

3. NIGHT SHELTER ROLES – some guidelines

These guidelines are based on volunteers' experience in previous years.

We have a General Log, a Confidential Log, a Shelter Phone, and a Handbook to help communication.

- The **General Log** is used to record the names of the guests and volunteers for each day. Volunteers can add comments about how things are going (good and less good), with a focus on information helpful to volunteers on subsequent shifts. Please be very careful about confidentiality.
- The **Confidential Log** is used to record full personal details of a guest, and any issues of a personal nature which may arise as the shelter goes on. The Log must be kept in a secure place, and never left lying around. Only Lead Volunteers, the Shelter Manager, or authorized NSSG members put entries in the Confidential Log and have access to it.
- The **Shelter Phone** is held by a Lead Volunteer or their authorized person. They may receive new referrals from the Referral Agencies and should record name and country of origin in the Diary so volunteers know who to expect that night. Full personal information can be put in the Confidential Log. If there is a concern about a guest, you can use the shelter phone and contact the person on call for advice. The phone is useful for contact with volunteers. Please keep it safe.
- The **Handbook** holds information which you may find helpful in answering guests' or your own questions about asylum seekers' services in Leeds. It also holds a paper copy of all Shelter Policies, and a copy of the Lead Volunteers' Information pack.

All timings and detail in the volunteer roles below are flexible, dependent on your venue's arrangements.

1. Welcome Role: approx 5pm to 7pm

- A Lead Volunteer/key holder will open up the shelter. When our guests arrive, welcome them with the offer of a hot drink, biscuits and fruit. Have the shelter games available such as cards, dominoes. Guests will arrive at varied times.
- Show any newly referred guests where their bed is, where all facilities are, including fire exits and tell them any specific rules of your venue. Make sure they have signed the guest agreement (see Handbook).
- Guests may just want to relax on their beds, use their phones or have a hot drink and chat. The people doing the evening meal arrive around 6pm and they may like help laying the table etc and making a family meal atmosphere. Socialisers arrive around 7pm when you will be able to leave after handing on the General Log, Phone, Keys and Handbook.
- The Welcome and Socialising roles can be combined, depending on your venue's choices.

2. Evening Meal Cooks: approx 6pm to 9pm

- We are asking cooks, usually working in a team of 2, to provide a meal for up to 10 guests, and the two+ socialisers and yourselves the cooks - approximately 15 people.
- We aim to provide a choice of 2 main courses, at least one vegetarian. It is fine to provide 2 vegetarian courses. If you cook a meat course, some of the guests may only eat halal meat, but others will eat non-halal meat. Please avoid pork. Cooks have found it helpful to cook dishes at home then warm them up at the shelter.
- Rice & bread usually go down well. Usually one sweet is sufficient along with plenty of fresh fruit (very sweet things and cake are not very popular). Some of the guests like a chance to cook, so you can arrange this for a suitable day if appropriate and facilities allow. If there is information in the diary that a guest will arrive late, please plate up a meal for them.
- The "shift" is from 6pm to 9pm and the meal can be served at a time to suit you all. After the meal please clear the dishes and wash up. The socialisers will be there until the night shift arrive.
- Please take left-overs away – tomorrow's cooks will provide for tomorrow.

We are very grateful for your offer of this meal; these are only guidelines so there is flexibility about how you arrange things.

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3. Socialising approx 7pm – 10pm

- The welcomers will pass on all the information you need and the General Log and Shelter phone. Feel free to add to the General Log during the evening. You are invited to eat with the guests and cooks.
- After the meal you will have time to chat to the guests, play games such as cards, dominoes which will be available. If you like, you can bring a favourite game or puzzle (though not one demanding a high knowledge of English). It is good to avoid questions about people's arrival in GB, country of origin, situation. If the guests initiate topics about themselves, then of course it is OK to talk (see the Volunteer Guidelines).
- Some guests may just want to relax on their beds. They may want to go to bed early before the end of your shift. Some guests may arrive late and if we are expecting a late arrival, the cooks may have plated up a meal for that person.
- Please hand over the General Log, Handbook, Keys and Phone to the overnights.

4. Overnight Shift approx 9.45 pm to approx 07.00am

- Please arrive at 9.45pm with a sleeping bag and pillow and a torch. You are very welcome to come earlier in the evening if you wish to meet the guests. Some guests may go to bed early.
- The socialisers will hand over relevant information, General Log, Handbook, Keys, Phone. Before retiring for the night please make sure all outer doors are locked.
- Basically you share waking/sleeping as suits you. So, one could sleep and the other stay awake, and you could decide whether you change roles half way through so each gets some sleep. The breakfast volunteers will arrive at 7.00. Please unlock an entrance for them to enter, and hand over the Keys, Shelter Phone, General Log and Handbook. You can stay for breakfast or leave as you prefer.

5. Breakfast Makers approx 07.00am to approx 09.00am

- Please arrive at 7am. Night volunteers will hand over the General Log with information about guests, and the Keys, Handbook and Shelter Phone. Wake up guests at approx 07.30.
- Food for the night shelter breakfasts & lunch sandwich will be in the kitchen area. There will be cereals, eggs, tuna, cheese, bread, jam, tea, coffee, hot chocolate. Margarine/butter, milk will be in a fridge. Some guests may like to make their own breakfast. Make, or let guests make, a sandwich for lunch of tuna/cheese etc, and supply chocolate bar/crisps/ fruit and drink if they would like these. Please clear up after breakfast and lunch preparation.
- Make sure new guests know which bus to catch to town. Please check in the General Log if a new guest or existing guest needs bus pass money. Existing guests' due day for pass money will be recorded in the General Log. Only give bus pass money on the due date. Please ask the guest to sign for the bus pass money. The Lead Volunteers will check the record of due dates and organise cash as relevant.
- Please ask if any guest is likely to be late back today, and record it in the General Log. If any guest is leaving the Shelter and not returning, it is essential that he tells you and takes all his belongings with him. His leaving the Shelter should be recorded in the General Log.
- Please check your venue's time for guests to leave, and ensure they leave by then.
- A Lead Volunteer/key holder will come to lock up. Please pass them the Keys, General Log, Shelter Phone, and Handbook.

6. Washing

- There are two sets of bedding, each with a few extras. A clean set will be passed on to your venue on your first Monday. You will also receive a used set for washing, which you need to wash/or use a launderette so it can be passed on clean on your final Monday. (If you are doing two weeks you need to wash a set a week).
- Someone willing to wash the guests' clothes is also needed, and guests should have laundry bags so that each person's items can be kept separate.

7. Driving

- On the final Monday evening of your Shelter, drivers are needed to take guests to the next Shelter venue – numbers depending on guests staying on. Please remember that you should not be alone with one guest.