



VOLUNTEER INFORMATION PAGES ETHICAL STANDARDS, DOS & DON'TS, VOLUNTEER PERFORMANCE GUIDES

ETHICAL STANDARDS *As Volunteers at Safe Harbor, we accept a special responsibility to our guests, to know the limits to our relationships of caring. It is important that each of us reads this before beginning our service as Volunteer Host, so we check ourselves and be sure to comply.*

- Every guest has the right to safe shelter, healthy food, and sanitary conditions.
- Every guest has the right to privacy and confidentiality.
- Guests should not be judged for their situation.
- Guests have the right to make their own choices, and are required to accept the consequences.
- Our warmth and kindness help them feel safe, lessen alienation, and build trust – whether they are able to return our kindness or be easy for us to like.

Boundaries in Our Relationships with Guests

- As Volunteer Hosts we work to treat all guests with re-spect and dignity inside and outside SAFE HARBOR.
- We need to avoid any relationship with a guest that may be viewed as unprofessional
- We refrain from business, sexual, financial, or personal relationships with guests.
- We do not provide rides for guests
- We do not provide favors to or accept favors from guests.

DO's and DON'Ts: RESPECT

- DO welcome guests as they enter the shelter, with a smile and warm eye contact.
- DO offer our first name as we greet them, and they may give us theirs to remember.
- DO respect their personal "space". Keep a respectful distance and beware of initiating touch, which can be threatening to people who live with trauma and threat.
- DO show tolerance for differences and be aware of our own biases so we can appreciate every guest.
- DON'T share any information about a guest with other guests. Respect their privacy!
- DON'T challenge or reprimand guests...
- ...DO share any concerns with Goodwill Staff

DO's and DON'Ts: PROFESSIONALISM

- DON'T take guest behaviors personally or be offended by them if they are negative.
- DO be consistent in carrying out procedures and policies; consistency lowers tension.
- DO respect personal boundaries; DON'T be overly casual or tease or try to amuse.
- DO provide all the help we can within our assignment; ask Team Leader or Facility Managers about other requests.

DO's and DON'Ts: LISTENING

- DO listen with an open mind; stay away from judgments or opinions.
- DO be patient as we listen. The guests feel dignity in being listened to, and we all have something to learn from each guest.
- DO provide nonverbal cues that we are listening; maintain comfortable eye contact, "mm-hmm," ask for help to understand if we do not not.

DON'T get distracted; the place can be busy and noisy, and to be listened to is precious.



OVERVIEW OF SHIFTS AND TASKS

(FOR DETAILS SEE PERFORMANCE GUIDES)

There is a broad variety of volunteer duties for all kinds of volunteers. From experienced to new, from those who like to serve in the background to those who enjoy interaction, and in the evening, or overnight, or in the morning.

Dinner Leader

4PM - 8PM. Assists the Coordinator in all duties needed to plan and purchase food and recruit, schedule, and coordinate the team of Dinner Volunteers to prepare and serve it.

Dinner Volunteers - A team of at least 5-6 people to procure, prepare, and serve dinner

4PM - 8PM or so. Individual churches may adjust for shifts or end time. (Volunteers needing access to the shelter earlier may contact their church coordinator) Usually conducted by a pre-organized group of people. This shift requires that you purchase and prepare a hot meal for as many as 80 guests. Soups, Stews, and other "buffet" style meals work best. In an effort to not repeat any main dish menu item, your church's leader will coordinate meals. Your team will serve the meal, wash and put away dishes, clean and sanitize the kitchen and serving area, and take care of any leftover food. Detailed kitchen information will be provided to meal crews. **Dinner is served from 6:15 - 7:15**

Evening Leader

5:15PM - 10:15PM This trained, experienced leader assists the Goodwill Staffer and Coordinator in welcoming Evening Volunteers and seeing that they are aware of their duties. Assists as needed to see that evening procedures are followed. Supervises the removal to storage of totes of absent guests at 7:30. GWStaffer will provide the list of absent guests. Monitors smoke breaks *if requested by GWStaffer*.

Evening Hosts - 4 (5 on Saturdays) people; male and female preferred

5:30PM - 10PM Evening volunteers are the voices, ears and hearts of the shelter. Volunteers assist staff with the operation of the shelter, share dinner with guests, and often enjoy playing cards and games, listening to guests and providing companionship, staffing scheduled chapel quiet time.

Overnight Hosts - 2 people, male and female

10PM- 6AM Overnight hosts assist with the "winding down" of the evening and take turns monitoring the shelter overnight, doing some light cleaning and laundry. In the morning, volunteers prepare coffee for the breakfast. Overnight volunteers sleep in shifts. **A safe, private sleeping area is provided for overnight volunteers and a Goodwill Staffer is on duty at all times the guests are present. Bring your sleeping bag and pillow.**

Morning Leader (morning team should include both male and female volunteers)

5:45AM - 9:00AM The Morning Leader helps with breakfast and cleaning and *helps with tote management and assists the Goodwill Staffer as needed.*

Breakfast Hosts - 2 people

6AM - 8:30 AM The breakfast host manages the continental breakfast. Duties include setting up, monitoring, and putting away breakfast foods, washing and putting away dishes, and cleaning up the kitchen and dining tables.

Cleaning Volunteers Sunday only - 2 people

8AM - 9:30AM Volunteers do a daily cleaning of sleeping areas, restrooms, TV room, and Chapel after the guests have departed.

Saturday Cleaning Volunteers - 4-6 people

8-11AM A more thorough weekly cleaning is done after the guests have departed.



TEAM LEADERS' PERFORMANCE GUIDE

(TO BE PERFORMED BY COORDINATOR
IN THE ABSENCE OF TEAM LEADERS)

For all shifts:

1. Make sure that all volunteers have signed in and received a name tag and go with them to the location of their posted Position Description and review it with them together.
2. Determine whether each volunteer has training and experience, and provide guidance either by teaming them up or mentoring them throughout the shift
3. Review the incident/briefing log in the office to be aware of any current situations or challenges.
4. Add any notes to it as called for during your shift.
5. Maintain a good communicating relationship with Coordinator, Goodwill Staffers, and Facility Managers during your shift.
6. At end of shift: "Debrief" volunteers before they leave to clarify questions or help put their experience into positive context if needed.

Dinner Shift 4PM* - 8PM *Exact start time to be determined by group's kitchen use needs. Church coordinator may grant access to the kitchen earlier if needed *by consulting with the Kitchen Supervisor.*

- Prepare meal following safe food handling procedures.
- Goodwill Staffer huddles with all staff and volunteers at 5:45 for introductions, instructions, and reflection or prayer
- Serve the meal and care for leftovers (see Goodwill Staff for # of late meals to be set aside).
- Clean and sanitize the kitchen, serving, and dining areas.
- Wash and put away dishes and equipment; see that trash is removed and bags replaced.
- See that the evening snack is put out at 8:00 as your crew leaves (or inform Evening Leader).

Evening Shift 5:15 PM-10PM.

- Goodwill Staffer huddles with Evening Leader, Coordinator, and Facility Managers at 5:30 to brief them on the previous night's operations and any concerns for this night.
- Goodwill Staffer huddles with all staff and volunteers at 5:45 for introductions, instructions, and reflection or prayer
- Show Evening Hosts their posted Position Description, assign them to needed duties and maintain good supervision through the shift.
- Around 8, start laundering kitchen aprons and towels as described inside kitchen laundry door.
- At 9:30, see that the Dining Room is cleaned up as much as possible.
- At end of shift, thank and excuse your Evening Hosts and see that they sign out. Consider a closing debrief and/or reflection to provide them with good closure.
- When Overnight Hosts arrive at 10:00 Goodwill Staffer huddles with Evening Leader and Overnight hosts and to debrief on how the evening went, to note any incidents or concerns in the Office Log.

Overnight Shift 10PM - 6AM.

- When Overnight Hosts arrive at 10:00 Goodwill Staffer huddles with Evening and Overnight hosts and to debrief on how the evening went, to note any incidents or concerns in the Office Log.
- Review Overnight Host Performance Guide on the left side of the cabinet in the Laundry Room
- Agree on your sleep/work schedules; Murphy beds are available in each of the two offices

Morning Shift 5:30AM - 8AM

- Report to the Goodwill Staffer; assistant in seeing that meds are dispensed and rules are followed, especially when staff is out during hourly smoke breaks. Move Totes to Storage as directed.
- Follow up on overnight duties for completion - laundry and filling toilet paper.
- Welcome Breakfast Hosts and see that they follow the procedures detailed in the Breakfast Binder in the kitchen, providing help as needed. Thank and dismiss the Overnight Hosts.
- Take trash to the dumpster, replace trash bags, and pick up any trash around the shelter perimeter.
- Sunday: see that Cleaning Volunteers clean bathroom, sleeping rooms, T.V.room and entry.

- At end of shift, put keys and Safe Harbor phone (plugged in) in center drawer of check in desk, and lock check-in room.



DINNER VOLUNTEER PERFORMANCE GUIDE

Detailed instructions, procedures, and help will be provided to meal crews and notes posted in kitchen. If you arrive early, and guests are waiting, please do NOT allow them access to the facility before 6:00 pm.

Pre-planning

- Talk with your church coordinator other volunteers to plan menu items for your date AND which of you will help coordinate for your shift.
- Confirm that your menu is not a duplicate of another meal that week.
- Plan to PREPARE, SERVE and CLEAN UP your meal at the facility.
- Plan with your coordinator what time you will need access to the kitchen on the date you will be preparing and serving the meal.
- Discuss any questions with the church coordinator during the planning process.
- Keep meals healthy and bear in mind that many of our guests have dental issues. Avoid hard to chew items such as fresh apples and nuts.

Serving Day Your church coordinator will have the code. Please connect with coordinator prior to serving day to plan what time you would like your team to have access to the kitchen.

Volunteer arrival time: TBD by coordinator and meal team. Church coordinator may grant access to the kitchen earlier in the day if needed. Please plan in advance and allow yourselves plenty of time to prepare and cook the meal to ensure that dinner is ready to serve at 6:15pm!**

- Make sure you have signed in, have a name tag and clarify questions with your team leader before the opening of doors to the guests at 6:00 pm.
- Prepare coffee and set out coffee condiments. Decaf coffee only for this shift and the rest of the evening!

6:00 pm Guests arrive and are checked-in by staff. Set up serving area and be ready to begin serving dinner at 6:15.

- Serve dinner following safe food handling guidelines (see separate document). Guests do not serve themselves!
- Provided there is extra food, seconds on meals are allowed after all guests and volunteers have been served, beginning at 6:45 p.m..
- IMPORTANT: Check with Goodwill Staffer/team leader to see if any plates should be made and left in the fridge for guests arriving late due to work schedules.
- Start dishwasher and wash prep equipment.
- Dishwashing should begin approximately 15 minutes after serving time.

7:15 pm Check to see if guests who may have just come in are still in need of dinner, then end service and begin cleaning up serving area.

- Check with Goodwill Staffer to see if any guests will be coming in late and needing a meal. If so, save a plate of food in the refrigerator.
- Unless directed, with the exception of dessert, all leftover food is taken home by volunteers.
- Any leftover dessert can be left as a "snack" for the evening.
- All dishes, utensils, and equipment should be washed, allowed to dry and put away.
- Clean and sanitize kitchen and serving areas.
- Clean coffee area and replenish coffee condiments.
- Show evening crew what foods are available as snacks.
- Check in with Team Leader before leaving to be sure all duties have been completed.

Thank you for sharing your time, talent and treasure in making this ministry successful!



EVENING VOLUNTEER PERFORMANCE GUIDE

This shift begins at 5:30PM, unless your coordinator has asked you to come earlier. The shift ends at 10PM, after the overnight staff has arrived. If you arrive early, and guests are waiting, please do NOT allow them access to the facility before 6:00 pm.

5:30PM Evening Hosts arrive;

- Sign in on the volunteer log and make a name tag- FIRST NAME ONLY
- Check in with your Evening Leader for assignment
 - 1- Sign-in assistance with arriving guests
 - 1- Control of Meds storage and distribution, First aid, and OTC meds.
 - 1- Chapel welcome, quiet hour hosting from 9-10PM, and circulating in the room and sleeping area reporting any issues to Goodwill Staff
 - 1- Tote management as directed, circulating in the rooms and communicating any issues to Goodwill Staff

5:45PM Join evening huddle for briefing and welcome by Goodwill Staff; be introduced to Staff, Facility Manager(s), and other volunteers, volunteer leaders, and Coordinator.

6:00PM Doors Open. Goodwill Staffer will check bags and assess guests' conditions. If an altercation/confrontation occurs, the sign-in stops while the Goodwill Staffers deal with it. In such situations, Evening Leader and volunteers assist as directed so no guests that have not yet signed in move past the sign in area.

- **1 Evening Host in the office manages sign in book** - as instructed by the Goodwill Staffer
- **1 Evening Host in the office with meds drawer key manages meds storage** - guest first name and last initial on Ziploc bag, meds placed inside sealed, and in the drawer.
- **Other Evening hosts**
 - Welcome guests, assist with totes as needed, Provide orientation for first time guests
 - Accompany first time guests to Outreach staff in back office as requested by Goodwill Staff
 - Assist Evening Leader with tote management as requested, usually around 7:30
 - Regularly walk through same-gender sleeping area and look in on the TV Lounge to observe whether Guest Rules are being observed, and communicate any issues to the Goodwill Staff.

7:00PM Doors are locked and open by Goodwill Staff only for 10 minute supervised smoke breaks at 7pm, 8pm, 9pm, 10pm and 10:50pm.

8:00PM Put out evening snack as set aside by the Dinner Hosts; keep pitchers of water supplied.

9:00PM Chapel Quiet Hour. Open the Chapel, set door sign to "Chapel is Open", one Evening Host attending and monitoring use, being welcoming and assisting guests to make appropriate use of it.

9:30PM Bus tables as much as possible, straighten out kitchen and wash dishes that have accumulated.

Throughout the Evening Once the main group for sign in has finished, you are encouraged to eat and visit with the guests. Card games, board games, watching movies and conversation with guests is encouraged. Please remember that the Evening Leader and Goodwill Staffer, and Facility Managers are your resource people for questions or concerns. **Relax and enjoy the company of the guests and other volunteers!**

10:00PM Please remember to check in with Evening Leader before leaving to be sure all duties have been completed and overnight team has arrived! Thanks! Sleep well and reflect on this evening's experience.



OVERNIGHT VOLUNTEER PERFORMANCE GUIDE (CONTINUED ON NEXT PAGE)

Goodwill Staffer will be on duty onsite all through the night

10:00PM Dispose of any snacks that have been left out, rinse serving bowls and dishes and stack by dishwasher. Water is the only thing left out during the night.

Doors: Doors are locked at 7:00pm and open only for 10 minute supervised smoke breaks at 7pm, 8pm, 9pm, 10pm and 10:50pm.

11PM Lights Out and all guests in bed for the night! *Goodwill Staff will ensure that all guests are in bed.* Volunteers are not to transport guests to the hospital in personal vehicles.

No guests are admitted after 11pm, even if brought by the police. The Goodwill Staffer will handle any such situations.

After lights out, wash and sanitize dining room table and drinking fountains. Wipe chairs, as necessary. Sweep kitchen floor and mop, as necessary. Reload shower gel and toilet paper in bathrooms.

Doors remain locked until 6:00AM If a guest leaves after the doors are locked, they are NOT to be re-admitted until the next evening at 6:00pm. If someone chooses to leave, remind them of this policy, draw a line through their name on the guest sign in book if they leave. and make a note in red binder indicating that they left.

Medication: Prescription and non-prescription medication can be given out during the night. Water only with meds during the night.

Sleep/Wake: Lights out and all guests to bed by 11pm. Splitting the shift between the volunteers works well for maintaining alertness. 1 volunteer may sleep while 1 remains awake. Overnight volunteers are asked to respect the need for guests to get restful sleep. No loud talking or electronics, please. If guests wake before 5am, encourage them to go back to bed and rest.

Overnight Clean-Up/Laundry Instructions

Wash and sanitize dining room table and wipe chairs

- Get towels and red bucket labeled sanitize from Kitchen
- Follow instructions on sanitize bucket to make up sanitizer
- Wipe down all table tops and chairs in the Dining Room
- Return bucket to Kitchen. Put dirty towels in dirty towel container under triple sink in Kitchen.

Sweep Kitchen floor and mop as necessary

- Use broom and mop/bucket by exit door in Kitchen
- Fill bucket in janitor's closet (first door on right past men's bathroom) include a bit of all purpose cleaner (simple green) from bottles in janitor's closet in water
- Sweep and mop the Kitchen floor. When mopping, please DO NOT put floor mats on carts, counters or dishwasher.
- Empty mop bucket in janitor's closet
- Return broom and mop/bucket to place by exit door when finished
- DO NOT use Kitchen broom or mop/bucket elsewhere in the building

Reload shower gel/shampoo, hand soap and toilet paper in bathrooms

- Toilet paper is in supply cabinets across from bathrooms, lower right corner
- Key for toilet paper holders in on shift team leader's key lanyard
- Shower gel/shampoo and hand soap is in supply cabinets with toilet paper

Launder and dry Kitchen towels and Aprons (if needed)

- Dirty Kitchen towels and aprons are in the laundry basket under the triple sink in Kitchen. Only launder if you have a full load (at least three quarters full laundry basket). Wash towels and aprons separately. Instructions on laundry basket.
- Use Kitchen washing machine/dryer in locked cabinet for Kitchen towels and aprons.
- Pods (soap) for washers are on Control Desk in the Dining Room or supply cabinet across from women's restroom
- When dry, fold and return to the Kitchen.
- Lock cabinet for Kitchen washer and dryer when finished
- DO NOT use Kitchen washer and dryer for other laundry

Launder and dry guest towels and cleaning towels (if needed)

- Use guest washer/dryers for these loads. Do not mix guest towels and cleaning towels in the same load.
- Dirty guest towels should be in hampers in laundry room or dining room
- Dirty cleaning towels should be in janitor's closet
- Make sure you have a full load of each
- Pods (soap) for washers are on Control Desk in the Dining Room or supply cabinet across from women's restroom
- When dry fold and return guest towels to cart by Control Desk and cleaning towels to blue clean up cart in janitor's closet

5:30AM Make 2 airpots of regular coffee. Check coffee condiments and replenish if necessary. If a guest needs breakfast before leaving early for work or needs food before taking meds, they may have cereal and milk, granola bars, etc.

6:00AM Overnight volunteers are allowed to leave, once Breakfast/Cleaning Volunteers have arrived. In order to maintain adequate supervision, please do not leave until the next volunteer team has arrived. IF THEY DO NOT SHOW UP, CALL YOUR CHURCH'S COORDINATOR or the Morning Leader (due to arrive at 5:30) for help.



MORNING VOLUNTEERS PERFORMANCE GUIDE

BREAKFAST & CLEANING Detailed instructions, procedures, and help will be provided to meal crews and posted in kitchen. Please note that showers are not permitted in the mornings.

5:45AM Morning Team Leader arrives, checks in with Goodwill Staffer, takes Team Leader Checklist and medications drawer key, and puts on a name tag. Morning Leader handles any medications distribution. Supervise Smoke Breaks at 6AM and 7AM.

6AM Breakfast Volunteers arrive. Sign in *with Morning Leader* and put on name tags - first name only. Coffee should already be out for guests to enjoy as desired. *Make more if needed during breakfast.*

- Put out continental breakfast per detailed instructions *provided on sheets posted in the kitchen*
- Start dishwasher. When it is hot, begin washing dishes from evening snacks, followed by breakfast dishes. Wash and put away all equipment and dishes. When finished, drain dishwasher, clean area.

7:45AM Breakfast items except for coffee and juice are put away.

- Clean and sanitize kitchen, serving, dining and coffee areas.
- Make sure coffee maker, dishwasher, stoves and oven are turned off.
- Make sure supply cabinets and Kitchen washer/dryer cabinet are locked.
- Return key lanyard to center drawer of built in cabinet in check-in room. Take out trash, as necessary and reline trash cans.
- Morning Manager walks around the building and neighbors picking up trash and items.



SUNDAY MORNING CLEANING VOLUNTEERS PERFORMANCE GUIDE

Clean Bathrooms (Men's, Women's and Unisex)

- Cleaning materials are on blue cart in janitor's closet (first door on right past men's bathroom)
- Use all purpose cleaner ("Purple" simple green) to clean counters with red cleaning towels from blue cart. DO NOT use towels from Kitchen for this purpose.
- Use all purpose cleaner and toilet brush to clean toilets
- Use window cleaner and squeegee to clean mirrors
- Spray a light amount of cleaner on the floor, then hose down shower and toilet areas with hose on hook in janitor's closet. Take care not to get the toilet paper wet.
- Connect hose by pulling up on the second ring on quick connect in bathrooms, inserting hose and let second ring down. Disconnect by pulling up on second ring again

Clean sleeping rooms, hallways, T.V. room, dining room and guest entry (kitchen is cleaned by Breakfast Crew)

- Collect any left over clothes or items and place them in the cardboard box outside the "Check in" office.
- Sweep these rooms with broom and dust pan from janitor's closet
- Mop any of these areas that have had a major spill (not necessary most days.) Use mop/bucket from janitor's closet with a small amount of Simple Green. Fill and empty bucket in janitor's closet
- **PLEASE DO NOT use broom and mop/bucket from Kitchen for this purpose**

Trash collection and close down

- Empty all trash and garbage cans in the building. Trash bags are found under the cell lockers on the men's hallway. (Bathrooms, Offices, Large Red Barrels, Kitchen, TV Room)
- Return all cleaning tools and blue cart to janitor's closet, turn out closet light and lock door
- Turn out lights in Kitchen, T.V. room, chapel.
- Be sure the Check in, chapel, staff bathroom and laundry lights are turned off)
- Return key lanyard to center drawer of built in cabinet in check-in room
- Lock door to check-in room
- Go Home and rest. Thank you!



SATURDAY MORNING CLEANING CREW PERFORMANCE GUIDE

Clean Bathrooms (Men's, Women's and Unisex)

- Cleaning materials are on blue cart in janitor's closet (first door on right past men's bathroom)
- Use all purpose cleaner (simple green) to clean counters with cleaning towels from blue cart. DO NOT use towels from Kitchen for this purpose.
- Use all purpose cleaner and toilet brush to clean toilets
- Use window cleaner and squeegee to clean mirrors
- Hose down shower areas with hose on hook in janitor's closet
- Connect hose by pulling up on the second ring on quick connect in bathrooms, inserting hose and let second ring down. Disconnect by pulling up on second ring again
- Mop all floors using mop and bucket from janitor's closet (see below)

Clean sleeping rooms, hallways, T.V. room, chapel, dining room and guest entry

- Sweep these rooms with broom and dust pan from janitor's closet
- Mop all of these areas. Use mop/buckets from janitor's closet. Fill (including a small amount of simple green) and empty bucket in janitor's closet
- Dust control center in dining room
- DO NOT use broom and mop/bucket from Kitchen for this purpose

Kitchen clean-up

- Use broom and mop/bucket by exit door in Kitchen
- Fill bucket in janitor's closet (first door on right past men's bathroom) include a bit of all purpose cleaner (simple green) from bottles in janitor's closet in water
- Sweep and mop the Kitchen floor. When mopping, please DO NOT put floor mats on carts, counters or dishwasher.
- Empty mop bucket in janitor's closet
- Return broom and mop/bucket to place by exit door when finished
- DO NOT use Kitchen broom or mop/bucket elsewhere in the building
- DO NOT use mops/buckets from janitor's closet in the Kitchen
- Wipe out refrigerator, as necessary; clean stove and microwave, as necessary.
- Dispose of any leftover food from the week.
- Make sure kitchen is neat and clean for the next week's meal crews.

Finish up and close down

- Return all cleaning tools (other than those in Kitchen) and blue cart to janitor's closet, turn out closet light and lock door
- Turn out lights in Kitchen, T.V. room, chapel.
- Make sure supply cabinets and Kitchen washer/dryer cabinet are locked
- Return key lanyard to center drawer of built in cabinet in check-in room
- Turn out the lights and lock the door to check-in room
- Take a trash bag and pick up any trash and/or litter around outside of building and/or around the front and back of Jentees' building next to our building
- Check in with Team Leader prior to leaving to be sure all tasks have been completed. Team Leader to be sure keys and Safe Harbor phone are returned to center desk drawer to check in room and door to check in room is locked.
- Go Home and rest!

Thank You!!