



# Community Resource Connections

March 6th, 2020

9:00 am to 3:00 pm

## Volunteer Commitment Sheet

New volunteers will be required to attend a training meeting before the event.

All personal information will be kept strictly private for the use of this event only.

Volunteers must be 18 years or older.

Are you 18 years or older? Yes  No

Name/Organization

Home Phone

Cell Phone

Email

Address

Referring to the job descriptions on the next page, please list your first and second choices for jobs you would like to do, including the shift or shifts you prefer (a.m., p.m., both, or either).

The morning shift is from 7:30-11:59 OR 8:00 – 11:59 and the afternoon shift is from 11:45 AM - 3:15 PM.

First Choice:

Second Choice:

If you have worked a Project Homeless Connect, or similar event, what did you do?

If it is not possible to meet your choices, would you be willing to work wherever there is a need? Yes  No

Please specify languages other than English that you speak, if any:

Do you need to be seated during your volunteer time? Yes  No

Have you received assistance at a previous Connect program? Yes  No

**PLEASE RETURN THE COMPLETED FORM TO  
phc.event.volunteer@gmail.com**

# Community Resource Connections

## Volunteer General Information

- ❖ Please be mindful of where you park. 4th Street is two hour parking only. Please save spaces in first two rows at Vern Burton Center for our guests.
  
- ❖ The Vern Burton Center Atrium (south of the gymnasium) will be the location of Volunteer Registration. Please enter through the door south of the main entrance, facing east towards Peabody.
  
- ❖ Because there are City offices next to the atrium, the Volunteer Registration area will be a “**Quiet Zone**” for resting and gathering information throughout the day.
  
- ❖ Once at the Volunteer Registration Desk you will be asked to do the following:
  - ✓ Check in and locate your assignment
  - ✓ Get a name tag and T-shirt.
  - ✓ You will be asked to check if your contact information is correct.
  - ✓ **You need to sign the “Consent to Participate and Release of Liability Form.”**

***If by any chance thru the day you are unsure of your job assignment, or have questions, report back to the Volunteer Registration Desk.***

- ❖ If you wish to receive PHC services, you must do so **before** or **after** your assigned shift. You will have to leave the building and re-enter to go through the intake screening process before receiving services. Volunteers wearing the PHC t-shirt **will not** receive services.
  
- ❖ Breakfast and Lunch is provided for Volunteers before or after your assigned shift.
  
- ❖ Please remember to sign out at Volunteer Registration and complete a Volunteer Exit Form before leaving the event.

**Thank you for Volunteering @  
Community Resource Connections!**

**If you have any questions, please email [phc.event.volunteer@gmail.com](mailto:phc.event.volunteer@gmail.com)**

# Community Resource Connections

## Volunteer Suggestions

1. Dress in plain and comfortable clothing. You might want to wear a shirt under your T-shirt because it can be cool in the Community Center.
2. No jewelry or accessories kind should be worn. Please leave purses and other personal belongings in your car or at home.
3. Wear REALLY comfortable shoes; most jobs will require you to be on your feet.
4. Do not wear strong perfume or other scents.
5. Please keep conversations with guests and other volunteers pertinent to the event and around the services being provided.
6. Please be mindful that guests of all different genders will be in attendance. It is vital that you respect people's gender pronouns.
7. If a guest is utilizing a mobility support device, please do not touch or move them.
8. We ask that you not disclose your last name or share personal information about yourself.
9. We ask that you do not touch or hug anyone while volunteering. Please respect guests may have varying needs for how their body interacts with the space and the people around them.
10. Please operate with a trauma-informed approach when interacting with guests. Recognize the complexity of the lives our guests are living and the compounding trauma that individuals experiencing poverty experience. It is vital that we suspend judgements and reflect on system-based barriers to provide the best services possible.
11. Be aware of your surroundings at all times. We attempt to keep the space safe and respect all individual's needs. Please do not try to intervene if someone is becoming escalated. We ask that you consult with security staff who are trained to deescalate issues that may specifically be facing our guests.

Thank you for your commitment to the success of the  
Community Resource Connections!

# Job Descriptions

## **Door Greeter (2 individuals will have shifts that start at 7:30 AM)**

Prior to 9:00 am, provide guests waiting in line with coffee. Guests requesting urgent dental care on the preauthorized list are to be immediately expedited through the intake process. (Do not wait until 9:00am)

Be ready to welcome guests as they enter the building. Be friendly and welcoming. You will be responsible for the following functions:

- A) Ensuring that guests with pets are instructed to drop their pets prior to entering the center and return to entry doors for registration process.
- B) Visitors such as the media, council members, or general public are to be **escorted** to Volunteer Registration in the Atrium to receive a visitor badge.
- C) Controlling the flow of guests to the intake tables; if all seats are taken at the intake tables please ask the guest to wait for their turn.
- D) Keep family units together when directing to intake tables.
- E) Place **NUMBERED ID** Tag on guest's shoulder. In family units, each parent gets a separate number. Children over the age of 13 get a separate number. Children under the age of 13 should be tagged with one of the parent's numbers.
- F) Prior to placing the tag on them, do or ask the following:
  - a. Would you like to have your **FIRST** name on your tag?
  - b. Let them know there will be people taking pictures for the media, ask if they would mind if their picture is taken. If they say YES I MIND, place a RED DOT on their tag
- G) Ask if they would mind YOU placing the tag on THEM, then proceed as needed, keep process very professional

**Please dress warmly. This is an indoor-outdoor position.**

## **Intake Interviewer (2 individuals will have shifts that start at 7:30 AM)**

The intake interviewer will welcome guests after they have received a numbered ID Tag from the Door Greeter. Volunteers in this position will assist guests in completing two forms; the **Entry form** and the **Consent to Participate and Release of Liability form**.

Since this involves a lot of form filling and data collection, it can tend to become mechanical and official.

Please keep the interaction warm and friendly.

**Entry form:** This is the first form the guests should fill out, please note this is an Entry form only.

1. The ID number from the participants name tag should be clearly written on the top left side of the form.
2. All adults should have their own form. Children over the age of 18 will have a separate ID Number and should have their own form. Children under 18 should be noted in the appropriate place on the intake form; mark how many are with the adult and try to get their ages. Be careful to do so for only one parent to avoid double counting.
3. First and last name should be written, but is optional.
4. The location where the person stayed last night should be checked and name of program if they are in a program.
5. Information on how they heard about the event, and how they travelled to the event should be checked off on the form.
6. Please tell them that there is an exit survey that needs to be filled out at the exit interviewers table when they leave. Let them know that this is very important so that we can improve future events.

**Consent to Participate and Release of Liability form:** After the guest has filled out the entry form, have them read and sign the liability form. If they check off that they do not give consent to having their picture taken then please hand them a dot that they can place on their ID tag. If someone refuses to sign the form they

are still allowed to participate in the event. Please write the participants ID number on the right top hand side of the consent form.

There are guest guides available to assist participants in locating services, etc. Please ask the guest if they would like a guide and introduce the guest to one of the guest guides.

*NOTE: Visitors such as the media, council members, or general public do not need to be registered at Intake. They are to be escorted to Volunteer Registration in the Atrium to receive a visitor badge.*

## **Guest Guides**

Volunteers in this position must be familiar with all of the volunteer positions and service provider table locations. This position is about **Hospitality & Immediacy**; be ready to provide individual assistance to our guests, help them identify their top 2 or 3 priorities; the goal is to ensure that their needs are met in a timely fashion. You may also be asked to relieve a volunteer in another position for a short break. **Flexibility** is a must in this position

## **Exit Interview**

The exit interviewer will be located near the exit door\* which is on the 4<sup>th</sup> St side of the building. The exit interviewer has an active role in facilitating the collection of information on the **Exit form** as guests exit the facility.

1. Give the participant an **Exit form** and ask them to fill it out. You may also fill out that section for them if they prefer by asking the questions. If guests choose not to complete the form, write their ID number and “No Participation” on the form.
2. If they have not already gotten items from the clothing or give away areas please encourage them to do so.
3. Remember to **thank each guest** for attending the event and make sure **each guest receives a hygiene kit** before they exit, **whether they completed the form or not.**
4. Once completed all forms are placed in the collection box to be picked up at the end of the day or at various times throughout the day by PHC Staff.

## **Exit Door Monitor**

This position is responsible for ensuring guests do not enter through the “4<sup>th</sup> St. door”

Visitors such as the media, council members, or general public are to be **escorted** to Volunteer Registration in the Atrium to receive a visitor badge.

If guests **WITH NUMBERED TAGS** go to Pet Sitting or to DSHS; please ask them to return to the center through the main doors. Guests are asked to drop their pets first before Registration/Intake process.

Please direct guests **WITHOUT NUMBERED TAGS** attempting entry at the Exit Door to enter through the Main Doors to insure they go through the intake process.

**Please dress warmly.**

## **Daycare**

Assist the licensed childcare workers in taking care of children of clients while they are accessing services.

## **Dental or Medical Registration (1 individual will have a shift starting at 7:30 AM)**

Register guests; distribute patient consent forms

## **Smile Mobile Escort (1 individual will have a shift starting at 7:30 AM)**

Escort clients from waiting area to Smile Mobile, and vice versa

## **Hair Receptionist and/or Hair Assistant**

Schedule appointments for haircuts. Replenish hygiene supplies for hair stations, sweep floors after each haircut

## **Massage/Chiro Station Receptionist**

This position schedules appointments with guests for massages and chiropractor.

## **Pet Sitting**

This position requires working outside, sitting with leashed animals and picking up their waste, while the owners are in the Vern Burton Center. **Please dress warmly.**

## **Service Provider Registration**

This position assists service providers with signing in at the event.

## **Volunteer Registration**

This position assists volunteers with signing in at the event, distributing packets and T-shirts, providing on-the-spot training to volunteers who missed the scheduled classes and includes signing in service providers. Those assigned to the morning shift should arrive by 7:30 a.m.

## **Baggage Storage**

Assist clients in storing items they have with them (packages, backpacks, strollers, etc.) while they are seeking services, and then recovering them when they are ready to leave.

Items when stored will be tagged with the ID number of the client, and this will be used to identify their items when they return.

No one can leave items without an ID number and no one can pick up items without having the corresponding ID number.

## **Spanish & ASL Interpreters**

Usually double as guest guides. Assist with communication.

## **Security**

This is an **indoor-outdoor on-your-feet** position, responsible for ensuring that the guests are entering the building via the main doors and that Volunteers and Service Providers are entering south the of main entrance. Also responsible for ensuring that peace and calm are maintained throughout the day and that guests are not smoking next to doorways. **Please dress warmly.**