



Volunteer Guidebook

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Staff & Communication

General Inquiries



Community Resource Coordinator

Heather Aymer
haymer@goaffirmations.org
Tuesday-Saturday, 1 - 9pm

Volunteers, Support Groups, Community Service, Gallery



Office & Facility Coordinator

Ryan Fowler
rfowler@goaffirmations.org
Tuesday-Saturday, 9am - 5:30pm

Rentals, Building Needs, Janitorial, Vendors

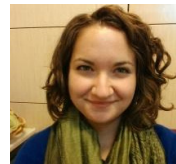
Program Inquiries



Youth Program Coordinator

Ian Unger
iunger@goaffirmations.org
Tuesday-Saturday, 1 - 9pm

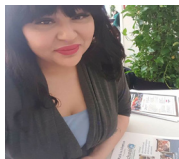
Youth Curriculum, School Outreach, Drop-In



Education & Training Manager

Becca Budde
bbudde@goaffirmations.org
Monday-Friday

LEAD Program, Classes, Speaker Events, Learning Labs



Program Services Director

Lilianna Angel Reyes
lreyes@goaffirmations.org

Programs, Health & Wellness, Counseling Program

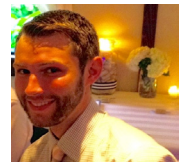


Counseling Program Supervisor

Shelly McCallister
mmccallister@goaffirmations.org
Tuesday-Thursday, 5 - 9pm

Counseling Intakes

Donations, Fundraising, Advertising



Development Coordinator

Kyle Taylor
ktaylor@goaffirmations.org
Monday-Friday

Social Media, Website, Donations, Sponsors



Development Director

Katie Koch
kkoch@goaffirmations.org

Fundraising, Donations, Events

Media Inquiries



Executive Director

Susan Erspamer
serspamer@goaffirmations.org

Media, Board of Directors



Finance Director

Angela Sawyers
asawyers@goaffirmations.org

Payables, Invoices, Mail

Billing, Accounts, HR



Volunteer Responsibilities

GREET ALL VISITORS

- Please use Gender Neutral language.
- Use, 'They,' 'The Individual,' and/or, 'Center User,' when in discussion with Center User or others.
- Please honor gender pronouns as told to you. Never assume gender.

ASSIST VISITORS

- Answer questions about Affirmations, our programs, groups, and services.
- Provide resources to local affirming businesses, medical professionals, and partner organizations.
- Direct to meetings, groups, and/or Staff within the Center, as needed.

TASKS

- Answer Phones.
- Keep Desk neat and orderly.
- Maintain a peaceful and respectful space in the main reception area and gallery.
- Assist Staff in the event of an emergency.

NOT YOUR RESPONSIBILITY

- Ask someone to leave the building.
- Break up disruptions in the building.
- Handle crisis of any kind without Staff.
- Do any task that makes you uncomfortable.
- Solve every problem or question that comes to the Desk.
- Talk to emergency response personnel when they arrive at the Center.
- Talk to the Media.

When in Doubt, call Staff.

Code of Conduct

Center User Expectations:

- Considerate and respectful treatment and care.
- Ability to participate in programs without regard to race, color, sex, gender identity, gender expression, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military discharge status, political affiliation or source of income.
- A clean, safe, and welcoming facility.
- A fair and efficient process for resolving complaints and grievances.
- Clearly-Stated Cultural Inclusiveness and Anti-Harassment Protocols.
- Clearly-Stated Policy of Confidentiality.
- Appropriate notice of building closures and Center updates.
- Center Staff who are easily identifiable and approachable.
- Center Staff who are empathetic and responsive.

Center User Ground Rules and Responsibilities:

- Each individual at Affirmations must be respectful, courteous, and not disrupt Center operations.
- All Center Users may dress comfortably and professionally with safety and without judgement.
- All Center Users are required to wear shoes, shirt, and be entirely clothed.
- Volunteer attendance keeps the Center running. Volunteers must provide 24 hours notice of any absence.
- The use of phones and Internet is encouraged. If volunteering, service must be priority.
- Host Organizations are responsible for monitoring and controlling the behavior of those attending their events.
- To maintain a safe space, individuals must not wear clothing that could be considered offensive or inappropriate.

Individuals under the age of 13:

Individuals under the age of 13 are welcome in the Center when accompanied by a parent or guardian.

Harassment:

Affirmations is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. The center expressly prohibits any form of harassment based on race, color, ethnicity, religion, sex, age, descent or national origin, height, weight, marital status, sexual orientation, gender, gender identity/expression, HIV/AIDS status, political affiliation, veteran status, familial status, handicap or disability status, Vietnam-era or special disabled veteran status, or any legally protected status not contained herein. Harassment includes unwelcome sexual advances or requests for sexual favors as well as all other verbal and/or physical communication or conduct of an offensive nature especially where such conduct creates an intimidating hostile or offensive environment. **Please, immediately bring incidents of harassment to the Community Resource Coordinator.**

Confidentiality:

Affirmations' maintains a strict policy of confidentiality for every Center User, regardless of age.

- Any inquiries regarding the presence of an individual in the Center are to be politely refused citing confidentiality.
- We do not confirm or deny the presence of anyone except Affirmations' Staff.
- This policy extends to parents, guardians or families seeking youth.
- In the event law enforcement enters the Center contact any Affirmations' Director first. If unavailable, any Staff.

In providing service via The Welcome & Resource Desk, do not write or leave any identifying information on the Desk. In assisting individuals remember to focus on the questions and needs being communicated. Names are not needed or necessary to provide service. If a name is given, it is confidential to yourself and Staff.

Mandated Reporting:

All volunteers and interns must report to Staff suspected and/or potential violence, criminal activity, and self harm. Confidentiality does not exist where there is threat to safety and to life. Lack of compliance to mandated reporting will result in dismissal. Reinstatement will be determined by the Program Services Director.

Center User Accountability

Protocols & Procedures

Unacceptable Behavior:

The following activities are considered unacceptable behaviors at Affirmations. Individuals engaging in these behaviors may be asked to leave for the day or potentially a longer period of time. In some instances an individual may not be allowed to return to the center.

- Rude or discourteous behavior.
- Running in the building.
- Sexual harassment or inappropriate touching.
- Smoking, including on the Sky Deck and near front and rear entrances.
- Sexual solicitation.
- Unauthorized financial solicitation.
- Use of profanity or discriminatory language.
- Photographing or filming without permission.
- Use of radios, CD players, etc. without headphones.

Illegal Behavior:

To ensure a safe environment for all Center Users, Affirmations employs a zero tolerance policy. The Ferndale Police Department will be notified and Center Users banned from Affirmations for the following:

- Possession, sale, or use of illegal substances.
- Possession or use of weapons.
- Sexual activities.
- Theft.
- Vandalism.
- Physical violence or threat of physical violence.
- Any behavior that endangers the safety of any individual or group.

Building problems or observance of any activities in violation of this Code of Conduct should be reported to Staff. Please make contact with the **Welcome & Resource Desk** to report a problem. Anyone who feels they have been treated unreasonably by Affirmations staff, **contact:** Lilianna Angel Reyes, Program Services Director, lreyes@goaffirmations.org.

Incident Report:

Incident Reports will be completed for all high-risk situations and when Center User(s) are dismissed from premises. The printed and signed report will be submitted to the Program Services Director.

Procedure:

All high-risk activities are zero tolerance. The Center User(s) will be instructed that such behavior results in their not being welcome at the Center, i.e. banned. Center User(s) will be informed that the duration of their ban is determined by the Program Services Director.

High Risk:

Illegal activities such as vandalism, theft, assault, trespassing, illegal materials.

- Suspicious or volatile activity, not limited to but including: verbal threats of harm, suspicious activity or harassment inside or in the immediate vicinity of the building.
- Any intentional damage to Affirmations' property or the property of Center Staff, volunteers or participants while in the Center or attending Affirmations' off-site activities.
- Medical emergencies.
- Building emergencies such as a fire, tornado or other disasters.
- Behavior which threatens the safety of staff, volunteers or participants, including physical threats or physically abusive behavior.
- Non-consensual touching.
- Any violation of Center sexual behavior standards.

Three Warning System:

The following incidents will be addressed utilizing the Three Warning System. Each violation will be accompanied by a warning from Staff that the behavior is not Center appropriate. A third warning will result in being asked to leave the Center for the remainder of day.



Center User Accountability Protocols & Procedures

Risk Over Time:

Disruptive behavior that prevents or disrupts groups, events or day-to-day center activities.

- Repeated intentional, offensive statements to Staff, Volunteers, or Center User(s) that target someone based on their identity or group membership (racist, sexist, transphobic, etc.)
- Slurred speech, yelling, physical incapacitation (falling down, passed out, sleeping, etc.)
- Staff will consider psycho-social needs and refer where applicable.

Removal:

Any full-time Staff is responsible for dismissing Center User(s) from the Center or Affirmations' activity. All high-risk incidents will be relayed immediately to a Director. If not directly a witness to an incident, Staff may still be required to dismiss Center User(s) from the premises.

Dismissal: Staff and Volunteer Safety

Inform Welcome & Resource Desk that Center User(s) will be dismissed in the event an emergency call is needed.

Available Staff should ask Staff, Interns, or Volunteers to witness a Center User(s) dismissal.

Address the non-compliant Center User(s) in a Center Public Space; on the main level, near an entrance.

Make sure individual leaves the Center and the outside entrance.

Repeat Dismissal: Three Warning System

Center User(s) who are repeatedly dismissed from the Center will be advised that in the event of a third dismissal, they will be banned from the Center. To be reinstated to the Center, the Center User(s) must meet with the Program Services Director, whose decision is final.

Center Inclusiveness Policies

At Affirmations, we believe in and incorporate the core principles of Multiculturalism and Inclusion.

We embrace multiculturalism because we believe that it affirms, respects, treats equally and is representative of various races, ethnicities, nationalities, and cultural identities.

Inclusive organizations not only have diverse individuals involved, but more importantly, they are learning organizations that value the perspectives and contributions of all people. They incorporate the needs, assets and perspectives of communities of color into the design and implementation of universal and inclusive programs.

Our commitment to inclusiveness will be evident in our cultivation of a welcoming atmosphere for all, a diverse and supportive working environment, and in the ever-evolving development of programs, services and policies that are inclusive and relevant to our diverse community.

We will engage a broader range of people and organizations. Our staff, board and volunteers will not only reflect the communities served, but their diverse perspectives will be incorporated in decision-making. Inclusive principles will be woven into the fabric of the day-to-day operations, organizational culture and strategic plan.

Approved 09/03/2009, Affirmations' Multicultural Advisory Committee, Board of Directors, and Staff.



Mission:

Affirmations provides a welcoming space where people of all sexual orientations, gender identities & expressions, and cultures can find support and unconditional acceptance, and where they can learn, grow, socialize and have fun.

Philosophy & Rights:

Volunteers are a valuable resource for the LGBTQ+ communities and Affirmations. Volunteers are extended the right to be given meaningful duties, the right to be treated fairly, the right to effective supervision, the right to full involvement and participation and the right to recognition for services provided. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the mission, goals and procedures of Affirmations.

Code of Ethics:

Affirmations is committed to conducting business with integrity and in accordance with all applicable federal, state, and local laws. Staff, Board Members, Volunteers, and Interns are expected to act with honesty, integrity, and impartiality while representing Affirmations. Every effort must be made to avoid even the appearance of illegal or unethical conduct.

Accountability:

Any known or suspected violations of Affirmations' policies and the law must be reported. Failure to do so may result in disciplinary action.

Employees, Board Members, Volunteers and Interns should contact their immediate supervisor to confidentially discuss any situation that raises an ethical issue or to report an ethical violation.

If it is inappropriate to discuss the issue with their immediate leadership, they should contact the Program Services Director, Executive Director, or, in an exceptional situation, the President of Affirmations' Board of Directors.

Policy:

- Prevent and detect any violations of ethical standards and the law.
- Respond promptly and appropriately to any and all misconduct.



Volunteer Programs

General Volunteer Program:

All prospective volunteers must attend Volunteer Orientation & Training and Adult Ally Training, complete the volunteer application, submit to the background check and sign the Confidentiality Agreement prior to beginning any volunteer work with Affirmations.

Disqualifying Criteria:

An individual who has recent or repetitive violence in their police report will not be accepted for Volunteering, Community Service Volunteering or Facilitation. Violence is defined as domestic, harassment, assault and sexual assault. Individuals who do not pass the background check are submitted to the Program Services Director for review.

Mandatory Follow-up Trainings:

Once yearly, Volunteers must attend Volunteer Orientation & Training and Adult Ally Training to remain in Active Standing with Affirmations. Any volunteer may retrain by attending the regular Volunteer Orientation & Training or Adult Ally Training on the schedule.

Reinstatement:

Volunteers inactive for more than one calendar year after last commitment, or who have lapsed in mandatory retrainings, must attend Volunteer Orientation & Training and Adult Ally Training and pass a subsequent background check to be reinstated.

Accountability:

Suitability of individuals to volunteer with Affirmations' is under the discretion of the Community Resource Coordinator.

- Able to model cultural & behavioral sensitivity and awareness.
- Able to communicate effectively with Center Users and Affirmations' Staff.

Mandated Reporting:

All volunteers must report to Staff suspected and/or potential violence, criminal activity, and self harm. Confidentiality does not exist where there is threat to safety and to life. Lack of compliance to Mandated Reporting will result in dismissal. Reinstatement will be determined by the Program Services Director.

Compliance:

In completing and signing Affirmations' Volunteer Application and related documents the signee is in agreement with the above stated protocols.

Facilitator Program:

All individuals facilitating support and discussion groups with Affirmations must abide by all General Volunteer Program guidelines. Facilitators are required to attend Affirmations' Facilitator Training and Adult Ally Training once yearly to maintain their Active Standing. Failure to complete mandatory retraining will result in the Facilitator being replaced until the completion of requirements.

Reinstatement:

A facilitator may be reinstated after completing the required Volunteer, Facilitator and/or Adult Ally Training, where applicable.

Accountability:

Suitability of individuals to facilitate Affirmations' support and/or discussion groups is under the discretion of the Community Resource Coordinator.

- Able to teach and model cultural & behavioral sensitivity and awareness.
- Able to create, plan, and implement an established group schedule.
- Able to model group rules, manage minor violations, and guide meetings.
- Able to communicate effectively with Center Users and Affirmations' Staff.

Volunteer Programs

Under 18 - Youth Volunteer Program:

In Partnership with XTL Youth Empowerment Program and Youth Program Coordinator. Youth must be enrolled in Affirmations' youth programming to be eligible.

To Apply:

Prospective volunteers under the age of 18 are required, in lieu of a background check, to submit a Letter of Reference from a Sponsor such as a mentor, teacher, clinician, etc., to describe their abilities and character.

- Youth under the age of 14 will not be accepted.
- Required documents must be signed by the Youth and the Sponsor.
- Sponsor must be engaged in the Youth's learning and development while volunteering with Affirmations.
- Affirmations' Youth Program Coordinator can be assigned as a youth Sponsor.

Youth & Volunteering:

- Must be the second or third volunteer on shift at the Welcome & Resource Desk.
- Must always be accompanied by an adult volunteer and/or Staff during community events.
- Youth will be limited to 6 volunteer hours in the six day Affirmations' work week.
- No youth will be permitted at an event where alcohol is present.
- Youth Volunteers are ineligible to work as an Adult Ally.

Youth are required to retrain once yearly by attending a scheduled Youth Volunteer Orientation & Training. Upon reaching the age of 18, Youth Volunteers become General Program Volunteers, and must abide stated guidelines.

Community Service Program:

Community Service Volunteers (CSVs) are required by various courts to complete service hours. CSV responsibilities include facilities management, specifically, deep cleaning of community spaces. All prospective CSV's must first meet with the Community Resource Coordinator, fill out the Center Application, and submit to a background check. Any accepted CSV may participate in Affirmations' General Volunteer Program only after the completion of community service hours. In so doing, the individual must abide by program requirements and training schedules thereafter.

Inquiry:

Prospective CSV calls or walks into the Center.

Meetings must be scheduled via email for a specific date and time with a minimum of 48 hours notice.

- The scheduled meeting will be at Affirmations' only and for 30 minutes.
- The 30 minute meeting does not count toward hours served.
- If a prospective CSV misses the scheduled date, it is at the discretion of the Community Resource Coordinator to allow a reschedule.

CSV Orientation & Training:

- CSV must schedule via email a 1 hour orientation with the Office & Facility Coordinator.
- The one hour orientation counts toward hours served.

Schedule & Service Hour Requirements:

- All CSV's must schedule service hours via email with the Office & Facility Coordinator, or, if directed, the Community Resource Coordinator.
- All schedule requests must be made with a minimum of 48 hours notice, and the requested hours must be confirmed prior to arrival.
- Only 4 service hours per day per CSV are permitted, up to 15 hours per week.
- Request for hours beyond program protocols must be made to the Office & Facility Coordinator.
- Any CSV arriving at the Center without having previously scheduled hours, and who are not on the CSV Schedule, will be not be accommodated.



Volunteer Programs

Sign-In & Check-In:

All CSV's are required to record hours worked by signing-in to the Volunteer Sign-In sheet located at the Welcome & Resource Desk.

- Recorded hours are to reflect the time spent working on site and are non-negotiable.
- Affirmations' is not liable for hours not recorded on the Volunteer Sign-In sheet.
- All CSV's must check-in with assigned Staff prior to beginning work and check-out at completion.
- Hours recorded without Staff check-in will not be counted.

Court Reporting:

- All official letters must be requested from the Office & Facility Coordinator, and, if needed, Community Resource Coordinator, 48 hour prior to pick up.
- Court-Appointed Probation Officers may contact the Office & Facility and/or Community Resource Coordinator to verify work site and compliance.
- The CSV is solely responsible for gathering all required service hours and documents for court appointed deadlines.



About Affirmations

- **Affirmations began** as a simple helpline in someone's basement in **1989**, offering resources and support to lesbian and gay folks in the Metro-Detroit area. Today, it is now the robust Welcome & Resource Desk. Before moving to our building in 2007, Affirmations occupied the building next to what is now Candlewick, here on 9 Mile.
- Our **Welcome & Resource Desk** serves as the first point of contact for most visitors and callers. This is the nerve center of Affirmations. The **Volunteers** that staff the **Welcome & Resource Desk** are trained to assist center users in finding relevant resources, whether within Affirmations' programming or as part of a network of resources within Southeast Michigan. We also house Resource and Community Walls for those wishing to engage privately.
- Originally, the **Cyber Café** was created for folks to access the internet when it was not available in local coffee shops. Now managed by our **Youth Workforce Development Program**, youth spend 4 months in classes to learn to run a business with the **Recess Café** store open Mondays, Wednesdays, and Fridays. The mural was painted by Alex from Exso Art. Alex was previously showcased in our Pittmann-Puckett Gallery.
- **The Pittmann-Puckett Gallery** is dedicated to two founders murdered by their neighbor in an apparent hate crime. The gallery showcase changes every 6 to 8 weeks, managed by our Community Resource Coordinator and a dedicated volunteer committee. Many works are for sale and 25% of each sale supports Affirmations.
- Our **Community Room** is the largest room in Affirmations. Often used for meetings, trainings, and activities, popular programs housed within this room include the *Senior Koffee Klatch* and the LGBT Advocacy Summit that Affirmations convenes throughout the year. The space is also available for rent and has housed weddings, baby showers, birthday celebrations, fashion shows and is the site of our annual LGBTQ Youth Prom during PRIDE.

LOWER LEVEL

- **The Bayard Rustin Media Center** is named after an openly gay man who was a key figure of the Civil Rights Movement and helped organize the March on Washington. **The David Bonnet Cyber Center** offers computers and free Wi-Fi. Occasionally, this space is also home to groups, such as the *LGBTQ Book & Film Club*.
- **LL1 and LL2** are home to our Counseling Program. Masters and PhD level Counseling Interns are trained in LGBTQ cultural competence and offer low cost counseling in a space that is safe and accepting of all sexual orientations and gender identities. The Center also offers **free and confidential HIV/STI testing** through four partners, *Unified, Matrix MAC Health, Adult Well Being Services and Oakland County Health Division*. Testing is available four times weekly.
- **The Youth Room** is the Youth Only classroom for our **Cross the Line (XTL) Youth Workforce Development and XTL Youth Leadership Development Programs**. The XTL Youth Workforce Development program is designed to empower LGBTQ+ youth in the Metro-Detroit area with the soft and hard skills necessary for successful workforce navigation. Utilizing both a theoretical and practical application, the program provides 8 weeks of interactive classroom training and 8 weeks of on-the-job training where they run the **Recess Cafe**.
- **The Youth Drop-In Center** is a Youth Only game and social center. Fridays and Saturdays, the Drop-In provides a safe place for youth to engage their peers for networking, fun, and learning. Some events, such as movie night and Youth Discussion Group also happen in this space. The only adults allowed in this space are specially trained Staff, Interns, and Adult Allies who engage with youth in activities.

UPPER LEVEL

- **Mural Timeline.** In 2007, this art piece was created to pay homage to the history of the LGBTQ Movement in Detroit. The timeline begins in 1899 with the birth of Ruth Ellis, ending in 2007 with the opening of this **Allan Gilmour and Eric Jirgens Community Center**.
- The **Upstairs Rooms** are used as meeting spaces with both community partners and our Support & Discussion groups. We have 24 groups meeting here, including *Coming Out Over Coffee, Gender Non-Conformists, and the Men's Discussion Group*.
- Our **Sky Deck** is open seasonally.



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Affirmations' Resources

SUPPORT & DISCUSSION GROUPS

Affirmations' Support & Discussion Groups are peer led and group driven support for any and all identities. Group names, descriptions, meeting dates and times are located on advertising materials in and around The Welcome & Resource Desk, and on our website.

Contact: *Heather Aymer*, Community Resource Coordinator, haymer@goaffirmations.org

CROSS THE LINE YOUTH EMPOWERMENT PROGRAM

Leadership: A 16-week program designed to empower LGBTQ+ youth ages 13-20. Leadership skills utilized from curricula focus on understanding power and privilege, LGBTQ+ 101, facilitation and presentation skills, creative advocacy approaches, mentorship, community engagement, and social risks prevention such as bullying, HIV/STI, domestic violence and sexual assault.

- **Workforce:** A 16-week program designed to empower LGBTQ+ youth ages 16-24 with soft and hard skills necessary for successful workforce navigation. Utilizes theoretical and practical application, the program provides 4 weeks of interactive training and 10 weeks of on-the-job training.
- **Youth Drop-In:** Every Friday and Saturday, 4 to 9 p.m., for youth ages 13-20. Open to empower youth, only trained adult such as designated interns, Adult Allies and Staff are permitted. The Drop-In provides a safe place for youth to engage their peers for networking, fun, and learning. Equipped with an Xbox 360, games, pool table, board games, WIFI, Netflix, and much more. Also features movie and game nights and youth-led discussion groups.

Contact: *Ian Unger*, Youth Program Coordinator, iunger@goaffirmations.org

COUNSELING SERVICES

We offer LGBTQ-affirming counseling services in a safe and welcoming environment for people of all cultures, ethnicities, sexual orientations, and gender identities. For individuals and couples age 18+ in Southeast Michigan.

To Apply: www.goaffirmations.org/programs-services/health-wellness

Contact: *Shelly McCallister*, Counseling Program Supervisor, mmccallister@goaffirmations.org

THE LEAD INSTITUTE

A transformational leadership program designed to provide LGBTQ+ professionals with education, training, networking, and mentoring opportunities.

Contact: *Becca Budde*, Education & Training Manager, bbudde@goaffirmations.org

RELATIONSHIP SKILLS CLASS

This 7-session series is for LGBTQ people, friends & loved ones. Topics include: exploring relationship values, healthy conflict resolution, establishing boundaries, accountability, and building community connections.

Contact: *Becca Budde*, Education & Training Manager, bbudde@goaffirmations.org



Affirmations' Resources

SEXUAL HEALTH TESTING SERVICES

Affirmations' Center Partners offer FREE HIV & STI testing 3-4 times a week at the Center. Free condoms, lube & health education resources are also available. Calendar available on-line under the Health & Wellness link and also at *The Welcome & Resource Desk*.

Contact: *Lilianna Angel Reyes*, Program Services Director, lreyes@goaffirmations.org

THINKING ABOUT THINKING ABOUT QUITTING

Affirmations' Tobacco Prevention and Cessation Program focuses on LGBT communities by promoting the Michigan To-bacco Quit Line and conducting focus groups and trainings.

Contact: *Lilianna Angel Reyes*, Program Services Director, lreyes@goaffirmations.org

THE PITTMANN-PUCKETT GALLERY

Affirmations' The Pittmann-Puckett Gallery is an exhibition and performance space intended for the presentation of work by lesbian, gay, bisexual, transgender and allied artists. Available to established and emerging artists, especially those whose work speaks to or about the LGBTQ+ community, The Pittmann-Puckett Gallery is a space for artists to exhibit and sell their work.

For Information: [goaffirmations.org/Programs & Services/Pittmann-Puckett Art Gallery](http://goaffirmations.org/Programs%20&%20Services/Pittmann-Puckett%20Art%20Gallery)

Contact: *Heather Aymer*, Community Resource Coordinator, haymer@goaffirmations.org

Center Partners

Offices at Affirmations

SAGE Metro Detroit LOCAL

www.sagemetrodetroit.org

SAGE Metro Detroit is a local affiliate of the national Services & Advocacy for GLBT Elders (SAGE), the country's largest and oldest organization dedicated to improving the lives of lesbian, gay, bisexual and transgender (LGBT) older adults.

Main Line: 734-681-0854

Email: info@sagemetrodetroit.org

TRANSCEND THE BINARY LOCAL

www.transcendthebinary.org

Provides peer counseling, surgery consults, therapist referrals, insurance navigation, fitness/nutrition, HRT education, affirming doctors and free syringes for transgender and non-binary individuals.

Appointment Line: 248-533-0797

Email: consults@transcendthebinary.org

Community Partners

LGBT Detroit LOCAL

www.lgbtdetroit.org

LGBT Detroit is a Detroit based nonprofit organization whose mission is to increase awareness of and support to Detroit's dynamic LGBT culture through education and advocacy with integrity and pride.

Main Line: 313- 397-2127

Address: 20025 Greenfield Road, Detroit, MI 48235

Helpline & Crisis

GLTB NATIONAL HELP CENTER

www.glbthotline.org

The GLBT hotline provides peer support through telephone and email. Aid with coming out, relationship concerns, bully-ing, workplace concerns, HIV/AIDS and safe sex. The hotline provides referrals based on the location of the caller. Ser-vices are free and confidential. All ages.

Hotline: 888-843-4564

Email: help@GLBThotline.org

Youth: 800-246-7743 (up to age 25)

Monday-Friday, 4 pm - 12 am; Saturday, 12 pm - 5 pm

COMMON GROUND

LOCAL

www.commongroundhelps.org

Professionals and volunteers provide confidential counseling, information, and referrals for callers based on need. Crisis Line, Crisis Residential Unit for Adults, Victim Assistance, Counseling, Youth Adult Housing, Legal Clinic and Transitional Youth Shelter. Free and Confidential.

Hotline: 800-231-1127 24/7

Resource and Crisis Center

1200 N. Telegraph Rd., Bldg. 32E
 Pontiac, MI 48341 | **248-451-2600**

NATIONAL SUICIDE PREVENTION LIFELINE

<https://suicidepreventionlifeline.org/>

The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

Lifeline: 800-273-8255 24/7

TRANS LIFELINE

www.translifeline.org

Crisis line staffed by Trans-Identified Volunteers for transitioning or gender questioning callers. Provide crisis support and resources.

Crisis Line: 877-565-8860 24/7

TRANSGENDER MICHIGAN

LOCAL

www.transgendermichigan.org

Provides advocacy, support, and education while creating coalitions to empower transgender and gender non-conforming communities.

Help Line: 855-345-8464; 800-842-2954

Email: info@transgendermichigan.org

THE TREVOR PROJECT

www.thetrevorproject.org

Crisis Intervention Suicide Prevention Lifeline for LGBTQ+ youth and young adults, ages 13-24. Support also by instant messaging and text messaging. Free and confidential.

Lifeline: 866-488-7386 24/7 Text: Text, "Trevor," to 202-304-1200; Friday, 4 - 8 pm

Chat: www.thetrevorproject.org/pages/get-help-now#tc; Monday-Sunday, 3 - 9 pm

Transgender Support

FTM DETROIT LOCAL

[Facebook/Twitter/Tumblr/Instagram](#)

Open to all who identify as transmasculine or assigned female at birth questioning their gender.

GENDER-IDENTITY NETWORK ALLIANCE (GNA) LOCAL

www.gnausa.org

Works to create positive social change support all forms of gender identity and expression through charitable, education-al and service works. Educates the community about gender identity and expression, networks between various gender identity-affirming organizations and creates a supportive environment through positive social relationships.

Email: michellefp@gnausa.org

[Facebook](#)

STAND WITH TRANS LOCAL

www.standwithtrans.org

Provides transgender youth empowerment, support and validation through transition by offering resources to transgender youth and their families, networking events and a support network for mothers across the United States, Canada and Australia.

Email: roz@standwithtrans.org

TRANSCEND THE BINARY LOCAL

www.transcendthebinary.org

Provides peer counseling, surgery consults, therapist referrals, insurance navigation, fitness/nutrition, HRT education, affirming doctors and free syringes for transgender and non-binary individuals.

Appointment Line: 248-533-0797

Email: consults@transcendthebinary.org

TRANSGENDER MICHIGAN LOCAL

www.transgendermichigan.org

Provides advocacy, support, and education while creating coalitions to empower transgender and gender non-conforming communities.

Help Line: 855-345-8464; 800-842-2954

Email: info@transgendermichigan.org

TRANS SISTAS OF COLOR PROJECT LOCAL

Works to connect transgender women of color to resources and social supports in Metro Detroit, Flint and Saginaw. Ad-vocates for transgender women of color at both local and state levels.

Email: tsocproject@gmail.com

TRANS LIFELINE

www.translifeline.org

Crisis line staffed by Trans-Identified Volunteers for transitioning or gender questioning callers. Provide crisis support and resources.

Crisis Line: 877-565-8860 **24/7**

HIV/STI Resources

ALL WELL BEING SERVICES LOCAL

www.awbs.org

All Well Being Services promotes health, well-being and independence through advocacy, services and community engagement. Primary Care & Chronic Disease Management, HIV Prevention, Testing, and Treatment, Mental Health & Substance Use Disorder, Benefits Enrollment, Independent Senior Living Apartments

Main Line: 313-924-7860

Email: awbsdetroit@gmail.com

Address: 1423 Field St., Detroit, Michigan 48214

HEALTH EMERGENCY LIFELINE PROGRAMS (HELP) LOCAL

www.helpoffice.org

HELP assists individuals and families impacted by HIV through service such as food and utility assistance, mental health counseling, medical case management, housing, education and skills building.

Main Line: 888-435-5655; 313-832-3300

Email: help@helpoffice.org

Detroit : 1726 Howards St., Detroit, MI 48216

MATRIX HUMAN SERVICES LOCAL

www.matrixhumanservices.org

Ryan White HIV/AIDS Program: Offers services, referrals and support aimed at improving the health and quality of life for persons living with HIV. Services include case management, insurance assistance, medical referral, home health care, mental health services and primary medical care.

Main Line: 313-305-0311

Monday - Friday, 9 to 5 p.m.

120 Parsons, Detroit, MI 48201

Matrix MAC Health: Offers intensive, individualized and client centered counseling and HIV testing, Safer Sex Trainings and empowerment support.

Main Line: 313-831-1000

UNIFIED LOCAL

www.miunified.org

Offers testing, case management, counseling, medical legal and support services referrals, budget planning, emergency financial and housing assistance and medical transport for individuals living with HIV/AIDS.

Detroit

3011 West Grand Blvd.

Suite 230

Detroit, MI 48202

313-446-9800

infodetroit@miunified.org

Ypsilanti

3075 Clark Road

Suite 203

Ypsilanti , MI 49201

734-572-9355

Infoypsilanti@miunified.org

Jackson

211 West Ganson St.

Suite 110

Jackson, MI 49201

517-780-3262

Infojackson@miunified.org

PREP INFORMATION

www.aidsvu.org www.cdc.gov www.nastad.org

Gilead

www.preventhiv.com

www.helpstopthevirus.com

Medical/Tobacco Cessation

RAD REMEDY

<https://radremedy.org>

RAD Remedy is dedicated to connecting trans, gender non-conforming, intersex, and queer folks to accurate, safe, respectful, and comprehensive care. All clinician types, including therapy.

BE WELL MEDICAL CENTER LOCAL

www.doctorbewell.com

1964 W. 11 Mile Rd.
 Berkley, MI 48027
Main Line: 248-544-9300

CORKTOWN HEALTH CENTER LOCAL

www.corktownhealth.com

1726 Howard St.
 Detroit, MI 48216
Main Line: 313-832-3300

PLANNED PARENTHOOD LOCAL

www.plannedparenthood.org

Planned Parenthood is one of the nation's leading providers of high-quality, affordable health care, and the nation's largest provider of sex education. We offer compassionate care, backed by medical experts and more than 100 years of re-search in reproductive health.

Ferndale **Main Line: 248-399-5900**
 23338 Woodward Ave.
 Ferndale, MI 48220

Tobacco Cessation

LGBT Detroit LOCAL

www.lgbtdetroit.org

LGBT Detroit is a Detroit based nonprofit organization whose mission is to increase awareness of and support to Detroit's dynamic LGBT culture through education and advocacy with integrity and pride. Education curriculum includes 'Breaking the Cycle' addressing issues of tobacco/substance abuse and recovery.

Main Line: 313- 397-2127 **Address: 20025 Greenfield Road, Detroit, MI 48235**

MICHIGAN TOBACCO QUIT LINE

Main Line: 800-784-8669
 An LGBTQ friendly tobacco cessation assistance helpline.

Legal/Legislative

AMERICAN CIVIL LIBERTIES UNION OF MICHIGAN (ACLU)

www.aclumich.org

Works for issues such as freedom of speech, religion and privacy; against discrimination based on race, gender, sexual orientation or disability; police misconduct, censorship in schools and libraries, fairness in application of school discipline, access to government documents, inhumane jail and prison conditions and other issues of fair treatment by government. The ACLU coaches individuals on how to assert their own rights and often advocates on their behalf. Offers referrals.

Detroit **Main Line: 313-578-6800** **Email: info@aclumich.org**
 2966 Woodward Ave.
 Detroit, MI 48201

EQUALITY MICHIGAN

www.equalitymi.org

Serves as a support for victims and survivors of anti-LGBTQ and HIV-positive discrimination and crime. Provides referrals to affirming mental health providers and other individualized resources while empowering individuals to effectively address their own problems.

Contact for the following: harassment, discrimination, hate crimes, police misconduct, domestic violence related to sexual orientation, gender identity and/or gender expression, and HIV-related violence.

Detroit **Main Line: 866-962-1147** **Email: report@equalitymi.org**
 19641 W. 7 Mile Rd.
 Detroit, MI 48219

FAIR MICHIGAN

www.fairmichigan.org

Dedicated to advocacy, outreach and education regarding LGBTQ+ civil rights in the State of Michigan. May provide legal service or referral.

Detroit **Main Line: 313-556-2300** **Email: info@fairmichigan.org**
 645 Griswold Ave
 Suite 4300
 Detroit, MI 48226

FIRST STEP

www.firststep-mi.org

Works to reduce the incidence of domestic and sexual violence and provides services to individuals affected by these crimes. Services include temporary emergency housing, a 24-hour help line, referrals, domestic violence and sexual as-sault advocacy and assault response.

Helpline: 734-722-6800; 888-453-5900 **Email: info@firststep-mi.org**

Shelter/Housing

COMMON GROUND

LOCAL

www.commongroundhelps.org

Professionals and volunteers provide confidential counseling, information, and referrals for callers based on need. Crisis Line, Crisis Residential Unit for Adults, Victim Assistance, Counseling, Youth Adult Housing, Legal Clinic and Transitional Youth Shelter. Free and Confidential.

Main Line: 248-451-2600

Hotline: 800-231-1127 24/7

Resource and Crisis Center: 1200 N. Telegraph Rd., Bldg. 32E, Pontiac, MI 48341

FIRST STEP

LOCAL

www.firststep-mi.org

Works to reduce the incidence of domestic and sexual violence and provides services to individuals affected by these crimes. Services include temporary emergency housing, a 24-hour help line, referrals, domestic violence and sexual assault advocacy and assault response.

Main Line: 734-722-6800; 888-453-5900

FREEDOM HOUSE LOCAL

www.freedomhousedetroit.org

Temporary home for survivors of persecution from around the world who are seeking asylum in the United States and Canada. Offers care and services to refugees in need. Advocates for systemic change that more fully recognizes the rights of refugees and asylum seekers.

Main Line: 313-964-4320

Detroit: 2630 W. Lafayette Blvd., Detroit, MI 48216

HAVEN LOCAL

www.haven-oakland.org

Provides comprehensive services for victims of domestic violence and sexual assault.

24hr: 877-922-1274; 248-334-1274

MATRIX OFF THE STREETS LOCAL

www.matrixhumanservices.org/programs/offthestreets

Information and Referral, Crisis Intervention, Temporary Shelter for Runaway & Homeless Youth, Case Management for Runaway & Homeless Youth, In-home Counseling & Case Management, Conflict Resolution/Anger Management Groups, Parenting Skills Groups, Outreach & Educational Services, Prevention and Aftercare Services.

24hr Crisis Line: 313-285-1900

RUTH ELLIS CENTER

LOCAL

www.ruthelliscenter.org

Provides short and long term residential safe space and support services for runaway, homeless and at-risk LGBTQ+ youth.

Highland Park

Second Stories: 313-867-6936

Email: info@ruthelliscenter.org

77 Victor Street

Highland Park, MI 48203