

PM Support –Responsibilities FGUCC

5:00 pm

Opening the building

You and the **Greeter** are in charge here !

Unlock the College Way doors

Prepare the day's Participant Log from blanks in the Guest Contracts binder –
Education/Shelter office

Enter header information, enter self, and place the Participant Log sheet on Education Office table

Let other hosts in and assist them in getting their items in for their responsibilities

Remind other hosts who check in to enter their names, time, role in the Participant Log

Signs

Find signs designated for each of the entrances in the silver TES accordion file system.

Delegate or Post the signs, on or next to, the appropriate doors. using blue masking tape

Collect info for the other Hosts

Count the number of bus passes in the front of the binder and on the shelf.

If there are at least 20 passes go on.

If not, alert the later arriving Overnight Host, the Greeter, or someone with money, that we will need some passes and that we can get them at the customer services window at Safeway. (\$25/book of 10, expenses reimbursed with receipt).

Call the Coordinator for that shelter (FGUCC or Sonrise) to authorize the expenditure

Set dining/sleeping area thermostat to 70 degrees until 4:00 am

Greeter and PM Support create shelter opening plan

Greeter and PM Support meet, up date, agree as to how they will use the Greeter Log

Decide how you will share the duties outside and calling of Guest Volunteers.

Job Descriptions in back of Procedural Binder or Greeter Log clipboard.

Do not invite Waiting Overnight Guests into this volunteer opportunity.

Agree on “Meals Only” physical setup. Also agree on the entry time for four (4) PM Guest Volunteers (somewhere between 6:15-6:45).

Decide how the two of you will identify individuals and handle the Exclusion process for

a) those already excluded, b) those who arrive intoxicated, or with inappropriate behaviors, c) when full (calling alternate shelters, bus passes, meals only).

Review the order of entry at the 7:00 opening for 1) families 2) Previous guests with disabilities 3) other guests here previously 4) Others who arrive before 7:00 pm , 5) those on the bubble waiting for a 7:15 “No Show” slot, 6) Meals only

5:30 pm

Preparation for Meals Only and Guest Volunteers

Circulate Participant Log to kitchen to assure all arrivals have signed in.

Setup Entry Area for arrivals with:

Sign in area table and two chairs, Binder with Staffing and Pass on Logs, xfr box, mat layout chart & cards, Contract box accordion file, Procedural binder.

Relocate extraneous items out of the way of spaces to be used for Meals Only seating.

Configure furniture (Couch, Pew, additional chairs) for intake administrative processes

Turn on heaters in family rooms

Inform the food preparers of the procedures for

Overnight Guests Tables area (Cafeteria serving line)

Meals Only guests (Waited tables in the entryway)

6:10, 6:15 – 6:45 pm

Guest Volunteers

A wise lady recently told me that the process of working with volunteers, staff or guests, is to Empower, Equip, and Encourage . This is your responsibility to the Guest Volunteers tonight as you set up the shelter together.

About 6:10 review the jobs for :

PM Guest Volunteer 1 (2 people) Dining and sleeping area setup

PM Guest Volunteer 2 (2 people) Arrival area preparation setup

Check with Greeter to identify persons interested to fill Guest Volunteer roles

Do not ask for any Guest Volunteers to enter yet.

Set up the equipment and resources necessary for their work (Equip)

Set up work stations for PMGV1 who will work in the entryway

And clear obstacles for PMGV2 who will work in the Fellowship Hall.

Prepare to enter the four PM Guest Volunteers into the Participation Log

About 6:25 invite your PM Guest Volunteers in,

Give them the responsibility for, describe, and show them their specific jobs (Empower)

As they work give them counsel about the standards and encouragement for the things that they do toward the goals (Encourage).

PMGV1) 2 people. Set up Dining area/Sleeping area with Tables, Mats, etc

PMGV2) 2 guests. Check restrooms, set up Meals Only eating area, pack and

label bedding boxes, organize boxes for quick access

Identify tomorrow morning AM Guest Volunteers and FG Aquatic Center (pool)

Volunteers for the Participant Log Role Code column

7:00 pm

Guest Entry starts

The responsibility for running the shelter has transferred to the Overnight Hosts.

Assist Overnight Hosts with getting guest boxes labeled and distributed

Assist guests with finding their accommodation locations

Assist guests with getting belongings in place.

Assist Greeter with getting Waiting Guests information about other shelter alternatives and items they may want such as disposable blankets, maps, bus tickets, and other shelter access approval.

When all accepted guests have entered

Continue take turns with the Greeter at the door.

Sitting and visiting with guests in the dining area.

Stationed outside the door, informing potential guests of their Status.

Status circumstance; Overnight available, Overnight possible still clarifying ,
Meals only, Full must turned away, Warning status overnight, Excluded until
date, Permanently excluded, etc.

7:45 pm

Preparing to depart

When shelter is full, post the shelter full signs on all doors.

Reset room as desired by Overnight Hosts

Alert Overnight hosts to make calls that shelter is full.

Circulate Participation Log to assure that all present have logged in with name, time, and role, and those departed have logged out.

Before leaving for the night, work with the Overnight Hosts to finish up any details not resolved including PM Support tasks, tomorrow's Greeter Log draft, and make entries as needed on the Pass On Log.