

# Overnight Shift 2 am – 6 am

**REMINDER: FRONT TABLE MUST ALWAYS BE ATTENDED BY A VOLUNTEER!**

## **2:00 am First Steps – Signing in**

- Complete or turn in confidentiality forms (1x per year).
- Enter volunteer hours on sign in sheet (every time you volunteer).
- Make a nametag with your first name on it.
- Review the Log Book and read notes from Task Force or prior shifts.
- Obtain keys from evening shift volunteers. Review the shift duties. Check bed map for early wake up calls or approved late arrivals. e.g return from ER visit.

## **2:00 am Make sandwiches and set up lunch bins**

- Make as little noise as possible. This is to be done in common entry area to reduce the noise for sleeping guests. Put things on a cart in kitchen and roll out to the common area. 1 volunteer must always remain at front table.

### **Sandwiches – Made Overnight and stored in silver fridge until morning.**

- Guest can choose either 1 Peanut Butter & Jelly or 1 Meat & Cheese Sandwich
- Guest choice is listed on the bed map by name and bed number
- 100 slices per day of white or wheat sandwich bread
- 35 slices of meat and cheese per day (in the plastic stacker in silver fridge)
- Put each sandwich in a sandwich bag and write the guest's name, bed number and date on the bag. Refrigerate over night

### **Optional items – 1 item per guest. Gather the following items into bins provided. Guests can choose the items they want to include with their requested sandwich**

- Lunch bags
  - 8 oz. water bottle
  - 50 Snack or fruit or both (depending on availability)
  - 1 each mayonnaise and mustard pack per meat & cheese sandwich
  - Place bins on cart to be wheeled out by entrance in the morning.
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- Ensure kitchen counters are clear and all food items are put away and sandwiches are put in fridge in kitchen.
  - Set up “walking” breakfast [fruit and/or granola bar and bottle of water] at front table for early departures. Make coffee in small coffee pot under counter in the check in area.

**4:00 am – 5:30 am begin set up for breakfast. Hospitality room is closed to guests until 7AM**

- Wake up people who have requested an early wake up call.
- Give early wake up people a “walking” breakfast (granola bar or fruit)
- Start 40 cups regular coffee in Hospitality room [rm 8]– use large coffee urn in kitchen. Instructions for coffee are on the wall behind the counter where you find the coffee.
- Start hot water in small coffee urn in Hospitality room
- Gather breakfast items from kitchen on cart to take to Hospitality room

**5:30 am**

- Watch for morning volunteers to arrive at the front door.
- Fill out log book with any items needed or incidents of note.
- Brief the volunteers on issues, special needs or requests (i.e. early wake-ups still pending, bag lunch requests).
- Give the morning shift volunteers the log book, fire log and keys.
- Give unfamiliar volunteers a brief tour of the facility.
- Overnight volunteers depart.

**NOTE:** Grab and Go breakfast is provided only to those who are leaving early for work or school.

**Remain alert and available to assist guests. Feel free to make coffee. Coffee maker is under front entry cabinet labeled WHO. Extra coffee supplies are in kitchen. Guests who are unable to sleep may sit quietly in the foyer. Please use good judgement when guests need accommodations – baby walking, quiet area. If there is a concern, contact your team lead or assigned Task Force Opener. Thank you for your service!!**