

Greeter –Responsibilities FGUCC

5:00 pm

Prepare to Greet

Sign In . You and the **PM Support** person are in charge here!

Get the previously prepared Greeter's Log clipboard from the shelves or the PM Support,
Review the names and the most recent two (2) Pass On Logs in the binder for additional
exclusion considerations

Review all Guest Volunteer job descriptions. PM, AM, Acquatic Center

Update the previously prepared Greeter's Log in preparation for the evenings work
outside.

Prepare to review contract rules with arriving guests

Post copies of guest rules

Do not make entries in the time or # column yet,

Save the Time column for actual arrival times on the porch

Save the # column until nearly 7:00 pm

Greeter and PM Support create shelter opening plan

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

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

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

Do not invite Potential New Guests into this volunteer opportunity.

Agree on "Meals Only" physical setup & entry time for four (4) PM Guest Volunteers
(somewhere between 6:15-6:45).

Decide how they 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 (Included pregnant women and people with service animals)

2) Enrolled Guests with mobility issues

3) Other Enrolled Guests

4) Waiting Overnight Guests who arrive before 7:00 pm,

5) Waiting Overnight Guests on the bubble waiting for a 7:15 "No Show" slot,

6) Meals Only Guests

5:30 pm

Greeting Potential Guests

Greet guests in a friendly and supportive manner.

Ask their name, tell them yours and share information with them as needed.

Note the time but do not enter it in the Greeter Log Time column yet.

Find out

A) Have they been to FGUCC or Sunrise since we opened in November?

If not, explain some about how we invite people in and some of the critical rules

*Stay within line of site to retain their admission opportunity. If leaving clear with Greeter first

*If they are not present at 7:00 pm at the door they may not retain their admission opportunity.

* Expected to listen to, agree to, (meals only) and sign (overnight guests) a behavioral contract

* Share a copy of the contract and discuss it with them if they have any questions.

B) If a person was in our Forest Grove shelters (FGUCC or Sunrise) the last night we were open, they are "Enrolled". If they miss a night they sacrifice their enrollment.

C) Gather enough additional information to determine which category a person satisfies: Family, Mobility Limited Enrolled Overnight Guest, Enrolled Overnight Guest, Waiting Overnight Guest, Meals Only, Exclusion, etc.

D) This process results in errors. Work in Pencil with an Eraser

Now enter their Names and/or Arrival Time, **But not #**, in the appropriate columns in the Greeter's Log.

E) Within those potential guests who do not have Enrolled Overnight Guests status but are hoping for a bed and are on the Waiting Overnight Guest list, arrival time does determine their number in the # column and potential opportunity for entry.

Exclusion and turn away

Should there be clear evidence of a potential lack of space due to Enrolled Overnight Guests names accumulated on that column,

Alert Waiting Overnight Guests that their chance of admission for overnight sheltering may be low, but that it will not be known until 7:15 or so and after the 7:00 entry opening.

Remind people who may want alternatives that

We can give them a bus pass, a blanket, and that we may be able to contact another shelter if the person is willing to wait for us to do that.

They can come in for a meal even though there may not be overnight space.

About 6:10

Guest Volunteers

Review the job descriptions for PM Guest Volunteer 1 and 2 from the inside back cover of the Guest Contracts binder and or the Greeter's clipboard.

Prepare to invite, but do not yet invite to enter, arriving enrolled guests if they would like to fill these roles.

Ask the PM Support person how many they will need, and are they prepared to register PM Guest Volunteers in the Participant Log

About 6:15

Ask if there are Enrolled Guests who would like to volunteer to help with the setup for this night's sheltering. Do not invite Waiting list or Meals Only Guests into this volunteer opportunity.

Begin verbal review of rules with group participation using guest input where possible. Make some choices among potential volunteers.

Ask PM Support if they are ready for them.

When PM Support is ready, let the PM Guest Volunteers in for Registration paperwork and supervision as directed by the PM Support.

Enter them and number them as entered into the Greeters Log.

Also Find out if there are other guests who would like to fill some of the other Guest Volunteer roles for AM or the FG Aquatic Center (pool)

About 6:30 pm

Determining Entry Order (The # column)

Do not assign entry order (Do not write in the # column) yet. Take these steps first.

- 1) Check with the Overnight Hosts for call ins by Guests.
- 2) Consider each and determine their status
- 3) Place their names appropriately in that Greeter Log column and a time of 6:30 pm.

Plan the order of invitation to enter considering the following Priority Order

Note: Some Guests will already have been allowed to enter as PM Guest Volunteers.

They will have the lowest numbers for entry order. Place the lowest numbers in the respective columns and with the GV designation for those Guests (ex. GV1, GV2, GV3, GV4,)

- 1) Returning Families
- 2) New families. We can only accommodate two families total.
- 3) Pregnant women. If no other families are present these women and their partner, if present, will be treated as families.
- 4) Guests with service animals (Only dogs qualify and only if they provide an identified, ADA standard, service and if a Family room is available.)
- 5) Mobility Limited Enrolled Overnight Guests
- 6) Enrolled Overnight Guests who are present
- 7) Returning Enrolled Overnight Guests, who prearranged later arrival.

If there are still not 15 people slated for entry into the central dining and sleeping area, then:

- 8) Waiting Overnight Guests based on arrival time

About 6:55

Now **Mark the # column** in the various categories with the order of entry (,7, 8, 9, etc.)
It is your guide for the entry process.

7:00 pm

Keeping a narrow gate

Transfer of responsibility for operating the shelter moves to the Overnight Hosts
Check with the Overnight Hosts to make sure they are completely ready for the next people to enter. As Greeter you are the gatekeeper and should control entry in concert with the processing needs of the Overnight Hosts.

Often too many people are invited to enter at one time reducing individualization and compromising privacy at signing in.

Limit entry to small groups of perhaps two to four at a time, recognizing that members of a family are all admitted together.

Don't hurry the process, lots of information needs to be exchanged at entry.

About 7:15 or so

When all accepted guests have entered

Take turns with the PM support person

Stationed by the door, informing potential guests of their status.

Sitting and visiting with guests in the dining area.

Assist with serving the Meals Only Guests

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

7:45 pm

Before Departure

With the Overnight Hosts prepare, in pencil, a new Greeter Log sheet for the next night based on the work of entering, enrolling, information that has been developed.

Sign out

Thank you for helping with this guest transition between two cultures.