



## CAST CARE Team Procedure

**Supplies:** CARE Team binder, pens, forms listed under Attachments, dirty towel signs, forms, bins, emergency and OGUMC contact lists, index cards, 13-gallon trash bags, markers, labels, plastic grocery bags, hand sanitizer, box of tissues, flashlight

**References:** CAST General Volunteer Procedure  
The Great Exchange Instruction to Obtain Clothing for Your Guests

**Attachments:** Shower Schedule Log  
Early Wake-Up Form  
The Great Exchange Guest Clothing Wish List Form

**Shift:** 7:15 PM to 9:30 PM

The Care Team table will be setup in the hallway near the entrance to the woman's bathroom and shall be managed by a team of two volunteers each evening. The volunteers assist CAST guests with scheduling showers, scheduling early wake-up calls, passing out items donated by the congregation and assisting guests with The Great Exchange Guest Clothing Wish List Forms. If a guest requests items available at the Care Table, one of the volunteers should assist the guest and the other volunteer will remain at the table. At least one of the team members must always remain at the table.

Volunteers should read and become familiar with the CAST General Volunteer Procedure.

Volunteers should arrive a few minutes prior to their shifts to sign in and make a name badge for the evening.

### **Greeters**

The Care Team members will act as greeters at the beginning of each evening. One Care Team member will be stationed right outside Whitehurst Hall and direct each guest into the hall. The other Care Team member will be stationed inside the hall and will direct each guest to find a mat and then take a seat at one of the dining tables and advise him or her that dinner will be served shortly. Once all of the guests have entered Whitehurst Hall, the Care Team members will begin managing the Care Table.



### **Scheduling Showers**

OGUMC has two shower stalls, one in the men's and one in the women's bathrooms located on the first floor outside Whitehurst Hall.

Guests may schedule a shower by signing up at the CAST CARE Team table after dinner. Evening timeslots will begin at 8:00 PM with the last timeslot at 11:00 PM. Showers may resume the following morning with the first timeslot beginning at 4:30 AM and the last time slot at 5:30 AM. The CARE Team volunteer shall enter the guest's name next to the requested time slot and then write the date and the time the shower is scheduled on a blank index card and hand it to the guest.

Guests should be asked to show up to the CARE Team table at their scheduled time. A CARE team volunteer will hand the guest a towel and a washcloth, inform the guest that he or she has twenty-minutes to complete his or her shower, and instruct the guest to place used towels and wash cloths in one of the laundry bins for dirty towels positioned across the hallway, opposite from the entrance to the women's bathroom. *Hand towels are available upon request.*

If a guest is close to exceeding his or her shower time, a CARE Team volunteer should knock on the shower door and politely remind the guest that his or her shower time is up. If the guest is a male and there is no male CARE Team volunteer for that evening, ask a male volunteer from one of the other teams to remind the male guest.

### **Early Wake-Up Cards**

Guests may request wake-up calls by filling out an Early Wake-Up form. Ask the guest to fill out both sections of the card, return the on portion of the card to a CARE Team member and place the other portion on the floor at the bottom of his or her mat.

Place all completed cards in a bin labeled "Early Wake-Up Cards". Cards can be found in the CARE Team binder.

### **The Great Exchange**

The Great Exchange partners with CAST shelters to provide gently used clothing to CAST guests at no cost. During evening announcements on Wednesday and Thursday of OGUMC's CAST week, guests will be instructed to go to a CARE Team member to request a clothing wish list, if desired. Forms must be filled out and returned it to a CARE Team member no later than 9:30 PM on Thursday.



Upon receipt of the completed forms, the volunteer shall review it for completeness and place it in a bin labeled "Completed Clothing Wish Lists". Each guest is allowed to complete one form. Families should fill out a separate form for each family member.

Oak Grove's Clothing Representatives, or designee will collect the forms and arrange to have shoppers go to The Great Exchange to shop for each guest. A bag with available clothing will be distributed at a time designated by Oak Grove's Clothing Representative for each guest who completed a form.

### **Toiletry and Other Donated Items**

The first night of OGUMC's Cast week, toiletry bags with specific items will be distributed to each guest at the registration table. A Registration Team member will make a check next to the names of guests who received a toiletry bag. Upon request, toiletry bags may be given to

new guests coming in on subsequent nights at the CARE Team table. Please check the registration list to see if a person has previously received a toiletry bag before giving them out. Each guest is eligible to receive only one bag for the week. If the CARE Team table runs out of toiletry bags, please notify a **CARE Team Coordinator** so that additional bags can be assembled before the following evening.

### **Restroom Monitoring**

All throughout the evening, a CARE Team volunteer should occasionally check the feminine product basket located in the women's restroom and refill it, if necessary.

### **Evening Turnover**

Upon arrival of the Overnight Evening Shift Team members, the CARE Team member shall turn over the CARE Team notebook and provide any pertinent information, such as shower schedule and wake-up reminders, to the Overnight Evening Shift Team. The Overnight Evening Team shall pass along this information to the Overnight Morning Team.