

Cape Warming Center

Volunteer Onboarding Handout

Welcome to the Warming Center Volunteer Team!

Thank you for serving our unhoused neighbors with dignity, compassion, and consistency. This handout provides what you need to get started. You will receive additional information and volunteer documents to complete at your first shift.

Our Mission

To show God's love by providing a safe, warm temporary overnight place for people to sleep during extreme cold weather.

Operating Schedule

- Open nightly **7 PM – 7 AM** during cold-weather season (Nov–Mar).
- Volunteers will be notified **only if we are NOT open** on their assigned date.

Your Commitment

- Arrive on time for your shift.
- Follow the warming center policies and procedures.
- Treat every guest with dignity, patience, and compassion.
- Communicate clearly with staff and fellow volunteers.
- Maintain a calm, welcoming environment throughout the night.

What You'll Do

- Set up space and greet guests as they arrive.
- Assist with check-in and distributing supplies.
- Build relationships through conversation and kindness.
- Support safety protocols and respect boundaries.
- Participate in a brief end-of-shift cleanup.

What You Don't Need to Do

- Provide counseling or solve personal problems.
- Offer medical advice or distribute medication.
- Physically restrain individuals (call staff).
- Use your personal funds or rides for guest needs.

Trauma-Informed Care Basics

- Speak calmly, respectfully, and without judgment.
- Offer choices whenever possible.
- Avoid raising your voice.
- Respect personal space.
- Remember: behavior is communication.