

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.