

# Montgomery County, Maryland | City of Gaithersburg

## Homeless Resource Day

### Volunteer Roles and Responsibilities

#### PARKING

- Parking is limited at the Activity Center. Please Park at the Gaithersburg Parking Garage at 112 Olde Towne Avenue, Gaithersburg, Maryland 20877. (see attached map)
- Shuttle vans will be available to transport volunteers from the Parking Garage to the Activity Center at Bohrer Park (see attached map).
- Shuttle vans start at 7:15a.
- If you are being dropped off, please arrive at the Center no earlier than 7:30a.

#### BASICS

- Wear comfortable clothing and comfortable shoes.
- Arrange for placement of all valuables including purses off site. We do not have a secure place to keep valuables and purses. We encourage you to use fanny or waist bags to carry essential items.
- Arrive on time for your shift. Location of event is the Activity Center at Bohrer Park, 506 South Frederick Avenue, Gaithersburg, Maryland.
- Report to the volunteer registration area to sign-in. Wear the **Navy Volunteer T-shirt**.
- Stay with your assignment unless the Team Captain instructs you otherwise.
- When leaving the event, report to volunteer registration area to sign out or let your team Captain (**wearing Red T-shirt**) know you are leaving.
- At all times, maintain confidentiality and be respectful of guests and their private information.
- Remain flexible with assignment. You may be called to do other tasks.

#### REGISTRATION DESKS – INFORMATION, GUEST, VENDOR, VOLUNTEER, AND EXIT

- Follow the direction of the Desk Captain. Each registration desk will run differently.
- Registration desk volunteers will be asked to greet guests and obtain statistical information—Where did you sleep last night? In what city, do you live or did you last reside? How many are with you today?
- Vendor Registration—A few volunteers with **dual roles** will assist vendors to unload their materials, locate their table or location and set up. When all vendors or service providers are in place, these volunteers will be assigned to another role.
- Exit Desk—Volunteers will be asked to check guest surveys and provide tokens (if needed) for the guest return trip. Gifts, if available, may be distributed at the Exit Desk.

## **GREETERS**

- Greet guests at buses or when they enter area. Provide directions to service providers, volunteers, and guests. Create a welcoming, hospitable atmosphere.
- Take guest to Guest Registration Desk
- Greeters are located at entrances and exits inside and outside of the buildings.
- Dress comfortably and for the weather

## **RUNNERS – Will be assigned to each Quad or Waiting Area**

- Help to control flow of waiting areas (haircuts, screening, cellphones)
- Make copies of documents for service provider.
- Distribute box lunches from refrigerator, when needed.
- Provide coverage for service providers when they need to leave their table for breaks or lunch.
- Other duties as assigned.

## **BREAKFAST AND LUNCH MONITORS**

- Breakfast Monitors will have dual roles, one being to coordinate and monitor breakfast.
- Lunch Monitors will coordinate the lunch and retrieve lunches for guests.
- Distribute box lunches from refrigerator, when needed.

## **GUIDES**

- Assist guests with registration and navigation of services.
- You may stay with guest the entire time, including lunch.
- If your shift ends before the guest(s) has finished visiting the requested services, please bring the guest back to Guest Registration to be paired with another Guide.

### Process:

1. Introduce yourself and welcome them again to the event.
2. Fill out the Confidential Guest Intake Form with them and answer any questions they may have.
3. Use the checklist to check off services they need as you go through the Guest Intake Form.
4. If they are in a shelter, check box on the top of the intake forms.
5. Enter number of Guests in family in space provided (including children).
6. Escort the guests to the service providers in Quad 1-4.
7. Help the guest fill out their Exit Survey.

### Things to Remember:

1. There is no order of priority of services, however, please try to visit Quad 4 last to avoid the need to carry giveaway items while receiving services.
2. Last stop will be the Exit Table; leave the Confidential Guest Intake Form and the Guest Exit Survey with the volunteers at the Exit Table. These documents are vital for statistics and planning future Homeless Resource Days.

## **ALL | GUEST INTERACTION**

- Be Friendly.
- Treat Guests with dignity and respect their privacy –
  - When asking questions, if they do not want to answer explain the importance of the information and the purpose. If they still do not want to give you the information, record the interaction on the form and continue to guide them, if you are able.
  - When handling paperwork, be as confidential as possible.
- Ask Police Officers, Security, Team Captains or Coordinators for help when needed.
- Do not promise services. Do not say, “You might get...”
  - Share that the services available can be accessed in the Service Areas or Quads and explain what those services are, but do not offer what they will get.
  - If guests say, “I heard that ...”, it is best to say, the services available are on the flyer and the availability is determined at the Service Areas or Quads.
  - Remind guests that it is at the Service Areas or Quads where they will be screened and told about options and appointments for which they are eligible.
- When escorting a guest,
  - If there is a problem, do not argue or advocate in front of the guest. Get help from a Team Captain.
  - Be flexible, services may fill up fast, help the guest to get them to all their requests in a reasonable amount of time.
  - If you receive a person in a wheelchair and cannot push the wheelchair around, please notify your Team captain.
  - Bilingual volunteers who are willing to interpret are available. Sign language interpreters will be on hand to help Guests from the deaf community.