

## Volunteer Duties Host/Hostess

- Start coffee (Please start with a ½ pot and use 1 scoop per 2 cups)
- Welcome guest after they have gone through check in.
- Make sure guests know where they will sleep, eat, which restrooms they can use
- Socialize with guests
- Let guests know when it is time for dinner.
  - If guest is asleep gently wake them as chances are they do want to eat.
- Dinner will be from 6:30-7:30. Remind guests that they can have 2nds for dinner after 7:00 PM.
- Help dinner volunteers clean up dinner. Wipe down tables. Empty garbage if necessary.
- Socialize with guests who remain in dining area. Offer activities such as cards, puzzles, games
- About every 30 minutes walk through guest sleeping area and do a bathroom check. Please make sure all checked in guests are accountable for at all times.
- Oversee smoke breaks at 7:00, 8:00, and 9:00 in accordance with smoke break policy.

The main focus is simply to validate the guest. Most of our guests say they feel “invisible” so acknowledging them and their daily journey is extremely validating. Just “being with” the guest is enough, you don’t have to fill all the moments, simply let them know you are there for them.

At 8:00 PM make sure registration volunteers leave you the Hope and Harbor cellphone. Answer incoming calls until overnight advocates come for night.

Make sure all exterior church doors are locked at 8:00 PM.

When the overnight advocates come at 10:00 PM let advocates in for the evening.

**THANK YOU FOR VOLUNTEERING! WE HOPE YOU WILL AGAIN SOON!**