



Bullitt County White Flag Temporary Shelter
Operated by Mark 12 Ministries
Shepherdsville Community Center
176 Frank E. Simon Avenue
Shepherdsville, KY 40165

Bullitt County White Flag Shelter Frequently Asked Questions

How many Guests do you typically get each night?

- ★ This number fluctuates. The colder the temperatures, the more guests we tend to have. We average 15-20 individuals each night but can accommodate more.

What do I need to do to volunteer?

- ★ Speaking with a volunteer coordinator to discuss processes and procedures ahead of your shift is required. Then you may sign up for any shift to volunteer.

What should I bring with me when I come to volunteer?

- ★ You do not need to bring anything with you when you volunteer, but you may choose to bring a phone, tablet, book, puzzle or game to fill your down time.

How do I know if the shelter is open?

- ★ Open and closure status of the White Flag Shelter will be announced daily on the Bullitt County White Flag Shelter Facebook page and the Mark 12 website. We encourage you to check before arriving for your shift as various weather sources may provide different temperatures and cause confusion. We are open to volunteers at 7:30 p.m. and Guests starting at 8:00 p.m. until 8:00 a.m.

How do I know what shifts are covered, open, and needed?

- ★ Shift availability is emailed out on Sunday and Wednesday each week. We use Sign Up Genius for scheduling and you can see openings there.

How many volunteers are needed for a shift?

- ★ For "A" shift (7:30 p.m. until Midnight) at least 2 volunteers are needed to ensure each area is covered, but we really prefer 3. "B" shift (12:00 a.m. until 4:00 a.m.) 2 volunteers are needed. "C" Shift, 4:00 a.m. until 8:00 a.m., our goal is 2 volunteers per shift.

Bullitt County White Flag Shelter Frequently Asked Questions Cont..

Can I bring a friend/spouse/child with me?

- ★ Absolutely! It's encouraged! We want our community to grow and expand and inviting friends and family is a great way to make an impact. Please email us and let us know if you plan to bring a partner for your shift. We love when children get involved and learn to love their neighbors. If you would like to include your child(ren) in volunteering please contact us ahead of your scheduled shift to discuss. Children under the age of 18 may only volunteer until 10 pm.

What if I signed up to volunteer but cannot make it?

- ★ We completely understand that life happens when you're busy making other plans! If you sign up for a shift and cannot make it, please let us know as soon as possible. We operate each shift with a minimum of 2 volunteers for safety purposes and failure to show up for a shift may leave another volunteer without needed support. You may call us, email us, or send us a facebook message.

Are you ever concerned for your safety when volunteering?

- ★ The White Flag Shelter staff takes every precaution to keep both guests and volunteers safe. We are open to feedback to improve safety. We have a direct line to Shepherdsville Police Department which will speed up response times should there be a need. We are happy to say we have not had any physical altercations occur since our opening. We have protocols in place to help promote safety and prevent incidents.
- ★ Our guests sign guidelines each night they stay which outlines the rules of the shelter. If a guest violates a rule outlined on that guideline sheet, they may be removed from the shelter and face a suspension.

What do I need to do if someone arrives after 10 p.m.?

- ★ We have a close working relationship with the police department and the sheriffs office. The officer's simply need to check the mental status and let us know that it is safe to allow the guest in. If the individual does not want to contact the police, they may not stay with us.