

HOSPITALITY VOLUNTEERS

General Information

Shift Times:

Morning Shift: 6:00 A.M. – 9:00 A.M.
First Evening Shift: 4:30 P.M. – 7:30 P.M.
Second Evening Shift: 7:30 P.M. – 10:00 P.M.

Scheduling Procedure:

Once you have completed the necessary paperwork for the volunteer application process, there are several ways you can go about signing up as a hospitality volunteer.

- If you have access to the internet, you can schedule yourself on the volunteer calendar. If you wish to do this, email Laura Robinson at robinsongfamily@gmail.org. She will send you a link and instructions for a registration page for the online calendar. Once you have the link, you will be able to establish a username and password. Once you have registered for the online calendar, you will be able to enter information on the calendar for the date(s) and time(s) you wish to volunteer and view the current sign ups.

The Staff would like to have 3 Volunteers per shift (plus the Lead Volunteer in the evening). There are days when we need extra volunteers to serve the meal. Those days are indicated on the calendar at the top of the box for that date where it will say “evening meal servers”. For example, every Monday, we need extra volunteers because we have a group that delivers the meal every Monday, but does not stay to serve it. So if you view the online calendar, you will see that on Mondays, it will read “3 evening meal servers”. So if you are trying to figure out whether a date has enough volunteers, we’re hoping for **3 people per shift, plus at least one Lead Volunteer, plus any needed meal help indicated on the calendar.**

- If you do not prefer to use the online calendar yourself, you can email Laura at the above address with the date(s) and time(s) you would like to volunteer or call her at (920) 347-0828 and she will enter the information on the calendar for you.

Cancellations

If for some reason you need to cancel your scheduled volunteer time, please give notice by contacting Laura Robinson (see above) or switch with another volunteer. If you need to cancel within the day of your scheduled time, please call the shelter (920-436-9344) and talk to a staff person.

Shelter Confidentiality Policy

The shelter asks every volunteer to sign a Confidentiality Agreement that protects the privacy of all guests of the shelter. It is vital that every volunteer understand the importance of respecting the privacy of each person staying at the shelter and that the sharing of any information regarding a shelter guest be done only when necessary for the proper provision of service to that guest. Volunteers should not ask for any personal information about a guest from the staff or from the guest themselves. To protect guest confidentiality, only staff persons are allowed in the shelter office area.

Volunteers are advised not to provide any personal information of their own, including last name, phone number and address. Contact with a shelter guest outside of the shelter can lead to complications and volunteers are asked to refrain from doing so. Any questions regarding this policy may be directed to the Shelter Director.

Please check notices on bulletin boards for necessary information. Familiarize yourself with the Volunteer binder and the emergency exit procedures. These are located by the name tags. Check the binder periodically for updates/changes.

Morning Shift Volunteer Tasks

- Shift runs from 6:00 – 9:00 a.m.
- Please sign log in sheet located at shelter entrance and put on your nametag
- Ask staff if they need help with shower and bathroom area monitoring. If needed, come to agreement with other volunteers present on who will do this. (see Instructions for Shower person for more details)
- Wear plastic gloves when handling food
- Set up coffee, juice, breakfast food.
- Keep coffee carafes filled.
- Set up food in same order (beverages and toast/bagels on left; cereal, hot food, etc on right)
- **Check refrigerator for leftovers and heat up** any leftovers you think guests would eat for breakfast; discard outdated food (leftover: anything past 6 days; unopened refrigerated food must be removed after 7 days after container expiration date). Some guests enjoy soup or re-heated fried chicken for breakfast!
- Label all newly opened containers (with date opened) Labeling tape is in drawer near microwave.
- Encourage guests to label their cups and use only one per meal
- Keep serving areas clean. Wash dishes as needed and put away
- Replenish supplies as needed- toilet paper, paper toweling, hand warmers (staff will dispense), cups, plates, hand sanitizer, etc.
- Rotate food in refrigerator: older food in front to use immediately
- Gather and take out garbage at end of shift then replace bags in containers – encourage help from guests. If placed near front exit, guests will often dispose of bags on their way out of the building.

- Check with staff for lunches requested and prepare as needed. Guests should request these in the evening via sign-up and lunches should be already prepared by the evening 2nd shift. Guests are not allowed to request last minute items. No requests after 8:30 am.
- Assist guests in accessing mops, brooms and buckets. Guests are to sweep and mop floors and empty buckets in “mop room” near the bathrooms. Guests may need encouragement to change the water frequently when mopping the floors. Volunteers or staff should add a small amount of disinfectant in each bucket of water. Do not have guests do this.
- Wipe off all kitchen counters and tables with disinfectant cleaner
- Provide disinfectant-damped cloths to guests to wipe down tables and seats in gymnasium area.
- Set up **decaffeinated** coffee for evening shift (leave unplugged): see instructions on containers
- Transfer donated items from church rectory porch to shelter sorting area. Security will need to allow you into the locked school area.
- Leave nametag at shelter in kitchen and remember to sign out at the entrance with staff.

• *Evening Volunteers – First Shift Tasks*

- Shift runs from 4:30 p.m. to 7:30 p.m.
- Sign log in sheet at front entrance and put on your nametag (in kitchen)
- Check in with Lead Volunteer and talk with other volunteers to decide who will cover what task(s) which could include any of the following:
 - Greeting guests and assisting staff with check-in
 - Assisting with donation receipt at the front entrance from 4-6 pm
 - Assisting security at door with entry check
 - Assist new guests with getting oriented to shelter procedures (finding mattress, getting supper, shower sign up, getting bedding, etc. If staff have not yet done an “intake” on the individual, please wait before setting them up with bedding and such until that is accomplished. The individual will be allowed to eat supper until the intake process is completed. Staff will assist with direction.
 - Assist guests to complete a guest request form (clothing, hygiene products, etc.). Once completed, place in designated area for staff to approve. Filling requests will be completed by 2nd shift between 7:30 and 8:30 pm.
 - Assist with shower and bathroom area monitoring. Guests must sign up for shower times. Assist with keeping everyone on schedule.
 - If meal group has left for the evening, cover kitchen tasks (e.g. keep coffee carafes filled, finish any clean up left from meal)
 - Check bathrooms for supplies that need replenishing (toilet paper, paper toweling, etc.)
- We encourage you to spend time conversing with shelter guests. A friendly conversation might really be what they need most! Feel free to get something to eat and join a guest at a table.
- Log out at end of shift with staff; leave nametag at shelter
- Thank you for your help!

Evening Volunteers – Second Shift Tasks

- Shift runs from 7:30 p.m. to 10:00 p.m.
- Sign log in sheet at the entrance and put on your nametag
- Check in with Lead Volunteer and talk with other volunteers to decide who will cover what task(s) which could include any of the following:
 - Assist new guests with getting oriented to shelter procedures (finding mattress and bedding, getting supper, shower sign up, laundry sign-up, etc. Check with staff before setting up bedding to make sure that the guest “intake” has been completed.
 - Fill requests from guests for items needed by checking with staff once the guest has completed the request form. Two volunteers will be asked to collect all request forms and gather supplies from the storage area. Security will need to let you into the supply room as this is in the locked area of the school. Once both volunteers have gathered all requests, security will allow them back into the shelter by unlocking and relocking the school access door. Please offer the guests a choice of two coats/jackets and boots/shoes if possible. Return those not chosen to the supply area with assistance from Security.
 - Assist with shower sign up and monitor use of shower room area (see shower rules info sheet)
 - Wipe off all kitchen counters and tables with disinfectant cleaner and mop kitchen floor – encourage guests to do the gymnasium tables by providing damp cloths (disinfectant) for them. Guests are not allowed in the kitchen area.
 - Set out any evening snacks and beverages. Keep coffee carafes filled.
 - Make sandwiches/heat food for late arrivals as needed. Check with staff first as supper is not served after 7:30 pm. Snacks should be available (apples, crackers, etc.). If a guest is new and arrives after 7:30, staff may ask for a meal to be reheated/prepared.
 - Keep serving areas clean. Wash dishes as needed and put away. Keep container tops and bottoms together. If no matches, discard.
 - Check supply of breakfast food for next day – notify staff of immediate needs: milk, juice, etc. and write these needs on the board by the name tags.
 - Rotate food in refrigerator: older food in front to use immediately
 - Set up coffee (**caffeinated**) for morning shift (see instructions on containers) – make sure pots ready but unplugged!!
 - Gather and take out garbage at end of shift; replace bags in containers
 - Check bathrooms and replenish toilet paper, hand soap and paper toweling when needed. Replenish paper plates, cups, napkins, etc. from upstairs storage area.
 - We encourage you to spend time conversing with shelter guests. A friendly conversation might really be what they need most! Make use of games to spend time with guests
 - Remember to log out at end of shift with staff; leave nametag at shelter
 - Thank you for your help!