



**CAPE
WARMING
CENTER**

— RELATIONSHIPS FIRST —

VOLUNTEER MANUAL

A Program of Cape Cares, Inc.
Cape Girardeau, Missouri
2026 – 2027 Edition

Because Cape Cares.



WARMING CENTER HOTLINE
573-285-2929



VOLUNTEER EMAIL
volunteer@capecaresmo.org



WEBSITE
capewarmingcenter.org

BUILDING RELATIONSHIPS • OPENING DOORS • RESTORING HOPE

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1. Welcome to the Cape Warming Center

Thank you for serving our neighbors through the Cape Warming Center.

The Warming Center exists to provide a **safe, warm, temporary overnight place for people to rest during extreme cold weather**. Our work is grounded in hospitality, dignity, compassion, safety, and respect.

Volunteers are central to making this possible.

You do not need to have all the answers. You do not need to solve someone's problems. You do not need to provide counseling, medical care, transportation, money, or personal resources.

Your role is much simpler—and deeply important:

Be present. Be kind. Be consistent. Help create a safe place for the night.

2. Our Mission and Purpose

The Cape Warming Center's mission is:

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

The Warming Center is designed to be **low-barrier**. We welcome people seeking warmth with minimal requirements for entry while maintaining clear safety expectations for everyone.

Our goal is to:

- Get people safely out of extreme cold.
- Provide a warm and welcoming place to sleep.
- Treat every guest with dignity and respect.
- Provide food, warmth, and basic emergency resources.
- Maintain a safe environment for guests and volunteers.
- Connect guests with resources when appropriate.

- Create an environment where people are treated as capable adults rather than as problems to be managed.

The Warming Center cannot solve every problem a guest may be experiencing. We can, however, help meet immediate needs and connect guests with resources we know about.

3. Understanding the Warming Center

The Cape Warming Center is a:

Weather-Activated Emergency Warming Center

It is **not a permanent shelter** and is not intended to function as transitional or permanent housing.

The Warming Center is intended to provide:

- Emergency warmth
- Temporary overnight rest
- Meals and snacks
- Basic emergency clothing and supplies
- Hospitality and human connection
- Information and connection to available community resources

Volunteers should not represent the Warming Center as providing services that it does not provide.

4. Who We Serve

The Warming Center welcomes people who need a safe, warm place during extreme cold weather.

The Center is intentionally low-barrier. Guests are not expected to prove that they are "deserving" of assistance.

At the same time, **low-barrier does not mean no boundaries**.

The Center maintains clear expectations regarding:

- Violence and threats
- Weapons
- Drugs and alcohol
- Smoking
- Personal belongings
- Appropriate use of the facility
- Confidentiality
- Respect for other guests and volunteers
- Remaining in designated areas

Safety expectations apply to **everyone**.

5. Weather Activation and Operating Schedule

Regular Season

The Warming Center generally operates during the cold-weather season, **November through March**, when weather conditions meet the Center's activation criteria.

Weather Activation Criteria

The Warming Center may open when:

- The forecast temperature is **27°F or below**; or
- The temperature is **32°F or below with precipitation**.

The Warming Center is an emergency response to extreme winter weather and does not operate as a permanent shelter.

Daily Activation

The Warming Center is **weather activated** and does not automatically open every night.

The daily open/closed status is updated at approximately **9:00 a.m.**

Volunteers may:

- Call the Warming Center at **573-285-2929 after 9:00 a.m.** to hear the current activation message.
- Check the Cape Warming Center Facebook page for the daily status.
- Watch for a text, email, or other notification from the Warming Center if the Center will **not** be open that night.

Volunteer Notification

The Warming Center team will make every effort to notify scheduled volunteers **by approximately 11:00 a.m. if the Center will not be open that night.**

The 11:00 a.m. notification time gives the Warming Center team time to review the weather decision and communicate the closure to scheduled volunteers after the official status has been updated.

If you have not received a closure notification by 11:00 a.m., plan to report for your scheduled shift unless you receive other instructions from the Warming Center team.

If you are uncertain about whether you are expected to serve, contact the Warming Center before your shift.

Volunteers should not assume the Center is open or closed based solely on weather conditions. **Always follow the official daily status and any instructions from the Warming Center team.**

Hours

Guest hours: 7:00 PM – 7:00 AM

Guests may enter beginning at approximately 7:00 PM.

6. Volunteer Roles

Volunteer Age Requirements

Volunteers serving during Warming Center operating hours must be 18 years of age or older. Team Leaders must be 21 years of age or older and meet the Team Leader requirements in Section 7.

The Warming Center may identify specific volunteer opportunities that are appropriate for individuals under age 18. These opportunities may include activities such as facility set-up or take-down, preparing blessing bags or other supplies, organizing donations, or assisting with other projects designated by the Warming Center team.

Volunteers under age 18 may participate only in activities specifically approved for their age group and must follow any supervision, parental consent, training, or other requirements established for that activity. Participation in these activities does not authorize a minor to serve as an overnight volunteer or to perform duties involving direct responsibility for guests.

Team Leader

Each open night must have a designated Team Leader who is at least 21 years old and meets the Team Leader requirements in Section 7.

The Team Leader provides on-site leadership and is the person volunteers should contact when they have questions, concerns, or encounter a situation they are unsure how to handle.

Former Guests as Volunteers

The Cape Warming Center recognizes that people who have experienced homelessness or housing instability may have valuable insight, compassion, and experience to offer as volunteers. Having previously received services from the Center does **not** permanently prevent someone from becoming a volunteer.

At the same time, it is important to maintain clear roles and appropriate boundaries between receiving services and providing services.

Current Guests

Individuals who are currently receiving services from the Cape Warming Center, including but not limited to meals or overnight services, generally may not serve as volunteers at the same time. This helps protect confidentiality, maintain appropriate boundaries, and prevent confusion about the different responsibilities of guests and volunteers.

Guests may, however, be invited by the Team Leader to participate in **limited, low-risk activities**, such as helping with cleanup or assisting with a shared activity. This participation does not make the guest a volunteer and does not give the guest volunteer authority or access to information or responsibilities reserved for volunteers.

Guests should never feel that they must work, volunteer, or assist with Center activities in order to receive services.

Becoming a Volunteer After Receiving Services

A former guest may apply to become a volunteer after being **away from Cape Warming Center services for at least six months**. The individual must also demonstrate sufficient stability to reliably fulfill the responsibilities of a volunteer and must complete the same application, screening, training, and approval process required of other volunteers.

"Sufficient stability" does not mean that a person's life must be perfect or that they must have no ongoing challenges. Rather, it means that they are able to reliably attend scheduled shifts, follow Center policies, maintain appropriate boundaries, protect confidentiality, and interact safely and respectfully with guests and other volunteers.

A person's past experience with homelessness or use of the Warming Center should not be viewed as a negative. **Lived experience can be a valuable strength in serving others.** At the same time, former guests serving as volunteers are expected to maintain the same standards of conduct, confidentiality, boundaries, and reliability as every other volunteer.

If you have questions about whether a particular situation is appropriate, speak with the **Team Leader or program leadership rather than making an exception on your own.**

Overnight Volunteers

Overnight volunteers generally serve four-hour shifts.

Typical shifts include:

- **7:00 PM – 11:00 PM**
- **11:00 PM – 3:00 AM**
- **3:00 AM – 7:00 AM**
- Additional morning coverage may be scheduled as needed.

Volunteers may serve more than one shift when appropriate.

Overnight volunteers may:

- Welcome guests
- Assist with check-in and check-out
- Monitor designated areas
- Help guests access their own belongings and emergency resources
- Provide hospitality
- Serve meals
- Monitor bathrooms and common areas
- Assist with cleaning and resetting the facility
- Help guests prepare to leave in the morning
- Report concerns to the Team Leader

Meal and Kitchen Volunteers

Meal volunteers help provide dinner and breakfast.

Meal volunteers are responsible for:

- Preparing or bringing food according to Center procedures
- Serving meals
- Maintaining appropriate food safety practices
- Cleaning the kitchen and serving area
- Packaging and storing leftovers appropriately
- Restocking hospitality supplies

Meal volunteers are **not automatically overnight volunteers**.

A meal volunteer who is also scheduled for an overnight shift should not perform both roles simultaneously.

Set-Up and Clean-Up Volunteers

Set-up and clean-up volunteers help prepare the site for Warming Center operations and return it to its normal condition afterward.

Responsibilities include:

- Moving tables and chairs
- Setting up cots
- Preparing sleeping areas
- Preparing check-in and hospitality areas
- Sweeping and mopping
- Sanitizing surfaces
- Cleaning bathrooms
- Emptying trash
- Removing cigarette butts from outdoor areas
- Restocking supplies
- Returning furniture to its original location

7. Volunteer Expectations

Volunteer Training and Registration Requirements

All Cape Warming Center volunteers must complete Cape Cares volunteer registration and required agreements before serving. Volunteers are also responsible for reviewing and following the policies, procedures, and instructions applicable to their assigned role.

Cape Cares volunteer training is strongly encouraged for all volunteers. Volunteers who have not attended general training will receive the instructions necessary for their assigned duties from the Team Leader or another designated volunteer before beginning their shift.

Team Leaders have additional requirements. Before serving as a Team Leader, an individual must:

- Be at least 21 years old;
- Complete Cape Cares Team Leader training, including Warming Center operating procedures and safety/de-escalation training;
- Complete a background check satisfactory to Cape Cares; and
- Complete any additional training or requirements established by Cape Cares for the Team Leader role.

Certain volunteer assignments may require additional qualifications or training. For example, food preparation and service must comply with the Center's ServSafe requirements, and volunteers should perform specialized emergency-response tasks only when appropriately trained.

The Salvation Army serves as the host facility for the Cape Warming Center. Cape Cares is responsible for Warming Center volunteer recruitment, screening, training, supervision, and assignment, subject to the terms of the facility agreement and any applicable legal requirements.

Volunteers are expected to:

- Arrive on time.
- Follow Warming Center policies and procedures.
- Follow directions from the Team Leader.
- Treat guests and other volunteers with dignity and respect.
- Maintain confidentiality.
- Remain calm and welcoming.
- Stay within their assigned responsibilities.
- Report concerns rather than attempting to handle situations beyond their role.
- Keep appropriate boundaries with guests.
- Complete required check-in and check-out procedures.
- Help maintain a clean and safe environment.

Consistency is important. Guests should receive the same basic expectations regardless of which volunteer happens to be working that night.

A volunteer who repeatedly disregards Warming Center procedures may be asked to discontinue volunteering.

Being Present and Engaged

Volunteering at the Cape Warming Center is an active responsibility. Every volunteer plays an important role in helping maintain a warm, safe, welcoming, and respectful environment for our guests. Volunteers are expected to take their assigned responsibilities seriously and remain attentive throughout their shift.

Volunteers should:

- Remain **awake, alert, and attentive** throughout their entire shift. Sleeping or dozing while on duty is not permitted.
 - Remain aware of what is happening in their assigned area and respond appropriately to the needs of guests.
 - Remain in their **assigned area or engaged in their assigned task** unless they need to assist elsewhere, take an approved break, or have been asked by the Team Leader to do something different.
 - Communicate with the Team Leader if they need to leave their assigned area or are unable to fulfill their assigned responsibility.
 - Respect the privacy and personal space of guests by avoiding unnecessary observation, questioning, or involvement in matters that do not concern them.
 - Focus on being **available and attentive rather than intrusive**. Volunteers should be approachable and aware without unnecessarily hovering, monitoring, or inserting themselves into guest conversations or activities.
 - Work cooperatively with other volunteers and communicate concerns to the Team Leader rather than attempting to manage situations outside their role.
-

8. Trauma-Informed Hospitality

Many people who use emergency warming services have experienced instability, trauma, poverty, homelessness, loss, or other difficult circumstances.

Volunteers do not need to be experts in trauma-informed care.

The basic principles are simple:

Speak Respectfully

Use a calm voice and treat guests as adults.

Offer Choices Whenever Possible

Allow guests to make reasonable decisions about food, seating, and other personal matters.

Avoid Unnecessary Control

The Warming Center has rules because safety requires them. Outside of those requirements, avoid creating unnecessary restrictions.

Respect Personal Space

Do not touch guests unless necessary for an emergency and appropriate to your role.

Do Not Judge

A guest's appearance, behavior, possessions, history, or circumstances do not determine their worth.

Behavior Is Communication

If someone is upset, confused, withdrawn, or frustrated, notify the Team Leader when assistance is needed rather than escalating the situation yourself.

You Do Not Have to Fix It

A volunteer's role is not to solve a guest's life circumstances.

Sometimes the most helpful thing you can do is listen, offer a meal, provide a blanket, or simply treat someone with dignity.

9. Confidentiality and Privacy

Guests trust the Warming Center with personal information and vulnerable circumstances. That trust must be protected.

Volunteers must not share identifying or sensitive guest information, including personal circumstances, medical information, information about where a guest is staying, private conversations, incident information, photographs, recordings, or other confidential information except as authorized by Cape Cares or required for legitimate safety, reporting, operational, or legal purposes.

Volunteers may not photograph, record, livestream, or otherwise record guests.

Cape Cares recognizes the value of sharing stories that reflect meaningful relationships and the strengths, generosity, resilience, and contributions of guests. Anonymous stories about guest interactions may be shared when they do not identify the guest, disclose confidential or sensitive information, or include enough details that the guest could reasonably be identified.

Volunteers should not independently post guest stories on personal or organizational social media. A volunteer who believes a guest interaction would be meaningful to share should submit the story to Cape Cares for review. Cape Cares may share the story when it is consistent with the organization's confidentiality and communications policies. If the guest would be identifiable, appropriate authorization or consent must be obtained before publication.

Confidentiality does not prevent volunteers from reporting safety concerns, suspected abuse or neglect, suspected criminal activity, or other matters that should be reported under Center policy or law. Volunteers should promptly report such concerns to the Team Leader or other appropriate Cape Cares leader rather than attempting to investigate the matter themselves.

Confidentiality applies during and after volunteer service.

Information may be shared when:

1. Required by law;
2. Necessary to prevent clear and immediate danger to a person or persons; or
3. Necessary in the course of Warming Center operations to help a guest.

When uncertain, **ask the Team Leader**.

10. Volunteer Boundaries and Relationships

Volunteer Boundaries

The Cape Warming Center is relationship-centered. Volunteers are encouraged to build genuine, respectful relationships with guests while maintaining boundaries that protect both guests and volunteers.

Appropriate Volunteer Boundaries

While serving as a volunteer, volunteers may not:

- Give money or other personal financial assistance directly to a guest;

- Provide personal transportation to or from the Cape Warming Center for a guest;
- Use the volunteer role to develop a personal relationship that creates dependency, favoritism, or an expectation of special treatment;
- Engage in inappropriate physical contact;
- Provide personal goods, services, or assistance to one guest in a manner that is not available to other guests;
- Pursue or engage in a romantic or sexual relationship with a guest;
- Engage in sexual or romantic behavior with a guest;
- Encourage or reciprocate romantic or sexual attention from a guest; or
- Establish relationships or arrangements with guests that are inconsistent with the volunteer's responsibilities or the policies of the Cape Warming Center.

Volunteers should not feel responsible for meeting guests' needs from their own resources. If a guest needs assistance beyond normal Center resources, involve the Team Leader.

If a Guest Directs Unwanted or Inappropriate Attention Toward a Volunteer

A guest may direct unwanted or inappropriate attention toward a volunteer. This may include repeated requests for attention or contact, unwanted physical contact, expressions of romantic or sexual interest, requests for personal contact information, or attempts to establish a relationship that goes beyond the volunteer's role.

If this occurs, the volunteer should:

1. Respond calmly and respectfully.
2. Clearly communicate an appropriate boundary.
3. Not encourage or reciprocate the unwanted or inappropriate attention.
4. Notify the Team Leader if the behavior continues, becomes uncomfortable or inappropriate, or if the volunteer is unsure how to respond.
5. Allow the Team Leader to provide guidance or intervene when appropriate.

Volunteers should not shame, embarrass, threaten, or ridicule a guest for expressing interest or otherwise crossing a boundary. The goal is to establish an appropriate boundary while continuing to treat the guest with dignity, warmth, and respect.

A guest's expression of interest, by itself, does not necessarily constitute a policy violation or warrant removal from the Center. The response should focus first on establishing a clear boundary. However, continued, unwanted, threatening, coercive, or otherwise inappropriate behavior should be reported to the Team Leader and may result in additional action under Center policies.

When a Situation Becomes a Safety Concern

Volunteers are not expected to manage difficult boundary situations on their own. If a guest's behavior becomes threatening, coercive, sexually inappropriate, physically aggressive, or otherwise creates a safety concern, the volunteer should notify the Team Leader immediately and step away from the situation when possible.

The Team Leader may intervene, separate individuals, modify volunteer assignments, establish additional restrictions, or take other appropriate action under Center policies.

A volunteer is never required to remain in an interaction that makes them feel unsafe.

When a situation is unclear, volunteers should seek guidance from the Team Leader rather than trying to determine on their own whether a boundary has been crossed.

11. Guest Safety and Expectations

All guests are required to review and sign the **Guest Safety Agreement**.

The most important expectations are:

Zero Tolerance for Violence

Violence, threats, physical fighting, or aggressive behavior are not permitted.

No Weapons

Weapons of any kind are prohibited. The Team Leader has discretion to determine whether an object presents a safety concern.

No Drugs or Alcohol

Drugs, marijuana, and alcohol are prohibited on the property.

Lawfully prescribed medications may be handled according to Center procedures.

Tobacco Use

Smoking and vaping tobacco are permitted **only in designated outdoor areas**.

No Pets

Pets are not permitted on the property, subject to any accommodations required by applicable law.

Stay in Designated Areas

Guests must remain in areas designated for guest use.

No Recording

Photography, video, live streaming, or audio recording of guests is prohibited.

Quiet Hours

10:00 PM – 6:00 AM

Bathrooms

Bathrooms and showers must be used in accordance with established privacy and safety procedures. Volunteers assigned to bathroom and shower monitoring must follow the procedures outlined in this manual.

Food

Guests should eat in designated dining areas rather than sleeping areas.

Cleanliness

Everyone is expected to clean up after themselves and help care for the shared space.

12. Minors and Unaccompanied Youth

Definitions

Minor: An individual under 18 years of age.

Unaccompanied Youth: A minor who is not in the physical custody of a parent or legal guardian.

Intake Procedure

If a volunteer believes a guest may be under 18, the volunteer should notify the **Team Leader**.

The Team Leader will conduct the intake process and verify the guest's age to the extent reasonably possible.

If the individual is determined to be:

- Under 18; and
- An unaccompanied youth,

the youth should **not be admitted to the Warming Center**.

The Team Leader should contact:

Cape Girardeau Police Department: 573-335-6621

The minor may wait at the Warming Center while appropriate coordination of care is arranged.

Minors Accompanied by a Parent or Legal Guardian

Minors accompanied by a parent or legal guardian may be admitted.

Services will be provided on the same basis as for adult participants, with reasonable accommodations for age and safety.

Mandatory Reporting

Nothing in this policy limits a volunteer's or Team Leader's obligations under Missouri mandatory-reporting laws.

When a mandatory reporter has reasonable cause to suspect abuse or neglect currently occurring, the required report must be made.

If you are unsure whether a situation requires reporting, **immediately notify the Team Leader**.

13. Guest Check-In and Check-Out

Guest Arrival

Guests generally begin arriving at 7:00 PM.

The check-in/lobby volunteer welcomes guests and assists with the initial check-in process.

New Guests

A new guest must:

1. Be welcomed.
2. Provide their name.
3. Review the Guest Safety Agreement.
4. Have the agreement explained as needed.
5. Have questions addressed.
6. Sign the agreement.

If the guest has questions the volunteer cannot answer, get the Team Leader.

If the guest appears distressed or uncomfortable, notify the Team Leader.

Returning Guests

Returning guests should be greeted by name when possible.

Returning guests are expected to arrive and complete check-in before 10:00 PM, unless they have made prior arrangements with a Team Leader.

Returning guests do not need to repeat the entire intake process each night unless required by current procedures. Repeat guests should be checked in via the computer management system.

Building Log

Each guest must be recorded on the nightly building/guest log according to Center procedures.

Use the guest's first name as directed by the nightly log procedure.

Arrivals After 10:00 PM

Doors lock at 10:00 PM.

New guests who need a safe place to sleep may arrive after 10:00 PM. The Team Leader will handle the late arrival and determine the appropriate check-in process.

Volunteers should not independently admit or check in a new guest arriving after 10:00 PM. Notify the Team Leader and allow them to manage the arrival.

Returning guests who arrive after 10:00 PM should have made prior arrangements with a Team Leader. If no prior arrangement has been made, notify the Team Leader rather than making the decision about admission or re-entry yourself.

Morning Departure

Guests are expected to leave the property by 7:00 AM.

Guests may not remain on the host site property after closing.

Morning volunteers should:

- Assist guests with retrieving belongings using the numbered bin and wristband procedure.
 - Provide designated morning resources.
 - Confirm departure on computer management system and the nightly log.
 - Help ensure guests leave with all needed belongings.
-

14. Guest Belongings and Storage

The Warming Center uses a Guest Storage Room/Designated Area with permanently numbered bins for guest belongings.

Guest Storage Room

The Guest Storage Room contains bins for securing guest belongings **during the overnight stay**.

Guests' belongings must fit in their assigned numbered bin unless the Team Leader approves an exception. Bin assignments are made nightly and are tracked on the nightly Bin Assignment Log.

Guests may keep with them:

- Cell phone
- Charger
- Headphones
- Wallet
- Cigarettes/vape
- A book or journal

Other items should be placed in the guest's assigned bin.

Important Safety Rule

Guests may never be alone in the Guest Storage Area and may never access another guest's bin.

The Storage Area volunteer controls access and uses the guest's numbered wristband to match the guest with the assigned bin. The nightly Bin Assignment Log is maintained at check-in and is used to verify assignments when necessary.

Bin Procedure

- Each night, guests who use storage are assigned an available numbered bin. Bin assignments are nightly and do not carry over to the next open night.
- At check-in:
 - Record the guest's name and assigned bin number on the nightly Bin Assignment Log.
 - Give the guest the reusable numbered wristband that corresponds to the assigned bin.
 - Tell the guest to keep the wristband until their belongings are retrieved in the morning.
 - Direct the guest to the Guest Storage Area volunteer.
- At the Guest Storage Room:
 - Use the number on the guest's wristband to identify the assigned bin.
 - Help the guest place belongings in the corresponding numbered bin.
 - Do not place the guest's name on the bin.
- Keep the bin secured during the overnight stay.
- If a guest loses or does not have the wristband, do not release a bin based only on the guest's stated bin number. Ask the check-in volunteer or Team Leader to verify the guest's bin assignment against the nightly Bin Assignment Log.

Keep the number of people in the Storage Room to a minimum, generally one or two guests at a time.

Bins are for overnight storage only. At morning check-out, guests must remove all belongings from their bins and from the Guest Storage Room. No guest belongings may remain in the bins or storage area during the day.

Exceptions

Items may occasionally need to remain outside a bin **during the guest's overnight stay** because of special circumstances.

Examples include:

- A first-time guest;
- A bag attached to a bicycle; or
- A guest leaving after supper.

When an item is kept outside a bin, it should be clearly labeled with the guest's name.

When uncertain, ask the Team Leader.

Abandoned Property

Guests are responsible for taking all personal belongings with them when they check out in the morning.

Any belongings remaining in a bin or elsewhere in the Guest Storage Room after the guest has checked out are considered abandoned and may be discarded.

The Warming Center does not provide daytime or between-stay storage of guest belongings.

15. Donation Room and Emergency Resources

The Donation Room is **not a clothing closet**.

It exists to provide emergency resources to guests who need them.

Who May Receive Resources?

Everyone who asks.

Resources are distributed based on immediate need and Center guidelines.

Guest Resource Limits

Unless an item has been stolen or another exception is approved:

- One coat
- One sleeping bag
- One backpack

Clothing

- Long underwear: one pair unless the guest turns in the existing pair for washing and redistribution.
- Hot Hands: a few pairs per day.
- Clean socks: one pair per visit.
- Clean underwear: one pair per visit.

Wet Clothing

If a guest is wet, they may receive:

- One T-shirt or long-sleeve shirt; and
- One pair of sleep/sweat pants.

These temporary clothing items should be returned in the morning when the guest changes back into their dry clothing.

Black File Box

The Donation Room contains the **Black File Box**.

Find the guest's card by **first name** and document resources provided.

This helps the Center maintain consistency and avoid unnecessary duplication.

16. Donation Sorting

The Warming Center accepts limited categories of clothing.

Clothing We Keep

Clothing should be clean and free from holes and stains.

Generally needed:

- Unisex T-shirts — approximately 10 of each size, Small through XL
- Sweat/lounge/sleep pants — approximately 10 of each size
- Adult coats
- Socks
- Gloves

- Long underwear
- Bras

Items We Do Not Need to Keep

Everything else.

The Donation Room should not become a general clothing closet.

Redistribution

Excess usable items may be redirected:

Street Level

- Excess sweatpants
- Jeans
- T-shirts
- Button-down shirts

WellSpring Boutique

- Excess nicer pants
- Excess nicer tops

Bedding

The Center accepts:

- Flat sheets-twin or cot size only
- Blankets-twin or cot size only
- Pillowcases

Items must be free of holes.

Clothing and bedding with holes may be placed in designated bags for Teen Challenge to be shredded and repurposed.

17. Hospitality and Meal Service

Hospitality is more than providing food.

Meals are an opportunity to communicate dignity, welcome, and respect.

Guests are guests—not clients.

Volunteers should:

- Speak respectfully.
- Avoid judgmental language.
- Allow reasonable choices.
- Offer assistance when requested.
- Ask the Team Leader when unsure.

Self-Service Meals

Whenever practical, meals should be served buffet-style.

Guests generally know their own hunger, preferences, and limitations.

Self-service:

- Respects autonomy.
- Reduces unnecessary control.
- Supports dignity.
- Allows guests to choose appropriate portions.

If food supplies become limited, volunteers should communicate neutrally.

For example:

"Please take what you need. If we start to run low, we'll let everyone know."

Do not shame guests about how much they eat.

If there appears to be a significant problem with food waste, notify the Team Leader.

18. Food Safety and Kitchen Practices

Food Preparation Requirements

Meals Prepared Off Site

Anyone preparing meals off site for the Warming Center must have current ServSafe certification and prepare the food in a kitchen inspected by the local health department. Meals prepared in a private home kitchen may not be served at the Warming Center.

Meals Prepared On Site

When food is prepared on site, at least one ServSafe-certified person must be present during meal preparation and service.

All volunteers handling food must follow the Warming Center's food-safety and kitchen procedures.

Meal Quantities

Plan meals for approximately **40 adults**.

Preferred meals are:

- Hot
- Hearty
- Familiar
- High in protein
- Sufficiently filling
- Nutritious
- Not overly spicy

Good additions include:

- Cooked vegetables
- Fruit
- Fruit salad
- Side salads
- High-protein foods

Meal Times

Dinner

Approximately **7:00–8:30 PM**

Meal volunteers generally arrive around **6:30 PM** unless other arrangements have been made.

Breakfast

Approximately **6:00–6:30 AM**

Breakfast volunteers generally arrive around **5:30 AM** for setup.

Food Storage

Leftovers should be:

1. Placed in provided single-serving containers.
2. Labeled with the contents and date.
3. Placed in the designated freezer when appropriate.
4. Reported to the Team Leader if storage space is unavailable.

Leftovers may be used for:

- Late-arriving guests
- Guests needing additional food overnight
- Other approved purposes

All items placed in the refrigerator or freezer should be labeled with contents and date.

Hospitality Supplies

The Warming Center provides:

- Plates
- Bowls
- Napkins
- Cups
- Utensils
- Water
- Lemonade
- Coffee
- Hot chocolate
- Snacks

Shelf-Stable Emergency Food

If prepared food is insufficient, available shelf-stable foods may supplement the meal.

Examples include:

- Fruit and cereal bars
 - Muffins
 - Oatmeal cups
 - Soup
 - Frozen microwaveable meals
 - Beanie Weenies or other pop-top items
 - Hot dogs
 - To-go lunch items
 - Individually packaged nuts
 - Chips
 - Crackers
 - Cereal
-

19. Quiet Hours and Overnight Operations

Quiet Hours

10:00 PM – 6:00 AM

During quiet hours:

- Keep voices low.
- Monitor sleeping and seating areas respectfully.
- Avoid unnecessary conversation.
- Conduct quiet walkthroughs.
- Monitor bathrooms.
- Watch for signs of distress.
- Report concerns to the Team Leader.

Volunteers should model the behavior expected from guests.

If conversation is necessary during quiet hours, move to an appropriate area such as the front area or designated smoking area.

Guest Interaction During Quiet Hours

Even when guests are sleeping:

- Look up and acknowledge guests.
- Smile.

- Let them know you see them.
- Quietly ask if they need anything when appropriate.

You do not need to wake or engage guests unnecessarily.

20. Emergency Response

Volunteers should not attempt to handle emergencies alone. If a guest may be experiencing a medical emergency, call 911. Do not delay emergency medical care while waiting for the Team Leader to assess the situation.

Guests Under the Influence of Alcohol or Drugs

The Cape Warming Center is a low-barrier program. A guest should not be turned away simply because they appear to be under the influence of alcohol or drugs.

If a guest appears significantly impaired, notify the Team Leader. A guest may generally remain at the Warming Center if they are able to:

- Communicate and follow basic directions when awake;
- Move safely on their own;
- Breathe normally; and
- Remain without creating a safety risk to themselves or others.

When a Guest Is Sleeping

Guests come to the Warming Center to sleep. Sleeping, by itself, is not a sign of a medical emergency.

If a guest appears significantly impaired, volunteers should give the guest additional attention during normal overnight rounds. This does not mean that a volunteer must continuously watch the guest.

Be alert for signs of medical distress, including:

- Difficulty waking or inability to rouse the guest;
- Abnormal, very slow, irregular, or stopped breathing;
- Blue or gray lips or skin;
- Choking, gurgling, or unusual breathing sounds;
- Seizure or collapse;
- Severe confusion or a significant change in responsiveness;
- Inability to move safely;
- Serious injury;
- Vomiting while unresponsive or unable to protect their airway; or
- Signs of a possible overdose.

Call 911 immediately if any of these signs are present or whenever you believe a guest may be experiencing a medical emergency. When in doubt, call 911.

Do not delay calling 911 while waiting for the Team Leader to decide whether emergency medical care is necessary.

Suspected Opioid Overdose

If an opioid overdose is suspected:

1. Call 911.
2. Administer Narcan if it is available and you are trained to use it.
3. Follow the 911 dispatcher's instructions.
4. Stay with the guest until emergency responders arrive, as long as it is safe to do so.

Food and Drinks

Food and nonalcoholic drinks may be offered to a guest who is alert, responsive, and able to swallow safely.

Do not give food or drinks to a guest who is unresponsive, extremely drowsy, vomiting, or may not be able to swallow safely.

Food, coffee, water, or other drinks should not be given for the purpose of trying to “sober someone up.”

If a Guest Cannot Safely Remain

A guest who appears too impaired to remain safely at the Warming Center should not simply be sent outside.

Notify the Team Leader and call 911 when medical assistance is needed.

Being under the influence does not excuse threatening, violent, or other unsafe behavior. If a guest becomes aggressive or dangerous:

- Keep a safe distance.
- Notify the Team Leader.
- Do not physically intervene or attempt to restrain the guest.
- Call 911 if anyone is in immediate danger.

Documentation

Document significant concerns, incidents, and emergency responses according to Warming Center procedures.

Record what you observed and what actions were taken, rather than making assumptions about what substance a guest may have used.

For example: “Guest had difficulty standing, speech was slurred, and guest required repeated prompts to respond. Team Leader notified and 911 called.” Rather than: “Guest was drunk.”

Violence or Threatening Behavior

- Get the Team Leader immediately.
- Keep a safe distance.
- Do not physically intervene.
- Call 911 if the situation is unsafe or emergency assistance is required.

Important

Volunteers are not expected to physically restrain guests or independently de-escalate dangerous situations.

If something feels unsafe, get the Team Leader.

21. Smoking and Tobacco Use

Smoking and vaping are permitted only in the designated outdoor area.

Guests may smoke only in the designated location.

Volunteers should:

- Monitor the designated smoking entrance.
 - Ensure only checked-in guests return through the designated entrance.
 - Encourage proper disposal of cigarette butts.
 - Report problems to the Team Leader.
-

22. Bathrooms and Shared Spaces

Bathrooms should be kept clean, stocked, and monitored while respecting guest privacy.

Bathroom and Shower Monitoring

During designated shower hours, a volunteer will be assigned to monitor the bathroom and shower area from outside the bathrooms. The monitor should:

- Maintain the shower sign-up list.
- Distribute towels and other designated shower supplies.
- Help ensure orderly access to the showers and bathrooms.
- Remain outside the bathrooms except when assistance is necessary.
- Respect guest privacy at all times.

- Notify the Team Leader of safety concerns or other problems.

Bathrooms may be used by more than one guest at a time. Showers are limited to one person per shower at a time.

Showers are generally available during the evening, approximately 8:00–10:00 PM, and are limited to approximately five minutes per person. If a guest remains in a shower or bathroom for more than five minutes, the monitor should check on the guest verbally and remind them of the time limit.

Volunteers should not enter an occupied bathroom or shower except when necessary because of an apparent emergency or immediate safety concern. If assistance is needed, notify the Team Leader.

If a bathroom or shower becomes unsafe, damaged, or unusable, notify the Team Leader promptly.

23. Cleaning and Closing

Everyone contributes to maintaining the facility.

Guests should:

- Pick up after themselves.
- Prepare their cot for the night.
- Place bedding in provided bags/bins in the morning.

Volunteers should:

- Clean surfaces.
- Restock supplies.
- Pick up trash.
- Monitor bathrooms.
- Help reset common areas.
- Complete assigned cleaning tasks.

If a cleaning crew is scheduled, it will complete the remaining cleaning after guests leave.

If no cleaning crew is scheduled, volunteers will follow the nightly cleaning checklist.

24. Volunteer Shift Procedures

Before Guests Arrive

Approximately 6:45 PM

Volunteers should:

- Arrive on time.
- Sign in.
- Attend the Team Leader briefing.
- Introduce themselves to new volunteers.
- Receive an assigned role or area.
- Review any special instructions.

The Team Leader assigns and may reassign volunteer roles based on guest count, volunteer availability, safety needs, and conditions that night. The assignments below describe the Center's normal operating model and may be adjusted as needed.

7:00 PM – 11:00 PM

Two volunteers normally begin at guest check-in. At approximately 8:00 PM, after the initial arrival period, one may transition to Shower/Bathroom Monitor. Other evening assignments may include guest belongings/storage, the designated smoking entrance, common-area monitoring, hospitality, and Team Leader/Floater duties.

11:00 PM – 3:00 AM

Normal overnight assignments include a Lobby Monitor, sleeping-area monitors, and a Team Leader/Floater. The Team Leader may adjust assignments based on the number of guests and volunteers present.

3:00 AM – 7:00 AM

Incoming volunteers initially assume the overnight monitoring roles assigned by the Team Leader. At approximately 6:00 AM, volunteers transition to morning duties, which may include guest belongings/storage, lobby and check-out, donation/resource distribution, breakfast support, and wake-up and departure assistance.

Volunteers should remain in their assigned area or role until reassigned by the Team Leader.

25. Check-In / Lobby Volunteer

The check-in/lobby volunteer should:

- Retrieve the Guest Safety Agreement clipboard.
- Prepare the front entrance.
- Welcome returning guests by name when possible.
- Identify new guests.
- Complete the Guest Safety Agreement process.
- Answer basic questions.
- Contact the Team Leader when needed.
- Assign an available numbered bin to each guest using storage, record the guest's name and bin number on the nightly Bin Assignment Log, give the guest the corresponding numbered wristband, and direct the guest to the Guest Storage Room volunteer.
- Point out important areas such as the bathroom.

After the initial check-in period, the Team Leader may reassign a check-in volunteer to another evening role, including Shower/Bathroom Monitor.

26. Lobby / Common-Area Monitor

The Lobby / Common-Area Monitor should:

- Set up the nightly guest log.
- Have a pen available.
- Confirm Narcan and the first aid kit are present.
- Record guests on the Building Log.
- Greet guests by name when possible.
- Monitor the hallway and bathrooms.
- Monitor guest movement through common areas.
- Assist the Team Leader as needed.

At approximately 7:30 PM, the volunteer may ask the Team Leader for relief to eat.

27. Guest Storage Room Volunteer

The Storage Area volunteer:

- Prepares guest storage.
- Ensures sleeping areas are ready.
- Receives guests from check-in and uses each guest's numbered wristband to identify the corresponding assigned bin.
- Assists guests with placing belongings in their assigned numbered bins.
- Controls access to the Storage Area.
- Keeps the number of guests in the room limited.
- Ensures no guest enters another person's bin.

Guests may never be left alone in the Guest Storage Area.

Once initial guest check-in is complete:

- Ensure guests do not access the storage area without permission and a volunteer present.
-

28. Common-Area / Sleeping-Area Volunteers

Common-area / sleeping-area volunteers should:

- Prepare sleeping areas.
 - Ensure cots are straight.
 - Remove trash.
 - Place Guest Resource Request forms on tables.
 - Place earplugs on tables.
 - Put cards and games in common areas.
 - Welcome guests.
 - Learn guest names.
 - Watch for belongings that have bypassed storage.
 - Encourage appropriate interaction and hospitality.
 - Model quiet behavior.
-

29. Overnight Shift Changes

11:00 PM – 3:00 AM Shift

Arrive around 10:45 PM.

3:00 AM – 7:00 AM Shift

Arrive around 2:45 AM.

Incoming volunteers should:

- Sign in.
- Attend the Team Leader briefing.
- Receive assignments.
- Review any concerns from the previous shift.

Normal overnight assignments include a Lobby Monitor, two sleeping-area monitors, and a Team Leader/Floater. The Team Leader may combine, modify, or reassign roles based on staffing, guest count, and conditions that night.

Volunteers arriving for the 3:00 AM – 7:00 AM shift should expect to maintain overnight monitoring assignments until approximately 6:00 AM, when the Team Leader reassigns volunteers for morning operations.

30. Overnight Resource Requests

Guest Resource Requests may be submitted during the night.

Overnight volunteers should:

1. Check the designated tables for completed requests.
 2. Visit the Donation Room.
 3. Gather requested items.
 4. Ask the Team Leader if a request is unclear.
 5. Place the items in a bag.
 6. Label the bag with the guest's name.
 7. Place the bag in the designated location for pickup.
-

31. Morning Wake-Up and Check-Out

Approximately 6:00 AM

The Team Leader begins the morning transition and assigns duties based on staffing and operational needs. Normal morning assignments may include:

- Breakfast/kitchen support
- Guest belongings/storage
- Lobby and check-out
- Donation/resource area
- Wake-up and departure assistance

6:00 AM

Begin a gentle wake-up at the Team Leader's direction.

Volunteers should remain in assigned areas from approximately 6:00–7:00 AM to help the morning transition.

Morning Resources

Storage Area volunteers help guests retrieve their belongings using the numbered wristband system and collect designated resources. The guest presents or returns the numbered wristband, and the Storage Room volunteer retrieves the corresponding bin. After the guest has received all belongings, collect the wristband and return it to the designated check-in storage location for reuse. If the guest does not have the wristband, verify the bin assignment against the nightly Bin Assignment Log before releasing the belongings. Before a guest checks out, make sure all of the guest's belongings have been removed from the bin and Guest Storage Room. No guest belongings may remain in the storage area during the day.

Two volunteers may work at the front with:

- Nightly Guest Log
- Blue resource bag

As guests leave, volunteers distribute designated morning supplies such as:

- Hot Hands
- Gloves

The volunteer confirms the guest's departure on the log.

32. Closing the Building

Before leaving, the Team Leader ensures:

- Guests have left.
- Guest Storage Area is secured.
- Donation Area is secured.
- Kitchen is secured and clean.
- Lights are turned off.
- Furniture is restored.
- The building is properly closed and locked.

All required forms should be placed in their designated folders.

33. Team Leader Responsibilities

The Team Leader provides leadership throughout the open night.

Responsibilities include:

- Ensuring a Team Leader is present during operations.
- Assigning volunteers.
- Conducting shift briefings.
- Supporting and training volunteers.
- Managing difficult or uncomfortable situations.
- Responding to safety concerns.
- Coordinating emergency response.
- Making decisions about situations not specifically covered by written procedures.
- Ensuring guest expectations are consistently applied.
- Issuing guest strikes.
- Coordinating with emergency services when necessary.
- Ensuring appropriate documentation is completed.
- Overseeing opening and closing procedures.

The Team Leader is the **only person authorized to issue guest strikes**.

34. Guest Strike System

The Warming Center uses a progressive strike system for significant violations of guest expectations. The Team Leader is the only person authorized to issue and document a strike.

A guest who receives a strike must leave the Center for the remainder of that night.

First Strike

The guest may not use the Warming Center on the next open night.

Second Strike

The guest may not use the Warming Center for the next two open nights.

Third Strike

The guest may not use the Warming Center for the remainder of the season.

When necessary for safety, emergency services may be contacted to assist with a guest's removal or address the circumstances giving rise to the strike.

35. Communication and Escalation

Volunteers should use the following principle:

If you are unsure, ask the Team Leader.

Contact the Team Leader when:

- A guest is angry or distressed.
- A guest appears intoxicated or impaired.
- A guest may be under 18.
- A guest refuses to follow a safety rule.
- A guest has an unusual resource request.
- A guest has belongings outside their bin.
- There is a conflict.
- There is a medical concern.
- There is a potential confidentiality issue.
- A guest attempts to establish an inappropriate relationship.
- You feel uncomfortable or unsafe.

Volunteers should not improvise solutions to significant safety or policy issues.

36. Volunteer Personal Belongings

Bring only what you need for your shift.

The Center and host site are not responsible for lost or stolen personal property.

Keep personal belongings secured and out of guest areas whenever possible.

37. Illness and Safety

Volunteers should not report for a shift when they are too ill to safely serve.

Volunteers should notify the Warming Center as soon as possible if they cannot complete their scheduled shift.

Running Late or Unable to Complete a Shift

Notify the Warming Center as soon as possible using the current volunteer communication method. Do not rely on the public status hotline for shift changes unless specifically instructed to do so.

For cancellations or questions regarding meal service, follow the current meal-service communication procedure.

38. Volunteer Removal from Service

The Cape Warming Center may discontinue a volunteer's service when necessary to protect guests, volunteers, the organization, or the integrity of the program.

Examples include:

- Repeated failure to follow procedures
 - Violation of confidentiality
 - Inappropriate relationships or boundary violations
 - Harassment
 - Disrespectful treatment of guests
 - Unsafe conduct
 - Refusal to follow Team Leader direction
 - Unauthorized use or disclosure of guest information
 - Conduct that compromises guest or volunteer safety
-

39. Volunteer Quick Reference

Before Your Shift

- ☐ Check whether the Center is open.
- ☐ Arrive on time.
- ☐ Sign in.
- ☐ Attend Team Leader briefing.
- ☐ Receive your assignment.
- ☐ Ask questions before guests arrive.

During Your Shift

- ☐ Welcome guests.
- ☐ Treat everyone with dignity.
- ☐ Follow assigned procedures.
- ☐ Monitor your assigned area.
- ☐ Maintain confidentiality.
- ☐ Report concerns to the Team Leader.
- ☐ Help maintain cleanliness.
- ☐ Observe quiet hours.

Never

- ☐ Physically restrain a guest.
 - ☐ Attempt to handle a dangerous situation alone.
 - ☐ Photograph or record guests.
 - ☐ Give guests cash or personal donations.
 - ☐ Give medical advice or medication.
 - ☐ Share confidential information.
 - ☐ Pursue a romantic or sexual relationship with a guest.
-

APPENDIX A

Emergency #: _____ PRINTED NAME: _____

Cape Warming Center

SAFETY AGREEMENT

- 1. We want you to be here so we are low-barrier. We also have a zero-tolerance policy for the safety of all our guests and volunteers.**
- 2. No weapons of any kind. Staff discretion used to identify weapons (i.e. sticks, chains, etc. are not permitted).**
- 3. Physical fighting/violent or verbally aggressive behavior with another guest or volunteer will result in leaving the property. Refusal to leave will result in PD being called.**
- 4. No drugs or alcohol allowed on the premises, except medications legally prescribed by a LHCP. These medications will need to be taken before locking up your bag. Smoking/Vaping of tobacco is permitted in outdoor designated areas only. You are required to dispose of your butts in containers. Marijuana or alcohol consumption on the property is prohibited, despite its legality.**
- 5. No pets on campus.**
- 6. Locked Storage Room: all belongings, bags, backpacks, and purses, including medications, must fit in a bin at check-in. You may keep with you ONLY these items: Cell Phone, Charger, Headphones, Wallet, Cigarettes/Vape, and bound items (ie, book, journal). If you leave items in a bin and do not return to stay overnight the next time we are open, items will be considered abandoned and discarded.**
- 7. Cape Warming Center is open from 7:00 pm - 7:00 am. Doors lock at 10pm and no re-entry allowed.**
- 8. Guests are to leave the property by 7:00 am. You cannot linger around campus.**
- 9. Guests MUST stay in designated areas.**
- 10. Please be considerate on the premises and in the neighborhood by respecting others' property and rights. Noisy banter, litter, disrespectful behavior like walking across yards, etc. could forfeit your stay at the warming center.**
- 11. Headphones must be used to listen to music or any other audio on phones.**
- 12. Quiet time and lights off 10:00 pm - 6:00 am.**

13. To stay in the family section, you must be married or with your children. If no children are present, men and women may be separated due to space limitations.

14. Respect the facility by cleaning up after yourself, eating only in the dining area, and taking care of the shared space.

15. Absolutely no live feed/videoing/recording at any time for confidentiality reasons.

16. We use a strike system for violations of any kind, including rule-breaking and disrespect. Should you receive a strike, you will be immediately discharged and cannot utilize this service for the next open night, 2nd strike = 2 open nights, 3rd strike = discontinuation for rest of season. Guests are required to sign this agreement, which outlines the rules and behavior guidelines to stay overnight.

17. Situations not specifically addressed in these guidelines may be handled by the Lead on duty in order to support safety, respect, and a welcoming environment for all.

This Agreement releases the Cape Warming Center from all liability relating to injuries that may occur at the center. I understand the center does not carry or maintain health, medical or disability insurance coverage for me. I assume responsibility.

Guest Signature

Date

Staff/Volunteer Signature _____

Volunteer Confidentiality and Release Agreement

It is essential that Volunteers comply with the expectations and procedures of all Cape Warming Center programs. Consistency in implementation is critical for guest expectations and volunteer understanding of operational processes. A volunteer may be asked to discontinue their volunteering if they disregard the rules.

Key Rules (Summary) for EVERYONE - Guests and Volunteers

- Zero tolerance for violence, threats, or aggressive behavior.
- No weapons, drugs, marijuana or alcohol on property. Tobacco smoking/vaping only in outdoor designated areas.
- No pets allowed.
- Stay in designated areas only.
- No recording, video, or live streaming at any time.

Be Respectful

Please respect the facility, neighborhood, volunteers, staff, and guests.

Disrespect, noise, littering, or disruptive behavior may result in discharge. Ask if you have questions.

Ethics and Boundaries

Healthy boundaries help us serve with compassion, avoid unintended harm, and ensure a safe and ethical environment for everyone.

To protect both guests and volunteers:

- **Honor dignity and choice.** Guests are adults capable of making their own decisions. Offer information, support, and choices rather than advice, pressure, or control.
- **Maintain healthy boundaries.** Do not give money, rides, gifts, personal contact information, or make promises you cannot

keep. Respect personal space and do not assume physical touch is welcome – even a quick hug or hand on the shoulder can be misunderstood. If a need exceeds your role, involve the Team Lead.

- **Be aware of your influence and power.** Volunteers have authority and resources that guests may lack. Avoid becoming someone's rescuer, decision-maker, or primary source of support.
- **Protect privacy.** Maintain confidentiality and never share photos, stories, or personal information about a guest.
- **Treat everyone fairly.** Avoid favoritism or providing special privileges to particular guests.
- **Know your role.** Your job is to provide hospitality, friendship, and a calm presence—not to fix, counsel, diagnose, or manage someone's life.

Volunteer Manual Acknowledgment: I understand that the rules listed above are a summary and do not include all Cape Warming Center policies and procedures. I agree to read the current Cape Warming Center Volunteer Manual, available on the Cape Warming Center website, before volunteering and to follow the policies, procedures, and instructions contained in the Manual. I understand that I am responsible for asking a Team Leader or the Volunteer Coordinator if I have questions about my responsibilities or any Warming Center procedure.

Confidentiality Agreement: I agree that I shall respect the privacy of our guests and hold in confidence all information obtained in the course of volunteering. Therefore, I will not disclose guest confidences to anyone except for the following reasons: a) as mandated by law, b) to prevent clear and immediate danger to a person or persons, c) in the course of my work with the Cape Warming Center with the aim of helping the guest. I shall possess a professional attitude that upholds confidentiality towards guests, volunteers, and any sensitive situations arising while volunteering. This Confidentiality Policy applies during and after my participation with the program.

Volunteer Acknowledgment: By signing below, I acknowledge that I have read and understand this Volunteer Agreement and agree to comply with its requirements and with the policies and procedures contained in the current Cape Warming Center Volunteer Manual. I acknowledge that my participation is completely voluntary.

I hereby release, discharge, and hold harmless Cape Cares dba Cape Warming Center, its successors, and its assignees from any liability, claims, or demands of any kind, whether in law or in equity, that may arise from my volunteer activities with Cape Cares dba Cape Warming Center. This is to acknowledge that I have read, understand, and agree.

Signature

Date

CAPE WARMING CENTER GUEST RESOURCE REQUEST

Name: _____

Date: _____

Please check anything you need. We will do our best to provide available items or connect you with someone who may be able to help.

I NEED SUPPLIES TONIGHT

- ☐ Socks Size: _____
- ☐ Underwear Size: _____
- ☐ Coat Size: _____
- ☐ Pants / Sweatpants Size: _____
- ☐ Shirt Size: _____
- ☐ Long underwear Size: _____
- ☐ Gloves
- ☐ Hand / Toe Warmers
- ☐ Sleeping Bag
- ☐ Backpack
- ☐ Other: _____

I WOULD LIKE HELP CONNECTING WITH RESOURCES

- ☐ Housing / finding a place to live
- ☐ SNAP / food benefits
- ☐ Medicaid / health coverage
- ☐ Transportation
- ☐ Senior transportation
- ☐ Employment / job assistance
- ☐ Identification / documents
- ☐ Medical or health resources
- ☐ Mental health resources
- ☐ Substance use / recovery resources
- ☐ Veterans' services
- ☐ Other: _____

Best way to reach me, if applicable:

Phone: _____

Other: _____

Anything else you would like us to know?

FOR VOLUNTEER USE ONLY

- ☐ Supplies provided ☐ Referred to Community Health Worker
- ☐ Referred to another community resource ☐ Follow-up needed

Notes: _____

APPENDIX D

CAPE WARMING CENTER

Night Guest Log & Bin Assignment Log

Date: _____

Bin #	Guest Name	Check-In Time	Bin Cleared / Wristband Returned
1			
2			
3			
4			
5			
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CAPE WARMING CENTER

Night Guest Log & Bin Assignment Log

Date: _____

Bin #	Guest Name	Check-In Time	Bin Cleared / Wristband Returned
29			
30			
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32			
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APPENDIX E

Important Contact Information

Cape Warming Center Announcement Line
573-285-2929

Email
volunteer@capecaresmo.org

Website
capewarmingcenter.org

Cape Girardeau Police Department
573-335-6621

Emergency
911

A Final Note to Volunteers

The Cape Warming Center is built on a simple idea:

People deserve to be safe, warm, welcomed, and treated with dignity.

You do not have to solve someone's homelessness.

You do not have to know what to say.

You do not have to have all the answers.

You simply have to show up, follow the procedures, maintain appropriate boundaries, and treat each person who walks through the door as a person of value.

Thank you for helping make the Cape Warming Center a place where people can experience warmth, safety, hospitality, and hope.