



## CAST General Volunteer Procedure

**Supplies:** Table, Volunteer Table Poster, Name tags, Pens, Sharpe Pens, CAST Volunteer Sign-in Sheets, CAST Pass-down Log, Supply of Disciplinary Action Forms

**References:** CAST Volunteer Sign-in Sheet;  
OGUMC Policy Statement for The Creation of A Safe Sanctuary;  
CAST Pass-down Log;  
CAST Disciplinary Action Form

**Attachments:** CAST Do's and Don'ts List

**Shift:** All shifts

### **CAST Do's and Don'ts**

A CAST Dos and Don'ts list will be provided to all CAST volunteers. Prior to your shift, please read and become familiar with the list as well as specific procedures for the position for which you volunteered.

### **Parking for Volunteers:**

Please use the parking lot located in the rear of the education building near The Bridge.

**Sign-in/out:** Sign and fill in your information on the CAST Volunteer Sign-in Sheet each evening or morning **before** you begin your shift. The sign-in sheet is located on the CAST Volunteer Registration table as you enter the Bridge from the hallway. Please try to arrive a few minutes prior to your shift to allow time to sign-in, use the restroom, or grab a beverage or a snack and report to your station. **At the end of your shift, please remember to sign out.**

**Name Tag:** All CAST Volunteers must wear a **green** boarder name tag with his or her **first name only**. The blank name tags will be located on the CAST Volunteer Registration table.

### **Bathrooms for Volunteers:**

The volunteer's bathrooms are located on the second floor. Please **do not** use the guest bathrooms on the first floor.



### **Emergency and Important OGUMC Contact Numbers:**

Emergency and important OGUMC's numbers will be in the following binders:

1. General Volunteer Manual & Sign-in Log located in The Bridge.
2. Transportation Team Manual located in the Bridge.
3. Registration Team Manual & Logs (2 each) located at both Guest Registration Tables.
4. CARE Team Manual & Shower Log located at the CARE Team Table.
5. Smoking Monitor Manual & Log located at the Smoking Table.
6. 2024-2025 CAST Manual

**Please do not give out your or any other person's personal information to guests.**

### **Volunteers under 18 years old:**

Oak Grove United Methodist Church's Policy Statement For The Creation of A Safe Sanctuary will be followed for volunteers under 18 years old.

### **Fair and Consistency:**

CAST stresses fairness to each guest. Each guest will receive only one mat and one blanket. Each Guest will be allowed to receive only one toiletry bag per week. Additional toiletry items will be available upon request at the CARE Team table. Allowing one guest to be given an additional mat or blanket would require all guests to be provided the same item and there aren't enough mats and blankets to accommodate this. Remember to emphasize fairness. Most guests understand the fairness principle.

Please **DO NOT** promise or agree to purchase or provide any additional supplies or extra gifts including toys/clothing for specific individuals. If a guest needs something beyond what is provided at the Care Table, take his or her name and contact information and tell the guest his or her request will be referred to the CAST Coordinator.

### **CAST Pass-down Log:**

It is a CAST policy that a log be kept of all activities, especially unusual or out-of-the-ordinary situations. A CAST Pass-down Log is provided in the CAST box with directions on the cover about helpful nightly notes. This is an important communication tool shared from church to church each Wednesday. Volunteers are encouraged to review and/or enter information of interest into the Pass-down log that may be useful to other volunteers. The Pass-down log will be located on the Volunteer sign-in table in the Bridge.



**CAST Disciplinary Report:**

If the overall wellbeing of the group will be impaired by the actions of one or more guests, then you need to consider removing the guest or guests and reporting the incident. Examples of inappropriate behavior include fighting, foul language, and disruptive behavior.

If a guest exhibits extreme behavior that calls for a disciplinary response, **contact Oak Groves' CAST Coordinator, or designee immediately.** You may be asked to provide information required to file a CAST Disciplinary Action form, which will include a full description of the incident.

**Guest Medications:**

CAST has taken the position to NOT administer **ANY** medications, prescription nor over the counter medications. Guests who have medications should keep them on their person and administer them as directed by a physician.



## CAST DO'S AND DON'TS

**DO** review the Daily Routine Schedule, the CAST General Volunteer Procedure, and specific procedure for the team you signed up for.

**DO** smile, chat, and wear a **green** bordered nametag.

**DO** insist that guests wear their **purple** bordered nametag.

**DO** check and keep an accurate CAST "Pass-Down Log" for nightly notes.

**DO** remember that we are providing a caring, peaceful, and respectful environment.

**DO** be firm with the decision that you make.

**DO** know the police number: Chesapeake Non-Emergency: (757) 382-6161, Emergency: 911

**DO** directly supervise children and youth volunteers.

**DO** remind parents that they are responsible for their children and their behavior.

**DO** remind parent(s) of children to always stay in direct proximity of child/teen and to be especially careful with bathroom use. **Volunteers should not use guest bathroom and should use the bathrooms on the second floor.**

**DO** patrol the bathrooms occasionally.

**DO** encourage guests to help with cleaning the morning.

**DO** ask Oak Grove's CAST Coordinator, or designee questions when in doubt.

**DO** not give out clothing to the guests. There is a process for receiving clothes. Have the guest see one of the Care Team Volunteers.

**DON'T EVER** be alone with a child or teen. A minimum of two adults must be present, unless the parent is present.

**DON'T** let a guest back in the building once they have left for any reason other than a smoke break. **Smoke passes are issued and monitored by volunteers at the Smoke Table.**

**DON'T** try and save the world. Remember we are providing a warm, shelter for the night.

**DON'T** give out personal information or money to the guests.

**DON'T** bring money to the shelter with you.

**DON'T** be intimidated if a guest gets rude or out of hand. If you feel the guest should leave, take him or her aside, and quietly, but firmly, let them know that their behavior is not acceptable and if they do not improve, they will be escorted out. If an incident elevates to the level that a guest needs to be escorted out, notify Oak Grove's CAST Coordinator, or designee who will escort the guest out of the building and ensure that a Disciplinary Action Report is generated.

**DON'T** allow guests to leave any personal belongings upon exiting the building in the morning, even if asked to do so.

**DON'T** take pictures of guests.