



Front Office & Showers

Revision Date: July 19, 2024

Why this list is important

- Access to good personal and oral hygiene through the Center's facilities boosts guests self-esteem and helps ward off a variety of health concerns. Items of basic need (toothbrush & paste, soap, shampoo, socks, etc.) are costly and can be difficult to obtain by our guests. Providing these items helps guests with their personal health and hygiene.
- This list provides the instructions and best practices for completing a volunteer shift in the Front Office and Showers during daily operations of the Warming Center.

Resources Needed

- Squeegee & Disinfectant Spray
- Towel/washcloth for wiping showers
- Shower List
- Disposable Latex Gloves in Your Size

Process

- Prior to 7am opening, prepare materials:
 - Ensure items are stocked, towels and washcloths are folded and accessible
 - Unlock showers, turn on lights, ensure soap is full, and place a washcloth and towel on the chair
 - Keys to shower room, bathrooms, utility room, and toilet paper dispensers are hanging in the office above the light switch
 - Get squeegee and cleaning spray pump from the utility room and place them in the office
 - Place laundry basket in wheeled cart outside of the office
 - Prepare shower sign up clipboard - enter date and volunteer names
- Upon Warming Center opening:
 - Put gloves on
 - Front Office Volunteer:
 - Take a mental inventory of items that are available; not all items are always in stock!
 - Unlock and open the office window
 - Provide items as requested by guests
 - Shower List Volunteer:
 - Stand at the end of the hallway adjacent to the dining room to populate the list of those requesting a shower (after the initial rush of guests have entered the dining room, the volunteer can move back to the front office)
 - Write the first name and last initial of the guest
 - The first three guests may be sent immediately to the showers
 - Inform the guest that they have 15 minutes to shower
 - Write the time in the shower on the list
 - Write the guest name in each shower and the start time on the whiteboard on the shower room door
 - After getting the first group of guests in the showers, transcribe the shower list on the glass window of the office door with a dry erase marker. This helps guests to see where they are in the queue for a shower.

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- When a guest has been in the shower for 15 minutes, knock on the door and let them know their time limit is up
 - When the guest exits the shower, instruct them to place their used towel and washcloth in the laundry basket; write the time out of shower on the Shower List
 - Periodically take the basket of dirty towels to the laundry room
 - If running low on towels or washcloths, check with volunteers in laundry or PFC staff
 - After the Shower Cleaning Volunteer has completed the cleaning process, call for the next guest on the list for their shower: "Shower for _____!"
 - Last entry time for shower is 10:30am
 - Shower Cleaning Volunteer:
 - Place a door stopper to keep door propped open
 - Spray walls, chair, handle, and shelf with shower hose to wash away any dirt, hair, etc from the previous guest
 - Spray walls, chair, handle, and shelf with disinfectant spray
 - Squeegee walls and floor and push water to drain
 - Wipe shower handle with a washcloth
 - Dry chair and hooks
 - Once cleaning is complete, let the Shower List Volunteer know that it is ready for the next guest
 - At closing time:
 - Tally the total number of showers on the Shower List and place in the Shower Binder located near the whiteboard in the Front Office
 - Take laundry basket of dirty towels to laundry room
 - Place squeegee and disinfectant spray in utility room
 - Clean shower list off of window on office door
 - Close and lock the Front Office window
 - Tidy desk and restock any items of basic need
 - Ask PFC staff for assistance in obtaining additional inventory
 - Turn off office light and close door