

OBK VOLUNTEER GUIDELINES

Updated 9-17-13

Volunteers are the heart of OBK. These guidelines are to help you develop your relationship with the shelter and the guests in a caring and safe manner. Volunteers must be over 18 years old.

GENERAL GUIDELINES

1. Do not give out your personal information (address, phone, etc)
2. Do not give guests money of your own (use shelter cash if needed)
3. Do not give transportation unless you are a navigator
4. Familiarize yourself with rules and enforce them
5. Smoke breaks must be supervised visually, once an hour on the hour
6. Call Team Leader if any problems at any time
7. Give medication from locked drawer when asked
8. Observe bodily fluids precautions

9. Make notations about shelter activity in log book
10. Pick up the shelter keys at the start of your shift and pass them on to the next volunteer
11. Answer doorbell to let in guests. Some guests may be designated for this. Visitors are not permitted. Do not acknowledge the presence of the guest in the shelter. Check with guest to see if the visitor is known. Guests are free to meet with visitors outside the shelter.
12. If someone's safety is threatened or there is a medical emergency call 911
13. All daytime volunteers need to help fill in schedule.
14. If your shift is complete and there is no volunteer available for the next shift, notify Team Leader and have the guests leave the building until expected time of the next staffed shift.

ALL SHIFTS 7 am-11 pm

1. Admit new guests and show and explain shelter rules. Have them sign form. Give them Handbook to read later. Log guest in.

2. Search all guests' belongings respectfully in their presence on admission and EACH TIME they enter the building after being off the property. Guests with contraband will not be admitted.
3. Show new guests around the facility
4. Place medications in locked office drawer
5. Offer food/snack
6. Assign beds-separate men and women and families with children
7. When guests leave sanitize bed and bins

EARLY DAY TIME VOLUNTEERS (8-12):

1. Wake up any guests still in bed
2. Socialize with guests over breakfast/coffee
3. Supervise breakfast preparation and clean up
4. Remind guests to straighten up their sleeping area
5. Organize chores
6. Enforce TV off at 9 am
7. Notify guests of any agency or other visitors coming that day
8. Check schedule and call volunteers to staff empty spots
9. Answer phone
10. Guests change sheets on Monday. Gather up laundry on Tuesday morning for laundry pick up in evening

MID DAY TIME VOLUNTEERS (12-4):

1. Socialize with guests
1. Supervise lunch preparation and clean up
2. Set up for agency or education visits
3. Check schedule and call volunteers to staff empty spots
4. Answer phone and check mail in street mailbox
5. Check refrigerators and discard any with date over one week old
6. Sort and store any donated clothing

LATE AFTERNOON VOLUNTEERS (4-8):

1. Supervise evening meal preparation and clean up
2. Put away delivered laundry on Thursday evening
3. Socialize with guests

OVER NIGHT CHAPERONES (8 pm-8 am):

1. One male and one female
2. One volunteer should be over 21
3. Enforce lights out at 11:00 pm
4. One volunteer should be awake at all times
5. Circulate quietly through the shelter to observe activity
6. Keep lights low and TV sound down during the night
7. Guests may be admitted through the night if brought in by law enforcement
8. Lights on and common areas open to guests at 7 am