

GENERAL GUIDELINES AND IMPORTANT INFORMATION

*****TO BE GIVEN TO EVERY VOLUNTEER*****

KEY LEADERS/GENERAL

1. The number (outside of minimum) and delegation of volunteer tasks shall be at the sole and absolute discretion of the COFM Host Site and Shelter Partner congregations. Shelter Managers may make suggestions.
2. It is up to the discretion of the Host Site/Shelter Partner Key Leader whether youth/youth groups will be permitted on site. If youth groups are permitted, the following applies:
 - A) **no youth volunteers under 16** are allowed at the shelter while guests are present and must be accompanied by an adult at all times,
 - B) EXCEPTION: youth 14-16 may serve meals behind a buffet table and must have a guardian present. Other than this, no one under 14 is to be in the shelter while guests are present (6 p.m.- 7 a.m.)
 - C) Anyone under the age 16-17 18 work Shift 1 but cannot be assigned Security or Check-In duties and must be accompanied by an adult at all times.
3. If there is no indoor waiting area for guests, check-in may begin prior to 6:30 p.m. ONLY during extreme weather conditions AND with prior authorization from the Executive Director (ED) or Assistant to the Executive Director (AED). CHECK-IN IS STATED TO BEGIN AT 6:30 p.m. in all printed and electronic forms so please do not state that there is an early check-in. At no time will check-in begin before 6:00 p.m.
4. Prayers, sharing of faith, and Bible study may be offered to shelter guests and encouraged providing it is held in a designated area that is separate from the general area. This can be a designated table or a different room, depending on the facility. If using a different room, at least 2 volunteers are required to be available for this. Sharing of faith is welcomed but is not to be forced or be a condition for receiving shelter or food.
5. CLOTHING DONATIONS: If clothing donations are offered, a volunteer must be at the clothing table with bags to bag the donated items. This bag will be tagged with the guest's number and placed with the guest's personal belongings. The volunteer will then notify the check-in desk to change in guest bag count.
6. Optional entertainment (ie. Movies, games) or services (ie. Haircuts) may be provided by the Host Site. We encourage volunteers to engage with our guests.
7. If the Host Site/Shelter Partner is running low on check-in supplies (toiletry kits, blankets, towels, sheets), please let the Shelter Manager know so that a report can be given to COFM ED or AED.
8. A volunteer needs to be at the check-in desk at all times. Do not leave Shelter Manager alone. Neither the desk nor an unlocked storage area may be left unattended.

VOLUNTEERS

9. All volunteers must electronically sign-in on the COFM laptop located at the volunteer storage area and pick up a COFM Volunteer tag as soon as they arrive. Volunteers will sign in/out at the same time. If their shift extends, volunteers will need to go back to the laptop and sign in again to add the extra hours. In the event there is no internet connection, paper entries will be available. Please total your number of hours if using paper. During busy volunteer sign-in times, a dedicated volunteer needs to sign in others.
10. Volunteers should place their personal property in a secure location designated by the Key Leader.
11. Volunteers should dress casually. Keep jewelry to a minimum. Low-cut shirts, tight clothing, miniskirts, mini-shorts and midriff tops are NOT permitted in the shelter. Leggings must be worn with a top that extends past the hips. The goal is to not draw attention to oneself.
12. Volunteers should monitor the bathroom and common areas throughout their shift, preferably every 15 minutes. Hand sanitizer and disinfectant spray should be located outside the bathroom. No more than 1 guest in the bathroom at a time. **EXCEPTION:** During the morning, between 4:30 a.m.-7:15 a.m., a volunteer can knock at the bathroom door to see if the occupying guest is ok with someone else being in the bathroom. If the guest is agreeable, then another guest can enter but at NO TIME WILL THERE EVER BE more than 2 guests in the bathroom at one time.
13. Due to the diverse population served in this program, volunteers and guests need to be aware that COFM guests may experience a variety of mental, emotional or physical conditions. Volunteers should be cautious and responsible. In case of concern, please inform the Shelter Manager on duty.
14. Volunteers must maintain guest confidentiality at all times. Do not give out guest information to anyone either by phone or in person except to the COFM personnel.
15. Volunteers are not to adopt a guest or family. They may not take anyone to their homes or hire anyone for jobs around their homes. They may not transport guests for any reason. COFM, the Host Site, and Shelter Partners are not responsible for any consequences resulting from breaking this rule.
16. Volunteers do not assist guests with any personal hygiene/toiletry problems (e.g., incontinence). If a guest needs help, volunteers must consult the Shelter Manager or the Key Leader for instructions.
17. Volunteers are encouraged to engage in conversation with guests. However, volunteers should limit personal information when talking with guests. They may talk about family, work, and life experiences, but without using identifying information.
18. Volunteers may not give money or gifts to any guests.

19. Dinner and breakfast are provided for the guests. If there is sufficient food after guests are served, volunteers may be invited to enjoy the meal. Volunteers should eat in the dining area provided there is room and mealtimes for volunteers should be staggered to ensure that all areas have sufficient staffing.
20. Only Shift Leaders and COFM staff may distribute and notate OTC medicine from the COFM OTC medicine kit according to the appropriate dosage, as indicated on the label, in a cup and allow the guest to self-administer this medication.

GUESTS

21. Guests must check personal belongings in designated bags upon entering the shelter site, including coats, hats, scarves, gloves, and work/hunting overalls. In addition to items of clothing, tools, knives, and other items must be checked in. Exceptions are cell phones, cigarettes, medicine, books, and toiletry kits which must be kept in the clear bag provided on their first night or a clear plastic bag. Once belongings are checked in, they will be stored until check-out and cannot be accessed by anyone. No food, drinks, or any liquids may be brought into the site. Guests will be given a name tag that is to be worn while a guest is at the shelter.
22. Guests may not use the Host Site's telephones or volunteers' cell phones at any time. The Shelter Manager will decide if there is an exception to the rule and if so, only the Shelter phone may be used.
23. Guests are asked to be considerate of others. Loud talking, music, etc. is unacceptable at any time. Electronics with a headset (preferred) are permitted but must fit in the clear plastic bag provided. Guests may use their electronics until 10 p.m. ABSOLUTELY no electronics after 10:00 p.m.
24. Dinner is served between 7:00 and 7:45 p.m. Guests are not allowed in the kitchen. For this season, guests may be served at the table or will line up, whichever the Host Site prefers. The kitchen closes at 8:30 p.m. and no meals are served after this time. Guests who come after 7:45 p.m. will be offered sandwiches with a beverage or a leftover meal.
25. Smoking is permitted only at the designated time (8:00 p.m.-8:15p.m.) and in the designated location. Guests are to deposit all smoke butts in the containers provided. The guests leave the building as a group with a shift volunteer and the security officer and return to the building as a group (unless the shift volunteer is able to see guests go back inside while being with the guests who are still smoking). A shift volunteer must be with the guests at all times during the smoke break.
26. Bedding is distributed each night at 8:15 p.m. A returning guest will pick up their own bedding from the designated area while a volunteer oversees to make sure the correct bedding bag is picked up. A blanket, one fitted sheet, one flat sheet, one pillowcase, and one pillow are issued to each guest. This is the guest's bedding for the entire week.

27. A guest may not leave the shelter once they have checked in. If a guest leaves, he/she will not be allowed back that night.
28. Men and women will use separate sleeping areas at all times. At no time should female guests be sitting or lying around a male guest's bed or vice versa.
29. A parent with children must be located away from the other guests in a separate area. The other parent of this family must sleep with the other guests. Children under 18 are to stay with their parent in a separate area.
30. Guests must remove all personal belongings when checking out each morning. Items left may be turned over to the lost and found of the Host Site or disposed of. COFM and all Host Sites are not responsible for any loss of items left, misplaced, or stolen. EXCEPTION: If a guest shows proof of working a shift, then the guest is allowed to leave belongings at the host site and ONLY for the days that they show a scheduled shift.
31. Animals are not allowed at the shelter and has been verified by ADA. COFM's Host Sites do not have the capacity to house animals. Guests may reach out to Heritage Humane Society to see if any assistance is available.