

# Refuge Training

Host Church Volunteering

Last revised: October 2022

# Objectives:

- *What to do when you arrive to volunteer*
- *Guests Interactions*
- *How to handle guests conflicts*
- *Meals*
- *Transportation*

# What to do when you arrive to volunteer?

1. Locate the area your coordinator has set up for **VOLUNTEERS ONLY**

Here you will find these important [Refuge Items](#):

1. First aid kit-
2. Clean up kit-
3. The Refuge Bag

*Guests are not permitted to be in this area.*

# First Aid Kit



- This rolling tool box contains basic over the counter items for basic medical needs.
- Volunteers should be sure to fill out the O.T.C. form for each time an item is dispensed.
- Volunteers should only dispense the recommended dosage according to the package instructions.
- Completed O.T.C. forms should be placed in the Refuge binder.

# Clean Up Kit



- Plastic bucket containing items for spills/accidents.
- Use provided gloves for safety.
- Basic instructions will be in the Refuge Manual.



# The Refuge Bag



A nylon briefcase bag with several labeled zipper compartments containing:

- guests items: cigarettes/lighters
- Refuge Items: breathalyzer, metal detector, and ear plugs.
- Refuge Manual: Daily guest sign in sheet, Hosting Policy & Procedure Manual, Incident forms, OTC forms, and important contact numbers.

# Other Refuge Items



**Sleeping Mats-** Each guest will have 1 sleeping mat (approval is sometimes granted for 2 for guests with special medical needs) which belong in designated sleeping areas



**Breathalyzer-** In the event that a guest is arriving later than the transport time, a volunteer will be responsible to give the guest a breathalyzer for the evening. Instructions will be in the Refuge Manual.



**Metal Detector Wand-** In the event that a guest is arriving later than the transport time, a volunteer will be responsible to perform a metal detector search of the guest. Instructions will be in the Refuge Manual.

## **2. Familiarize yourself with the layout, boundaries of areas used, and any posted rules of each space.**

General Gathering Area/Meal Area

Smoking Area

Sleeping Area



# General Gathering/Meal Area

- Space designated for all guests/volunteers to fellowship and/or share meals.
- Guests should not be sleeping in this area.
- Guests should be encouraged to participate in fellowship/activities.

# Smoking Area

- ❑ A designated area outside of the Church for guests to take a smoke break during provided smoke schedule chart.
- ❑ Each guests is to be handed their bag with their name on it, to take only 1 cigarette and lighter out for each break.
- ❑ Guests are to be supervised during entire smoke break, should not exceed 5 minutes.
- ❑ Each guests is to return lighter to their bag so volunteer can put bags back in the Refuge Bag to be returned to the volunteer only area.

# Sleeping Area

- Designated areas separating woman and men for sleeping.
- Guests may utilize sleeping areas beginning at 9pm- Quiet Time.
- Guests should remain in designated sleeping areas from 10pm-6am.
- There should be no phone use from 10pm-6am.
- Each space should provide at least 2 feet between each mat.
- Each guest is responsible to tidy their own sleeping mat/area each day.
- An extra tote of blankets may be provided.

# Guests Interactions

Introduce yourself-

- Be caring, gracious, respectful and loving.
- Interact with the guests.
- Don't give out your personal information, Phone #, address, ect.
- Encourage activities: Appropriate movies/games/singing/music/tidying of spaces/ect..
- Do not counsel the guests, but be ready to pray for them when they ask.

# Guests Interactions

Continued-

- Don't give gifts/money to guests.
- Don't leave guests unsupervised.
- Do not attempt to fill guests prescriptions/medications.
- Guest should not have any outside visitors at host church.
- Should a guest choose to leave at any point, they may: but they are not allowed to return to the host site that night, unless it is due to a medical emergency that occurred at the host site and permission is granted by host site coordinator.



# How do I handle guests conflicts?

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

- Calmly and firmly remind him/her what is expected behavior.
- Remind him/her that he/she signed a contract agreeing to:
  - ✓ No acts of disrespect/bullying toward a volunteer/ other guests
  - ✓ No abusive language will be tolerated
  - ✓ Will follow any Host Site rules/chores
  - ✓ No smoking in the Host Site building
  - ✓ No possession of weapons, food/beverages, undocumented medications, cigarettes/lighters/vapes on their persons.

# How do I handle guests conflicts?

- If you need assistance in solving an issue, call your host site coordinator. Host site coordinators should have someone – either their pastor or an elder- to whom they can call to discuss a guest's behavior and to determine if the guest should be permitted to stay at the Church.
- Reach out to The Refuge Church Coordinator if necessary.
- Host Sites have the right to dismiss a guest from their Host Site for previous listed reasons of disruptive or disrespectful behavior.

# How do I handle guests conflicts?

- A guest should be **DISMISSED IMMEDIATELY** from The Refuge for the following:

- ✓ Exhibiting acts of violence toward other guests or a volunteer.
- ✓ Exhibiting inappropriate physical contact of any nature.

*Volunteers have the right to dismiss any guest for the above reasons.*

# How do I handle guests conflicts?

- If a guest becomes ill proceed with the following:
  - ✓ In the event of an injury or sickness, ask if the guest wants to go to the hospital, in which an ambulance will be necessary to transport them.
  - ✓ Non-hospital event- contact the Refuge Nurse if further assistance is necessary.
  - ✓ If contagious, please separate his/her sleeping area from others and ensure he/she is wearing a mask when around others.
  - ✓ Use provided Refuge First Aid/Clean Up Kit as needed.

# How do I handle guests conflicts?

- Be sure that in any situation, you contact your coordinator to let them know what has happened and what procedures have been followed.
- Remember, if you feel it necessary, call 911.
- Be sure to fill out any OTC/incident forms completely for all situations and return to the Refuge Binder.



# Meals

## Dinner

- To be served shortly upon arrival of guests each night.
- Provide alternatives for those guests with allergies/dislikes.

# Meals

## Breakfast

- To be served by 7am to ensure each guests has time to eat before morning transport.
- Provide alternatives for those guests with allergies/dislikes.

# Meals

## Lunch

- Not required, but may be provided at Church's discretion.

# ALL MEALS

- Meals may be set up as buffet style/homestyle at Church's discretion.
- Please provide enough food for each guests as well as the volunteers serving.
- Please use Food Safe guidelines when handling/serving food; use gloves, utensils/tongs for all foods, and wash all surfaces used.
- Please provide a prayer before each meal.
- Encourage guests to help in the meal set up/clean up at your discretion.

# Transportation

- Volunteer Driver(s) may use The Refuge van or their Church van.
- Driver must have a valid driver's license/over age of 18.
- Driver should arrive no more than 15 minutes early.
- Driver is responsible for transporting guests along with The Refuge bag/items each day.



# Transportation

## AM Volunteer Driver

- ✓ Guest should be picked up from host church each morning in time to depart at 8am.
- ✓ Be sure to pack The Refuge bag for transport as well.
- ✓ Please note that on Sunday morning extra time will be needed for transportation of guests bedding and extra blanket tote.

# Transportation

## PM Volunteer Driver

- ✓ Guests should be picked up from The Refuge Location each evening in time to depart by 6:30am.

# Transportation

## *Please note:*

On occasion a guest will have permission to drive their own vehicle to the Host Church location (for work purposes only).

# Transportation

## Please follow these procedures when applicable:

- ✓ When guest arrives, he/she will be required to pass a breathalyzer test, must be 0.
- ✓ His/her bag (provided by The Refuge) and belongings must be searched.
- ✓ His/her cigarettes/lighters must be turned in.
- ✓ He/she may not be permitted to return to his/her vehicle, until departing at 8am.
- ✓ No other guests are permitted to depart with self driving guest.

# Transportation

A volunteer is necessary for the transportation of The Refuge items on Sunday morning to the next Host Church Site. Each Church Coordinator should be sure to contact the next Host Church Site Coordinator to make arrangements for transport of necessary items:

1. *First aid kit*
2. *Clean up kit*
3. *Sleeping mats*