





Anne Marie House Guidelines GNIHN Volunteer Job Responsibilities

(Revised Dec 28, 2007)



Latest revisions
marked by 

Title / Schedule Description

When You Arrive (all jobs)

- Upon arrival, ring doorbell at main entrance (by mailbox), and show your ID card.
- In waiting room, write your first name on white board, under "Current hosts are:", and look at guest log on table to see when guests will return.
- The main floor host bedroom (#25) serves as the base for volunteers. Please place any personal belongings in the closet there during your shift. This room has the charging base for the walkie-talkies and the cordless phone.
- Check for special instructions on the desk and bulletin board in the host bedroom.
- Enter your name, hours and work category in the host log in the Volunteer  Notebook. Also review the spiral-bound Volunteer Log Book in the desk drawer.
- If you are relieving another volunteer, that person will give you a host key ring and walkie-talkie (for communicating with other host). One host should also carry the cordless phone.

Day Worker

- Be available to assist guests if needed, e.g. unlocking the pantry for parents.
- Perform "Morning Checklist" tasks as appropriate. (See list in host bedroom.)
- Perform chores as needed, e.g. clerical assistance, host laundry, housekeeping.
- With parental permission, may assist children with activities, e.g. teach a craft, play a game, read a story. Follow "Safe Church" guidelines: no guest child is to be alone with one host; several children may be with one host, or several hosts with one guest child.
- May pursue personal interests (e.g. reading or internet browsing).
- Conduct "walkabouts" of the building, all 3 levels (every half-hour if possible),  turning off unused lights and fans, and noting any problems with the facility.
- Make sure that children 10 and under are supervised by a guest parent or volunteer host. Children over 10 may be alone in common areas or play yard with parental permission.
- Children may not go to second floor unless supervised by their parent.
- At dusk, turn on outside lights at front door, and at door to garage. (Street lights are on a timer.)
-  The library is open from 6 AM until 10 PM. Toddlers in the library with a parent must be confined to a playpen. (Computers remain on even when not in use.)
- Use of computers for homework or job search takes precedence over recreational use. When children are in the library, a volunteer should be near enough to monitor their behavior. Any loud, unruly or unsafe activity (toward people or equipment) should be addressed by clearing the room and locking the door.

Anne Marie House Guidelines GNIHN Volunteer Job Responsibilities

Title / Schedule Description

Dinner Preparer

- Prepare dinner and (optional) dessert in time for serving at 6 PM.
- Call AMH the day before, and ask the volunteer on duty to check the "Dinner Absentee" calendar in the waiting room (next to the white In/Out board), where guest families indicate when they will NOT be present for dinner.
- Consult with Coordinator regarding any special dietary considerations.
- May cook either at home or on premises. May use food in pantry or freezers (located in garage); update inventory on freezer doors to reflect food used.
- If cooking at home, please use disposable containers if possible, or transfer food to AMH serving dishes upon arrival.
- Guests may assist with cooking, when accompanied by host.
- Set up dinner buffet in dining room, including plates, silver, food, condiments. Dishes and glasses are in upper cupboards in dining room, silver in drawers.
- Set out beverages and glasses, including water, juice, milk. NO SODA.

Dinner Host

- Assist with set up of dinner buffet (see above).
- ➡ · At 6 PM guests should be in the dining room. If not, go ahead without them.
- Offer a simple prayer before guests serve themselves, or invite a guest to do so. Of course, guest participation in the prayer circle is optional.
- Hosts are encouraged to sit and eat with guests.
- ➡ · Assist guests with dinner cleanup. Guest responsibilities are posted on refrigerator.
- Scrape dishes into trash (do not run garbage disposer except to clear standing water when necessary).
- Leftovers may be offered to guests to store in guest refrigerator. A small amount may be dated and stored in host refrigerator for day workers to use.
- Please take home any additional leftovers. Retrieve any serving dishes belonging to the dinner provider, and take to church.
- Dishes must be rinsed free of all food before being loaded in the sanitizer racks;
- ➡ guests should be doing this, as well as drying and storing clean dishes. Instructions for running the sanitizer are posted above the unit.

Evening Host

- Conduct "walkabouts" of the building, all 3 levels (every half-hour if possible).
- TVs may be turned on ONLY after all common areas are tidy (i.e. toys put away, debris cleared).
- Socialize with guests. With parental permission, assist children with homework, games, stories or other activities. Follow "Safe Church" guidelines: no guest child is to

Anne Marie House Guidelines GNIHN Volunteer Job Responsibilities

Title / Schedule Description

be alone with one host; several children may be with one host, or several hosts with one guest child.

- Make sure that children age 10 and younger are supervised by a guest parent or volunteer host. Children over 10 may be alone in common areas or play yard with parental permission.
- Children may not go to second floor unless supervised by their parent.
- Parents are responsible for putting their children to bed at the proper time: age 10 and under, 8:30 PM; age 11-14, 9 PM; over 14, 10 PM. Hosts should not ask guests to put their children to bed, but should log the children's actual bedtime in the host log book.
- Lock first floor windows and close curtains at dusk, or by 8:30 PM. Windows in dining room may be left open in warm weather, if desired.

- ➡ · Guest parents should use a baby monitor if they are downstairs after putting young children to bed.

Overnight Host

- Check the "Overnight Board" in waiting room to see if any guests will be away from AMH overnight.
- Be available to assist our guests. Provide hospitality, emergency coverage, and security during overnight hours.

- ➡ · Adult guests may go to bed at a time of their choosing. If they stay up after 10:30, they may watch TV in the second floor TV room.

- Monitor the building and hallways until 10:30 PM. May also monitor security cameras in Director's office.
- About 10 PM, both hosts together execute security walkthrough according to checklist found in host room #25, and activate alarm system at 10:30 PM.
- One host sleeps in first floor bedroom #25. Second host (if needed) sleeps in the second floor bedroom #11.

· Bedding and towels are available for your use. Place used sheets and towels in white plastic hamper in laundry room.

- ➡ · The shower in first floor host bedroom is to be used by both overnight hosts. The upstairs host may use the main floor hall bathroom or host room bathroom, NOT the second floor guest bathrooms.

· Get up by 6 AM, turn off alarm system, open library, and unlock back door. Start coffee.

· Children are to remain in their bedroom wing until a parent is up and supervising them. Direct young children back to their bedroom if they come downstairs alone.

Anne Marie House Guidelines GNIHN Volunteer Job Responsibilities

Title / Schedule Description

General Information (See Volunteer Notebook for more on AMH facility & equipment)

· Phone numbers:

- Main number to Laurie's (Director) Office, 883-7338.
- Family Support Coordinator, 883-7334.
- Line 2 (volunteer line), 883-7336.
- Phones for line 2 are located in kitchen, family room, and host bedrooms.
- Line 2 should be answered by volunteers with "Hello, Anne-Marie House ...".
- Emergency phone numbers are listed in the Volunteer Notebook in the downstairs host bedroom (#25).
- There is a telephone room, with separate line for guest use, on the center hallway. Volunteers should not use or answer that phone.



· Locks and Alarms:

- Main front door is locked at all times; back door (to fenced yard) may be unlocked between 6 AM and 10 PM. Both doors, as well as the (interior) doors at either end of the basement family room, are alarmed between 10:30 PM and 6 AM. If these alarms are set off, a security company is automatically notified, and will call to investigate.
- Guests have their own key to main front door and back door.
- The other three exterior doors are equipped with panic bars. If opened, these set off a local alarm, i.e. not notifying the security company. If an alarm sounds, a host must investigate immediately! To turn off the local alarm, insert master key in lock box on the door, and turn key clockwise. To set local alarm again, turn key counterclockwise (Left=Lock). To unlock panic bars temporarily (e.g. to use the grill), first turn off the local alarm, then hold panic bar in and insert allen wrench on key ring into hole to left of panic bar, turning until bar stays in. REMEMBER to LOCK the door again by inserting the allen wrench and turning until bar pops out.
- Instructions and checklist for engaging and disengaging the overnight alarm system, with motion detectors, are in the downstairs host bedroom (#25). Please attend security training before engaging the system.



- Smoking is allowed ONLY in the "smoking lodge" in the fenced backyard, between the hours of 6 AM and 10:30 PM.
- ALL DOORS to STAIRWELLS are to be kept CLOSED AT ALL TIMES.
- Monitor that child safety locks stay in place on cupboards equipped with them.
- A first aid kit is kept in a large red case on top of the "guest refrigerator" in the kitchen. Additional over-the-counter remedies are available in the pantry.

Anne Marie House Guidelines

GNIHN Volunteer Job Responsibilities

Title / Schedule Description

- When guests leave the premises, they are required to sign out in the waiting room next to the Director's office. They are to indicate their estimated return time.
- ➡ · Adult guests may baby-sit another guest's children; a note with date and times of the baby-sitting must be signed by both and witnessed by a volunteer.
- ➡ · Don't open the door to strangers. If you don't know the person, ask to see a network ID. Former guests are free to come in to shop in the pantry.
- Please turn off lights and fans in unoccupied rooms, and empty dehumidifiers (in season) as needed.
- Second floor TV room doors are to remain OPEN at all times.
- ➡ · All eating and drinking is to be done in dining room or kitchen. No food or beverage (except water) is allowed in bedrooms or other areas, either by guests OR hosts.
- Guests are responsible for cleaning their own bedrooms and upstairs bathrooms, as well as the main floor and basement common areas.
- Volunteers are responsible for cleaning the host bedrooms, offices, storage areas.
- Full trash bags go in the large trash cans in the storage room off the garage. Wastebasket liners are on the storage drawers next to the guest refrigerator.
- Please recycle, using the large marked containers in the kitchen. When full, these can be dumped into the blue bins outside the garage storage room. Please rinse recyclable items thoroughly, and crush if possible.
- During our host week, the weekly schedule of activities and volunteers is posted on the bulletin board at church and in host bedroom #25 at AMH. A list of volunteers and phone numbers is also filed in the Volunteer Notebook there.
- A host log book (spiral notebook) is kept in the desk in host bedroom #25, for recording any incidents or suggestions that other volunteers, or the director, should know about. When you make an entry, please include the date and your full name. Please read recent entries whenever you are volunteering. This book is confidential, and must be kept away from the eyes of anyone other than volunteers.
- If a situation arises that gives you serious concern about safety and security, and you are unable to resolve it, or uncertain how to resolve it, please call the director, Laurie Skibba, right away, at 424-9225 (home) or 345-7300 (cell). If the situation is an emergency, call 911.
- If you reach the end of your scheduled time, and your relief volunteers have not arrived, please call them. If you are unable to reach them, call the Key Coordinator for the week; the list of coordinators is posted in the host room. Please stay until another volunteer arrives.