

Set-up and Welcome Team

- **Shift hours: 5:00 p.m. – 10:00 p.m.**
- **Number of volunteers needed: 6**
 - **4 set-up volunteers**
 - **2 welcome volunteers**

Goal:

First impressions matter and set the tone for the night. Ensure a welcoming, safe, and secure place for guests to relax, make connections, get some food, and stay warm.

Responsibilities Include:

- Complete online CSUMC Warming Center training (available on CSUMC Warming Center webpage) prior to arrival at warming center.
- Set-up Volunteers
 - Prior to doors opening (6:00 p.m.):
 - Sign in on Volunteer Sign-in Sheet.
 - Remove cots from storage area (Wedding Suite – Rm. CB 116D)
 - Make sure all cots are numbered and number is clearly visible.
 - Complete Parish Hall and Welcome Center set-up as outlined below and on “CSUMC Warming Center Welcome Center and Parish Hall Room Arrangement” drawing.
 - Ensure bathrooms are clean, stocked and ready. Notify Night Captain of any issues.
 - After doors open:
 - Help with greeting guests as they arrive and direct them to the sign-in table(s).
 - Once a guest has completed check-in, usher/direct them to their assigned cot/area.
 - Review bathroom locations and warming center schedule (dinner (7:00 p.m.), lights out (10:00 p.m.), breakfast (6:00 a.m.), center closing time (8:00 a.m.).
- Welcome Volunteers:
 - Prior to doors opening (6:00 p.m.):
 - Sign in on Volunteer Sign-in Sheet.

- Set up Check-in Table(s) in Welcome Center as outlined below and on “CSUMC Warming Center Welcome Center and Parish Hall Room Arrangement” drawing.
 - During check-in period (6:00 p.m. – 10:00 p.m.):
 - For Guests:
 - Greet guests warmly and help them complete information on Welcome Center Guests sign-in sheet.
 - Verbally review the “Rights and Responsibilities” document with each guest after they sign in. At the conclusion of the review, ask if they have any questions.
 - Review location of bathrooms and electronic charging station, food service area and warming center schedule.
 - Dinner - 7:00 p.m.
 - Doors closed – 10:00 p.m.
 - Lights Out - 10:30 p.m.
 - Breakfast - 6:00 a.m.
 - Center closing time - 8:00 a.m.
 - Have another volunteer usher guest to the cot/area they chose.
 - For Volunteers:
 - Ensure volunteers sign in on Volunteer Sign-in Sheet as they arrive.
 - Hand them a copy of the one-page Warming Center Training document and ask them to review before beginning their shift.
 - (Note: Security officer will arrive at 8:00 p.m.)
 - At conclusion of check-in period:
 - Clean up area around tables.
 - Leave Welcome Center Guest and Volunteer and sign-in sheets and Rights and Responsibilities document on one of the tables.
 - Sign out on Volunteer Sign-in Sheet.

Room Arrangement (reference accompanying drawing)

- Welcome Center
 - Place 2 tables with chairs along the wall opposite the outside entry doors.

- Place security table and security (caution) tape to block access to stairs leading to Nave. Attach “No Entry Allowed” signs to table and/or other highly visible locations.
- Parish Hall
 - Place 3 tables in the designated food service area (see drawing).
 - Place 6-7 round tables with chairs in the designated food service area (see drawing).
 - Place security table and security (caution) tape to block access to the remainder of the building past the kitchen. Attach “No Entry Allowed” signs to table and/or other highly visible locations.
 - Place charging station for electronic devices as shown on drawing.
 - Arrange cots as shown on drawing (note number order).