



Welcome Home

SAINT LOUISE HOUSE

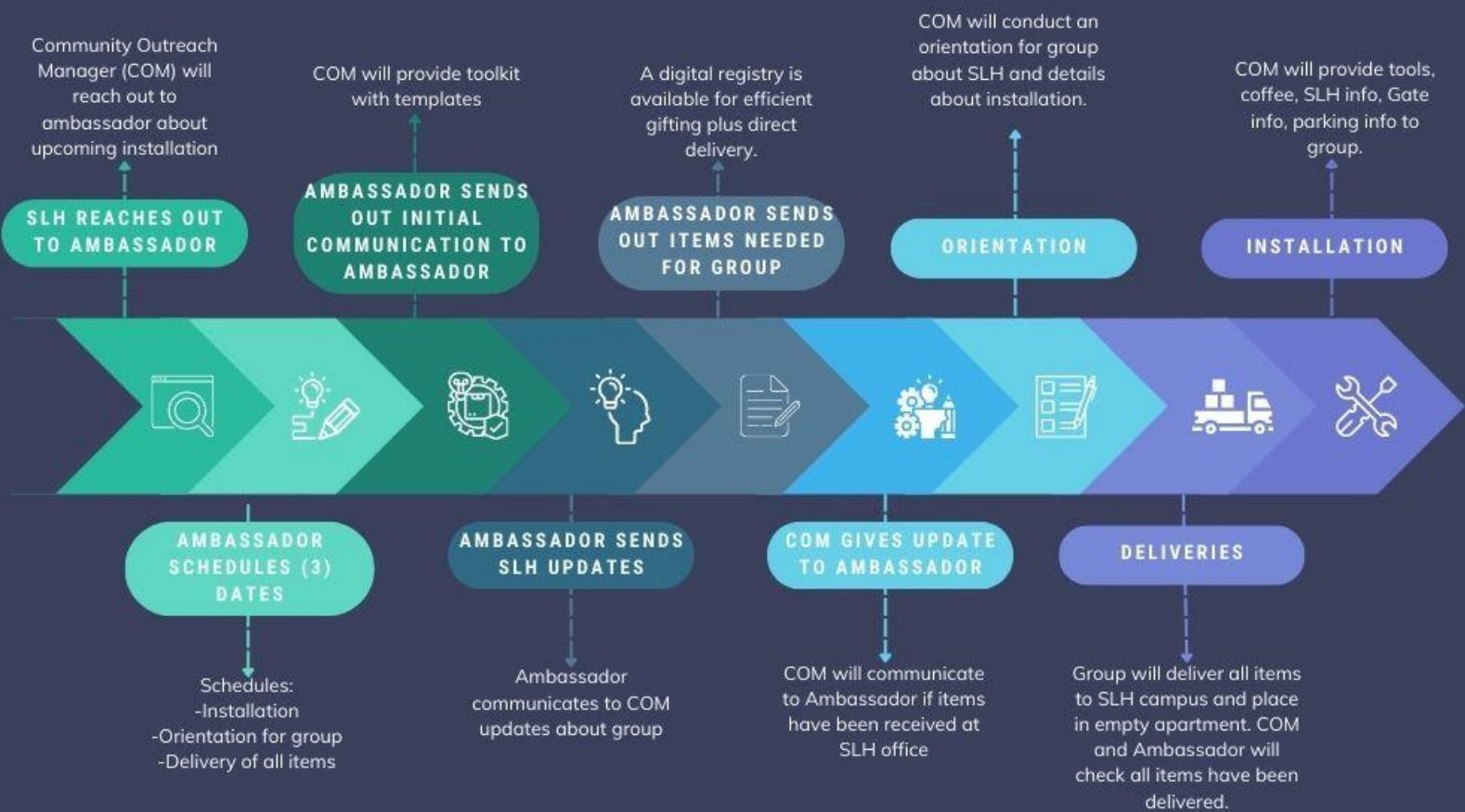
AMBASSADOR TOOL KIT

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Timeline for Ambassador

WELCOME HOME PROJECT AMBASSADOR TIMELINE



Timeline for Volunteer

WELCOME HOME PROJECT VOLUNTEER TIMELINE



Welcome Home Project 101

Saint Louise House helps families at every step by providing life skills training, counseling, financial literacy, parenting coaching, employment resources, educational services, and encouragement needed to help navigate from a place of hopelessness to one of financial independence and health. With these basic needs addressed, our families maintain stability and increase self-sufficiency due to our structured approach to the housing and wraparound services we provide. As only a limited number of apartments are available at an allotted time, we rely heavily on our community ambassadors.

The apartment installation allows volunteers to come to the campus and transform an empty apartment into a fully furnished and functional space for a new family who has been accepted into the intensive program. This opportunity generates a team-building experience and an introduction to the Saint Louise House organization.

As an ambassador for Saint Louise House, your primary objective will be to act as the liaison between Saint Louise House and the community volunteers for your project.

Setting up an Apartment

THANK YOU for volunteering to help welcome a new family to Saint Louise House by transforming an empty apartment into their new home. Together, we can create stability and hope for a mother and her children escaping homelessness.

Scheduling

Transitioning an apartment from one family graduating from our program to another moving in is a complex process with many moving parts. The apartment must be repaired, painted, and cleaned before it can be furnished and decorated. We often try to accomplish all this quickly as families are moving through the admissions process at the same time. As a result, we often try to schedule apartment setups on short notice, and sometimes, a different family will move in than originally planned. We ask for your patience and flexibility throughout the process.

Before Installation Day

You will receive a checklist of everything needed to furnish a Saint Louise House apartment fully. If available, we will let you know the mother's favorite colors, the number and age of the children, and their favorite colors. Many groups conduct drives and provide the apartment with as much furniture and housewares as possible.

However, we can provide donated items in our storage units if needed. Please let us know when you know what we need to provide so we can schedule movers before your apartment setup day. You are also welcome to visit your group's Amazon Wish List registry link to fill this need.

A few guidelines for furniture and housewares:

Saint Louise House provides families with needed beds. Therefore, we ask that you provide Pillows and bedding. We will also send you a link ahead of time so that each volunteer can register for the orientation, complete a confidentiality agreement, undergo a background check, and get quick training.

The apartments are not spacious, so dining tables and dressers should be small.

- Please, no glass tables or coffee tables and no mirrors.
- Please, no bunk beds or futons.
- Please, no wine glasses, beer mugs, or other alcohol-focused glassware or art.
- All baby equipment must be **new** so that we can confirm that there have been no recalls.

If you are bringing donations, our rule of thumb is that if you pass an item onto your mother, then it will most likely be welcomed by a Saint Louise House family.

Apartment Setup Day

We will meet you and your group at the designated location and time, conduct a quick rundown of where everything is located on campus, provide tools and a checklist of tasks, and answer any questions. We will also let everyone know where to put trash during the installation. We will also provide trash bags, but please let the Volunteer and Community Engagement Manager know if more are needed.

NOTE**An apartment setup generally takes a group of five people 3-5 hours.

Last Minute and Finishing Touches

Sometimes, the family that moves in changes from our original plan, and we must change the furniture and décor. Please let us know if you would like to be involved in this process for the apartment your group sets up.

We strive to include wall artwork with each of our installations, so we have purposely left these items off our registry so each group can add their touch and flair to their apartment installation.

In addition, we strive to stock the pantry and provide a welcome home meal for the family on their move-in day. A grocery list for the pantry is provided.

A word about equity

At Saint Louise House, we strive to provide each family with everything they need to move from homelessness to healthy, independent lives. We welcome all the little touches you must include to make this apartment a home. We also strive to treat families as equitably as possible. Therefore, we ask that you not include more than token items on the apartment checklist. It would be unfair for one family to receive video game consoles or other high-priced items while another does not due to differences in their apartment setup groups. You can leave a welcome note or card, but no gift cards or money.

Apartment Installation Check List of Needed Items

Kitchen

- Six dinner plates
- Six soup/cereal bowls
- Six sets of utensils
- Utensil holder for drawer
- 6 glasses
- Plastic tumblers/sippy cups (if needed for small children)
- 6 cups/mugs
- Skillet
- Saucepan
- Roasting pan
- Cookie sheet
- Measuring cups
- Measuring spoons
- Paring knife
- Chef's knife
- Carving knife
- Can opener
- Vegetable peeler
- Cutting board
- Spatula
- Slotted spoon
- Non-slotted spoon
- Tall kitchen trash can
- Box of trash liners
- Ice trays
- Dish drainer with mat
- Coffee maker
- Dish towels
- Potholders
- Microwave (small)
- Food for the pantry/freezer (family's list will be provided)

Living Room

- TV
- Living room chair
- Lamp (2-3)
- Wall art
- Sofa/Couch (SLH Provides)
- Coffee table
- End table
- TV stand

Full Bathroom

- Small trash can
- Shower curtain rings
- Shower curtain liner
- Shower curtain
- Bath towels (6)
- Washcloths (6)
- Hand towels (4)
- Bathmat
- Toothbrushes/toothpaste
- Toilet brush and plunger
- Toilet Paper

Dining Room

- Small dining room table & chairs (4-person)
- Wall art
- Floor mat in front of sliding door

Half-bath***

- Small trash can
- (2) hand towels
- Bathmat
- Framed artwork for wall(s)
- Toilet brush and plunger
- Toilet paper

Mom's Bedroom

- Queen Bed (SLH Provides)
- Nightstand
- Dresser
- Safety straps for dresser
- Mattress cover
- Bedspread
- Sheets (2 sets per bed)
- Blanket
- Pillow
- Laundry basket
- Lamp
- Wall art
- Hangers (1 pk)

Children's Bedroom

- Twin Bed for ea. Child (SLH Provides)
- Nightstand
- Dresser
- Safety straps for dresser
- Mattress cover (1 per bed)
- Bedspread
- Sheets (2 sets per bed)
- Blanket
- Pillow
- Lamp
- Framed pictures
- Children's hangers (1 pk)

Household Supplies

- Broom and dustpan
- Vacuum (Like new)
- Mop and bucket
- Hand Soap (unopened)
- Shelf Liners
- Plastic Wrap
- Basic Tool Kit
- Basic First Aid Kit
- Aluminum Foil
- Coffee Filters
- Paper Napkins
- Laundry Detergent
- Paper Towels

******Not all the apartment homes have a half bath. Please check with the Volunteer and Community Engagement Manager to see if the apartment that you will be setting up will have one.***

Frequently Asked Questions

How can I schedule an apartment transformation?

If you would like to be an ambassador for Saint Louise House and organize a group of people to transform an empty apartment into a livable space for a new family entering our program, please get in touch with the Volunteer and Community Engagement Manager at info@saintlouiseshouse.org. You must fill out a volunteer application and go through the onboarding process to become a volunteer for Saint Louise House.

When will my date be for the apartment installation?

Like any other move-in scenario, we schedule apartment setups 3-4 weeks before the installation. We ask for your patience and flexibility throughout the process. We suggest starting your initial reach out to your group members as early as possible to see if you can lock down the bigger items and coordinate the smaller items as the time gets closer.

How much time do I need to prepare my group to come to the apartment transformation?

There are 3 dates that you will need to coordinate and schedule with the Volunteer and Community Engagement Manager:

1. An orientation day for everyone involved.
2. The day all items are delivered to the apartment.
3. The day of the installation.

Where can I view a list of items needed for the apartment installation?

We ask that you visit the Amazon Wish List registry that was sent to the ambassador of your group. This will show you the basic needs for the apartment to be converted into a livable home for the family that will eventually move into the program. If you want the items shipped directly to Saint Louise House, they are ready to be shipped to our office. However, you are welcome to reach out to info@saintlouiseshouse.org to verify that it will be shipped there or if it was received.

Do all the items in the apartment need to be brand new?

If you wish to donate **lightly used** furniture, such as coffee tables, end tables, nightstands, 4-person dining tables and chairs, and dressers, you are welcome to. Please communicate to your Saint Louise House ambassador that you will be donating this; that way, they will be aware of it and can make a note on their end.

A few guidelines for furniture and housewares:

We provide families with twin-sized beds with new mattresses and pillows. Therefore, we

ask that you provide only twin-sized bedding.

The apartments are not spacious, so dining tables and sofas should be small.

- Please, no glass tables or coffee tables and no mirrors.
- Please, no bunk beds, futons, or pullout sofas.
- Please, no wine glasses, beer mugs, or other alcohol-focused glassware or art.
- All baby equipment must be new so that we can confirm that there have been no recalls.

Saint Louise House provides all families with new beds, bed frames, and couches.

NOTE** If you are bringing donations, our rule is that if you pass an item onto your mother, it will most likely be welcomed by a Saint Louise House family. Please do not bring the item to the new Saint Louise House family if it is broken or stained.

Why is equity so important?

At Saint Louise House, we strive to provide each family with everything they need to move from homelessness to healthy, independent lives. We welcome all the little touches you must include to make this apartment a home. We also strive to treat families as equitably as possible. Therefore, we ask that you not include more than token items on the apartment checklist. It would be unfair for one family to receive video game consoles or other high-priced items while another does not due to differences in their apartment setup groups. You can leave a welcome note or card, but no gift cards or money.

Can I purchase something from the registry but have yet to ship it to Saint Louise House?

Absolutely. However, we ask that they arrive 3 business days before the installation. For additional information, please refer to the "Where do we deliver the items the week of the installation?" question below.

When is the deadline for all items to be received?

We ask that the ambassador ensure that all items on the registry or Google Sheet have been purchased or received 5-7 business days before the transformation. This will ensure that all items are delivered on the delivery date that has been coordinated between the Volunteer and Community Engagement Manager and the group ambassador.

Do we need to clean the space before bringing all the furniture and other items?

Saint Louise House has the space professionally cleaned a few days before your group comes to transform it.

Where do we deliver the items the week of the installation?

The group's ambassador is responsible for reaching out to the group by either text message or email and providing the details of the time and time frame you are to deliver the items you will provide for the transformation. We ask that you refrain from bringing them on the day of the transformation. The Volunteer and Community Engagement Manager and the ambassador will go through everything 3 days before the transformation, ensuring all items have been brought to the apartment.

What are the children's ages & genders who will be moving into the apartment we will be setting up?

As we do not know any personal details about the family moving in currently, we ask that you decorate the children's room as gender and age-neutral as possible. We do not know any personal details of the family moving in. Once it gets closer to the move-in date for the family, we will reach out to your Saint Louise House ambassador and give them the details for your group to come back and add the personal touches. Please know that you and your group will not be able to meet the family for confidentiality reasons.

What should I expect on the day of the apartment transformation?

You will arrive at the apartment. You will meet at the empty apartment and work with your ambassador and group on setting everything up. It typically takes 3-4 hours to set up completely.

Please be mindful of noise and bumping of the walls as families are on the other side of those walls. Some of our hard-working mothers work at night so that they might be sleeping. Some families might also put their children down for naps in the early afternoon.

What do I need to bring on the day of the transformation?

We ask that you check in with your ambassador the day before the installation in case there are any last-minute needs you are aware of. Saint Louise House will provide a toolkit of items you may need throughout the day. You are welcome to bring additional tools, but it is highly suggested that to label them so

What should I not bring?

Our campus is smoke, drug, and alcohol-free. Please be respectful of our program guidelines for our families.

Are there any tips on how the team should dress?

We strongly suggest wearing closed-toed shoes and attire that you would wear to a school volunteer event.

What do I do if I encounter a mother and her children while I am there?

Say "Hi!" Treat them as you would to any close friend of yours. A smile goes a long way. If you have a conversation with a resident, we ask that volunteers not ask any triggering questions, as most Saint Louise House residents have recently experienced emotional and physical trauma.

What do we do with trash and recyclables?

There will be a wagon located directly outside the apartment for all trash and recyclables that will be dumped throughout the time your group is there.

What happens after the apartment has been transformed into a livable space?

The Volunteer and Community Engagement Manager will contact your ambassador when they discover a family is moving into space. Your ambassador will send out an email or text regarding the specific details of the family. You will have the wonderful opportunity to add a personal touch! You are welcome to donate toys for the children (age appropriate) and provide a "Welcome Home" dinner or a little dessert for the family's first night in their home.

When can my group decorate specifically for the children and mother?

We ask that the personal touches be the week of the move-in. This is also when someone from your group will go shopping for the family food pantry items to stock and prep for the new family to have functional space all around. The group's ambassador will receive a shopping list from the Volunteer and Community Engagement Manager and note any specific dietary needs or allergies. We ask that you wipe down the counters, sweep, and mop so everything is clean and ready for the family to move in.

What items should we bring to stock the pantry?

We ask that you do as much as possible on the day of the installation. This would include stocking the pantry with household items and ensuring there are toilet paper rolls in all bathrooms, laundry detergent in the laundry room (if it has a laundry room), etc. The more included on the installation day, the less needed to be completed the week of the family moving in.

What kind of meals have past groups provided for the Welcome Home meal?

Some of our groups find it fun to plan a meal for the family moving in. Meals included tacos, casseroles, pot pies, lasagna, etc. Some groups prefer to purchase a meal from somewhere.

Communication Samples for Ambassadors to Volunteers

Sample of initial email: (Send to team 4-6 weeks before apartment transformation day)

Subject: Apartment Transformation for Saint Louise House

Greetings friends!

Let's work together and share an act of kindness to help set up an apartment at Saint Louise House that provides fully furnished housing for mothers and children working to overcome homelessness. Saint Louise House is doing extraordinary work worthy of our time and attention. Most of you know and have heard me speak about how much I love this organization and all they do to restore dignity and hope for these struggling families.

The mother that will be moving in is coming with NOTHING. Just think about that - she and her children have zero belongings. We can't begin to fathom what this mother has endured being homeless with her young children in tow: sleeping in cars or on family and friends' couches, relying on overburdened shelters, and likely worse.

We can participate in changing the trajectory of this family's lives forever. Let's work together as a team to collect all the items they need to start their new lives and then help transform an apartment into a warm, safe, and welcoming new home for them.

Four ways to participate:

- 1. Purchase items to fill this Home at <https://www.myregistry.com/organization/home-in-a-heart-beat-austin-tx/3809578/giftlist>*

The apartments are small, and all items purchased should be the smallest scale available (i.e., smallest microwave, etc.)

If you would like to purchase items but are not sure if you will be available, you are also welcome to bring the items to my house or have them shipped to my house:

**1234 Main Street
Austin, TX. 78745**

Please confirm with me beforehand.

- 2. Venmo/PayPal me! **(This is strictly optional that the ambassador can do if it is easier for the ambassador to purchase items and have them all shipped to Saint Louise House)***
- 3. Plan to join us for an Orientation Lunch and Learn in Preparation for our Installation Day **(Date and venue)***
- 4. Join us for Installation Day! Saint Louise House would like to keep their location private to protect their families, who are often fleeing dangerous situations **(Date and Saint Louise House campus address)***

*****Please note that the address has not been published online, so please keep this email. Saint Louise House keeps its location private to protect our families coming to Saint Louise House from often dangerous situations.***

Details of Installation Day:

We spend the morning (typically 3-4 hrs.) arranging furniture, laying out rugs, stocking drawers and pantry, making beds and putting rooms together, organizing kitchen cabinets and hanging art, and filling an apartment with warmth and love to make it a safe, beautiful home.

*If you want to participate in any part of our apartment installation process, please sign up here: **(Insert Google Doc link here)** and please sign this confidentiality waiver before the **(date of the installation)**.*

Also, feel free to invite spouses, a little extra muscle is always helpful. (Make sure to add them to the signup list and have them sign the waiver!)

I will follow up with more information next week. If I can, I will update you on the children's ages, favorite colors, and interests (Saint Louise House may not be able to provide us with this information because they have a few families moving through the interviewing process, and it is unclear which will be moved in first).

THANK YOU!!

Call or text with any questions.

Ambassador's Name

512-123-4567

Hi All!

*I am excited to announce that Saint Louise House has given us a date for our apartment set-up **(insert date and time frame)**. For those of you who have not done an apartment set-up, this mother and her children will be arriving with NOTHING, so we will be transforming an empty apartment into a home complete with everything this mother and her children need to start their new lives. We will be able to create a real, safe, permanent home for the family by providing everything they need to start their new life!*

We will not know the details or exact number of children until closer to the installation date. So, for now, we assume 1 child and stay gender-neutral with the bedrooms. A typical set-up begins around 9:00 am, and we usually finish in the afternoon. I am excited to get our committee members together for this awesome hands-on experience!

*Please let me know your availability on the **(insert date again)**! This gives us a couple of weeks to gather as many items as possible on this spreadsheet. I have included a link below and information about the installation. Used items in like new condition are totally fine. Having as many of you as possible there would be great, but I also understand it's a crazy time of year. Gathering the items ahead of time is equally helpful, so look at the spreadsheet and fill in what you can! Gift cards are fine, too, I can make a run to fill in the blanks with those. We do not have movers, so if there are heavy items, contact me, and we will devise a plan for those. We have used Task Rabbit to hire morning movers before or borrowed trucks and put husbands to work as well.*

Much Love,

Ambassador's name

Ambassador's contact information

<https://saintlouiselhouse.org/>

Sample of Email 2 Weeks Out Email

Subject: Apartment Transformation for Saint Louise House

Hello friends!

Our date has been set! We are 2 weeks away from our TRANSFORMATION DAY!!!

Thank you to everyone who generously donated funds and goods to the apartment. It is shaping up to be a beautiful, warm, and safe home for this deserving family. If you are so inclined, there is still time to sign up for items.

- *Purchase items to fill this Home: <https://www.myregistry.com/organization/home-in-a-heart-beat-austin-tx/3809578/giftlist>*

As a reminder, the apartments are small, and all items purchased should be of the smallest scale available (i.e., smallest microwave, etc.)

If you would like to purchase items but know you will not be available on either of the following days, you are also welcome to bring the items to my house or have them shipped to:

123 Main Street

Austin, Tx. 78745

- *Venmo me!*
- *Join us for an Orientation Lunch and Learn in Preparation for our Installation Day (In Person or Virtual)*
- *Deliver all items you have purchased to (Saint Louise House campus address here). **Please note that the address is not published online, so please keep this email. Saint Louise House keeps their location private to protect our families coming to Saint Louise House from often dangerous situations.***
- *Join us for Installation Day (insert date and time of arrival and estimated end time)*

We spend the day arranging furniture, laying out rugs, stocking drawers and pantry shelves, making beds and putting rooms together, organizing kitchen cabinets and hanging art, and filling an apartment with warmth and love to make it a safe, beautiful home.

If you would like to be a part of our apartment installation process, please sign up here: (Insert Google Doc link here), and please sign this confidentiality waiver before the 15th: (insert link here)

Also, feel free to invite husbands, a little extra muscle is always helpful. (Make sure to add them to the sign up list and have them sign the waiver!)

I will follow up with more information next week. If I can, I will update you on the children's ages, favorite colors, and interests (Saint Louise House may not be able to provide us with this information because they have a few families moving through the interviewing process, and it is unclear which will be moved in first).

THANK YOU!!!

Call or text with any questions.

Ambassador's Name

512-123-4567

Sample of text 2 Weeks Before Installation Day (after email is sent)

Thank you all for being a part of this transformation process! I can't wait to see you in 2 weeks **(insert date and time)** for our lunch and learn at Saint Louise House. The address is: 2200 Berkett Austin, TX 78745. ****Please note that the address is not published online, so please keep this email. Saint Louise House keeps their location private to protect our families coming to Saint Louise House from often dangerous situations.**

Please check your email for more details. Thank you!

Sample email of 1 Week Before Installation Day

Subject: Apartment Transformation for Saint Louise House

Hello friends!

We are only 1 WEEK AWAY!

Thank you to everyone who generously donated funds and goods to the apartment. It is shaping up to be a beautiful, warm, and safe home for this deserving family. If you are so inclined, there is still time to sign up for items.

1. Purchase items to fill this Home: **(Insert Google Doc link here)**

The apartments are small, and all items purchased should be the smallest scale available (i.e., smallest microwave, etc.)

If you would like to purchase items but know you will not be available on either of the following days, you are also welcome to bring the items to my house or have them shipped to:

**1111 Saint Louise House Ln (this is not a real address)
Austin, Tx. 78745**

Please confirm with me beforehand.

2. Venmo me!

3. Join us for an Orientation Lunch and Learn in Preparation for our Transformation Day (In-person or Virtual) on (date and time).

4. Join us for Installation Day (date and time frame)

We spend the day arranging furniture, laying out rugs, stocking drawers and the pantry, making beds and putting rooms together, organizing kitchen cabinets and hanging art, and filling an apartment with warmth and love to make it a safe, beautiful home.

If you would like to be a part of our apartment installation process, please sign up here: (Insert Google Doc link here)

And please sign this confidentiality waiver before the 15th (please see attached doc)

Also, feel free to invite husbands, a little extra muscle is always helpful. (make sure to add them to the sign-up list and have them sign the waiver, too!)

Address ****Please note that the address is not published online, so please keep this email. Saint Louise House keeps its location private to protect our families coming to Saint Louise House from often dangerous situations.**

Gate Code

THANK YOU!!

Call or text with any questions.

Ambassador's Name

512-364-6751

Sample of a Text 1 Day Before Installation Day

I can't wait to see you tomorrow! We will be meeting at _____. Please remember that this is a private address.

Waiver (link)

Time frame

Gate Code

Confidentiality Form

Everyone who volunteers with Saint Louise House must complete a Confidentiality Form and an online [volunteer application](#) before attending any on-site volunteer event. Please ensure all volunteers fill one out, as it is the ambassador's responsibility to collect them all and ensure they are all filled out before the day of the first on-site visit, which is typically the delivery day.



SAINT LOUISE HOUSE

Build. Believe. Become.

Saint Louise House is deeply committed to respecting the privacy of program participants, donors, staff, and volunteers. In your work with us, you may be exposed to confidential information or may want to share your experiences with others. It is imperative that you do not share personal information, names, or addresses, with anyone outside Saint Louise House. In addition, for the security of our residents, it is imperative that you keep our physical location confidential.

Initial:

_____ I will respect the privacy of residents of and donors to Saint Louise House by not revealing any information about them to others.

_____ I will help ensure the security of residents of Saint Louise House by not sharing its physical location with anyone who will not also be signing a Confidentiality Agreement.

_____ I will respect the safety and privacy of Saint Louise House families by not taking pictures of them.

_____ I will help ensure the security of Saint Louise House residents by not taking pictures of the property.

Date: _____

Signature: _____

Printed name: _____

Email Address: _____

Phone Number: _____