

# **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.**