**GRACE KBH**

STAFF HANDBOOK

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**The evening shift 18.00-22.15**

**BEFORE WE OPEN**

● Check if we have bread at the café. If we don’t have enough call the bread man;)
Gerth 22 52 55 74. Usually he will be at the cafe between 20.30 -21.00. So please make sure we have some bread and sweets for the next day.

● Get an overview of beds, duvets, sheets etc so that you make sure that there is enough for everyone before we open.

● Make 2 pots of coffee and 2 pots of tea

● Heat dinner according to instructions from Jacquie and prepare, if necessary, salad.

REMEMBER to check temperatures, thee food have to be more than 80 c when it’s heating.

● Move tables and chairs into right place.

● Do to COVID-19 we can not have sharing things on the tables. So we make a buffet table in the kitchen with coffee/tea pots. Only volunteers and employs can give drinks to the guys and serve food. So on the table should be 1 bowl of sugar, one jug of milk and 1 jug of water. Remember to put the guys name on the cup. In that we use less cups.

● Place one time use cups, cutlery and plates on the buffet

● Cut bread

● (If necessary, start a wash with clothes and so)

● Prepare bins for used service.

**18.30: The volunteers arrive**

● The volunteers must be briefed on the plan of the evening. New volunteers must have a tour and an explanation of the duties of the evening (then also refer to the volunteer folder) An overall briefing must be made. The evening's tasks must be distributed and articulated (see *task distribution volunteers*). Who does what when? Feel free to use the worksheet to which the evening's names of volunteers can be applied. Review of tasks means that the volunteers know exactly what to do when. It gives everyone a good insight: New ones know what they can throw themselves over, and experienced volunteers can, with a clear conscience, sit down with the boys, or be reminded that they must remember to do practical tasks.

● *Buddy teams:*Experienced and new volunteers must be matched. It is agreed in advance with an experienced volunteer whether they are fresh to be buddy ila in the evening. This should give the newcomers the opportunity to ask all the questions that they may not be asked during the tour or that they have forgotten or the like. This is especially intended to make the new ones feel particularly welcome ☺Feel free to explain to the volunteers about the social rules of the game eg “yes, you can have all the coffee they want” / “Are you not in Team Grace Facebook group? I just help with “OSV

● Remember that new volunteers must also sign the non-disclosure agreement. Find the paper in the back of this book.

● Welcome new volunteers, **Buddy Up**with an experienced volunteer **and remember to sign a non-disclosure agreement.**

● **Brief**in the evening and its tasks which are delegated to the volunteers

**WHEN WE OPEN**

● **Collect garbage outside**with the guys approx. at 18.55 - At 19.00 we open. We welcome the guys. All staff wear mask and disinfect the hands. All guys must disinfect the hands when they arrive. You can greet with the elbow or foot (no hugging ang shaking hands due to Covid-19)

● ONLY responsible writes names for lottery

● Tea, coffee, etc. are constantly replenished.

● Toilets are checked regularly for toilet paper and soap.

● Dishwasher must be filled continuously

● The front of Grace must be checked regularly, about every half hour, walk around and check for alcohol etc.

● Have fun with the guys ☺

● The guys make all sorts of inquiries, we help with what we can.

**Lottery:**

● REMEMBER before the lottery to ask the guys to clean their tables for dishes etc so that the volunteers can have the last thing washed up and no one leaves a messy table full of dishes.

● Take a volunteer under your arm for the draw. **5 people sleep in the bedroom - 5 sleeps in the living room! In general, there are some rules of conduct for the draw:**

* + If you get a bed, you must lie in it at 21.45. If you do not do this, but have left your allotted bed, then you can not participate in the draw the next day. If one person isn’t in the bed at 21.45 it can be given to another.
	+ You must NOT exchange your bed with a friend, wife, sister or the like. If you have a bed, it's just yours. You are welcome to give up the bed, but it must be done right after the draw.
	+ If a bed is given up, we will make a new draw for this bed immediately.
	+ 5 sleep in the bedroom and 5 sleeps in the living room. This is decided during the draw. Those sleeping in the living room must wait to enter pick the madrass and sheets until everyone sleeping upstairs has found their bed.

● After the lottery, clean up the last of the tables and wash the tables - Give the guys a cloth to help cleaning. All tables and handles must be disinfected after cleaning.

● The rest of the food is packed away, and the volunteers clean and wash up

● Guests are assisted in bed. Make sure we comply with fire safety rules: That is that, none of the beds can be in front of emergency exits.

● 21.50 evaluation and debriefing in the evening - see debriefing card for inspiration. The person in charge writes a short evaluation in a logbook and a few sentences about the evening in our closed Facebook group.

● Kl. 22:00 everyone must be in their beds, the volunteers go home and the doors are locked.

* Evening staff stay for a short brief of the night shift.

**Night shift 22.00-7.00**

* Night watch briefs bout the evening. Remember enter registration of the guys on the Ipad.
* Check the washing cue, and make sure to wash and dry everything during the night.
* Pick up food in seven eleven at 4am.
* 6.45 Prepare coffee tray with 2 pots of coffee, 2 pots of tea, 1 jug of milk, 1 jug of water, pastries and breakfast to go.
* 06.15 wake up the guys, open door and window in bedroom to get fresh air.
* 06.45 close café, everyone must leave. No one can leave anything behind.
* Tidy up kitchen, and over all in the café. The rubbish bins are emptied, and the rubbish bag is changed in the kitchen, bathroom and living room.
* Small evaluation about the night, write in the evaluation document to your colleagues.
* 07.00 nightshifts go home, and cleaning arrives. Cleaning got their own key so don’t wait for them 😊

**Important contact information**

**Contact list employees**

Sofie Engell

Phone: 28 47 05 30

Mail: swe@blaakors.dk

Urté Dane

Phone:

Mail:

Marta

Nilaus

**Partners**
Sociolance: 21 15 83 95/28 69 37 54

**Alarmcentralen 112 (acute)**

**Local police 114**

**The**emergency room **1813**You have to call the emergency room if a guy is going to the emergency room. These are not urgent cases. Call in and explain the situation. The hospital will create a temporary CPR for the person so you must have his / her ID on you. In urgent cases, you must always call 112. If it is a "normal" illness, the person in question can go to the Red Cross Health Clinic on Reventlowsgade 10, just behind Hovedbanebården.

**Lockers**

**For the guys:**(we have a copy to show them in multiple languages)

* No food, drinks or other perishables.

● No electronics.

● No illegal items (knives, drugs, etc.) The boxes can be inspected by Grace.

● The boxes must be checked at least once every two weeks. If not, the items will be thrown out.

● The locker has to close properly.

● One box locker person.

* If you don’t visit your locker for 2 weeks, we will empty and give the locker to someone else.

**For the volunteers:**

●     We have locks and a sisser to open the locks in the basement.

● All boxes must be stored in their designated spot. This will facilitate fetching them when the guys ask for them.

● Boxes that have not been checked in the allotted time, or that are free, are marked with post it notes.

● No one other than staff and volunteers have access to the storage room. The guys trust us to store their belongings in a space that is not accessible by the others. It is important that we respect and preserve this. This means that even when they offer to help carry the boxes down, they do not have access to the basement.

● The pens that are in the storage room need to stay in the storage room. It makes writing the date of the last check that much easier and avoids us another trip up and down the stairs.

**Food control**

All employees are responsible for reading our *folder with self-control*!

During the winter season, we get all the food delivered by Det Glade Madbud and thus we only have to heat the food.

As responsible, you are responsible for the following:

● Inform the volunteers about good food routines (guide hangs in the kitchen)

● The food must be at least 75 degrees and it must be noted in the schedule.

● In addition, temperatures in the freezer and refrigerator must be checked at each shift.

**Fire safety and contingency plan**

Both employees and night guards (volunteer firefighters) must know our Grace contingency plan. Visually, it hangs on both the 1st floor and 2nd floor. Remember to orient yourself to this.

It is very important that we adhere to these rules, as otherwise Grace may risk closing.

● During normal activity, we may only be a maximum of 50 people in the living rooms and 40 may spend the night in Grace. 20 on each floor.

● There are several fire extinguishers on both the 1st and 2nd floor.

● In case of fire, all doors will close automatically (hence the magnet function). If the alarm is false, you can cancel the call to the toilet corridor. You do not call on some, so try ad. As soon as this is canceled, the magnet doors can work again.

● REMEMBER: Do not screen escape routes, emergency exit signs and fire extinguishers and do not remember to place anything on the stairs.

● Orient the night guards

*Where is the nearest emergency exit and where are the respective fire extinguishers?*

***And remember to call 112 if it burns;)***

*Find out about the following signs and others and their responsibilities and instruct the volunteers*

**Additional documents**

The print can be found here:

**Registration slip for lottery**

**Extra box signs**

**Voluntary contracts**

**Distribution of tasks for volunteers**