them with consistent, positive role models and mentors.

WAYS TO SERVE:

There are numerous roles to fill when getting involved with Nature Club; we encourage you to find the spot that fits your giftings and talents.



TASKS INCLUDE:

- Transportation volunteers: Pick up students from school, sports, or their homes and transport them to and from Dream Streets West.
- Meal volunteers: Cook dinner for Nature Club participants and the officers who attend each week. Weekly meal times serve as an added time of bonding and relationship-building between peers, volunteers, and officers. Clean the kitchen/meal space afterward.
- Mentors: Serve as a one-on-one mentor. This is the most critical part of the program, as each participant enrolls based on actions or emotions that indicate a need for higher-level support.





SUMMER DAYS

18 and under
June + July
M-F, rotating sites + times

CONTACT:

Katy Smith, Summer Days Director
summerdays@dreamstreetstn.com

WHAT IT MEANS TO BE A VOLUNTEER:

We host a free, walk-up summer experience called Summer Days for children 18 and under. The purpose is to provide no-cost supplemental food and meals through our partnership with Second Harvest. We also make time for play through fun activities that develop life skills and encourage safe, positive community.

ONBOARDING AND EXPECTATIONS:

It is standard procedure at Dream Streets to fill out a background check before serving. Therefore, you will be asked to complete this before starting your volunteer role.

Once your background check clears, Katy Smith, our Summer Days Director, will contact you with more information.

WAYS TO SERVE:

There are numerous roles to fill when getting involved with our Summer Days Program; we encourage you to find the spot that fits your giftings and talents.

TASKS INCLUDE:

- Transportation volunteers: Pick up kids from their homes and transport them to and from a Summer Days site.
- Meal & Activity Volunteers: Sit with children while they eat, helping them open their meals if needed, and clean the meal space afterward. Also, lead arts and crafts and safe free play. This role is the most pivotal one in relationships with our kids.



ADDITIONAL SERVING OPPORTUNITIES

Please contact the program representative for each opportunity listed below if you are interested in learning more! It is standard procedure at Dream Streets to fill out a background check before serving. You will be asked to complete this before starting your volunteer role.

DREAM HOUSING GRANT AND MENTORSHIP PROGRAM

During the program's year, housing burdened families will receive supplemental rental assistance, up to \$500 a month for a year, to move families toward greater financial stability or homeownership. Participants are paired with a mentor who will walk with them and be a support system throughout the program.

In addition, the program director will assist enrollment into a financial planning program, either United Way's Financial Empowerment Center or Thrivent's Money Canvas, providing the following:

- Help create a budget
- Identify financial areas of need such as debt or credit
- Build a timeline of financial benchmarks to meet personal financial goals, such as buying a home or paying off large sums of debt

We always need mentors and volunteers who are skilled in these areas to serve the program participants.

Contact:
Haley Trusler, Program Director
haley@dreamstreetstn.com



FUNDRAISING EVENTS

If you love throwing a good party for a great cause, we need your help planning and executing our seven annual fundraising events. Tasks include accruing silent auction items and/or corporate sponsorships, setting up and tearing down on event days, and many things in between!

Contact: Haley Jacoway, Fundraising Event Coordinator
hjacoway@dreamstreetstn.com

ADMINISTRATIVE AND FRONT DESK

RECEPTIONIST SUPPORT

Do you enjoy a smiling face when you enter a business? This is an opportunity to fill shifts at our front desk at Dream Streets West to ensure our guests are welcomed with care and joy.

Do you like helping with administrative tasks that include: printing and assembling information packets, data entry, answering or returning phone calls, and helping transition ministry spaces for various events? We need volunteers to help us with these tasks every week! The schedule is flexible, and no task is too small.

Contact: volunteer@dreamstreetstn.com



COMING JANUARY 2023

NORTH NASHVILLE JOB READINESS PROGRAM

We are preparing to launch a program in January 2023 specifically designed for formerly incarcerated individuals in North Nashville who are hindered by their criminal history in achieving financial stability and long-term careers. We will need volunteers with expertise in the following areas to be involved in teaching classes and mentoring participants:

- Resume Building
- Teamwork and collaboration, having relationships in the workplace
- Written and verbal communication skills
- Interview preparation
- Emotional regulation and resilience
- Conflict resolution skills
- Specific skills in the hospitality and foodservice industry
- Budgeting and financial literacy

Contact: Haley Trusler at haley@dreamstreetstn.com

INTERACTING WITH MINORS

The heartbeat of all that we do at Dream Streets is serving families, which largely includes minors under the age of 18. Because we work with a vulnerable population, our community members of all ages are usually experiencing high levels of trauma regularly. As we serve, love, and care for kids and teens in our communities of service, we want to ensure that you are informed of our standards of care so that both you and them are protected and have the best experience possible.

BACKGROUND CHECKS:

It is standard procedure at Dream Streets to fill out a background check. You are required to complete this before starting any volunteer role. Because of the nature of our work and mobile accessibility in our communities of service, you may come in contact with a minor even if the position you are volunteering for is not student-oriented.

**Background checks come at no cost to volunteers and require annual renewal.

VOLUNTEER CONDUCT:

- A child should be present with two adults. If there is a group of children, one adult can be present, but two or more are always preferred. If you are in a situation where you are unexpectedly alone with a child, please notify a staff member for additional support.
- Minors, especially from hard places, can interpret physical touch in a way you didn't intend—Limit physical contact with children of any age. Give side hugs if necessary due to injury, but stick with high fives as a sign of affection or affirmation. Do not allow children to sit in your lap or ride on your back.
- Please enforce rules of safety and respect. Consistency is key. If you have given multiple warnings to a particular child who is continuing the harmful behavior, please inform a Dream Streets staff member to address the issue.
- Immediately find a staff member to address the issue if an injury or fight between two minors occurs or if an inappropriate comment or behavior is made that is harmful towards themselves or others.
- If you suspect something serious is happening outside of Dream Streets with one of the children, such as child abuse, please quietly let a staff member know. If you feel something's not quite right, no matter how small the concern, please do not hesitate to bring it to the staff's attention. We want this to be a healthy environment for all who attend.

BATHROOM POLICY

If you are serving at one of our Dream Streets physical locations, please do not enter the restrooms with a minor, no matter the age. Instead, please inform a staff member if you suspect a young child needs restroom help. Similarly, if a child is in diapers, please check with the onsite staff member about the appropriate way to approach a situation where a diaper change needs to occur.

HOME POLICY:

If you are serving at one of our mobile sites, never enter a child's home, no matter the circumstance. However, if you observe something that needs to be addressed inside the home of a minor and there is no adult present, please let a staff member know.

EMERGENCIES:

In an emergency, please listen to the specific instructions of the staff member present at your program site to ensure the safety of adults and minors.

In the event of a fire or an emergency inside one of our buildings, please listen to specific evacuation instructions from the staff member present to ensure staff, volunteers, and all minors accounted for on the premises are led to safety.

If one of our buildings is on lockdown, please move your children away from any windows to a place in your classroom that is not visible from the door and turn off any lights if instructed.

In an ongoing effort to protect our kids and families, there have been instances that have required local law enforcement to be notified while we are at our mobile locations. Additionally, if necessary, we as a staff will inform you of any times a ministry needs to be suspended due to reasons out of our control. This will help to ensure that no volunteer or minor is ever put in harm's way while participating in Dream Streets programming.

**Please know that we have direct access to MNPD and are promptly made aware if any safety concerns are present in the areas we serve.



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DREAM STREETS

Dream Streets is a registered 501(c)3 nonprofit organization whose mission is to protect and empower individuals living in distress.

Our programs serve under-resourced families in West and North Nashville.

EMMANUEL

GOD IS WITH US.

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GOD IS WITH US WE ARE TO BE WITH
INDIVIDUALS IN THEIR DISTRESS.

MAILING ADDRESS

PO BOX 92456
NASHVILLE TN 37209

WEST LOCATION

615-942-5559
520 39TH AVENUE NORTH
NASHVILLE TN 37209

NORTH LOCATION

615-942-5559
2030 25TH AVENUE NORTH
NASHVILLE TN 37208

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