

## Appendix F

# Hospitality Checklist

Guest Sign In: Sometimes guests join us for dinner but don't stay the night -ck sign in sheet
ALL Smoke breaks are SUPERVISED & SCHEDULED: 7:30pm, 8:30pm, 9:30pm, 10:15pm, 6:45am & 7:30am. (limit to 15 minutes)
Emergency: If emergency is with a guest, pull "tonight" folder for guest info and report pertinent info to 911.
911 Central Dispatch is aware of the shelter location and the number of guests and volunteers.
6 - 8:00 PM doors open to receive guests. If Police or ER calls after hours & has someone they would like to send over we can make provisions. If it's after 10:30 and the Shelter Coordinator isn't there you need to call Tim or Tammy, as they will have to come back for the intake.
Sleeping Schedule for Team Leader & Overnight Hosts: 11-1:30, 1:30 - 4, 4-6:30
If there are no female guests the female overnight volunteer may go home at 9:30, HOWEVER, we suggest you talk it over with the remaining two male overnights to make sure they are able to cover your "awake" shift. If someone leaves the remaining two overnights will be required to stay awake 3.75 hours instead of 2.5 hours. Many times the overnights have a busy schedule the next day and they would appreciate the planned 5 hours of sleep.
Lock box: make sure guests take their meds with them in the morning
Where are mats, twin sheets, blankets, Personal Hygiene Totes, First Aid Kit, key, phone, phone numbers, Med Box, Guest Files, etc.?
Showers tonight?                      Devotions by:                      Movie tonight? - announce the time.
Circle Up to pray before eating and <b>Hand Sanitize - OFTEN!</b>
Supervise/monitor activities for the evening. No males in female's rooms etc.....
6:45 AM Coffee is ready (hi-octane) & wake up guests; Breakfast served 7 - 7:30 AM
Transportation schedule if you are outside of City Limits: (hosting church is responsible for this) 5:45 PM at Meijer's (East entrance) 5:50 PM Path of Life 6:00 PM Ludington Public Library (North entrance) 8:00 AM the next morning; Guests will be transported back to one of these locations.
The Team Leader will keep a key to the Med Box with him/her at all times.
<b>10:30 PM Lights out and doors are locked.</b> Shelter Coordinator leaves at this time, after calling central dispatch and reporting the location and number of guests and volunteers at the shelter. Shelter phone and extra lock box key is handed over to the overnights responsible for the first shift. The phone and key is always with the awake volunteer.
Team Leader shall place the shelter phone and the two Med Box keys in Guest File Box with combination lock before leaving shelter in the morning. (does this need to be placed in a safe place?)
Saturday Evening: Guests should start organizing their "stuff" for tomorrow's move.
<b>Sunday Morning Tear Down:</b> Sheets & bath towels are placed in one of Hospitality's laundry bags and blankets are placed in a separate laundry bag. Mats are washed down with Clorox Wipes ~ VERY IMPORTANT! Guests help with tear down and are responsible for packing their own belongings. Their items should be in a separate pile from the Shelter items. Guests should help pick up their area & help others that need assistance.
Hospitality INC will pick up their Shelter items 7:30 AM, Sunday morning.
_____ from this Church will transport the guest's belongings in their vehicle and take them to the next Shelter Location at _____, 5:00 PM on Sunday.