

VOLUNTEER PROCEDURES

WINTER EMERGENCY SHELTER AT GRACE

Do not neglect to show hospitality to strangers, for by doing that some have entertained angels without knowing it. Hebrews 13:2

Leadership Team Member (1) Open up Site Door 6:35 pm.

- Turn on lights
- Make sure that log in sheets and procedural sheets are ready and in order

Welcome Team (2-3 Volunteers) 6:45 pm until 9:30 pm

- Arrival of Volunteers at 6:45
- Sign in using the volunteer attendance sheet, get a name tag
- Review shelter guest information sheets, noting any special needs & become familiar with guests' names and aware of emergency information
- Doors open at 7 pm to registered overnight guests
- Extend a warm welcome
- Invitation to those with bikes to secure them inside
- Check with each guest who signs in overnight log book, checking photo ID on file
- Have guest sign in on the shower log sign-up sheet if they want to shower that night (Grace won't have a working shower for several weeks)
- Screen guests according to security procedures for the site
- Ask each guest if they have had a meal that night; if not, offer to prepare a sandwich
- Show the guests their sleeping area and relaxation area
- Ask guests to ensure that rows between cots remain clear of personal possessions for emergency exiting
- Be available for listening, praying, activities, causes for celebration, general hospitality
- Have quiet voices around those who want to rest and be alone
- Make any notations for over night staff on the "notations" page

Overnight Security Volunteer (7 pm-7 am)

- Be available for security needs both inside and outside the building. Supervise the smoke breaks for the women. Separate sleeping quarters will be given.

Overnight Volunteers (2 Women Volunteers) 8 pm until 7 am

- Sign in and wear name tag
- Follow up with the welcome team on any special needs, celebrations, etc.
- Introduce yourself as the overnight volunteer to the guests and staff member
- Be there to listen
- Have quiet voices around those who want to retire early
- Lights out at 10:30 pm (to be determined at the first family council meeting)
- Enter hourly fire check in the log book with your initials
- Rotate sleep/awake times between volunteers
- 5:45am Lights on and wake up call (time to be determined at first family meeting)
- Guests use bathroom facilities and get ready for the day
- Household procedures for guests: Stow cots, gather used towels in designated bins, tidy up
- Give each guest a breakfast to go bag
- Hand out any personal items stowed during the night

- Collect and stow any personal items being left during the day
- Make any notes in the overnight volunteer comments
- Make sure everyone is ready and out the door before 7 am (see inclement weather procedure)
- Men at Grace will serve as security only. It will be an all night duty.

Food Team

- Volunteers prepare and deliver sandwich and snack on designated nights and breakfast to go bags during the day
- Items requiring refrigeration need to be brought close to the time to be given
- Items not needing refrigeration can be placed in the designated area in the kitchen
- Keep winter weather emergency cupboard stocked

Laundry Team

- Take bin of towels to be washed off site
- Wash bed linens each Monday & return to the Eagle's Nest by Wednesday

Hospitality Team

- Respond to the desires of the site family for special events and activities
- Have reading material available
- Plan celebrations for holidays, birthdays for the month
- Have a dessert night
- Plan movies for movie & popcorn night/game night
- Plan a special night for a hot meal to be brought in and shared
- Extend an invitation to worship
- Tap into ways to bring out JOY

Family Meeting Facilitator

- Be present at weekly family council meetings
- Take notes and facilitate the flow of ideas and concerns
- Summarize the actions decided
- Present the notes and family decisions to the Facilitator Team Leader