

I-HELP Volunteer Roles Descriptions Hosting on 4th Sunday of each month

Scott Hagen and Karen McLaughlin are both **Stephen Ministers**.

Volunteer Coordinator: Karen McLaughlin & Scott Hagen as backup.

The volunteer coordinator is responsible for organizing all volunteers during the overnight stay. The volunteer coordinator will arrive at the church by 4:30pm,

- Unlock & unalarm Fellowship Hall, back entrance, Life Building and Yo Zone.
- Turn on lights and adjust the room temperature accordingly.
- Locate 4 laundry baskets in closet near ping pong table.
- Set out enough sets of sheets, pillowcases, blankets, and towels for the number of guests expected. (If necessary, additional sheets, etc. are on the shelves.)
- Tape two signs "Place Used Towels Here" on two laundry baskets and locate them outside restrooms where showers are in the Life Building.
- Tape two signs "Place Used Linens Here" on two laundry baskets and locate them in front of ping pong table.
- From closet, (near the ping pong table) remove enough mattresses to accommodate the guests.
- Place one tote with shampoo, conditioner, tile cleaner, and shower mat in each shower area. Also place one bath mat in front of each shower.
- Put volunteer lanyards in the kitchen pass thru area for volunteers.
- Pull room dividers around spaces that will be used for sleeping. (One for women, one for men.)

Greet guests when they arrive starting at 5:45pm and assist all volunteers as necessary.

Be prepared to answer any questions by guests and volunteers.

The **(LSS) Lutheran Social Services** case manager or overnight monitor is responsible for checking in the guests for the evening.

Assist the **LSS** overnight monitor with questions. Inform the **LSS** overnight monitor where various items (snacks, extra toilet paper, paper towels, etc.) are available.

The Volunteer Coordinator shift is from 4:30pm to approximately 7:30pm.

After dinner, verify that night monitor has all the supplies and information they need, then lock outside doors.

Meal Coordinator: Scott Hagen & Karen McLaughlin as backup.

The Meal coordinator is responsible for all meal volunteers for the upcoming overnight stay provide from the sign up. The different meal volunteer coordinators will provide their portion of the meals as described under their Meal Coordinator category listed below. ie: **Dinner Coordinator, Dinner Assistant, Dessert Coordinator, Breakfast Coordinator, and Lunch Coordinator.**

The individuals or families who are signed up to make dinner and plan to use the kitchen for preparation will have access to the kitchen by 4:30pm on the Sunday we host our guests.

A total number of people dining will be communicated to the dinner coordinator about 3 to 5 days before the hosting date. This number includes the guest and volunteer totals. The total number of guests will be given to each meal coordinator.

At every possible chance we need to try and make these meals Dairy Free, Nut Free & Gluten Free. If at any time you need assistance feel free to call the Meal Coordinator. Shopping tips for Gluten, Dairy & Nut Free.

Dinner Coordinator:

Make or purchase a main dish for approximately 20 people (this count does not include volunteers). A main dish should be an entrée & vegetable.

A total number of people dining will be communicated to the dinner coordinator about 3 to 5 days before the hosting date. Casseroles (incl veggies) are easy to make in advance and reheat in our kitchen. Other dinner options include homemade soup and stew for the cooler months.

The Dinner Assistant will provide dinner sides and dessert will be provided by the Dessert Coordinator. The church kitchen will be open at 4:30pm or bring dinner prepared to be served by 6:00pm.

Volunteers are encouraged to dine with I-HELP guests. When guests finish eating, please assist in cleaning the dining and kitchen areas. Once the cleaning is finished, you may leave for the evening. Feel free to stay and converse with our guests and play games such as ping pong, air hockey, board games, shoot basketball hoops outside, etc. We want our guests to feel welcome!

Additional Duties for the Dinner coordinator, Assistant & help from the volunteers. Before dinner is served is to fill both ice chest and large orange water dispenser with ice (located in Yo Zone).

Place ice chest in front of kitchen counter with ice scoop. (Sign "ICE" is in storage closet near ping pong tables along with laundry signs)

Make pitchers of lemonade.

Find out from the night monitor if there are any guests that will be arriving late and will need a dinner plate made up for them. Leave the dinner plate where the overnight monitor knows they are at. They will take care of warming the plate for the late arrival.

Dinner Assistant:

The dinner assistant will coordinate with the Dinner Coordinator and provide side dishes such as salad, bread, cold vegetables with dipping sauce, etc.

The dinner assistant will assist in any dinner preparations required by the Dinner Coordinator including cleaning dirty dishes and cleaning the kitchen. We encourage volunteers to dine with I-HELP guests. Once the cleaning is finished, you may leave for the evening. Feel free to stay and converse with our guests and play games such as ping pong, air hockey, board games, shoot basketball hoops outside, etc. We want our guests to feel welcome!

Dessert Coordinator:

Make or purchase desserts for approximately 20 people (this count does not include volunteers). A total number of people dining will be communicated to the dessert coordinator about 3 to 5 days before the hosting date. On Sunday morning, desserts can be dropped off at the church office before 9:00am worship or drop off desserts on Sunday evening by 6:00pm to the Fellowship Hall.

Breakfast Coordinator:

The preparation of breakfast can be done at home or at the church in the Fellowship Hall kitchen. If you are preparing at church, you will have access to the kitchen at 4:30 PM on the evening, we host. Breakfast prepared at home should be dropped off at the Fellowship Hall by Sunday at 6:00 PM. Breakfast items can also be dropped off in the church office on Sunday morning before worship. Continental breakfast items, such as donuts, muffins, granola bars, fruit, bottled juice, etc. are preferred so guests can take food items with them to their place of employment or appointments. The LSS overnight monitor will set out all breakfast items. It is not necessary for the breakfast coordinator to be present to serve breakfast on Monday morning.

Lunch Coordinator:

The preparation of sack lunches can be done at home or at church in the Fellowship Hall kitchen. If you are preparing sack lunches at church, you will have access to the kitchen at 4:30PM on the evening we host. Lunches prepared at home should be dropped off at the Fellowship Hall by Sunday at 6:15pm. Lunch items can include sandwiches, chips, fruit cups, and a bottle of water or Gatorade. Another lunch item can be the tuna lunch kits that don't need to be refrigerated. In the summer months, water and Gatorade can be frozen to keep lunches from spoiling. It is recommended that frozen beverages be stored in plastic bags to prevent paper sacks from becoming wet and ripping. There are individuals who work and have access to refrigerators to store their lunches, as well. The **LSS** overnight monitor will set out all lunch items. It is not necessary for the lunch coordinator to be present to distribute lunches on Monday morning.

Fellowship Volunteers:

Volunteers will greet guests when they arrive for their stay. Introduce yourself and show the guests where they can find sleeping mats, linens, towels, and other items, and show them where they can set up their sleeping space and store their belongings. Let them know when dinner will be served, approximately at 6:15pm. Host volunteers will set out plates, utensils, napkins, etc. on the provided table. Dinner is served buffet style. Volunteers will assist with cleaning up after dinner. Feel free to stay for dinner and visit with our guests. Actively listen to guests and encourage them to share their experiences. Some guests simply want to discuss the weather, sports, or any number of topics. If you have concerns about a guest & feel that the guest may need to speak with a Pastor or **Stephen Minister**, please inform the Volunteer Coordinator of your concerns. If a Pastor or **Stephen Minister** is volunteering, feel free to communicate with them directly. Feel free to stay and play games with our guests such as ping pong, air hockey, board games, shoot basketball hoops outside, etc. We want our guests to feel welcome!

Laundry Coordinator:

On Monday morning, guests will leave linens, blankets, and towels in separate clothes hampers. All used linens, blankets, and towels can be picked up beginning Monday morning when the office opens at 9am. Return clean linens and blankets by the 3rd Sunday of the month.

Laundry can be picked up and dropped off to the church office during regular office hours and on Sunday morning.

NEW: Monday Morning Cleanup:

From Showers:

- Pick up shower totes and return them to storage. Check to see if supplies need to be replenished.
- Pick up bath mats to be washed
- Pick up two laundry baskets with used towels to be taken to office for laundry coordinators.

From Ping Pong Tables:

- Pick up two laundry baskets with used linens to be taken to office for laundry coordinators.
- Place any unused linens back in closet area.
- Remove pillowcases if that has not already been done; put new pillowcases on pillows and store pillows in closet area.
- Place a container of laundry detergent and bag of plastic gloves in each laundry basket.
- Place containers with toiletries and clothing items in storage.
- Gather volunteer lanyards and place closet area.
- Relocate mattresses into closet.

Delivery Laundry to Office:

- Using a cart (you may need to pick one up from the office), relocate baskets with laundry and laundry soap to office.
- Notice laundry volunteers via email/text that the laundry is ready to be picked up.

ADDITIONAL NOTES:

I-HELP currently uses two storage areas in the fellowship hall. The first, at the back of the fellowship hall, contains extra food items that can be used to supplement lunch and breakfast. When taking food items check for the next expire date on the item. Pick those according to the next date to expire.

The second, located adjacent to the ping pong table, stores the towels, linens, pillows, mattresses.