



CAST GREETER/REGISTRATION/SMOKING TABLE TEAM

Supplies: Two (2) Greeter/Registration and General Information Binders, Smoking Binder, Laptop Computer, Pens, Smoking Passes, Purple Border Name Tags

References: CAST General Volunteer Procedure
CAST Do's and Don'ts List
CAST Registration List
CAST Pass-Down Log
CAST Guest Agreement
National Sex Offender Public Registry (www.nsopw.gov)
CAST Banned List
CAST Smoking Table Procedure

Shift: 7:15 PM to 10:00 PM

The Greeter and Registration Team is responsible for greeting and registering CAST guests, passing out name tags and toiletry bags, checking the National Sex Offender Public Registry, and working the smoking table.

Two registration tables will be setup in the hallway, one on each side, near the CAST volunteer/guest entrance.

Team members should read and become familiar with the CAST General Volunteer Procedure and the CAST Do's and Don'ts List.

Volunteers should arrive a few minutes prior to their shifts to sign-in, make a name tag for themselves, and review the Pass-Down log.

An electronic spreadsheet will be emailed to Oak Grove's CAST Coordinator, or designee, on Tuesday, the day before Oak Grove's CAST Week begins. The spreadsheet will contain a list of all previous guests and their registration information. The CAST Coordinator, or designee, will print out two copies of the list and place them in the two Greeter/Registration and General Information Binders.

A team of two members will be seated at each table. Guests will be directed to form a line. Each team will call one guest at a time, if the guest is a parent with children, the children will accompany their parent to the table.



A team member will ask the guest to show his or her ID.

1. Use the ID to help find the guest's name on the registration list.
2. Check the appropriate day of the week next to the guest's name.
3. If it is the guest's first night at Oak Grove, place a check to the left of the guest's name and direct the assistant team member to hand him or her a toiletry bag. *Guests are only allowed to receive one toiletry bag for the week so a check to the left of the name will indicate that he or she has already received a bag.*
4. Hand the ID to the assistant team member who will use it to make a name tag for the guest. The team member will write the guest's first name in LARGE print on a **purple** bordered nametag, hand the ID and the name tag to the guest and tell the him or her that the name tag **must we worn the entire time while in our shelter.**

If the guest's name doesn't appear on the registration list:

1. Using the ID, write the name in the registration list, check the correct day of the week, and fill in the Male/Female (M/F) and Date of Birth (DOB) blocks.
2. Have the guest sign a Guest Agreement and write a Y in the "Rules Signed" block on the registration list. Place the executed Guest Agreement in a folder.
3. Place a check the left of the guest's name and direct the assistant team member to hand the guest a toiletry bag.
4. Hand the ID to the assistant team member who will use it to make a name tag for the guest. The team member will write the guest's first name in LARGE print on a **purple** bordered name, hand the ID and the name tag to the guest and tell the him or her that the name tag **must we worn the entire time while in our shelter.**

After the guest has been registered, direct him or her to Whitehurst Hall to find a mat, blanket, and a sleeping spot.

After all guests have been registered, one volunteer must screen any guest who has not previously been screened through the National Sex Offender Public Registry (www.nsopw.gov). If the guest is **not on** the nsopw.gov registry, enter the date the registry was checked in the "Date Cleared Sex Offender Registry" box on the registration list.

If a guest's name shows up on the website, discretely notify the Oak Grove's CAST Coordinator, or designee, immediately. The CAST Coordinator, or designee will handle escorting the guest out of the shelter, contacting CAST's Coordinator Sam Howard, as well as recording the information in the CAST Pass-Down Log and the CAST Banned List.



Once the evening registration is complete, the laptop and the two Greeter/Registration and General Information binders are to be returned to the CAST Volunteer Sign-in/out table in the Bridge.

Oak Grove's CAST Coordinator, or designee will ensure that the CAST Registration List is updated daily, prior to the next evening's shift.

Two team members will remain to work the Smoking Table until 10:00 PM. The other two team members are encouraged to stay and interact with the guests, assist other teams, or they may sign-out and leave for the evening.

There is a Smoking Log binder that includes the smoking log, smoking passes, and a CAST Smoking Table Procedure. Please return the binder to the CAST Volunteer Sign-in/out table in the Bridge at the end of the shift.

NOTE: For CAST Season 2024 - 2025, the churches are not filling out the HMIS Assessment and ShelterLink HMIS Client consent forms.