

INTAKE Person

5:00 PM – 8:00 PM

Purpose

The main responsibility is to welcome, screen and register the guests and to work with the Dixon Hall security staff to make sure that guests understand and follow rules and regulations set up by CGC. The Intake person is the “gate keeper” of the program.

Volunteer Duties

1. The Intake person should arrive by 5:00 and set-up the Intake table and other required materials (ie. guest book, volunteer sign-in book, pens, name tags, labels, OOTC overnight forms etc.)
 2. Place the CGC OOTC “rules and regulations” in clear view of the entrance
 3. Check with the Dixon Hall people if overnight tickets have been given out. The Dixon Hall support people often arrive early and have 15 numbered tickets which they give out to the guests on a first come, first served basis, as they come to the door.
 4. Verify and direct Dinner shift volunteers to sign-in and obtain their name tags.
 5. Once the Dinner manager has indicated they are ready, open the doors and start welcoming and registering the guests. This usually occurs at 6pm but can be earlier during inclement weather.
 6. Screen out any guests which are not suitable to be allowed entry (ie. may be visibly drunk or agitated). Dixon Hall staff usually know all the guests and will warn you if they know that a potential “trouble” person is coming in.
 7. Make sure that guests are aware of and acknowledge the rules and regulations set up by the GGC and direct them down to the basement.
 8. If necessary, confiscate and label any bottles (to be returned to the guest when they leave)
 9. If we are out of overnight spaces, try to arrange alternate accommodation at another OOTC program or shelter.
 10. Prior to leaving for the evening, have the Social Shift manager provide a volunteer to take over Intake duties for the rest of the evening.
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DINNER SHIFT

5:45 PM – 8:00 PM

Purpose

The main responsibility is to see that the guests are welcomed, fed a hot meal and are well prepared to rest.

Volunteer Duties

1. Dinner Shift volunteers should aim to arrive by 5:45 pm – leave jackets and personal items in the prayer room, sign-in, and put on your name tag
 2. Just before 6:00 pm, all volunteers assemble in the kitchen for a time of prayer
 3. The Shift Manager will organize the volunteers into their respective duties, either working in the kitchen or serving in the dining area
 4. Prior to starting the meal, the Shift Manager, or some other designate, will give thanks for dinner with the guests before it is served
 5. For volunteers serving food to the guests:
 - a. Volunteers should focus on the table to which they have been assigned, paying attention to the needs of the guests at their table
 - b. Those who have contact with the guests should be careful not to contaminate the “clean” areas of the kitchen
 - c. Guests should be directed to help themselves to the hot beverages and snacks at the drink table
 - d. All guests should receive their first serving of one course before others are served the next course
 - e. Seconds will be provided based on the amount of food available, at the discretion of the Shift Manager
 6. No take-out policy: Since we cannot ensure the safety of the food once it leaves our premises, we do not allow guests to take-out food
 7. The remaining volunteers will serve in the kitchen, doing one of the following:
 - a. Scraping, washing, rinsing and drying dishes
 - b. Dishing out the food items – including soup, main course and dessert
 8. After the majority of dinners are completed, extra tables and chairs will be cleaned and stored away in cooperation with the Social Shift volunteers, leaving
 9. When the volunteers have completed their work, they are welcome to stay and visit with the guests
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SOCIAL SHIFT

7:00 PM – 10:00 PM

Purpose

This shift partially overlaps the Dinner shift (ending at 8:00 p.m.) because the guests are easier to reach when they are having dinner and many of them go to bed early. Therefore for one hour, this shift will operate in co-operation with the Dinner shift. Dixon Hall staff will take over from the Social Shift at 10:00 p.m.

Volunteer Duties

Responsibilities of all Volunteers

1. When you arrive, leave your jackets and personal items in the prayer room, sign-in, and put your name tag on.
2. As your shift begins, guests will be at the dinner tables. Meet them right away by sitting at the tables with them and start conversation. After dinner, circulate among the guests and socialize through conversation, card/board games, and attending to their needs.
3. Ensure your safety and that of your fellow volunteers:
 - a. Inform your Shift Manager of where you are at all times
 - b. Do not leave the premises without others knowing (and never go anywhere with the guests)
4. (For Christians) the Social Shift allows the best opportunities to share the Gospel with the guests. If the opportunity comes up, do so with tact and sensitivity. If staffing permits, there may be an informal Bible study offered to the guests during this time.
5. Help keep all areas, tables and chairs clean and in good order. Check on sufficiency of all supplies, and replenish as needed.
6. Monitor all areas to ensure guests are complying with all the regulations
7. Report any key incidents or concerning behaviours to the Shift Manager for action or awareness
8. If any guest asks for any social assistance, check with your Shift Manager for a list of telephone numbers available for specific agencies at Intake, or speak to the Dixon Hall staff for information.

End of Shift Duties

1. At 9:00 p.m., or earlier in some cases, the guests who are not staying overnight will be asked to leave by the Shift Manager
 2. Distribute sleeping mats and blankets to the overnight guests. Mats should be arranged according to the diagram shown in the Intake binder, to maximize space and allow for free-flowing traffic
 3. All lights in the sleeping area are turned off and only the dim lights are left on
 4. All snacks are removed and games are collected and put away
 5. Juice, water and hot chocolate are always available for the guests. Tea and coffee should be avoided because of their caffeine content.
 6. Stack all the unneeded chairs away before putting out the mattresses
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BREAKFAST SHIFT

6:00 AM – 8:00 AM

Purpose

The main responsibility is to feed the overnight guests, give them a lunch bag and see them off for the day. The second goal is to see that the premises are left as they were found on Thursday afternoon, with every OOTC item put away.

Volunteer Duties

1. Arrive at 6:00 a.m. sharp
 2. The Shift Manager will assign duties to the volunteers
 3. Prepare breakfast for the guests
 4. Ensure that the supplies for the hot beverages are replenished for breakfast
 5. Guests should be woken up by 6:30 a.m. – some will need gentle prompting
 6. Used blankets should be placed in a clear plastic bag, and put in the storeroom
 7. Mattresses should be cleaned with a bleach solution, and stacked away
 8. When the guests are ready, breakfast is served
 9. When completed, the dining and kitchen areas need thorough cleaning, and all supplies/equipment are to be put away in the storeroom (not left in the kitchen)
 10. All chairs and tables should be wiped down with the bleach solution and stacked
 11. All food items left over from dinner or breakfast should be thrown away
 12. The guests are usually out of the building by 7:30 am. If they are reluctant to go, gently but firmly ask them to leave since the volunteers have to clean up and go to work.
 13. Provide guests with a packed lunch to take with them as they leave
 14. Remove all garbage to Huron St. as per the custodian's instructions, including bags left in the Southwest stairwell, if any.
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