

Host Church Volunteering

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APPENDIX

Forms for copying as needed

1. Incident Form
2. OTC (Over the counter med form)

1 What to do when you arrive for your shift?

1. Locate the area your coordinator has set up for volunteers only. This is where you will find the first aid & clean up kit and the Refuge suitcase.
2. Locate the Volunteer Log and sign in your name, date, and time (shift).
3. Check the smoke schedule posted.
4. Familiarize yourself with the layout, boundaries of the areas used, and any posted rules of use for the space you are in.

Once guests arrive,

1. Introduce yourself.
2. Interact with the guests in a kind and gracious manner. Please do not seclude yourself from our guests.

2 Where do The Refuge/Guest items go?

The church should have a designated area for the following IMPORTANT items provided by The Refuge.

1. A large duffle bag, aka The Refuge Bag, containing guests cigarettes/lighter and The Refuge Folder.
2. Standing tool box on wheels containing first aid items.
3. Large plastic bucket containing items for clean up of bodily fluids in case of sickness or accident.

Δ What's in The Refuge Folder?

1. Daily guest sign-in sheet. This lists guests that are checked into The Refuge for the night and any special needs/requests they may have.
2. Volunteer Sign In
3. Important Contact List
4. Reusable Host Church Signs & Smoke Chart/Sign
5. Refuge Host Church Reference Manual- includes forms for copying as needed.

3 What happens if a guest is sick or injured?

***Coordinators please leave your contact information for your volunteers. The Refuge will have an Important Numbers list that includes our contact and a nurse contact.**

In the event of an injury, or sickness, if necessary call 911, otherwise ask him/her if they would like to go to the hospital. Please make it clear to the guest that if he/she wants to go to the hospital, an ambulance has to be called and that they are responsible for all charges incurred. Volunteers are NOT to take any guest to the hospital.

If they do not wish to go to the hospital:

Contact your on-call nurse if you need any assistance. Find out from your Host Site coordinator the nurse that is assigned to your church. Or look in the Refuge Folder for the Refuge Nurse on call.

If a guest is contagious, like having the flu, please separate his/her sleeping area from the others and give him/her a mask to wear when around others.

Make sure that you contact your coordinator or other contact person to let them know he/she is sick and what procedures have been followed. Your coordinator or other contact person should be listed on the Important Numbers list found in The Refuge Folder in the Refuge Bag.

An **incident form** (please make a copy from the Refuge Host Church Manual) **MUST** be filled out by the volunteer on duty. Place the completed form in the Refuge Folder.

Δ When and how to use the clean up kit

If a guest has an injury or sickness that requires cleanup of bodily fluids such as vomit or blood, please use this container. The container is a bucket with several needed supplies inside, including instructions for clean up. The clean up kit is located in the volunteer only designated area. Be sure to complete an INCIDENT form and place the completed form in The Refuge Folder.

R When and how to use the first aid kit

If a guest is in pain or feeling ill and may require a simple over the counter medication and/or bandaid for remedy, you may need to use the first aid kit.

This kit contains many supplies needed for various ailments or injuries. Please use it as needed. Be sure to complete an OVER THE COUNTER form (OTC, please make a copy from the Refuge Host Church Manual as needed) and place the completed form in the Refuge Folder.

4 Is there a list of all guests of The Refuge?

When the guests arrive at the Host Site, the transportation volunteer will have the Refuge Bag. Inside the bag will be a Refuge Folder. In this folder is a list of each guest that is registered with The Refuge. On the list you will find any items they may have requested as well as any note about any guest that may be arriving later to the Host Site.

5 What do I do if a guest is coming later to the Host Site?

Sometimes we have guests that have to work or have meetings that are after normal check-in times. If there is a guest arriving late, follow these guidelines:

***Coordinators:** Please be aware of these procedures that your volunteers are expected to do when a guest arrives late. Also, we ask that you help to find a volunteer who can provide transportation for any guests that need to be picked up from work or that need to get to work.

1. When the guest arrives, check that he/she is only bringing in items necessary for overnight. No additional items are allowed.
2. Give them the alcometer test located in the suitcase (3 step directions provided) as well as a temperature check.
3. Ask for their cigarettes (plus lighter or matches) to be placed in the Refuge Bag in a ziplock bag with guest' name on it.
4. Allow guests to eat if he/she so desires.

6 I'm transporting, what am I expected to do?

△ Evening transportation

There should be adequate transportation to transport all guests to the Host Site in the evening. Evening transport from The Refuge location to Host Site is promptly at 6:30pm.

If you are volunteering for this position please follow these guidelines:

1. Please arrive no earlier than 6:15pm to The Refuge location.
2. Please introduce yourself to the guests in a welcoming manner.
3. Give them any necessary instructions for the vehicle you will be using.
4. You are responsible for getting the Refuge Bag that contains cigarettes from the volunteers at The Refuge location.
5. When you arrive at the church, you are responsible for taking the Bag in and placing it in the designated area for it.
6. Guests may not use your cell phone for any reason.
7. Please refer to this manual or your coordinator/contact person before handling requests from guests outside of normal procedures of transportation.
8. Please refer to this manual or your coordinator/contact person if you encounter a problem, conflict or injury.

9. Proper seat belt restraints must be in any vehicle used to transport guests.
10. Car seats are available by The Refuge for any babies or children staying at The Refuge.

R Morning transportation

There should be adequate transportation to transport all guests from Host Site to The Refuge location in the morning. Morning transport from the Host site to The Refuge location is promptly at 8am.

If you are volunteering for this position please follow these guidelines:

1. Please arrive no earlier than 7:45am to the Host Site.
2. Please introduce yourself to the guests in a welcoming manner.
3. Give them any necessary instructions for the vehicle you will be using.
4. You are responsible for getting the Refuge Bag from the volunteers at the church.
5. Once you arrive at The Refuge location, you are responsible for bringing in the Refuge Bag to the volunteers inside The Refuge location.
6. Guests may not use your cell phone for any reason.
7. Please refer to this manual or your coordinator/contact person before handling requests from guests outside of normal procedures of transportation.
8. Please refer to this manual or your coordinator/contact person if you encounter a problem, conflict or injury.
9. Proper seat belt restraints must be in any vehicle used to transport guests.
10. Car seats are available by The Refuge for any babies or children staying at The Refuge.

☾ Sunday morning transportation

There should be adequate transportation to transport all guests from Host Site to The Refuge location in the morning. Morning transport from Host Site to The Refuge location is promptly at 8am.

If you are volunteering for this position please follow these guidelines:

1. Please arrive by 7:30am to the host site. More time will be necessary due to the pick up of bedding and mats.
2. Please introduce yourself to the guests in a welcoming manner.
3. Give them any necessary instructions for the vehicle you will be using.
4. You are responsible for getting the Refuge Bag from the volunteers at the church.
5. Once you arrive at The Refuge location, you are responsible for taking the Refuge Bag to the volunteers inside.
6. Personal bedding bags marked with guests' names should also be taken to The Refuge location on Sunday mornings only.
7. Guests may not leave his/her belongings with the church to move to the next church.

7 What are guidelines for interacting with guests?

***Coordinators** please be aware that there is a place on the Guest Daily Sign In sheet that comes each evening for guests to write down any requests. We encourage churches to help in any way they are comfortable with, but ask you to please check with us before fulfilling requests.

1. Please use caution when sharing personal information, such as your phone number, address, etc. with the guests. We do not need to be in fear of our guests, but we should exercise common sense. Talk to someone first before offering any such information.
2. Do not let guests use your cell phone for any reason other than an emergency.
3. Please respect the guests' privacy. Don't share information with anyone outside of The Refuge and only if necessary. If you should see them in public, please do not speak about his/her being homeless.
4. Please don't give our guests gifts of money. If you see a need, contact your coordinator or a Refuge board member.
5. Do not fill prescription medication for guests. Bring the need to the attention of your Host Site Coordinator or a Refuge board member
6. Do not give guests gift cards or phone cards except if the host site is hosting during a major holiday or if the situation is approved first by your coordinator or contact person.
7. There is a Daily Guest sign-in sheet where a guest may indicate any needs that he/she may have. Talk to your coordinator or a Refuge board member before meeting the need.
8. Do not attempt to counsel our guests. Be available to listen. You may pray with them if they so desire. If you should become aware of what you consider to be a potentially serious or dangerous situation, such as a threat to harm self, please contact the host site coordinator. ***If it's an immediate emergency, call 911.***
9. Be sure to clearly and kindly communicate to guests your church's own rules and procedures used during your Host week.
10. Please do not leave the guests unsupervised. Be respectful in your attempts to supervise guests.
11. If you have a conflict with a guest, refer to [How do I handle a conflict with a guest?](#)
12. Should a guest choose to leave at any point, they may; but they are not allowed to return to the Church Host Site that night, unless it is due to a medical emergency that occurred at the Host Site and permission is granted by the Host Site coordinator.
13. Guests are informed that his/her children, age 17 and under, must be accompanied by a parent/guardian ***AT ALL TIMES***. Children are not allowed in the care of another guest. ***NO*** exceptions!
14. Guests are permitted to watch appropriate movies with volunteers. If uncertain about a movie please consult with your Host Site Coordinator.
15. It is strongly encouraged that you ask guests to participate in taking care of the area they are using during the week.

△ Should I bring my children with me to volunteer?

Yes! We encourage families to volunteer together. Please remember to exercise basic guidelines such as:

- Don't leave children under 18 alone with a guest for our guests' safety and yours.

- Talk to your children about privacy. Sometimes we have children staying at The Refuge who may attend public schools. It's important that if your child knows a child staying at The Refuge from school, not to tell others about it.

R What are the guidelines for helping a guest outside of the hours of The Refuge?

We encourage you to prayerfully and with guidance if necessary from another person, connect with our guests outside of The Refuge hours. This ministry is about being the hands and feet of God. Effective change only occurs when a person has made a healthy connection with someone else.

Examples may be:

- Giving a ride to a doctor's office
- Helping a guest make an appointment
- Helping a guest fill out an application
- Giving a ride to the social security office.
- All these are examples of common needs of our guests.

C How do I handle a conflict with a guest?

If a guest becomes disruptive or disrespectful towards any other guest or staff proceed with the following:

1. A guest should be **DISMISSED IMMEDIATELY** from The Refuge Host Site for the following:
 - a. Exhibit acts of violence toward other guests or a volunteer.
 - b. Exhibit inappropriate physical contact of any nature between adults or inappropriate contact between an adult and a child. Inappropriate physical contact is strictly prohibited
 - c. **Volunteer(s) have the right to dismiss any guest for any reason deemed necessary in addition to those reasons listed above.**
2. If it's not a situation for dismissal, calmly and firmly remind him/her what is expected behavior. Remind him/her that he/she signed a contract agreeing to the following expectations:
 - a. No acts of disrespect toward a volunteer or another guest
 - b. No abusive language will be tolerated
 - c. No bullying toward any person within The Refuge
 - d. Will help with any chores at the Host Site.
 - e. Will follow any Host Site rules
 - f. No smoking in the Host Site building
 - g. No possessing any items that should have been held at the Check-In Site
3. If it's not a situation for dismissal and you need assistance in solving the issue, call your host site coordinator. Host site coordinators must have someone — either a pastor or elder — to whom they can call to discuss a guest's behavior and to determine if the guest should be dismissed. Host sites have the right to dismiss a guest for any reason.
4. Reach out to the Refuge Church Coordinator when necessary.

5. **An Incident Form MUST** be filled out and given to your church coordinator. Incident Forms are available for copying within the Refuge Host Church Manual, in which you can locate within the Refuge Folder inside the Refuge Bag.

Remember if you feel it necessary, call 911.

8 When are smoking breaks and what to do?

***Coordinators please note that The Refuge is providing a schedule for every church to follow.**

1. The Refuge provides an hourly smoke schedule to be posted for all guests and volunteers to see. It is located inside the Refuge Bag.
2. Guests should only smoke outside and always with supervision.
3. Cigarettes MUST stay in the container provided for them until smoke break.
4. Hand each guest his/her labeled bag of cigarettes and lighter to take **ONE CIGARETTE** out.
5. It is your responsibility to make sure guests **RETURN** cigarettes and lighters to a volunteer when they have finished.

Guests found to be smoking in the Host Site building MUST have an Incident Report filled out and returned to The Refuge location in the morning.

8 How are sleeping areas set up?

1. Provide a walkway around each mat and enough space for guests to put their bag of personal items
2. Bedding is provided by The Refuge and will be brought with the guest on his/her first night and every Sunday night thereafter.
3. Please check that each guest has a bag labeled with his/her name to hold his/her bedding.
4. Guests may have more than one pillow
5. Guests may have **ONE MAT** or a person may have two mats if permission is given in the form of a note by management of The Refuge.
6. Families must be divided up as children with mother or legal guardian OR children with father or legal guardian.
7. Children 18 or older should be placed in sleeping areas by gender.
8. Family sleeping areas should be separate from other guests.
9. Men and women should have separate sleeping areas.
10. Married couples/couples may not have a shared sleeping area.

Δ What are the rules for lights out?

Lights out is at 10 PM. Only exceptions are Christmas Eve, Christmas Day and New Years, other exceptions permitted by B.O.D. Approval.

1. Quiet time is 9PM and that means that everyone including volunteers should keep the volume and activity down.
2. At 10PM lights are out and everyone must go to his/her sleeping area.
3. Ear plugs are provided in the Refuge Bag if any guest should need them.

R What if a guest wakes up in the middle of the night?

Often a guest may have difficulty sleeping. If this occurs, a guest has the option of sitting up for about an hour, but not to watch T.V. Unless you happen to have it on already that's fine. The point is that a guest should not be getting up for the purpose of watching T.V.

Smoking is not allowed after lights out.

Sometimes a guest may need to take some pain medication or request some over the counter pain medication from our first aid kit. Please just follow the procedures written for that.

9 What to expect from the Overnight Guard if your church hires one?

1. The Overnight guard is from a security company contracted by The Refuge at an hourly fee, at a maximum of 6 hours per day.
2. This person is scheduled typically for the hours of 12 AM to 6 AM.
3. Please note that the guard is only providing supervision of guests, not other services/care.
4. Please ensure that the 6am volunteer arrives on time, as the guard may leave promptly at 6am, per contract. That way the guests are not left unattended.
5. If the guard does not arrive, please contact the host site coordinator.

1 I work the morning shift, what do I do?

1. Check the designated volunteer only area for any notes left by previous volunteers/Refuge B.O.D. members.
2. Smoke schedule begins at 6:00 AM if any guest is up and ready.
3. Wake up all guests by 7am, be sure to be respectful.
4. Pack up the Refuge Bag for the transportation volunteer near 8am.

△ What guests should do before leaving the church?

1. Guests should be appropriately dressed
2. Guests should eat breakfast if they choose to, as well as clean up afterwards.
3. Guests should make/pack a lunch if applicable.
4. Guests should clean-up his/her sleeping area
5. Guests should take a smoke break if they choose to before 7:45am.
6. If it is Sunday morning, **ALL GUESTS MUST** wipe down his/her mat with a disinfectant spray or wipe.

1 What are Sunday morning procedures?

Arrangements should be made between church coordinators for the transfer of The Refuge mats, first aid kit and clean up kit.

1. On every Sunday morning all guests should take his/her sheets, blankets and pillow cases and place them in a garbage bag. **Drop off bedding to The Refuge location with the Refuge Bag.**
2. Pillows should be placed inside his/her personal bedding bag (these are given out at Check-In and should be labeled with the guest's name)
3. All guests should gather his/her belongings into his/her bags.
4. **Guests MUST TAKE** his/her own belongings with him/her when he/she leaves the church.
5. Dirty bedding and personal bedding bags marked with guests' names should be taken with guests and dropped off at The Refuge location.
6. Guests MUST WIPE DOWN his/her mats before leaving the church.
7. Guests may not leave his/her belongings with the church to move to the next church.

△ What goes to the next church?

1. First Aid Kit - tall toolbox on wheels
2. Cleanup Kit - large bucket with supplies.
3. Mats

1 What is expected at meal times?

1. Mealtime should be something that is shared between volunteers and guests.
2. We recommend that guests be allowed to serve themselves buffet style or family style (food set on the table in serving dishes).
3. Guests should be encouraged to share in the setup and cleanup of mealtimes.

4. If a guest is unable to eat what is provided, please make peanut butter, bread and cheese available for an alternative.

Δ What do I cook?

1. We recommend that your coordinator advise you as to what has been prepared in the last week, so there's not a lot of duplication.
2. We strongly recommend that you provide simple, well rounded meals.
3. The Refuge is a ministry that focuses on helping the whole person, so we ask that you would please provide only a small portion of dessert.

R How do I handle food service?

1. Every effort should be used to ensure food safety.
2. Provide tongs, food service gloves, individual serving containers etc... to discourage contamination of foods.

C How do I handle cleaning up after meals?

Guests should be encouraged to share in the setup and cleanup of mealtimes.

D What do I do for lunch?

1. Lunches are not required, however may be provided.
2. Guests are encouraged to make their own lunch when supplies are provided.

Be sure to please provide food handling gloves and tell guests to use them for making lunches.

1 What items are guests not allowed to have with them?

On some rare occasions a guest may obtain permission from the board of directors of The Refuge to have one of these items with them. If this is the case, there will be a note provided on the Guest Daily Check In sheet, located within the Refuge Folder, and your coordinator may also be notified.

On occasion a guest will require prescription medication, which will be documented during intake. Each guest is responsible for taking their own medication and should only have on their person the daily/nightly required dosage of documented meds.

Otherwise, the following are not allowed on a guests' person:

- Knives/scissors
- Food/candy/beverage
- Medication not documented
- Laptops/tablets/game devices

△ What if a guest has something they aren't supposed to?

If an item on the above list is found without permission, it is to be taken and placed in the Refuge Bag and an Incident Form should be filled out (Form is available for copying as needed within the Refuge Host Church Manual found inside of the Refuge Folder)

R Where do guests' cell phones belong?

Guests are permitted to keep their cell phones with them, granted they are not misusing the cell phone. Misuse of cell phones includes activities such as: viewing inappropriate images, websites, and/or videos, taking/sending inappropriate pics/video, taking pics without permission, and being loud on the phone after lights out. If misuse of a cell phone takes place, the guest's cell phone should be confiscated and placed in the Refuge Bag as well as a filled out Incident form.

Each guest is solely responsible for their personal cell phone should theft/damage occur while with The Refuge and any of its affiliates.

Refuge Guest Incident Report

Behavior

Medical

Other

(circle one)

Please describe in detail what happened:

List who was involved:

Describe how was it resolved:

Signature of volunteer who witnessed incident: _____

Signature of volunteer filling this out: _____

Date of incident: _____

Date of this document: _____

Refuge Guest OTC Medication Log

