



Coordinator Workbook v2021.1

"I assure you, when you did it for one of the least of these my brothers and sisters; you were doing it for me." Matthew 25:40

Thank you for serving Safe Harbor as a Coordinator. Your volunteers - their engagement, service, and growth in the experience of serving our guests - are a precious human resource. And so your service to *them*, in encouragement, mentoring, and affirmation, is essential to Safe Harbor. Now in this COVID-19 challenged season, the fact that we are a "faith-based" organization calls us to rely more certainly on our Faith in God, and also on our faith in each other. We have different gifts, but the same desire to serve.

This year will call for us to be a *Learning Organization* as we try, adjust, and improve. Revisions in this Workbook are the result of endless hours of planning and collaboration, ***but this is a document in process, just as this season is a work in progress. We will learn by serving, and our learning will lead to changes.*** So this Workbook will be continuously revised. Links to documents are included, so those documents will come to your screen in *their* latest versions too.

OUR THANKS TO THE GROUPS THAT HAVE PROVIDED CARING, COMPASSIONATE HOSPITALITY TO OUR GUESTS AT SAFE HARBOR.

BAYVIEW CHURCH
BETHLEHEM LUTHERAN
CENTRAL UNITED METHODIST CHURCH
CHURCH OF CHRIST
CHURCH OF JESUS CHRIST OF LATTER DAY SAINTS.
CHURCH OF THE LIVING GOD
CHRIST THE KING CHURCH
FAITH REFORMED CHURCH
FIRST CHRISTIAN CHURCH
FIRST CONGREGATIONAL CHURCH
GRACE EPISCOPAL CHURCH
IMMACULATE CONCEPTION CHURCH
NEW HOPE COMMUNITY CHURCH

NORTHERN LAKES COMMUNITY CHURCH
PRESBYTERIAN CHURCH OF ELK RAPIDS
PRESBYTERIAN CHURCH OF TRAVERSE CITY
REDEEMER LUTHERAN CHURCH
SACRED HEART OF ELK RAPIDS
ST. FRANCIS CATHOLIC CHURCH
ST. PATRICK'S CATHOLIC CHURCH
ST. JOSEPH CATHOLIC CHURCH
SOJOURN CHURCH
UNITARIAN UNIVERSALIST CHURCH OF GRAND TRAVERSE
UNITY OF TRAVERSE CITY
WEST SIDE COMMUNITY CHURCH
...AND OUR GENEROUS COMMUNITY VOLUNTEERS!

**THIS IS PART I: POLICIES AND COORDINATOR TOOLS.
PART II IS THE VOLUNTEER INFORMATION PAGES, [\[LINK\]](#)
WHICH INCLUDE POSITION DESCRIPTIONS AND OTHER VOLUNTEER INFORMATION.**

TRAINING REQUIRED FOR ALL COORDINATORS AND VOLUNTEERS

NEW 2021: Our Volunteer Manager Brad Gerlach (volunteers@gtsafeharbor.org) is beginning the season with ad-hoc training of new volunteers due to quickly changing operational details. Scheduled trainings include these:

- Live Zoom **COORDINATOR** Trainings, with updating on operations, procedures, and Q&A - **TBA**
- Live Zoom **Optional Coordinator Monthly Updates**
1st Saturdays 10AM [CLICK TO JOIN](#) -and- 1st Tuesdays 7PM [CLICK TO JOIN](#)
- Live Zoom **VOLUNTEER** Trainings: - **TBA**



MISSION AND HISTORY

MISSION STATEMENT

Safe Harbor is a faith-based ministry offering love and service to those experiencing homelessness in the Grand Traverse region, through emergency shelter, meals, and encouragement to move forward toward permanent housing.

We do this November - April through our churches, community organizations, and community volunteers.

- Rotating week-long hosts groups.
- Weekly dinners, November - April.
- Providing evening and morning meals.
- Organizing volunteers who make themselves available to talk to, socialize with, and serve our guests.
- Working to improve our organization and base of support.

HISTORY

In 2003, the TC Nazarene Church opened their doors and began offering an emergency shelter on the coldest nights of the winter to our homeless population. That first year, they housed as many as 26 people per night, and ended up running for 45 straight nights.

The following year, several other churches became involved and the program became a rotating shelter throughout the winter months.

The need is real. Over the course of the past 10 years, the average number of men and women served each season has more than doubled, reaching over 300 in recent years. The program runs from the beginning of November through mid-April.

YOUR PART IN OUR CONTINUING HISTORY

Safety and consistency are the goals from day to day to ensure the success of the program and the safety of volunteers and homeless guests. So, we appreciate the time you take with the following training material, and thank you again for committing to volunteering at Safe Harbor.

Safe Harbor of Grand Traverse Inc (A 501c3 Non Profit Organization)

517 Wellington Street
Traverse City Michigan 49686

Mailing:
P.O. Box 403
Traverse City Michigan 49685

Administrative Phone (231) 642-2435
Guest In Take Phone (844) 900-0500 (people seeking shelter call this number)

<http://GTSafeHarbor.org>



EXPECTATIONS OF SAFE HARBOR GUESTS (Found at the entrance of the shelter)

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. The shelter will open each evening at 6:00pm. Doors are locked at 7:00pm, with "Lights Out" at 10:00pm. The shelter will then be secured until 6:00am (special arrangements will be made for guests working later). Be prepared to leave by 8:00am.
2. **ABSOLUTELY NO WEAPONS OF ANY KIND ARE PERMITTED!** If you have one; please check it in with a volunteer at sign-in time.
3. **SAFE HARBOR IS A SAFE, RESPECTFUL ENVIRONMENT.** Please refrain from abusive/profane language and/or disruptive behavior.
4. All guests, volunteers and Goodwill Staff must properly wear face masks at all times except when seated at a table and eating dinner or smoking in the designated smoking area
5. All guests, volunteers and Goodwill Staff should practice social distancing whenever possible
6. Once signed in, you may leave the building only for a smoke break. Smoking is allowed at any time up until 10pm and only in the designated smoking area. This area will be monitored by the Goodwill staff. Leaving after sign in will result in not being permitted re-entry for any reason until the next evening.
7. *Upon entering on their first night, guests will receive **ONE** blanket and **ONE** tote for belongings; they must fit with the lid able to close securely. Totes may be searched for contraband at any time by staff. **ONE** bunk will be assigned weekly but reassigned if the guest is absent.*
8. *Your tote is to be stored neatly under your bunk. If you do not return your tote will be placed in storage for up to one week. If you are not at the shelter for more than seven consecutive nights your tote will be emptied and contents disposed of.*
9. Men and women are assigned separate sleeping areas.
10. *For showers during scheduled times, one towel will be provided to you to be returned after your shower.*
11. **ALCOHOLIC BEVERAGES and ILLEGAL DRUGS/ SUBSTANCES are not permitted on shelter property.**
12. Prescription medication, *including medical marijuana*, must be turned in at check-in. Access to medication upon request during awake hours. *Smoking marijuana (including vapor), for those with a state issued medical marijuana card, may be consumed only during separate designated outdoor consumer breaks in the area designated. Please see staff if this pertains to your medical needs.*
13. Safe Harbor staff and volunteers are in charge of the building. Please direct any questions to them.
14. All media devices are expected to be enjoyed with headphones.
15. Prior to breakfast each morning, please spray and wipe down your own mattress.

***IMPORTANT NOTE: Failure to adhere to guest expectations may result in a guest being exited from the shelter.**



OPERATING POLICIES & PROCEDURES (CONTINUED ON NEXT PAGE)

As Safe Harbor has grown, a number of policies and procedures have been established to create a positive, safe, and restful experience for our Safe Harbor guests and volunteers.

GUEST ADMISSION POLICY

In an effort to ensure safety for both guests and volunteers, Safe Harbor will conduct a public records background check on all guests. Guests will not be denied shelter solely based on the results of the background check, rather the purpose of the background check is for Safe Harbor staff to have a basic understanding of guest backgrounds.

- Individuals experiencing homelessness are admitted to the shelter nightly.
- Guests will be admitted after signing in nightly. By signing in, guests agree to rule/expectations compliance.
- All items brought onto shelter property are subject to search by staff.
- Guests may be exited for not adhering to rules. This is determined and managed by the Safe Harbor Steering Committee and/or Goodwill Staff.

PRESCRIPTION DRUGS POLICY

- All medically urgent prescriptions (inhalers, nitro tablets, etc.) may be kept by the guest. All other prescription medication is turned over for storage at sign-in. Prescriptions will be placed in a bag with the guest's name on the label, and kept in a locked area. There is no inventory list or receipts for locked medication.
- *Guests that are registered, qualified patients can use their medical marijuana on site under specified guidelines (see Goodwill Staff for details). Guests must have documentation of Michigan Medical Marijuana registration status (Green Card) on file.*
- Key the the meds will be made accessible to leader volunteers
- Guests will be allowed to independently take medications as per labeling and then return medications to the secured area. Volunteers will not dispense medications from containers. *No talking with other guests will occur during this time.* Guests may retrieve any or all medications in the morning when leaving.
- The evening sign-in sheet will include a disclaimer which states; 'By signing this sheet I acknowledge that I have turned in all prescriptions. I acknowledge that I am fully responsible for any prescriptions not turned in, and that any sales, distribution or misuse of these will be grounds for expulsion from Safe Harbor'.

FIRST AID KITS AND OVER-THE-COUNTER MEDICINES

- *First aid kits, found in the Command Center, should be readily available and well stocked; including latex gloves. Volunteers should always wear gloves when dealing with open cuts or wounds. Please inform the Goodwill Staff or Coordinator if something needs to be replaced.*
- *Over-the counter medications, such as aspirin, cough drops, etc., are available at the counter. The guest requesting OTC medications must sign the control sheet with name and items received.*

ALCOHOLIC BEVERAGES POLICY

If guests arrive with any alcoholic beverage, it will be turned over to Goodwill Staff and disposed of immediately. There is no alcohol allowed anywhere on shelter property as per rules of Safe Harbor. If a guest is in possession of alcohol in the building, they will be exited for the night and subject to suspension.

YOUTH VOLUNTEER POLICY (NO YOUTH UNDER 12!)

Youth 12-17 must be *accompanied* by a parent, guardian, or youth group director and have a signed permission form. Youth volunteers will read and observe the following rules:

- No youth volunteers are allowed in sleeping areas at any time.
- Youth volunteers should remain in the social area. Any youth leaving the social area for any reason must inform the adult supervisor before leaving.
- Available hours for 12-17 year old volunteers will be from 5:00 p.m. - 10:00 p.m.



OPERATING POLICIES & PROCEDURES (CONTINUED)

FACILITIES POLICY

- All guests must use the designated shelter entrance on Wellington street and exit and adhere to the boundaries or “out of bounds” areas clearly identified with signs.
- The primary entrance should remain locked until volunteers are in position to welcome guests. (Unsupervised access to the shelter prior to formal opening invites problems.)
- Opening and closing times, 6PM - 8AM, should be well publicized and strictly adhered to.

BED, BLANKET, AND TOTE POLICIES

- *Upon entering on their first night, guests will receive **ONE** blanket and **ONE** tote for belongings, which must fit with the lid able to close securely. Totes may be searched for contraband at any time by staff. **ONE** bunk will be assigned weekly but reassigned if the guest is absent.*
- *Tote is to be stored neatly under the assigned bunk. If the guest does not return the tote will be placed in storage for up to one week. If they do not return to the shelter for more than seven consecutive nights their tote will be emptied and contents disposed of.*

TOTE CHECK POLICY

Goodwill Staff will perform a random weekly tote inspection, with the assistance of the Evening Leader or Coordinator. Guests will be reminded of weekly tote inspections and be offered the opportunity to be present. Totes will be checked to ensure the following:

- No Food, No liquids, and maximum of 3 books
- Lid snaps securely to tote with no “bulge”
- Each questionable tote should be weighed to ensure it is under 40 pounds.
- Ensure each tote has one Safe Harbor issued blanket (brown)
- Any items that do not meet the inspection requirement shall leave with the guest on Saturday or be disposed of.



SHELTER STANDARDS OF CARE

Ethics are a system of moral principles shared by a group. These principles define fair treatment and good behavior. Within the shelter system these principles provide standards for employees and volunteers serving the homeless population. These standards define a code of conduct that is humane, fair and caring.

Ethical standards we stand by:

- Individuals have the right to safe shelter, adequate food and sanitary conditions.
- All residents should be treated with dignity and respect.
- Guests are not blamed for their situation or for attempting to meet their needs.
- Guests have the right to privacy and confidentiality.
- Guests have the right to make their own choices and those choices should be respected, but we must try to let guests know the consequences of those choices.
- Guests deserve to have services provided competently and fairly.
- All guests deserve the same quality of service and not get special treatment.
- Guests should be treated with warmth and friendliness to decrease alienation and to build trusting relationships, which will increase their chances of obtaining housing.

Code of Conduct

This Code of Conduct is a set of behaviors to establish and specify relations between staff and Guests. Not all behaviors and circumstances can be foreseen. This Code is meant to give staff knowledge of appropriate behavior between Guests and staff. Any questionable situations that arise between staff and Guests that do not seem covered in this Code of Conduct should be addressed with a supervisor to obtain clarification and guidance.

1. Staff will always treat residents with respect and dignity. No guest should be a victim of verbal, emotional or physical abuse by staff.
2. Staff will behave in accordance with all applicable safety policies and procedures. The safety of all residents and staff shall be held at the highest value.
3. Staff are mandated reporters and will report any abuse or suspected abuse of children or vulnerable adults.
4. Staff must refrain from alcohol or drug use while on duty. They should never come to work under the influence of alcohol or drugs.
5. Staff must refrain from any relationship with a Guest that could be viewed as unprofessional. Inappropriate types of relationships include, but are not limited to:
 - a. Sexual relationships
 - b. Business relationships
 - c. Sale or use of drugs and alcohol; gambling
 - d. Financial assistance (acting as payee or conservator)
 - e. Personal relationships outside of the work environment
6. Staff will always apply rules and regulations fairly and equitably to all residents.
7. Staff will not provide favors for, or accept favors from, Guests.
8. Staff will never give or take money from a Guest.
9. Staff will not use any language that is offensive or discriminatory.
10. Staff will dress in a way that reflects positively upon their role as professionals working in shelter or social services.
11. Staff will refrain from any communication with Guests that may be interpreted as sexual or flirtatious, including inappropriate jokes, self-disclosure or touching.



GOODWILL STAFF PERFORMANCE GUIDE

PROVIDED TO SAFE HARBOR FOR CONTINUOUS COVERAGE FROM EVENING DOOR OPENING TO MORNING DOOR CLOSING

7:15AM All guests should be awake and moving by this time. Please do a sweep of the sleeping rooms to be sure everyone is awake (male volunteer to check men's sleeping room, and female volunteer to check women's).

- Please remind guests that all items, including blankets, must be in their totes and that the lid should close completely.
- Items that do not fit in the tote must be taken with them.

Saturday only:

- Remind guests to wipe/wash down mats.
- With the help of the Morning Leader, have all guests bring totes to the common area for storage until evening check-in as beds will be reassigned weekly.

7:45AM Perform sleeping area sweep, all guests must be preparing to depart, and out of the sleeping area.

8:00AM Door is locked to prevent trickle back. If needed, remind any guests that there is to be no loitering on the shelter property. Please do a final, thorough check to ensure all guests have exited the building.

- Guest sign in books and sharps container are brought from Command Center to check-in area before door is opened at 6PM
- *Goodwill Staff will ensure that all guests are in bed at lights out - 10PM.*
- Goodwill Staff will unlock doors for semi-supervised smoking. at 6AM
- Provide Team Leaders with the day's Team Leader Checklist: Dinner Leader to share with Evening Leader, and then pick it up and give it to the Morning Leader.
- - Be sure key volunteers know the locations of fire alarms, extinguishers and evacuation plan. They would assist and direct other volunteers and guests in any emergency situation.
 - Know the location of the first aid kits and the location of gloves if needed for cleaning up after accidents, in restrooms or when dealing with any blood or body fluids.
 - Know the location of telephone land lines for 9-1-1 emergency calls as well as the address of shelter: 517 Wellington St, Traverse City, MI 49686.
 - Identify which volunteers have cell phones for emergency needs.
 - Assign response tasks to volunteers in case of emergency: designate 4 fire evacuation leaders to direct guests out nearest exits.
 - Hourly sweep of the TV area to ensure peace and safety (social distancing) of guests (no PDAs). All films PG13 or lower.
 - Overnight meds responsibility



COORDINATOR TOOLS: YOUR ESSENTIAL TASKS

KNOW THE REST OF THE TEAM WHO SHARE THE LOAD:

As Coordinator, you play an essential role as liaison with the volunteers you bring to us at Safe Harbor. During the past two years, we have been working hard to make the load of responsibilities on Coordinators more respectful of your time and energy, so you can enjoy this invaluable role. A big part of that is adding more team members.

- **Facility Managers** are the people who know and manage the building and its facilities. They are at the Facilities Desk from before the door opens until lights out.
 - They serve our guests directly by coordinating shower and laundry access, as well as providing blankets.
 - They provide our volunteers and Goodwill staff access to supplies and help with the operation of equipment.
- **Goodwill Staff** are responsible for the guests' relationship with Safe Harbor. They are employees of Goodwill Inn with professional experience, education and training who often have the opportunity to develop relationships with our guests over time. This combination enables them to function in ways others cannot. **NEW 2021:** Goodwill staff have been increased this year. There will be three during entrance times until mid-evening, and two all of the rest of the time that guests are present.
 - They serve our guests by providing a stable, continuous, consistent environment of trust, confidentiality, and respect.
 - They serve all of us volunteers by being the ones that handle the challenges that guests face or even raise. They free us to be the eyes and ears by relying on them to be the ones to de-escalate situations and provide direct service to our guests.
- **NEW 2021: Morning Leader Team - saves you from mornings!**
 - A Morning Leaders team is now serving to schedule all Morning Leaders unless you choose to schedule your own.
 - Morning Leaders provide experienced, consistent stability to our guests in the morning and mentoring and guidance to the Morning Host that you recruit.
 - The presence of the Morning Leader lets you focus your efforts on evenings.
- **Safe Harbor staff and committees**
 - **Volunteer Manager and Kitchen Supervisor** are employed half-time to provide you with planning and guidance.
 - **Volunteer Committee, and Kitchen Committee** provide planning help and stability as well as information and training for your volunteers
 - **Building and Supplies Committees** see that the facility is configured and equipped.

RECRUITING, RETAINING, AND DEVELOPING VOLUNTEERS...AND TEAM LEADERS:

Leaders of each group of Volunteers (Dinner, Evening, and Morning) provide you as Coordinator with a number of benefits:

- First, trained/experienced Team Leaders save you from being needed all the way through the week, so exhaustion doesn't keep you from enjoying the guests and your volunteers.
- Second they provide another level of learning and mentoring so your volunteers grow and Safe Harbor procedures get better and better with volunteer feedback.
- Finally, these Leaders may be capable of becoming Coordinators themselves!

Duties of the Team Leaders are detailed [LINK](#) in the Volunteer Welcome and Information

Pages.

iVOLUNTEER AND BRAD GERLACH, THE VOLUNTEER MANAGER: A WINNING COMBINATION!

- Your “event” - your Host Week or shared week, is set up specifically for you, with all the volunteer slots and times for your event, and messages to your volunteers who sign up, and progress reports to you!
- Eight weeks prior to your event, Brad Gerlach will connect with you to learn how you want to recruit, and how you’d like him to help. Then he will open your event for your signups, and *give you* the link to share with your volunteers.
- You will be encouraged to send the signup link to your volunteers, or you can sign them up yourself IF you can provide their email, name, and telephone number.
- A *Preliminary Signup Worksheet* is available from the Coordinators' Resources on the website.
- Brad will watch your progress on iVolunteer, hoping generally that you will be able to fill at least 50% of your slots 4 weeks prior to your event, 75% 3 weeks before, and 90% two weeks before. But the main thing is that Brad’s here to help you avoid empty slots during your event.

NEW 2021: NO OVERNIGHT VOLUNTEERS NEEDED (WooHoo!). 2 Goodwill staff stay the night.

NEW 2021: ABOUT DINNER SERVICE AND FOOD

- **Health Safety: State and CDC guidelines in reference to social distancing and sanitization** will require a number of changes to the way food is prepared and served. See details throughout.
- **Dinner will be served in scheduled seatings.** Groups of 28 (7 tables of four guests) will be served from the kitchen in clamshell carry outs. The first group will be seated in the dining room, a fixed time will be allowed for the meal, then the tables will be closed for 15 minutes sanitization before the next seating. Evening Hosts will help as needed.
- **Snacks and beverages will only be served directly to each guest** for safety.

COORDINATING HOST GROUP “WEEKS” EVENTS:

- **NEW 2021: HAVING ALL VOLUNTEERS SIGN IN IS HEALTH-CRITICAL.** For tracking and tracing, it is critical that you and your volunteers each sign in when they arrive, either on the sign-in tablet or the paper sign-in sheet provided.
- **NEW 2021: PARKING WILL ADAPT TO ONGOING CHANGES.** *With WODA starting construction across Wellington Street and the tent in the parking lot, parking for volunteers will begin on Wellington Street and include parking on the 570 Station Street area east of Safe Harbor.*
- **NEW 2021: VOLUNTEERS SHOULD ENTER THROUGH THE WELLINGTON STREET ENTRANCE** and proceed to the new and more welcoming Volunteer Welcome area in the chapel to sign in. **Door Codes will be emailed to you and your volunteers through the iVolunteer notifications and reminders.** As in the past, the door codes will be activated on the day before your event’s week and deactivated the day after.
- **NEW 2021: NO COORDINATOR SUPERVISION NEEDED OVERNIGHT OR MORNING,** meaning that you can focus more attention on the evenings, generally filling the Evening Leader positions yourself.
- **NEW 2021: MORNING FOOD PROVIDED BY CENTRAL UNITED METHODIST CHURCH OUTREACH Monday through Friday.** On Saturday and Sunday they will provide the Morning Leader with sack breakfasts.
- **NEW 2021: NO BUILDING CLEANING EVEN ON WEEKENDS.** Saturday morning will again be the end-of-week “turnaround” of moving totes, blankets, etc., so a three-slot **Saturday Morning Logistics Team** remains on the signups. You are needed to fill one of those slots to head this team, unless you have an equally knowledgeable substitute.
- **SATURDAY MORNING LOGISTICS**
 - Coordinator will inventory First Aid/Over the Counter Meds kits (supply list is in the kit)
 - Coordinator will inventory Clean Blankets and Empty Totes
 - Be sure there are at least 10 extra of each
 - Inspect, empty and disinfect extra totes
 - Notify supplies@gtsafeharbor.org of any needs
 - See that a sweep of the area is done - including adjacent businesses - for trash.
 - See snow is removed from walks including to the kitchen door.

NEW 2021: A NOTE ABOUT DINNER FOR YOUR VOLUNTEERS:

Due to the extraordinary circumstances requiring social distancing and sanitization after seatings at dinner, volunteers will need to have their dinners at home.



KITCHEN POLICIES AND PROCEDURES

Changes have had to be made to align with CDC guidelines for COVID-19. Unfortunately, NO MEALS WILL BE PROVIDED FOR VOLUNTEERS. Feel free to bring food if you need it during your shift. Volunteers are to wear their own facial covering (masks). Gloves are provided in the kitchen.

Dinner will be served socially distanced from 6:15-6:45pm, 7-7:30pm, and 7:45-8:15pm. The tables will be disinfected and allowed to air-dry from 6:45-7pm, 7:30-7:45pm and 8:15-8:30pm.

Pre-packaged snacks will be available at check-in, & in the tent at arrival by the kitchen crew. This snack may be eaten then, if they have a later dinner seating time, or can be saved for hunger in the evening.

Breakfast, cooked by Central United Methodist Church, will be served in a similarly staggered way from 8-10am Monday – Friday. On Saturday and Sunday, they will provide a bagged cold breakfast for the guests to take at check out.

Supplies furnished by Safe Harbor:

- Tea bags, sugar packets, sugar substitute packets, creamer packets
- Salad dressings in packets – Ranch, French and Italian
- Margarine packets, ketchup and mustard packets
- Cooking staples such as flour, sugar, random spices
- Aprons, gloves, paper towels, napkins, cleaning & sanitizing supplies

Gloves DO need to be worn when prepping food, serving plates and handing plates to guests. Gloves should be changed between prep tasks.

Frequent hand washing is essential. Before handling putting gloves on to handle food, when moving from a clean to dirty to clean duty, after toileting, etc.

Hairnets are NOT required per Health Department but they are available, if individuals want one; they are located over the 3 sinks. We also have hair ties for those with long hair, located in the drawers on the south side of the island.

Aprons need to be worn by everyone working in the kitchen. Others who aren't on the meal crew should not linger in the kitchen.

No guest food will be stored in the refrigerator or freezer.

Any medications (insulin, antibiotics, etc.) that must be stored in the refrigerator must be clearly labeled and be placed into the locked container in the fridge.

Any medical items (medical ice packs, etc.) that must be stored in the refrigerator or freezer must be in a zip-loc bag and labeled with the guest's name and date.

Churches/groups should provide back-up food for shortages or alternative foods for guests with allergies or health issues – macaroni cups and other microwavables, canned soup, etc. Try to provide alternatives from available foods – hard boiled eggs, peanut butter sandwiches.

Churches/groups finishing a week should clean out the refrigerator on Friday night/Saturday morning and remove all of their leftover food from the kitchen.

These policies and procedures should be posted and made available to volunteers and coordinators by putting them on the Safe Harbor website.



COORDINATOR TOOLS: ONLINE SIGNUPS WITH iVOLUNTEER.COM

This is our second year using iVolunteer, online software that enables you and your volunteers to easily and efficiently fill the volunteer slots for your generous service to Safe Harbor. It also enables us to monitor progress on signups to strive for stress-free volunteer staffing and to provide you with information and assistance as you staff your event.

How iVolunteer can HELP you as Coordinator

- iVolunteer provides a customizable signup page for you to send your internet-capable volunteers to so they can sign themselves up. The link that you send them will open only your event to them, to keep things simple and secure.
- For your volunteers who cannot sign themselves up, iVolunteer enables you to sign them up from your own Coordinator page that shows you who is already signed up, and their contact information. You will need their email address and phone number to sign them up. If they have no email, you can enter your own, but you will receive their verification and reminders!
- When a person signs up, they immediately receive a verification and thanks for signing up, along with information they will need.
- You can choose to receive reports of your own volunteers' signups, if you like, and of cancellations too.
- Your volunteers will receive email reminders three days prior to each signup, and again one day prior. These reminders will include the information they need, like where to park, the door code, and whether to have their dinner at home.
- With the current critical need for health safety, iVolunteer will include in these messages reminders of appropriate practices, including travel, symptoms, and masks.

How we make it easy for you to use iVolunteer

- Brad Gerlach, our Volunteer Manager, will review all of the iVolunteer features with you 8 weeks prior to your event, and can revise them as you'd like for your own volunteers.
- He will provide any help you need so you will be able to have your volunteers signed up as soon as possible. And he will watch on iVolunteer for your progress starting 4 weeks prior to your event, and then weekly, and will follow up with you if it looks like you could use some help.
- Lisa Woodcox will design the page you see to make iVolunteer user-friendly for you, but Brad will be available to you for any help you need, and will work with Lisa to make iVolunteer easier and better based on your feedback.



COORDINATOR TOOLS: PRELIMINARY SIGNUP WORKSHEETS

A HOST WEEK IS FROM SAT DINNER THRU NEXT SAT MORNING

This is a worksheet only. Volunteers are encouraged to sign up directly onto iVolunteer! Coordinators should monitor their signups there to see that weekly goals are met.

Fill in Day and Date: _____ day, / /20____ (and morning next day*)

1. (Experienced) Dinner Leader 5:15 - 10:15PM

Name Phone Email

2. Dinner Hosts: *Arrival and departure will be specified by your Dinner Leader.* Those who need to take COVID-19 precautions may plan to be on the early prep team and leave from the kitchen prior to the arrival of guests. Final cleanup should end by 8:30

Name	Phone	Email	First Timer?
1. _____	_____	_____	[]
2. _____	_____	_____	[]
3. _____	_____	_____	[]
4. _____	_____	_____	[]
5. _____	_____	_____	[]
6. _____	_____	_____	[]

3. (Experienced) Evening Leader 5:15 - 10:15 PM (Generally one of the Coordinators)

Name Phone Email

4. Evening Hosts - male/female mix strongly preferred 5:30 - 10 PM (Saturday 5 needed)

Name	Phone	Email	First Timer?
1. _____	_____	_____	[]
2. _____	_____	_____	[]
3. _____	_____	_____	[]
4. _____	_____	_____	[]
5. _____	_____	_____	[]

5. *Morning Leader (next morning) 5:45 - 8:15 AM (optional - provided by Morning Leader Team)

Name Phone Email

6. *Morning Host (next morning)- 6:00 - 8:15 AM

Name Phone Email