



Welcome Back...*Safely!*

Dear Safe Harbor Volunteers,

You are as precious to us as our guests. Since the onset of COVID-19, we have been making continuous and significant adjustments, like these:

HEALTH CHECKS:

- We have changed the entrance to the Wellington Street doors allowing us to do health checks as guests (and volunteers) enter.

PPE:

- We have acquired over 14,000 free masks from the State of Michigan; every guest and volunteer will have a new mask daily.
- Wearing of masks will be required of all guests and volunteers. (Face shields are available if needed)
- MMC has donated 50,000 pairs of gloves, sufficient for our use all season.

SOCIAL DISTANCING:

- The permanent addition of the large tent provides socially distanced seating for dinner and relaxation; dining will be in scheduled seatings followed by scheduled sanitization.
- The sleeping capacity has been diminished and bunk beds have been draped to provide safe sleeping.

HANDWASHING:

- Handsoap and hand sanitizer dispensers have been installed at multiple locations.

SANITIZATION AND CLEAN AIR

- The ventilation and air purifying systems have been upgraded to meet and exceed current standards.
- Cleaning of the facility has been contracted to providers who follow current health safety guidelines.
- After daily deep cleaning we use an Electrostatic Sprayer that dispenses an electrostatically charged mist of disinfectant that wraps around the surfaces on which it's sprayed.
- We stock EPA and FDA COVID-19- approved cleaners and disinfectants including in food service areas.

MEDICAL ATTENTION, ISOLATION, AND TRACING

- 24/7 medical personnel coverage via virtual or phone visits help triage guest, volunteer, and staff medical issues to give best advice regarding needed medical care, isolation/quarantine, identification of guests who are higher risk.
- We hold out hope for an accurate rapid on-site testing platform (currently in development) during this season.
- We work closely with the Health Dept and will have regular checks. They have visited the shelter and will be continuing to advise us of ways to adjust to the changing hearts safety demands.

HERE ARE GUIDELINES FOR YOU AS A VOLUNTEER

- If you have symptoms of illness, have traveled more than 100 miles out of the area within 14 days, or have tested positive for COVID-19, you must cancel your shift on iVolunteer! If this cancellation occurs within a week of your shift, please email volunteers@gtsafeharbor.org to be sure our Volunteer Manager can follow up on a replacement. If you can arrange for a current Safe Harbor volunteer to replace you, let him know that too!)
- Our health partners recommend flu shots for everyone associated with the shelter.
- Enter through the prescribed entrance, participate in any checks that may be made at the door.
- Make sure to use the Check-in system in the Volunteer Welcome area. It will be important for contact tracing purposes.
- Be sure to follow precisely all health safety protocols at the shelter.

We will update this document as needed; you will always be reading the most current version. Please contact me with any questions and concerns you may have. We are grateful for your service!

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Safe Harbor Volunteer Coordinator
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Ethical Standards, Dos & Donts, 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 are sure to comply.*

- Every guest has the right to safe shelter, healthy food, and sanitary conditions, especially in light of COVID-19.
- 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 volunteers we follow all CDC Social Distancing and masking guidelines.
- We treat all guests with respect and dignity inside and outside Safe Harbor.
- We 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, but following 6' distancing guidelines
- DO offer our first name as we greet them, and they may give us theirs to remember.
- 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 or outside the organization. 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.
- COVID-19 guidelines will require a great deal of firmness and consistency from all of us. Remember not to confront guests, but rather to communicate problems to Goodwill Staff.
- DO respect personal boundaries; DON'T be overly casual or tease or try to amuse.
- DO provide all the help we can within our position as described; 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 and value in being listened to, and we all have something to learn from each guest.
- DO remember that Social Distancing will challenge the privacy of the guest speaking with you. Try to find a location where distancing and privacy can be served.
- DON'T get distracted; the place can be busy and noisy, and to be listened to is cherished.



Safe Harbor Guest Expectations

The following expectations are for anyone staying as part of the overnight shelter program. The purpose of these expectations is to create a safe, comfortable environment for both guests and volunteers. Violation of expectations may result in termination of your participation in the Safe Harbor program.

ALL ITEMS BEING BROUGHT INTO THE SHELTER MAY BE SUBJECT TO SEARCH.

1. Once signed in, you are required to stay in the shelter. Leaving after sign-in will result in not being permitted re-entry for any reason until the next evening.
2. The shelter will open each evening at 6:00pm. Doors are locked at 8:00pm, with "Lights Out" at 10:00pm. The shelter will then be secured until 8:00am (special arrangements will be made for guests working later).
3. All persons in the building must abide by COVID-19 health protocols. Masks required, social distancing, frequent hand-washing, and other protocols.
4. Upon entering on their first night, guests receive **ONE** blanket and assigned **ONE** bunk and **ONE** tote to keep belongings in. Totes may be searched for contraband at any time by staff.
5. All items including your blanket must fit into your assigned tote, with the lid able to close securely. Excess items will be collected each morning after the shelter closes.
6. **SMOKING** is permitted in **designated area only**; 6:00pm-10:00pm, and 6:00am-8:00am.
7. The following items are not permitted on shelter property:
ALCOHOLIC BEVERAGES
OPEN BEVERAGE CONTAINERS
ILLEGAL DRUGS/ SUBSTANCES
NO WEAPONS OF ANY KIND! If you have one, turn it in to staff upon entry.
8. Prescription medication should be turned in at check-in.
9. **SAFE HARBOR IS A SAFE, RESPECTFUL ENVIRONMENT.** Please refrain from abusive/profane language and/or disruptive behavior.
10. Staff and volunteers are in charge of running the shelter; direct any questions or concerns to them.
11. Men and women are assigned separate sleeping areas.
12. Prior to departing each morning, please spray and wipe down your own mattress.
13. Please be prepared to leave by 8:00am each morning, unless otherwise indicated.

IMPORTANT NOTE: FAILURE TO ADHERE TO GUEST EXPECTATIONS MAY RESULT IN A GUEST BEING EXITED FROM THE SHELTER.



Volunteer Position Description Summaries: FOR 'SAFE HARBOR LITE' WEEKS

Serving as a volunteer for Safe Harbor is a very rewarding experience. *All volunteers are required to attend training or be paired with an experienced volunteer to serve safely, effectively, and enjoyably. All positions are available daily unless noted.*

Check-in Volunteers - 5:30 - 8:00 PM

Assist under direct supervision of Goodwill Staff with guest check-in, helping with sign-in and securing guests' medications.

Evening Hosts - 7:30 - 10:00 PM

Assist Goodwill Staff and Facility Manager to provide safety and welcome to our guests. Duties often include directing guest questions to the right staff, observing that safety procedures are followed, and helping with other logistical tasks.

Morning Leader - 5:45 - 8:15 AM

The Morning Leader serves as an extension of the Goodwill Staff to provide consistent service in the mornings until the shelter service ends at 8AM. A Morning Host reports to the Morning Leader to provide services as needed.

Morning Host - 6:00 - 8:00 AM

The Morning Host reports to the Morning Leader for instructions and guidance in the particular tasks needed that morning, based on changing factors like food provision, weather and health requirements.

Saturday Morning Logistics Team - 8:00 - 10:30AM

Generally led by the week's Coordinator, this team handles the logistical tasks that are needed at the end of the week - managing totes, cleaning around the property, clearing snow. etc.



Volunteer Position Description Summaries (NOT FOR "SAFE HARBOR LITE" WEEKS)

Serving as a volunteer for Safe Harbor is a very rewarding experience. *All volunteers are required to attend training or be paired with an experienced volunteer to serve safely, effectively, and enjoyably. All positions are available daily unless noted.*

Dinner Leader – 4:00 - 8:00 PM

Assist the Coordinator in all duties needed to plan and purchase food and recruit, schedule, and coordinate the Dinner Volunteer Team to prepare and serve it. Estimate the number of servings to be x1.5 of the most recent number of guests. Provide your team with opportunities to be COVID-19 safe, by wearing your own mask covering your nose and mouth, and wearing gloves when preparing foods that will remain uncooked. Feel free to use your own group's commercial kitchen, or the Safe Harbor kitchen. You and your volunteers may use the Station Street door directly into the Safe Harbor kitchen to enter and exit the building.

Dinner Volunteer Team - 4:00 - 8:30 PM or so*

Your dinner Leader may give you an early shift to prepare or a later shift to perform only some of these duties. Dinner preparation under the guidance of the Dinner Leader and served in 25-minute seatings with 10 minutes after cleaning for the disinfectant to air dry. Dishes washed and kitchen cleaned, disinfecting all flat surfaces.

Evening Leader* - 5:15 - 10:15 PM

This trained, experienced leader assists the Goodwill Staffer and Coordinator in welcoming Evening Hosts and seeing that they are aware of their duties. Assists as needed to see that evening procedures are followed with consistency and hospitality, and that the Evening Hosts appreciate the value of their service.

Evening Hosts - 4 people; male and female* - 5:30 - 10:00 PM

Evening Hosts work with Goodwill Staff and the Evening Leader to assist with guest check-in and other logistics that help provide safety and welcome to our guests, staff and sanitize a coffee service, and cleaning and sanitizing dinner tables between seatings. Other duties often include directing guest questions to the right staff, observing that safety procedures are followed, and helping with other logistical tasks.

*** A Note about evening volunteers and dinner:**

Due to the challenges of serving dinner within CDC and local health guidelines we ask that this season our volunteers have dinner at home.

Morning Leader - 5:45 - 8:15 AM

The Morning Leader serves as an extension of the Goodwill Staff to provide consistent service in the mornings until the shelter service ends at 8AM. A Morning Host reports to the Morning Leader to provide services as needed, generally including staffing and sanitizing the coffee station.

Morning Host - 6:00 - 8:00 AM

The Morning Host reports to the Morning Leader for instructions and guidance in the particular tasks needed that morning, based on changing factors like food provision, weather and health requirements. Usually includes self service

Saturday Morning Logistics Team - 8:00 - 10:30AM

Generally led by the week's Coordinator, this team handles the logistical tasks that are needed at the end of one week to prepare for the beginning of the next. Cleaning up guest totes, shoveling snow, etc.



PERFORMANCE GUIDE

TEAM LEADERS

ALL LEADERS:

1. **Beginning your shift:**
 - a. In the Volunteer Welcome area in the back hall, sign in and make yourself a first name only name tag. The sign-in tablet may need to be reset; if you need help with this consult the Facility Manager
 - b. **NEW 2021** Signing in is now important for health safety protocols! Make sure that all volunteers have signed in and received a name tag.
 - c. Show all volunteers their posted Performance Guide, so they know where to find it, and review it with them.
 - d. *If your shift includes Community Volunteers, please make a special effort to meet them and introduce them to your Host Group's Volunteers so they don't feel like outsiders!*
2. **Join the pre-opening "huddle" with your volunteers**
 - a. Meet the Leadership team - Goodwill Staffers who are responsible for Guests' compliance with rules, Facilitation Managers, who provide help with the facility, showers, laundry, etc., and the Host Group Coordinator.
 - b. Get updates and clarifications on health safety protocols
 - c. Learn of any issues or concerns from the night before, the situation the guests are in, etc.
 - d. Review emergency procedures.
3. **Support your volunteers throughout your shift**, helping them perform their duties and making adjustments needed so they are able to appreciate and enjoy their experience.
4. **At end of shift:** "Debrief" new volunteers before they leave to clarify questions or help put their experience into positive context if needed. **THANK all volunteers for their time at least once during the shift.**

DINNER LEADER*:

1. **Your key contact for planning is the Kitchen Supervisor**, available by email at Kitchen@gtsafeharbor.org. You will receive an email from the Kitchen Supervisor 2 weeks prior to your week, which will include documents that will help you and your team prepare. While volunteering at Safe Harbor, many questions you may have can be answered by the Facilities Manager.
2. **We supply** gloves, name tags and aprons. You and your team will need to **wear your own masks** while at Safe Harbor, unless you are there alone. We want you to stay safe, so please follow the CDC guidelines for COVID-19 safety precautions.
3. **Pre-planning**
 - Talk with your church coordinator and other volunteers to plan menu items for your date AND which of you will help coordinate for your shift.
 - Confirm with the Kitchen Manager 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.
 - Keep in mind that some of the guests have stomach issues too, so avoid extremely spicy foods.
4. **Organize and schedule your team of Dinner Hosts** so those with health limitations can do prep work in the kitchen (or in your group's commercial kitchen) while others work with cooking & serving the food and cleaning up the kitchen afterward. You may start prep work as early as you like, but cleaning will likely go until 8:30. Many find it helpful to identify an early (prep/cook) team and a later (serve/cleanup) team each with their own leadership so you are not required there the whole time!
5. **Remember that general instructions are in the Pink Binder and dishwasher instructions are in the Green Binder in the Kitchen.** Your use of these for yourself and your team can really make things a lot easier.
6. **If you leave before your late volunteers** introduce the Evening Leader or Coordinator to the person you are leaving in charge of finishing up.

EVENING LEADER* (5:15 - 10:15 PM)

- 1. Determine the best matchups of your volunteers** with the very diverse service opportunities:
 - a. Two will directly assist Goodwill staff at check-in, where their work will be with the guests coming through. One will accept and secure guest medications, the other will assist with sign-in.
 - b. The others will clean and disinfect the dinner tables after group seatings, work in the shelter and/or tent to monitor and assist as you direct them.
- 2. Support Dinner Logistics.** Social distancing and sanitization requirements greatly increase the logistical challenges of dinner service. You and your Evening Hosts are needed to assist with the carefully timed seating and sanitization of the two dinner seatings.
- 3. Watch and support your volunteers.** The work they do can be really intense. Watch for their needs - for a time-out, for an ear, perhaps for a change of assignment. You're helping them grow and learn, as well as to serve.

*** A Note about evening volunteers and dinner:**

Due to the challenges of serving dinner within CDC and local health guidelines we ask that this season our volunteers have dinner at home.



PERFORMANCE GUIDE

DINNER HOSTS

ARRIVING

- Volunteer arrival time should be given to you by your Dinner Leader or Coordinator.
- The Door Code will be emailed to you when you sign up, and in your reminders. If you do not have it, call your Coordinator or Dinner Leader.
- Sign in on the tablet in the Volunteer Welcome area, store your coat/belongings, make a FIRSTname tag, wear your mask that covers your nose and mouth, and meet your Dinner Leader in the kitchen. Clarify questions with your team leader before the opening of doors to the guests at 6:00 pm.
- Set up Self-serve DECAF Coffee.
 - Prepare DECAF coffee and set out coffee cups upside down on a tray to help prevent contamination if anyone coughs or sneezes.
 - Coffee, coffee refills, and condiments should be spread out on the table by the carafes to promote touching only the items that the guest needs.
 - Wipe off the carafe spigot with disinfectant every 30 minutes.

Church coordinators 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 meals to ensure dinner is ready to serve at 6:15pm!

Detailed and updated instructions, procedures, and help will be provided to meal crews and notes are posted in the kitchen in the Pink Binder. If you arrive early, and guests are waiting, please do NOT allow them access to the facility before 6:00 pm. They are not to be on the Safe Harbor property until 5:45pm.

6:00 pm Guests arrive and are checked-in by staff. Set up the serving area and be ready to begin serving dinner at 6:15. See the table for Potential Serving Times.

POTENTIAL DINNER SEATING TIMES

Dining	Cleaning Tables	Location
6:15 - 6:40pm	6:40 - 6:55pm	Dining Room
6:30 - 6:55pm	6:55 - 7:10pm	Tent
6:55 - 7:20pm	7:20 - 7:35pm	Dining Room
7:10 - 7:35pm	7:35 - 7:50pm	Tent
7:35 - 8:00pm	8:00 - 8-15pm	Dining Room

- Serve dinner following safe food handling guidelines (see separate document). Guests may not serve themselves anything, due to COVID-19 guidelines. Wear your mask and gloves.
- Provided there is extra food, seconds on meals are allowed after all guests have been served, beginning at the 7:45pm seating after new guests have received their dinner.
- Start dishwasher and wash prep equipment.
- Dishwashing should begin approximately 15 minutes after serving time began, 6:30pm.

7:35 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 the serving area, unless additional seating sessions are needed.

- 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 otherwise, 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 air dry and put away.
- Clean and sanitize kitchen and serving areas.
- Clean and sanitize the coffee area and replenish coffee supplies (an Evening Host may do this too.)
- Check in with Team Leader before leaving to be sure all duties have been completed. Don't forget the trash and recycling~!



PERFORMANCE GUIDE

EVENING HOST/CHECK-IN VOLUNTEER

5:30PM

- Sign in on the volunteer log and make a name tag- FIRST NAME ONLY; meet your Evening Leader and join the very important “Huddle” at 5:45. You will meet the Goodwill staff and the other volunteers, and review the evening’s schedule, learn any new needs, and review health safety guidelines and duties.
- Your Evening Leader will review the roles and decide with you which you’ll best serve, since the roles have varying levels of physical activity and guest interaction.

6:00PM Doors Open. Goodwill Staffers will check bags and assess guests’ conditions.

- **Check-In Volunteer - to secure guests’ prescription medications** - guest first name and last initial on a note meds placed in an unmarked Ziploc bag. After the door closes these meds go into the marked Ziploc bags in the secured medications cabinet.
- **Check-In Volunteer for sign in book** - assist with guest sign-in directly supervised by a Goodwill Staffer

All evening:

- **GW Office (one or both of the Check-In Volunteers):** Assisting Goodwill Staff with closing down the check-in office when check-in time ends, and transitioning into the main office. Manage guest medications and be present at the main office to field questions, tidy and disinfecting the office.
- **Evening Host(s) - Floor General Helper:** Manage tote movements as instructed by GW staff, assist guests in moving their totes as needed and assisting new guests in getting oriented, assist in basic cleanliness tasks in the facility, be ready for misc. assistance with guest requests or tasks as requested by GW staff.
 - **Clean and sanitize the coffee area** and replenish coffee supplies (a Dinner Host may do this too.)
 - **Helping with dinner logistics:** Social distancing and sanitization requirements greatly increase the logistical challenges of dinner service. You are needed to assist with the carefully timed seating and sanitization of the two dinner seatings. Watch for guidance from Dinner Hosts and your Evening Leader.
 - **Your Evening Leader will guide you** through your duties the rest of the evening, as guests are directed to safely enjoy their dinner. Much of your helpfulness will involve your awareness of Health Safety rules and doing your best to diplomatically and sensitively guide our guests to comply. As in all things, enforcement is for the Goodwill Staff; in cases of violation or refusal to comply with rules, diplomatically withdraw and inform one of the Goodwill staff.

* A Note about evening volunteers and dinner:

Due to the challenges of serving dinner within CDC and local health guidelines we ask that this season our volunteers have dinner at home.

Before you leave Please remember to check in with your Evening Leader to be sure all duties have been completed, and to share any concerns that you might have. This is also an opportunity to reflect and share a conversation on how the evening went for you. We are grateful for your caring about our guests, and for your generously sharing this part of your life with them. Safe Harbor would not be, without you.



PERFORMANCE GUIDE

MORNING LEADER & MORNING HOST

5:45 AM Morning Leader arrives.

- Sign in on the Volunteer check-in tablet (reset it if needed) and make a name tag- FIRST NAME ONLY
- Check in with Goodwill Staffers. Morning Leader generally handles any medications distribution, but any particular morning's duties may differ based on the needs that morning. Check whether coffee needs to be prepared.

6:00 AM Morning Host arrives.

- Sign in on the volunteer log and make a name tag- FIRST NAME ONLY
- Report to the Morning Leader for the day's particular needs. The work in the morning will vary with weather, food partners, and health requirements. The only sure thing is that your warmth with our guests and your following the directions given will be a gift to everybody!