

# ALL VOLUNTEER Training

The following pages must be read by *every* volunteer.

At the end of the ALL VOLUNTEER section, you will select the specific volunteer role you have signed up for. Each role has a few extra details that you will need.

# All Volunteer Training

What to do when you arrive for your shift.

*Are you arriving before or at the same time as guests? If yes, read below. If not, then go to next page.*

- Locate the area your coordinator has set up for volunteers only. This is where the first aid kit and clean up kit are. This is also where you will place the travel suitcase when it arrives with the transportation volunteer.
- Sign in the Host Week Log with your name, time, congregation/or group you belong to and your phone number or email.
- Read over and sign a Volunteer Agreement if you have not done so already.
- Make a name tag or be sure to introduce yourself to the guests.
- Check the smoke schedule posted.
- Familiarize yourself with the layout, boundaries of the areas used, and any posted rules of use for the space you are in.

# All Volunteer Training

Once guests arrive:

- Introduce yourself to guests.
- Be sure to take the traveling suitcase and place in the area designated for it.
- Make sure to take the cigarette container out of the suitcase.
- Take suitcase key and make sure suitcase stays lock when no one is needing his/her medication.
- Guests may have their first smoke break once everything above is settled.
- Follow smoke break procedures

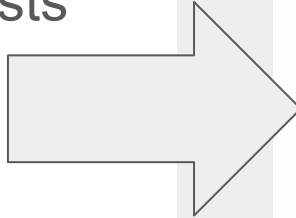
# All Volunteer Training

*If you arrive for your shift after guests have arrived then follow these:*

- Locate the place the church is keeping the traveling suitcase containing guests' medication and cigarettes.
- Make sure cigarettes are in their designated container and that the container is kept out of the traveling suitcase.
- Make sure the traveling suitcase is locked with all guests' medications and the medication log inside.
- Detach key from suitcase (or get it from previous shift volunteer) to keep with you.
- Be sure that the traveling suitcase and cigarette container are secured in a place where guests can not access unaware to others.
- Sign in the Host Week Log with your name, time, congregation/or group you belong to and your phone number or email.
- Read over and sign a Volunteer Agreement if you have not done so already.
- Make a name tag or be sure to introduce yourself to the guests.
- Check the smoke schedule posted.
- Familiarize yourself with the layout, boundaries of the areas used, and any posted rules of use for the space you are in.
- Interact with the guests in a kind and gracious manner. Please do not seclude yourself from our guests.

This is the traveling suitcase. It contains guests' medications, important documents, and a container with guests' cigarettes.

9:17pm- Mtg adjmed.



### Cigarette container



First Aid Kit

# All Volunteer Training

## Guest Cell Phones

- Guests may use their cell phones during awake times and in common gathering areas only.
- Guests must return their cell phone once they retire for the night or at the official lights out time.
- Cell phones should be kept in the travel suitcase in the medication section once guests turn them in or cell phones may be plugged in in the volunteer area that the suitcase is kept.

## What happens if a guest is sick or injured? Part 1

In the event of an injury, or sickness, if necessary call 911, otherwise ask him/her if they would like to go to the hospital. If yes, and you don't have a volunteer to take them, you may have to call an ambulance. Please make it clear to the guest that if he/she wants to go to the hospital and an ambulance has to be called that they are responsible for all charges incurred.

# All Volunteer Training

## What happens if a guest is sick or injured? Part 2

If they do not wish to go to the hospital:

Contact your on-call nurse if you need any assistance. Find out from your Host Site coordinator who the nurse is that is assigned to your church. Or look in the traveling suitcase provided by The Refuge for a list of contact people.

If a guest is contagious, like having the flu, please separate his/her sleeping area from the others and give him/her a mask to wear when around others.

Make sure that you contact your coordinator or other contact person to let them know he/she is sick and what procedures have been followed. Your coordinator or other contact person should be listed on the Important Numbers list found in the front pocket of the traveling suitcase provided by The Refuge.

An incident form (located in the expandable file on the outside of the traveling suitcase) **MUST** be filled out by the volunteer on duty. Place completed form in the proper spot indicated from the folder you found the form.

An expandable file will be attached to the outside of the hardshell traveling suitcase. In the file will be important phone numbers, and smoking charts, volunteer sign in and other needed documents.



Here's where to find an Incident form and what it looks like.



**Incident Report**

Behavior                      Medical                      Other  
(circle one)

What happened:

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Who was involved:

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How was it resolved:

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# All Volunteer Training

## Is there a list of all guests of The Refuge?

When the guests arrive to the Host Site, the transportation volunteer will have the traveling suitcase. In the front pocket of this suitcase is a list of each guest that is registered with The Refuge. On the list you will find any items they may have requested (refer to the guidelines under Guest Interaction).

On the list will also be a note about any guest that may be arriving later to the Host Site.

### The Refuge Daily Guest Sign in and Information Sheet

Date: \_\_\_\_\_

	<b>Guest Full Name</b>	<b>Health-Related Special Needs</b>	<b>Food Allergies</b>	<b>Items Requested</b>
1				
2				
3	John Doe			Arriving late
4				
5				
6				
7				
8				
9				
10				
11				
12				

# All Volunteer Training

## How do I handle guests' medication?

A guest should **NEVER** have access to the traveling suitcase containing guests' medication without the **COMPLETE** supervision of a volunteer and **ONLY** to access his/her own medication.

Guests' medication are placed in clear, plastic ziploc bags and labeled with his/her name.

1. Hand the bag containing his/her medication to him/her. A guest may only take medication with his/her name on it and/or found in his/her labeled bag.
2. Have him/her mark his/her initials under the matching medication he/she is taking and matching time he/she is taking it on the medication log.
3. Mark your initials in the corresponding space for **EACH** medication he/she takes.
4. Once guest is finished taking necessary medications, have him/her replace all medication to his/her labeled bag and hand back to you.
5. Place his/her medication back into the traveling suitcase and lock It.
6. If there are two or more guests needing to take medication, allow **ONLY ONE** guest at a time to follow this procedure for taking medications.

*Guests are permitted to keep the following medications on their person: nitroglycerin, topical creams, cough drops and inhalers.*

### The Refuge Medication Log

Sheet 1

GUEST NAME: John Doe

WEEK OF: November 20

DAY	OVER THE COUNTER RX		OVER THE COUNTER RX		OVER THE COUNTER RX	
	MED NAME:		MED NAME:		MED NAME:	
SUN	Time	Volunteer Initials	Time	Volunteer Initials	Time	Volunteer Initials
		Guest Initials		Guest Initials		Guest Initials
	Time	Volunteer Initials	Time	Volunteer Initials	Time	Volunteer Initials
		Guest Initials		Guest Initials		Guest Initials
MON	Time	Volunteer Initials	Time	Volunteer Initials	Time	Volunteer Initials
		Guest Initials		Guest Initials		Guest Initials
	Time	Volunteer Initials	Time	Volunteer Initials	Time	Volunteer Initials
		Guest Initials		Guest Initials		Guest Initials



# All Volunteer Training

## When are smoking breaks and what to do?

1. The Refuge provides an hourly smoke schedule to be posted for all guests and volunteers to see. If you do not see it, please check the outside pocket of the traveling suitcase for it.
2. Guests should only smoke outside and always with supervision.
3. Cigarettes **MUST** stay in the container provided for them until smoke break.
4. Hand each guest his/her labeled bag of cigarettes and lighter to take **ONE CIGARETTE** out.
5. It is your responsibility to make sure guests **RETURN** cigarettes and lighters to a volunteer when they have finished.

*Guests found to be smoking in the Host Site building **MUST** have an Incident Report filled out. Place report back into expandable file and notify your coordinator.*

## Smoking Chart

Starts before dinner then every hour on the hour with the last break at 10PM or 10 min. before lights out.

Example: Mornings start at 5AM

7PM

8PM

9PM

10PM

# All Volunteer Training

## Are guests supposed to do chores?

The Refuge strongly encourages you to ask the guests to participate in taking care of the areas they are using. Please give them small tasks to do whenever necessary. Please remember that this is an important part of our program to help our guests to be participants in their care. This helps to foster respect and maintain a guests' dignity.

## What are guidelines for interacting with guests? Part 1

- Please use caution when sharing personal information, such as your phone number, address, etc. with the guests. We do not need to be in fear of our guests, but we should exercise common sense. Talk to someone first before offering any such information.
- Do not let guests use your cell phone for any reason other than an emergency.
- Please respect a guests' privacy. Don't share information with anyone outside of The Refuge and only if necessary. If you should see them in public, please do not speak about his/her being homeless.
- Please don't give our guests gifts of money. If you see a need, contact your coordinator or a Refuge board member.
- Do not fill prescription medication for guests. Bring the need to the attention of your Host Site Coordinator or a Refuge board member
- Do not give guests gift cards or phone cards except if host site is hosting during a major holiday or if the situation is approved first by your coordinator or contact person.

# All Volunteer Training

## What are guidelines for interacting with guests? Part 2

- There is a Daily Guest sign-in sheet where a guest may indicate any needs that he/she may have. Talk to your coordinator or a Refuge board member before meeting the need.
- Do not attempt to counsel our guests. Be available to listen. You may pray with them if they so desire. If you should become aware of what you consider to be a potentially serious or dangerous situation, such as a threat to harm self, please contact the host site coordinator. ***If it's an immediate emergency, call 911.***
- Be sure to clearly and kindly communicate to guests your church's own rules and procedures used during your Host week.
- Please do not leave the guests unsupervised. Be respectful in your attempts to supervise guests.
- Should a guest choose to leave at any point, they may; but they are not allowed to return to the Church Host Site that night, unless it is due to a medical emergency that occurred at the Host Site and permission is granted by the Host Site coordinator.
- Guests are informed that his/her children, age 17 and under, must be accompanied by a parent/guardian ***AT ALL TIMES***. Children are not allowed in the care of another guest. ***NO*** exceptions!

# All Volunteer Training

## Should I bring my children with me to volunteer?

Yes! We encourage families to volunteer together. Please remember to exercise basic guidelines such as:

- Don't leave children under 18 alone with a guest for our guests' safety and yours.
- Talk to your children about privacy. Sometimes we have children staying at The Refuge who may attend public schools. It's important that if your child knows a child staying at The Refuge from school, not to tell others about it.

## What are the guidelines for helping a guest outside of the hours of The Refuge?

We encourage you to prayerfully and with guidance if necessary from another person, connect with our guests outside of The Refuge hours. This ministry is about being the hands and feet of God. Effective change only occurs when a person has made a healthy connection with someone else.

Examples may be:

- Giving a ride to a doctor's office
- Helping a guest make an appointment
- Helping a guest fill out an application
- Giving a ride to social security office.
- All these are examples of common needs of our guests.

# All Volunteer Training

## How do I handle a conflict with a guest? Part 1

If a guest becomes disruptive or disrespectful towards any other guest or staff proceed with the following:

A guest should be DISMISSED IMMEDIATELY from The Refuge Host Site for the following:

- Exhibit acts of violence toward other guests or a volunteer.
- Exhibit inappropriate physical contact of any nature between adults or inappropriate contact between an adult and a child. Inappropriate physical contact is strictly prohibited
- Volunteer(s) have the right to dismiss any guest for any reason deemed necessary in addition to those reasons listed above.

## How do I handle a conflict with a guest? Part 2

If it's not a situation for dismissal, calmly and firmly remind him/her what is expected behavior. Remind him/her that he/she signed a contract agreeing to the following expectations:

- No acts of disrespect toward a volunteer or another guest
- No abusive language will be tolerated
- No bullying toward any person within The Refuge
- Will complete any chores assigned at Host Site.
- Will follow any Host Site rules
- No smoking in the Host Site building
- No possessing any items that should have been held at the Check-In Host Site



# All Volunteer Training

## How do I handle a conflict with a guest? Part 3

If it's not a situation for dismissal and you need assistance in solving the issue, call your host site coordinator. Host site coordinators must have someone – either a pastor or elder – to whom they can call to discuss a guest's behavior and to determine if the guest should be dismissed. Host sites have the right to dismiss a guest for any reason.

Incident Report		
Behavior (circle one)	Medical	Other
What happened:		
_____		
_____		
_____		
_____		
_____		
_____		
Who was involved:		
_____		
How was it resolved:		
_____		
_____		



**An Incident Form *MUST* be filled out for *ANY* guest that doesn't comply with the expectations listed. Fill the form out and place in the expandable file folder on the outside of the traveling suitcase. Then notify your coordinator. Incident Forms are found in the outside pocket of the traveling suitcase.**

# All Volunteer Training

## How are sleeping areas set up?

- Provide a walkway around each mat and enough space for guests to put their bag of personal items
- Bedding is provided by The Refuge and will be brought with the guest on his/her first night and every Sunday night thereafter.
- Please check that each guest has a bag labeled with his/her name to hold his/her bedding.
- Guests may have ONE MAT unless there are enough for each person to have two OR a person may have two mats if permission is given in the form of a note by a board of The Refuge.
- Guests may have more than one pillow.
- Families must be divided up as children with mother or legal guardian OR children with father or legal guardian.
- Children 18 or older should be placed in sleeping areas by gender.
- Family sleeping areas must be separate from other guests.
- Men and women should have separate sleeping areas.
- Married couples may not have a shared sleeping area.

# All Volunteer Training

## What items are guests not allowed to have with them?

On some rare occasions a guest may obtain permission from the board of directors of The Refuge to have one of these items with them. If this is the case, there will be a note provided in the outside pocket of the silver suitcase and your coordinator will be notified.

Otherwise, the following are not allowed on a guests' person:

- Pagers
- Ipods
- Mp3 players
- Radios
- DVD players
- Knives
- Scissors
- Food and/or beverage
- Medication not turned in and logged on medication form
- Candy
- Laptops
- Tablets
- Cellphones after lights out
- Game devices

## What if a guest has something they aren't supposed to?

If an item on the list is found with a guest without permission, it is to be taken and placed in the traveling suitcase and an Incident Form should be filled out (found in the outside pocket of the traveling suitcase)

**If you have forgotten how to handle something or have a question about a procedure, you can find a clearly labeled, quick reference book in the outside pocket of the traveling suitcase.**

# **Evening Host Training**

This training is additional information for those who will be hosting during the evening hours before midnight.

# Evening Host Training

## What is expected at meal times?

- Mealtime should be something that is shared between volunteers and guests.
- We recommend that guests be allowed to serve themselves buffet style or family style (food set on the table in serving dishes).
- Guests should be encouraged to share in the setup and cleanup of mealtimes.
- If a guest is unable to eat what is provided, please make peanut butter, bread and cheese available for an alternative.

## What do I do if a guest is coming later to the Host Site?

Sometimes we have guests that have to work or have meetings that are after normal check-in times. If there is a guest arriving late, follow these guidelines:

1. When the guest arrives check that he/she is only bringing in items necessary for overnight.
2. Give them the alcometer test located in the traveling suitcase (3 step directions provided).
3. Ask for their cell phone, medications (if any) and cigarettes (plus lighter or matches).
4. Allow guest to eat if he/she so desires.

# Instructions to administer Alcometer Test

1. Press set
2. Attache plastic tube
3. Hold so tube it is not facing you
4. Have guest take deep breath and blow for 3 seconds HARD into tube
5. After 3 seconds have them stop
6. Press and HOLD read button until 000 appear
7. Any other number appears then guest must leave



# Evening Host Training

## What movies are acceptable to provide for guests?

Please only provide or allow volunteers to bring in movies that are PG to PG-13 (unless children are present then please stick to General audience guidelines)

If there is an R rated movie such as the Passion of the Christ, please ask permission from your church or coordinator first. Then advise guests of the rating and content before playing to allow them to leave the room if desired.

## What if a guest brings in a movie?

Sometimes guests will attempt to bring in movies of his/her own choosing.

A guest that has a movie will also have a note with the movie provided by the Check-In volunteer on staff that evening.

If there is no note with the movie, then it is not allowed to be viewed.

## What are the rules for lights out?

- Lights out are at 10 PM. Only exceptions are Christmas Eve, Christmas Day and New Years.
- Quiet time is 9PM and that means that everyone including volunteers should keep the volume and activity down.
- At 10PM lights are out and everyone must go to his/her sleeping area.
- Ear plugs are provided in the traveling suitcase if any guest should need them.

# Evening Host Training

## What if a guest wakes up in the middle of the night?

- Often a guest may have difficulty sleeping. If this occurs, a guest has the option of sitting up for about an hour, but not to watch T.V. Unless you happen to have it on already that's fine. The point is that a guest should not be getting up for the purpose of watching T.V.
- Smoking is not typically allowed after lights out.
- Sometimes a guest may need to take some pain medication or request some over the counter pain medication from our first aid kit. Please just follow the procedures for that.

## What to expect from the Overnight Supervisor if your church hires one?

- The Overnight Supervisor may be a guard from a security company or someone chosen by The Refuge for this position.
- This person is scheduled typically for the hours of 12 AM to 6 AM.
- If we have provided a guard from a security company, please know that we can not provide him/her for any more than 6 hours. Make sure that he/she is only at your church for the maximum time.
- Check the volunteer area your church has designated for the traveling suitcase to see who is scheduled to come.
- When he/she arrives, you may leave. Be sure to pass on any pertinent information such as wake up times at 6 AM or before. Also, give him/her the keys to the medication bag.



# **Transportation Volunteer Training**

This training is additional information for those who will be transporting.

# Transportation Volunteer Training

## Evening transportation

There should be adequate transportation to transport all guests to the Host Site in the evening and again from Host Site to Intake in the morning.

If you are volunteering for this position please follow these guidelines:

1. Please introduce yourself to the guests in a welcoming manner.
2. Give them any necessary instructions for the vehicle you will be using.
3. You are responsible for getting the traveling suitcase (hardshell suitcase that contains medications and cigarettes) from the volunteers at the Check-In Site and keeping it secure.
4. Guests are not allowed to carry/transfer the traveling suitcase.
5. When you arrive at the church, you are responsible for taking the traveling suitcase in and placing it in the designated area for it.
6. Guests may not use your cell phone for any reason.
7. Please refer to this manual or your coordinator/contact person before handling requests from guests outside of normal procedures of transportation.
8. Please refer to this manual or your coordinator/contact person if you encounter a problem, conflict or injury.
9. Proper seat belt restraints must be in any vehicle used to transport guests.
10. Car seats are available at the Check-In for any babies or children staying at The Refuge.

# Transportation Volunteer Training

## Morning transportation

There should be adequate transportation to transport all guests to the Host Site in the evening and again from Host Site to Intake in the morning.

If you are volunteering for this position please follow these guidelines:

1. Please introduce yourself to the guests in a welcoming manner.
2. Give them any necessary instructions for the vehicle you will be using.
3. You are responsible for getting the traveling suitcase (hardshell suitcase that contains medications and cigarettes) from the volunteers at the church and keeping it secure.
4. Guests are not allowed to carry/transfer the traveling suitcase.
5. Guest are to be dropped off at The Gathering Place, 55 W. Neppessing St.
6. When you arrive at the designated Check-In Site area: The Gathering Place, you are responsible for putting the suitcase in it's designated area inside.
7. **Guest will** retrieve their medications/cigarettes from The Gathering Place.
8. Guests may not use your cell phone for any reason.
9. Please refer to this manual or your coordinator/contact person before handling requests from guests outside of normal procedures of transportation.
10. Please refer to this manual or your coordinator/contact person if you encounter a problem, conflict or injury.
11. Proper seat belt restraints must be in any vehicle used to transport guests.
12. Car seats are available at the Check-In for any babies or children staying at The Refuge.

# Transportation Volunteer Training

## Sunday morning transportation

There should be adequate transportation to transport all guests to the Host Site in the evening and again from Host Site to Intake in the morning.

If you are volunteering for this position please follow these guidelines:

1. Please introduce yourself to the guests in a welcoming manner.
2. Give them any necessary instructions for the vehicle you will be using.
3. You are responsible for getting the traveling suitcase (hard shell suitcase that contains medications and cigarettes) from the volunteers at the church and keeping it secure.
4. Guests are not allowed to carry/transport the traveling suitcase.
5. Guests are to be dropped off at The Gathering Place.
6. When you arrive at the designated Check-In Site area: The Gathering Place, you are responsible for putting the suitcase in it's designated area inside.
7. **Guest will** retrieve their medications/cigarettes from The Gathering Place.
8. Dirty bedding should be taken with guests and dropped off at The Gathering Place.
9. Personal bedding bags marked with guests' name should be dropped off at The Gathering Place as well.
10. **Guests may not leave his/her belongings with the church to move to the next church.**
11. **Guests may not leave his/her own belongings (only his/her personal bedding bag) at the Check-In.**

# **Morning Host Training**

This training is additional information for those who will be hosting during the morning hours.

# Morning Host Training

## Wake up times

- Check to see if there are any wake up calls before the normal wake up of 7 AM.
- At the 7 AM wake up, go into sleeping areas and announce respectfully that it is time to get up and turn on lights in the room if necessary.

## What guests should do before leaving the church

- Guests should clean-up after themselves after breakfast.
- Sometimes there are packed lunches ready for guests to take with them before leaving.
- Sometimes guests are encouraged to make his/her own lunch with provided items. Be sure to please provide food handling gloves and tell guests to use them for making lunches.
- Guests should clean-up his/her sleeping area

# Morning Host Training

## What is expected for breakfast

- Breakfast is usually self serve. There may be cereal or other items to set out for guests to have.
- You may cook, if you so desire.

## What needs to go with the morning transportation volunteer?

- Give the driver the traveling hard shell suitcase to take back to the Check-in Site.
- Make sure that the suitcase contains:
  - Medication Log/Guest medications
  - Cigarette container
  - Key should be returned to outside pocket

# Sunday Morning Host Training

## What are Sunday morning procedures?

Arrangements should be made between church coordinators for the transfer of The Refuge mats, first aid kit and clean up kit.

1. On every Sunday morning all guests should take his/her sheets, blankets and pillow cases and place in a garbage bag.
2. Pillows should be placed inside his/her personal bedding bag (these are given out at Check-In and should be labeled with the guest's name)
3. All guests should gather his/her belongings into his/her bags.
4. Guests MUST TAKE his/her own belongings with him/her when he/she leaves the church.
5. Dirty bedding should be taken with guests and dropped off at the Check-In Site: the Gathering Place.
6. Personal bedding bags marked with guests' name should be dropped off at the Gathering Place as well.
7. Guests MUST WIPE DOWN his/her mats
8. **Guests may not leave his/her belongings with the church to move to the next church.**
9. **Guests may not leave his/her own belongings (only his/her personal bedding bag) at the Check-In.**

## What goes to the next church?

1. First Aid Kit - tall toolbox on wheels
2. Cleanup Kit - large clear plastic tote with a red lid
3. Mats



# **Meal Prep/Server Training**

This training is additional information for those who will be preparing and/or serving food.

# Meal Prep/Server Training

## What is expected at meal times?

- Mealtime should be something that is shared between volunteers and guests.
- We recommend that guests be allowed to serve themselves buffet style or family style (food set on the table in serving dishes).
- Guests should be encouraged to share in the setup and cleanup of mealtimes.
- If a guest is unable to eat what is provided, please make peanut butter, bread and cheese available for an alternative.

## What do I cook?

- We recommend that your coordinator advise you as to what has been prepared in the last week, so there's not a lot of duplication.
- We strongly recommend that you provide simple, well rounded meals.
- The Refuge is a ministry that focuses on helping the whole person, so we ask that you would please provide only a small portion of dessert.

# Meal Prep/Server Training

## How do I handle food service?

- Every effort should be used to ensure food safety.
- Provide tongs, food service gloves, individual serving containers etc... to discourage contamination of foods.
- We recommend that guests be allowed to serve themselves buffet style or family style (food set on the table in serving dishes).

## How do I handle clean up after meals?

- Guests should be encouraged to share in the setup and cleanup of mealtimes.
- \*What do I do for lunch?
- Lunch may be provided as a sack lunch or in the form of food certificates from local restaurants.
- Guests are encouraged to make their own lunch with provided items.

**Be sure to please provide food handling gloves and tell guests to use them for making lunches.**

# **Overnight Volunteer Training**

This training is additional information for those who will be overnight hosts.

# Overnight Host Training

## What are the rules for lights out?

- Lights out are at 10 PM. Only exceptions are Christmas Eve, Christmas Day and New Years.
- Quiet time is 9PM and that means that everyone including volunteers should keep the volume and activity down.
- At 10PM lights are out and everyone must go to his/her sleeping mat.
- Ear plugs are provided in the traveling suitcase if any guest should need them.

## Here's what you should expect during this shift:

We ask that volunteers are quiet to allow guests to sleep.

We do ask that you stay awake, unless you are easy to awaken in case you are needed.

We also ask that there be more than one volunteer during this shift. You can have two female volunteers or a male and female volunteer for this shift.

***The only exception: There can be one male during the shift IF and ONLY IF there are only male guests present.***

# Overnight Host Training

## What if a guest wakes up in the middle of the night?

- Often a guest may have difficulty sleeping. If this occurs, a guest has the option of sitting up for about an hour, but not to watch T.V. Unless you happen to have it on already that's fine. The point is that a guest should not be getting up for the purpose of watching T.V.
- Smoking is not typically allowed after lights out.
- Sometimes a guest may need to take some pain medication or request some over the counter pain medication from our first aid kit. Please just follow the procedures for that.

## What do I do if a guest is coming later to the Host Site?

Sometimes we have guests that have to work or have meetings that are after normal check-in times. If there is a guest arriving late, follow these guidelines:

1. When the guest arrives check that he/she is only bringing in items necessary for overnight.
2. Give them the alcometer test located in the traveling suitcase (3 step directions provided).
3. Ask for their cell phone, medications (if any) and cigarettes (plus lighter or matches).
4. Allow guest to eat if he/she so desires.

1. Press set
2. Attached plastic tube
3. Hold so tube is not facing you
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