



TSLC Coordinator's Manual

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Volunteer Positions

FAMILY PROMISE COORDINATOR(S)

- Promote the mission of Family Promise to the congregation.
- Ensure communication pieces are prepared as needed for weekly bulletins, narthex tvs, announcements, and the monthly newsletter.
- Actively speak with members to recruit volunteers.
- Manage the Sign-Up Genius volunteer site.
 - Print out final sign-ups to post in the Lounge.
- Check Giant gift card balance and request funding through TSLC Treasurer as needed.
- Organize or conduct volunteer training if needed.
- Maintain Family Promise guidelines, volunteer descriptions, and FP Notebook.
- Participate during the host week. Ensure at least one FP Team member is available throughout the week.
- Notify Webmaster of annual dates once known.

<u>Two Months Prior:</u>	<u>4-6 Weeks Prior:</u>	<u>Week Prior to Host Week:</u>
<ul style="list-style-type: none"> <input type="checkbox"/> Write Newsletter article <input type="checkbox"/> Notify St. Pete's of upcoming week <input type="checkbox"/> Ensure website is updated with upcoming host week dates <input type="checkbox"/> Keep all volunteers in the loop through email <input type="checkbox"/> Check calendar for any conflicts and notify organizers 	<ul style="list-style-type: none"> <input type="checkbox"/> Newsletter article for month before host week <input type="checkbox"/> Prepare SignUp Genius posting and email notification <input type="checkbox"/> Send SignUp Genius web link to Webmaster <input type="checkbox"/> Prepare TV announcement <input type="checkbox"/> Insert Bulletin announcements <input type="checkbox"/> Send reminder to Property Committee, Faith Formation Director & Sunday School teachers of room use as needed <input type="checkbox"/> Buy Giant gift cards <input type="checkbox"/> Worship announcements as needed <input type="checkbox"/> Keep all volunteers in the loop through email <input type="checkbox"/> Secure van driver coordinator 	<ul style="list-style-type: none"> <input type="checkbox"/> Change the code in the lockbox and ensure volunteers are aware of it <input type="checkbox"/> Coordinate what days FP team leaders will cover <input type="checkbox"/> Confirm who will greet guests & review House Rules <input type="checkbox"/> Worship prayer petition Sunday that starts the FP week <input type="checkbox"/> Place Van schedule in the van, and on the kitchen counter <input type="checkbox"/> Keep all volunteers in the loop through email <ul style="list-style-type: none"> <input type="checkbox"/> Send out family profiles when received from FPHCR <input type="checkbox"/> Advise volunteers: lock box code, any last minute instructions specific to each family (changes to family profiles, diet restrictions, personal use of cars, shift work, etc.)

Volunteer Positions

FAMILY PROMISE TEAM MEMBER

Set-Up Preparations

Volunteers are needed on the first and last Sunday of the host week to help convert the church to a home prior to the host week, and then to return it to the original condition.

Family Rooms

- Family Promise will advise us on the number of expected guests prior to the first Sunday. In the designated Sunday school rooms, take down/move tables, chairs and other furniture as needed to allow adequate space for beds and room for the families to move around. (Note: it may be helpful to take a picture of the room prior to set-up so the room can be returned to its original order.) If a new family(s) are expected, FP Coordinators will advise you to set up additional rooms.
- If there are any items that would be unsafe and within the reach of children, remove to out-of-reach spot or another room.
- Please place 2 air mattresses and place in lounge for overnight hosts. (They will bring their own bed linens.)
- If there are lamps for the rooms, put one in each room that will house a family, and one in the hallway outside the restrooms. A lamp is not needed in any room being used as a TV room.
- Cover electrical outlets with safety plugs and inside doorknob with safety covers as needed.
- Cover the window on the door of the rooms with fabric covering so that the families have privacy.
- Put enough foam rolls for insulation under mattresses in each of the guest rooms.
- Make sure welcome signs are on the doors of the families' bedrooms. Put sign on the TV room and overnight host room.
- Make sure trash cans are out and easy to find.
- Place a *TSLC House Rules* paper in each family room and the TV room.

Fellowship Hall

- Set up 2 tables with a few chairs against "hallway wall" and place age-appropriate craft/puzzles/games and possibly a carpeted play area.
- Set up 2 tables against kitchen wall near the refrigerator to hold any breakfast/lunch/snack non-perishable items.
- Put breakfast and lunch non-perishable food items; napkins, plates, bowls, plasticware, etc. on tables near fellowship hall refrigerator and ensure cold items are placed in the fellowship hall refrigerator.
- Set up tables and accompanying chairs for eating meals.
- Turn piano around so that the keyboard side faces the stage.
- Tape laminated sign to stage that says, "No climbing on stage!"
- Make sure trash cans are out and easy to find.

Other

- Put out name tags/basket in the kitchen.
- Place a smoking stand outside of the back-entrance door to the church.
- Place primary copy of TSLC Family Promise manual in the overnight host room and the kitchen copy on the countertop in the kitchen.
- Make sure building key card and van valet keys are in the key lock box and then affix key lock box to outside of back entrance door to the church.
- Place motion detector transmitter on the ground by ADA door; place receiver in the kitchen.

Volunteer Positions

MEAL PREPARER / EVENING HOST (APPROX. 6:00 – 8:00 PM)

A hot meal is needed each night, Sunday through Saturday. Volunteers may prepare the meal in their own home or use the congregation's kitchen. You are encouraged to sign up as a team or split meal prep with another family. There must be two volunteers on site to serve and host our guests.

Responsibilities of the Meal Preparer include:

- Prepare a meal for up to 14 guests on your selected evening(s).
The number of expected guests and any dietary restrictions will be shared with the volunteers as soon as it is known. (Please note that we need to be flexible as this information may change throughout the week.)
- Arrive no later than 6:00 p.m.; Assist with serving dinner to our guests around 6:30 p.m.
- Volunteers are expected to eat dinner with our guests. Please wear a name tag with your first name only and be a friendly, listening ear.
- Clean up should begin no later than 7:30 p.m.
The families are responsible for cleaning up after dinner, washing dishes, and wiping off the tables. Please consider helping them with these tasks. (You may suggest: "I'll get the cups and silverware, if you want to grab the plates, and we can get started on these dishes." This is a gentle reminder that they are to be cleaning up without embarrassing them.)
- Once the dishes are cleaned up, please ensure that families get their lunches packed for the next day. [On Sunday evening and when new guests arrive, inform guests on what is available and where supplies are located.] Our guests may take leftovers. (Containers are in the kitchen; please put lunches in Fellowship Hall refrigerator.)
- Socialize with guests; enjoy time with children (arts and crafts, coloring books, games, and other toys will be available in Fellowship Hall.) Help with homework or assist a guest with a particular need. (TSLC volunteers are not responsible for the guests' children, nor can they provide discipline.) If a child asks you for something (food item, restroom, etc.), you must direct the child back to the parent for them to respond to the request.
- Ensure family members follow Family Promise Guidelines and TSLC Guidelines.
- Inform FP Team Leaders if you have any concerns or suggestions.
- If a guest has made prior arrangements to arrive at another time other than with the van, you will be informed of those changes. If the guest does not arrive at the expected time, please call the FP Coordinator immediately.
- **Meal Preparers/Hosts must stay until both overnight hosts have arrived.**

Volunteer Positions

OVERNIGHT HOSTS

Two overnight hosts are needed each night to be available in case our guests need anything during the nighttime hours. Hosts will stay in TSLC's Lounge. Responsibilities of the Overnight Hosts include:

- Serve on your selected day(s) until our guests leave.
 - Monday - Friday 8:00 p.m. - 7:00 a.m.; Saturday 8:00 p.m. - 8:30 a.m.;
 - Sunday 8:00 p.m. - 7:30 a.m.
- Please bring your own pillow, sleeping bag or linens. An air mattress will be provided.
- Ensure guests follow Family Promise Guidelines and TSLC Guidelines.
- Hosts are encouraged to interact with families as needed. Please wear a name tag with your first name only. (TSLC volunteers are not responsible for the guests' children, nor can they provide discipline.) If a child asks you for something (food item, restroom, etc.), you must direct the child back to the parent for them to respond to the request.
- Ensure that all families are in their rooms and lights out at 10:00 p.m.
- You may sleep but must be available in case of an emergency.
- If there is a life-threatening emergency, call 911 immediately. If a guest has a minor injury or illness, please contact the on-call nurse for advice. (For the protection of the medical staff, do not have the guest contact the on-call nurse, and do not share the name of the individual that you contacted.)
- If an emergency comes up that would necessitate you taking a guest to the hospital or medical specialist, call the FP Coordinator immediately. The situation will be assessed at that time and a decision will be made how to proceed. For everyone's protection, NEVER leave the families unsupervised.
- In the event of any other problem, please contact an FP Team member. If a FP Team member cannot be reached, please call Pastor Erdley.
- Take motion detector receiver from the kitchen with you to the Lounge.
- Ensure that guests are awake by 6:00 a.m.
- Brew a pot of coffee (if guests indicate they would like coffee).
- If you would like, you may prepare breakfast on Saturday (eggs, bacon, pancakes, French toast or breakfast casserole, etc.). Before doing this, check with the guests to see if they want a prepared breakfast as they may prefer to sleep in later on Saturday morning.
- Assist families to get to the vans by 6:30 a.m. Monday through Friday; Saturday departure time is 8:30 a.m.; Sunday departure time is 7:30 a.m. [Van schedule will be posted in FP Notebook.]
- Inspect rooms for safety after families leave to ensure irons, fans, heaters, curling irons, coffee pot, lights, etc. are turned off and unplugged by the families.
- Inform FP Team Leaders if you have any questions or concerns.
- Please inform designated FP Team member of any food replenishment needs.
- All exterior doors are locked at all times.
- If you are hosting on Saturday evening into Sunday, please note that the Family Promise guests are responsible for deflating and taking their beds and linens.
- If a guest has made prior arrangements to arrive at another time other than with the van, you will be informed of those changes. If the guest does not arrive at the expected time, please call the FP Coordinator immediately.

Volunteer Positions

VAN DRIVERS

Drivers are needed to transport the guests each morning and evening throughout the host week. On weekdays, the van will be parked at TSLC. All van drivers must be at least 25 years of age and registered with Family Promise. A copy of your driver's license and your contact information must be provided to TSLC's Van Driver Coordinator. A special license is not needed to drive the van.

Van Driver Responsibilities:

- In order to comply with the guidelines set forth by KYCS, there must be two approved adults in the van. Serve 6:30 a.m. and/or 5:45 p.m. (We ask that van drivers arrive 15 minutes prior to departure)
- TSLC has 'valet' keys which only open the van doors; they do not start the ignition. The ignition key will be kept securely inside the van. A valet key will be kept in a lock box located outside the back parking lot doors. The lock box code will be provided to you by an FP Coordinator. (be sure you only take the van keys)
- Please wear a name tag with your first name only printed on it.
- In the morning, transport families via the Family Promise 15-passenger van from TSLC to the Day Center located at **56 Erford Rd Camp Hill, PA 17011**. (NOTE: Always use the FP van provided. For liability/insurance reasons, do not use your own vehicle.)
- In the evening, transport families from the Day Center to TSLC.
- Return the valet key to the lock box.
- The van will have a full tank of gas when it is picked up on Sunday. Gas is provided by the Family Promise Program. If gas is needed, or there are any issues with the van at any point during the week, contact Family Promise at 737-1100.
- On Sunday evening, drivers may stay and assist the families with inflating mattresses in their rooms.
- Drivers acknowledge that the van is to be used only for driving Family Promise guests.
- Please park the van at TSLC overnight in the back parking lot. You may park the van at home or work during the day if the driver is doing both AM and PM runs that day.

	Pick-Up	Drop-Off	
1 st Sunday	6:00 p.m. at FP Day Center.	6:30 p.m. at TSLC.	Three drivers are needed since the van needs picked up at the Day Center. Drivers park the van at TSLC after drop-off.
Monday – Friday	6:30 a.m. at TSLC.	Pick-up guests from FP Day Center at 6:00 p.m., drop-off at TSLC.	Two drivers are needed each shift.
Saturday	8:30 a.m. at TSLC	Pick-up guests from FP Day Center at 6:00 p.m., drop-off at TSLC.	
Last Sunday	7:30 a.m. at TSLC	at Day Center	Three drivers are needed for the last pick-up since the van will be left at the Day Center.

Important Notes:

- Please be prompt in your arrival times and be patient with our guests as they return from work or school.
- Please confirm that all of our guests are ready, have all that they need, and are securely buckled prior to departure.

Volunteer Positions

VAN DRIVER COORDINATOR

The Van Driver Coordinator recruits volunteers to drive the van, instructs drivers on guidelines, and ensures that a valid driver's license is on file at the Day Center.

- Please see **Van Driver Responsibilities and Pick-up Times**.

Van Driver Coordinator Responsibilities:

1. **Maintain Van Driver Information.**

Using the "Van Driver" document, record information on our volunteer drivers. Keep all signed documents together for future reference in the provided notebook.

For all van drivers:

- Make a copy of their driver's license. Attach scanned copy to an email and send it to Family Promise Caseworker – casemanager@familypromisehcr.org
- Have them sign the "Confidentiality Statement".
- Place copy of the "Rules of the Van" and the Van Driver Schedule in the FP van.

2. **Complete the Van Driver Schedule for the week of hosting.**

Using the "Van Driver" document, record the week's schedule. Provide a copy of the final schedule to each of the drivers, the Family Promise Coordinators, and email to Family Promise the week before hosting.

If someone cannot drive for the time they signed up for, it is their responsibility to call someone on that list to either switch or cover for them. If they cannot find someone, they are to call you and you will need to find someone to fill in.

If the morning pick-up time changes because of work schedules, kids going to school, etc., FP will let us know ahead of time so that you can inform your drivers of the time change. FP Team member will also let you know if there are guests that will drive their own vehicle.

3. **Coordinate van pick-up and drop-off.**

At the beginning of our host week (Sunday evening), someone needs to take the van driver to the Day Center to pick up the van and the families. The van will be parked in the Day Center parking lot and it will be locked.

At the completion of the week on Sunday morning, again someone needs to follow the van driver to the Day Center to pick up the driver. Lock the van and take the valet key back to TSLC and put it in and against the back of the Family Promise mailbox outside the church office. *The van's ignition key should stay in the van.

Van Driver Coordinator Responsibilities, *cont.*

4. **You are responsible for the van keys.**

5. **Keep the van clean for the week.**

6. **Family Promise is responsible for gas and van maintenance.**

Keep an eye on the gas gauge and if it is low, give Family Promise a call at 737-1100. (FP is also open to donations of van fill-ups or adding to the tank). If there is a broken seat belt, flat tire, etc., please call Family Promise.

7. **Ensure van drivers wear name tags.**

Make sure there are name tags and a marker in the van for each driver. Have the driver write their first name only on the tag and wear it while transporting the families. This makes it easier for the families to communicate to the driver as they meet so many people throughout their stay in Family Promise.

RULES OF THE VAN

1. No eating in the van!! Passengers may transport food to and from the center, but no eating.
2. Passengers may have drinks, but only if there is a lid on the container.
3. ALL seat belts and car seats MUST be buckled before the van takes off. This is the law, not just a rule. No exceptions! Parents are responsible for securing their small children into car seats and for ensuring their other children do not unfasten their seatbelts while the van is in motion.
4. There are to be *no side trips* such as “can we stop at Giant on our way?” Response: “Sorry, but that is not possible. We are on a schedule and because of liability issues we are not permitted to make any stops along the way.”
5. Only families in the Family Promise program are permitted in the van. No guests and no family members not in the program can be transported in the van.
6. No children are to be in the van without a parent and/or guardian of those children. If a child asks you for something (food item, restroom, etc.), you must direct the child back to the parent for them to respond to the request.
7. No children are to ride in the front seat.