



HOSPITALITY HOUSE
of CHARLOTTE

VOLUNTEER HANDBOOK

Updated January 29, 2009

Mission Statement:

Hospitality House of Charlotte mission is sheltering out-of-town families in medical crisis.

All guests MUST be referred by hospital staff. Please remind Guests that the House is a non-profit facility and its operation depends on contributions from individuals, community groups, and the family members who stay here.

House Phone Number: (704) 376-0060

Executive Director: Kimberly Melton
Guest Services Manager: Barbara Grant
Director of Development: Susan Ross
Business Manager: Angie Bush
Administrative Assistant: Dana Plummer
House Manager: Sue Wise
Resident Managers: Linda Deniston
Judy Martin
Euthemia Mungo
Kathy Paige
Elizabeth Petrie

Our Volunteers are a vital part of this organization. If you as a Volunteer are unable to serve at your scheduled time, please attempt to trade shifts with another volunteer by referring to your Master Schedule. If you cannot trade, refer to the **Volunteer Substitute List** and attempt to arrange a substitute. If you are successful, call the Guest Services Manager and the House to make sure the Volunteer calendar shows the name of the person who is substituting for you.

If arranging for your own substitute is not possible, then call the Guest Services Manager to let her/he know that you have not been able to make arrangements and request that he/she assist you arranging for a substitute.

RESPONSIBILITIES OF THE HOUSE VOLUNTEER HOST/HOSTESS

The Volunteers at Hospitality House are responsible for the overall operation of the House when the Resident Manager is absent. He/she will receive and check out guests, answer the phone, oversee repairs and deliveries, assist with maintaining cleanliness and order, keep Guest records and serve as a communication link between the House and the hospitals.

- 1. Please arrive 15 minutes early for your designated shift in order ensure a smooth shift changeover and to maintain coverage at all times:**

Shift Times:

Mon through Fri 9:00 am - 1:00 pm, 1:00 pm - 5:00 pm, 5:00 pm - 9:00 pm

Sat and Sun 9:00 am - 1:00 pm, 1:00 pm - 5:00 pm

Upon arrival, please secure your personal possessions. There are cabinets in the auxiliary area available for this purpose if you wish to use them. The auxiliary area is in the Board Room.

- 2. Please also check the “WHATS NEW / DAILY REMINDER” section in the Volunteer Resource Manual.** It is located on the desk. This will have any recent changes to the procedures for volunteers and any reminders that the staff feel are necessary. Please use the purple Communications Folder to note any issues for the future and note any of today's issues in the Daily Log in the Guest Registration Notebook.
3. Remember to help make our Guests feel at home whether they are sleeping here or just dropping in to wash clothes, bathe, or "get away". When possible, take time away from the desk duties to mingle with the guests and show interest in their issues.
4. For the safety and well being of those in the house, keep the front door and all exterior doors locked at all times and answer the door buzzer when it rings. **Before you give out a key to a guest room, please check to make sure the name of the visitor is either on the long term or day guest list, the daily referral list, or that they are a volunteer or an expected visitor at the front door.**
5. When a service person comes to the house and you do not know if he/she is making a legitimate call, please check with the office. Do not turn the service person away unless authorized to do so. Also make a note on the Daily Log sheet naming the company and describing the service performed.
6. Occasionally someone may want to see the house in case of a future stay. Please feel free to escort the potential guest on a tour of the house.
7. When faced with a problem you are unsure how to handle, explain this to the guest/visitor. Refer the problem to the Resident Manager or to the staff on site for the solution, advising the guest/visitor of your action. Some staff members are available for troubleshooting via cell phone. Their numbers are listed in the front of the Volunteer Resource Manual.

8. Answer the phone saying, "Hello, this is Jane speaking. How may I help you?" Record any messages for Guests and tape the message to their key. Any messages for staff should be forwarded to their voicemail.
9. Make an inspection tour of the House. Tidy up as necessary, washing and drying any linens left in the laundry baskets. Fold any linens that are in the dryers after the completion of the cycle. Check the filters in the dryers and clean them if necessary. Replenish supplies as needed, i.e.: soap, towels, toilet tissue, kitchen and cleaning supplies. Supplies can be found in the second floor storage closet using the master key located in the main key box behind the desk.
10. Check empty rooms to be sure they are clean and ready for guests. There is a check list of required linens and supplies in the **Volunteer Resource Manual**.
11. Check the coffeepot to be sure it has been turned off. Do NOT let the pot burn! Make coffee in the afternoon only when requested. Once the coffeepot has cooled, please wash it and the filter basket and remove the used filter.
12. There is a large freezer in the second floor storage room. When moving food from the freezer to the refrigerator, please write the date on the package to indicate when it was thawed. When putting food into the freezer, write the date on the package to indicate when it was frozen.
13. Decisions concerning moving a guest from one bed to another are made only by the Resident Manager.
14. IN KIND DONATIONS: Note on the In-Kind Donations Register (blue form) all non-monetary gifts brought to the House. Please show names, **addresses**, and monetary value estimates since we do acknowledge **all** donations.
15. MONETARY DONATIONS: Put any monetary donation in an envelope (located in a file in the black box). Please fill out the name and address section and place it in the "After Hours" file cabinet drawer in Dana's Office. This drawer is the lower drawer in the file cabinet located in the office behind the registration desk. If the guest requests or prefers it, prepare a receipt for all gifts of cash. (Note that the acknowledgement we send will suffice as a receipt for IRS tax purposes)
16. The morning Volunteer makes reminder calls to the people who volunteer two days later. The Volunteer Schedule is on a clipboard on the desk. Monday morning volunteer calls all Wednesday Volunteers, Tuesday calls Thursday, Thursday calls Saturday, etc. Put a check (✓) by the name if you talked with them. Put an M by the name if you left a message. The afternoon volunteer checks that calls were made. If not, he or she makes them. When you have a reminder message on your telephone, please call the House to confirm that you will be working your shift as scheduled.
17. Remember that holidays are still service days for the House. If you can volunteer on any of those special days, please do so. Mark your own calendar as well as the calendar at the House.

18. All referrals of Guests to the House **MUST** be made through hospital staff (usually Patient Representatives or Chaplain's Office). If someone other than one of the referring agents calls, please handle the call as best as you can or you may refer the call to a Hospitality House staff member.
19. Hospitality House does not accept reservations. **Inquiries regarding future stays should be referred to the staff by transferring the call to the Guest Services Manager.**
20. If there is a death in the family of a guest, please help in any way you can.
21. GUEST PARKING: The house has only limited guest parking available for loading and unloading ONLY. Direct guests to park in the visitor's lot at CMC. Directions and a map to the parking lot are at the front desk. Give the guest a parking permit form located with the other paperwork. See page 11 for **DETAILED CAR PARKING INSTRUCTIONS.**
22. GUEST USE OF THE TELEPHONES: There are three telephones in the House for Guest use. There is no telephone service in the guest rooms. The main telephone number is 704-376-0060. All incoming calls can be routed from that number. Long distance calls cannot be made from the House telephones. Guests may only use the phone in the kitchen or hallways. They may NOT use the phone at the registration desk (or in the Auxiliary Workroom).
23. VOLUNTEERS AND LONG DISTANCE CALLS: Volunteers may use the desk telephone for long distance calls. The code is 36891 which is also found in the Volunteer Resource Manual under Telephone Info.
24. REGISTRATION DESK: Under no circumstances are guests permitted behind the registration desk.
25. MAINTENANCE REQUESTS: From time to time, items in the house (i.e., door handles, light bulbs, appliances) will need repair or replacement. When those situations arise, complete a maintenance request form (located in the file box on the front desk). The completed maintenance request form should then be placed in the Business Manager's mailbox.
26. MAINTENANCE EMERGENCIES: In the event of a maintenance emergency (i.e. toilet overflowing, building leak), call the Business Manager immediately.
27. EVACUATION EMERGENCIES: To dial 911 do not press 9 to get out. You only need to dial "911." Dial 911 and explain the emergency, Leave the building and carry with you the Guest Registration Notebook. Move to the corner of Scott Ave. at Romany (traffic light down the hill) to meet and account for our Guests. The stairwells are areas of refuge and thus are where guests may stay if they are unable to otherwise escape the building.
28. OTHER EMERGENCIES: In the event of a tornado or other emergency not requiring evacuation, close all windows and gather in the stairwells for shelter. You will need to

gather guests who are in the house into the sheltered areas as they may not be aware of the emergency.

29. **AUXILIARY SALES:** (Tee shirts, Sleep shirts and Totes are kept in the cabinets in the Auxiliary Work Area in the Board Room). When an Auxiliary Sales Item is purchased, place the money/check in the blue pouch labeled "AUXILIARY SALES" (which will be found in the locked cabinets). The key for the locked cabinets is located in the key holder on the wall in the Administrative Assistant's office. **We cannot guarantee that we will be able to make change.**
30. If you are a single volunteer working the front desk, you may leave the desk for a short period of time in order to checkout a guest or to attend to other needs. You can hang the clock on the front door indicating your time of return and put out the "Staff in back please ring the bell" sign with the bell, (the clock and sign are located in the drawer at the front desk) and/or you may ask a member of staff to watch the front desk while you are away from the desk. During this time the phones will go to voice mail so please check that when you return to the desk.
31. **WIRELESS ACCESS:** We do have wireless internet access available on the first floor for our guest's laptop computers. A card with the wireless code is the black box next to the computer screens.

ROOM ALLOCATION, REFERRAL AND WAIT LIST PROCEDURE

1. A hospital staff person (usually a Patient Representative or Chaplain's Office) will call the House and inquire about room availability and give the name of the guest being sent to us. Request a referral sheet be faxed over. Information about room availability will be in the Daily Log on the desk. If there are room(s) available, take the incoming family members' name(s), assign a room and note on the Daily Log that the guest is coming to occupy the assigned room.
2. Each room has two beds and *only **one** room may be assigned per patient*. Family members may take turns using beds and a rollaway bed may be placed in the room if needed. There are 6 rollaway beds stored in the two laundry rooms and ***one** rollaway may be allocated per patient, **one** key per patient (the A key)*. No more than **three** family members of the patient may stay overnight in the house. Suites are an exception; rooms 210 A&B and 310 A&B are suites and may be assigned to one family. In this case **five** family members are allowed per patient. Exceptions to this rule must be approved by the Executive Director and noted in the Daily Log in the Guest Registration Notebook.
3. Remind the hospital representative that the referral form should be completed fully and faxed before the guests leave the hospital and that a separate referral form is needed for each person who will be staying with us.
4. Advise the hospital staff that Hospitality House is a non-smoking facility and that photo identification is required for admission. They should advise the guest of each requirement. Guests are expected to check-in prior to 8:00 pm unless other arrangements have been made.
5. If no beds are available, ask if the family members would like to be added to the wait list. You might add that, although we cannot guarantee a space, we will attempt to move families into a room as soon as possible.
6. If the family member would like to be placed on the waiting list, ask the hospital staff person or patient representative to fax the completed referral form to the Hospitality House Office Fax # 704.376.0059. **Do not tell anyone how many people are currently on the wait list.**
7. When a bed becomes available, please check for the guests name on the Do Not Admit list located in the black Referral Notebook. If they are on this list, let the patient reps know they can not be admitted because they are on our Do Not Admit list. If they have a problem with your response, let them speak with someone on the staff.
8. As soon as a bed becomes available, the Volunteer should call the Patient Representative and inform them of the availability.

PROCEDURE FOR CHECKING IN OVERNIGHT GUESTS

1. Welcome the Guest to Hospitality House, get the faxed referral form or ask for the form given to them by the hospital staff person and their picture ID. This is the **Guest Registration & Referral Form** and can be accepted only from the designated hospital staff person. Anyone else asking for a room must be directed to the hospital's patient rep or chaplains office for proper referral.
2. *If this guest is on the wait list, it is possible that the referral form has been faxed earlier in the day and is already inserted in the front pocket of the Guest Registration Notebook or at the fax machine.*
3. Check to be certain the **Guest Registration & Referral Form** is COMPLETELY filled out. In the lower left, write the Room Number and bed you have assigned the guest. (We use ALL the information on the form for our grants and funding and each area is important).
4. Give the guest a **Guest Policies and Procedures Form** and read it with the guest. Read through the first two paragraphs and items 1 through 9. (We find that guests who thoroughly understand items 1 through 9 follow the house rules better than those who are left to work their way through them on their own).

If the Old Referral Form is being used, ask the guest to sign the Procedures Form to show understanding of the House rules.

If the New Referral Form is being used, ask the guest to sign the bottom of their Referral Form.

In either case, tell them that a copy of the Guest Policies and Procedures is available on the nightstand in their room and they should become familiar with the rest of the policies and procedures of the house.

Explain that while there is no charge to stay at Hospitality House, it costs us about \$60 per room per night and WE ARE DEPENDENT UPON CONTRIBUTIONS AND GREATLY APPRECIATE ANY DONATION THEY MAKE.

5. At the bottom of the **Guest Policies and Procedures Form**, or the **New Guest Registration and Referral Form**, the Volunteer records the Guest's address and driver's license number copied directly from the license and then the Volunteer signs the form as a Witness.
6. A member of the staff can help you if a guest has a concern with the heating and air conditioning in their room.
7. Give the Guest their room and locker keys and their Identity Tag. There should be ONE key (**the A key**) per family/patient given out. (If there are 2 people from 2 different families, i.e. 2 different patients, sharing a room then they may each get a key. If the Jones family is in the room then they only get **the A Key**.) Ask the Guest to USE ONLY THE FRONT DOOR, and upon EACH departure leave the keys at the front desk. Tell the guest to show their Identity Tag to the desk Volunteer to allow easy access back into the house.

8. Ask Guests while in the house to be considerate of others since we are a house with stressed guests, clean up after themselves, and observe house rules. Clarify the housework responsibilities (the guest chore is on the guests night stand in their room as well as on the room assignment Daily Log sheet). These chores are handled whenever possible by the Guests.
9. Remind the guests that if they wish to bring other family members or friends into the house as VISITORS, the visitors must be accompanied by the guest. **Visitors may only be in the sun room and the game room.**
10. Explain the checkout procedure and that upon checkout, the Guest is to clean their room, strip the bed, place linens (except the bedspread) in washer and start the washer. They should also remember to clean out their locker and any food from the refrigerator. Explain that the checkout list is contained in the Policies and Procedures folder on their nightstand.
11. Orient the Guest to the House and take them on a tour showing them the following:
 - a. **FIRE EXITS** and note that the stairwells are places of refuge in case of fire.
 - b. Show guests where food supplies are kept and explain the difference in the shared and private refrigerators.
 - c. Explain that the guest may use the kitchen, washer, and dryer until 11:00PM. We request all guests be in their rooms by 11:00 pm.
 - d. Show the Guest where the linens are kept and the location of the laundry
 - e. Take the Guest to his/her room & point out the Policy and Procedures guide.
 - f. Explain that guests are expected to remain in the building during the night. In the event of an emergency, the resident manager will call them to the phone and readmit them between 11:00 pm and 7:00 am.
 - g. If they need additional toiletries you may get them from the supply room. A total list of available supplies may be found in the manual.
12. After the tour, make sure the Guest has no questions. Return to the desk to complete all check-in forms and file them in the appropriate files. If necessary, staple the signed **Policies and Procedures** form to the **(old) Guest Registration & Referral** form, punch holes in the forms and place them both in the notebook labeled "Guest Registration Notebook under the room number where the guest is staying. If the new Guest Registration and Referral form is being used, simply punch holes in it and place it in the Guest Registration Notebook.

PROCEDURE FOR CHECKING OUT A GUEST

1. When a Guest notifies you of their anticipated departure, ask them if they have their copy of the check-out procedures. If not, give them a fresh copy and explain to them that they need to complete and check off the items on the list. Then they are to bring it down to the front desk and a volunteer will accompany them to their room for check-out inspection
2. When the Guest arrives with their room and locker keys to leave, take the Check-Out Caddy and accompany the guest to their room and check that the tasks on the list have been completed. If the room is clean and ready for checkout, replace the Guest Policies and Procedure Booklet on the night stand, making sure the inserts on check-out procedures, recycling and survey are inside the booklet. Replace the welcome letter on each pillow; put the contents of the baggie on the sink, save the baggie.
3. **If the room is not clean at the time of checkout, the volunteer should encourage the guest to complete the tasks. If the guest is unable to do so, the volunteer may, but is not required to complete any or all of the tasks. If the checkout tasks are not completed, the room may be taken out of service until it is cleaned and returned to useable condition. Alert the staff and note this in the Daily Log.**
4. Remove the referral forms (and the signed Policies and Procedures forms if they have been used) from the notebook for those leaving. Enter the date and time of check-out on the forms and initial. Place the "Guest Registration & Referral Forms" in the "Checked Out" file in the black file box. Never staple two (2) Referral Forms together.
5. Erase the name of the Guest(s) from the roster page in the Guest Registration Notebook.
6. If you receive any monetary donations fill out the deposit envelope and put in the after-hours drawer in the file cabinet in the Administrative Assistant's office. Please tell them how much we appreciate it. List In-Kind Donations on Blue Form in Black Box.
7. Wish the Guest well and safe travels.
8. Place the "Guest Registration & Referral Form(s)" form together in the "Checked Out" file (on the desk return) and discard the "Guest Check-out List." Do not staple the forms together.
9. If a guest leaves without having the room checked out, carry the Check-Out Caddy to the room to make sure all is in order. (See # 2 above) Note on the form the circumstances of Guest's departure.

PROCEDURES FOR DAY GUESTS

Our purpose is to make Day Guests feel welcome and to provide respite from the stress of patient concerns.

1. **Guest Registration & Referral Forms** for Day Guests are the same as for overnight guests. The hospital staff will let you know of anyone who wishes to use the House between 7:00 am to 6:00 pm. A new referral form is needed for each Day Guest on the first day of the month that they expect to use the facilities.
2. The check-in procedure is basically the same as for overnight guests: Collect the referral form from the guest, go over the Day Guest Policies and Procedures with them. Have them sign and date the (new) referral form, and transfer their address and driver's license number directly copied from the license. Sign the referral form as a witness. Stamp the form in the upper right corner with the Day-Use stamp. Place the referral form in the Guest Registration Notebook.

Again, if an old referral form is presented, you will need to use an old Guest Policies and Procedures form for signatures.

3. Ask the guest to sign the Day Guest Register (on the clipboard at the registration desk) and explain that they must sign in and date each visit. (This is unique to Day Guests.)
4. Review House rules with the Day Guest:
 - a. They may bathe, wash clothes, and use the kitchen and dining room facilities.
 - b. They may be anywhere on the first floor between 7:00 am and 6:00 pm
 - c. They may visit once a day.
5. **Explain that Day Guests are NOT allowed on the 2nd or 3rd floors.** If we are busy with several Day Guests, they should be told that they are limited to a 2 hour stay. If we are not busy, use your discretion in allowing them to stay longer.
6. Remind the guests that if they wish to bring other family members or friends into the house as VISITORS, the visitors must be accompanied by the guest. **Visitors may only be in the sun room and the game room.**

DETAILED CAR PARKING INSTRUCTIONS

1. From Hospitality House take a left turn down Scott Avenue.
2. At the bottom of the hill, make "U" turn to the left onto Kenilworth Avenue
3. Follow Kenilworth Avenue back up to the first traffic light at East Boulevard.
4. Turn left onto East Boulevard then left at the first traffic light back onto Scott Avenue.
5. Get in the right lane and go down Scott Avenue for about 300-400 yards.
6. Turn right onto Loop Road, then first left down into the parking lot.
7. At the right hand security gate, punch in **1379#** (the # is important).
8. When the gate opens, go straight ahead into the parking area. Take an immediate left turn after the wall.
9. When you reach the edge of the parking lot you will see the marked spaces for Hospitality House. There are 23 spaces.
10. Park in any designated Hospitality House space. There is no charge for parking.
11. Place the parking permit form in the rear window or front window, drivers side

PROCEDURE FOR USING THE DOOR ANSWERING SYSTEM

1. A visitor may be a newly referred guest, existing overnight or day guest, a volunteer or a service person or simply curious about the house. DO NOT OPEN THE DOOR UNTIL YOU ARE SURE IT IS SAFE TO DO SO.
2. A visitor will press the door buzzer and this will beep at the desk and cause the system to activate a red light showing which door buzzer is pressed
3. Activate the system by pressing the appropriate door button. Usually the **FRONT**.
4. Press the **TALK** button to allow you to speak to the visitor and ascertain their name and business. Speak into the microphone grille. Release the TALK button to listen to the visitor.
5. Press the **KEY** button until the door is opened to unlock the door.
6. Press **OFF** to deactivate the system

