

# VOLUNTEER GUIDE



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<http://opendoortoday.org>

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## Useful links

Health guidelines:

<https://www.quebec.ca/sante/problemes-de-sante/a-z/informations-generales-sur-le-coronavirus/#c53182>

Wearing a mask :

<https://publications.msss.gouv.qc.ca/msss/fichiers/2020/20-210-41W.pdf>

Covid-19 Self-assessment tool :

<http://quebec.ca/decisioncovid19>

## A word from the General Director

The Open Door Montreal/La Porte Ouverte Montréal is a day centre for people who are homeless, or who are at risk of being so. The organization's team welcomes an average of one hundred people each day who come to receive food, a calm and secure place to sleep, the opportunity to shower, find adequate clothing, and do laundry for free. The computers and telephones allow them to do many things, such as to find housing or simply to stay in contact with their friends and family who live far away.

I like to believe that the people who use our services come first and foremost for the sense of security that is created by our centre, and also to feel accepted, recognized, and treated with dignity, no matter what state they are in. The defence of rights and the accessibility of resources are at the heart of our daily interventions.

A team of psychosocial intervention workers are always on-site to listen to, provide psychosocial intervention, give referrals to, support and follow-up with clients.

We also receive many partners who bring their expertise and add to the value of the organization. People who come here frequently can find help with them in all aspects of their life.

We will never emphasize enough the value of volunteers, like you, who contribute daily to our smooth functioning. It is thanks to your dedication that our mission to help people who are living in difficult times can become a reality.

The team is very grateful for the immense amount of work that you do and we thank you for that.

I would like to personally thank you for your help in our daily activities.



Mélodie Racine  
Directrice générale

# Presentation of Different Roles

You will find below a brief description of each role as well as some other general information. A detailed description of the tasks is available in the document “List of Tasks”.

## Reception

The volunteers at the reception desk stay at the entrance of the centre to welcome clients. Their tasks include presenting the centre and explaining our different services, taking orders for the laundry room and the distribution of clothing, and managing the schedule for showers, computer usage, etc.

1. At the reception, it is important to greet the people who arrive and to make sure that they wash their hands (with soap and water or gel disinfectant) and are wearing a mask. You must provide them with a mask if they don't have one (please disinfect your hands before touching the masks).
2. If someone does not want to wear a mask or wash their hands, or if they raise their voice, do not intervene. Ask for an intervention worker to come with you, explain the situation, and let them manage the situation.
3. If you have been volunteering for a long time, try to learn the names of people you see regularly. This will help you establish a connection with them, and can facilitate the distribution of clothing, the management of the showers and computers etc.
4. It is important to remember that, unfortunately, we can not meet all requests. If we do not have the item or the style that is asked for, do not worry. (You can propose two clothing options for them to choose from facilitating things, but no more than this)
5. Before leaving, make sure that everything is ready for the next person who will work at the reception desk (ensure that the clothing baskets are filled, folded, and organized, that there is enough gel disinfectant/soap left). Having everything ready when opening allows for smoother interactions with clients.

# Kitchen

The volunteers in the kitchen prepare and serve meals, as well as clean surfaces and dishes.

1. Breakfast service starts at 7h00, lunch begins at 11h30 and dinner begins at 16h30. Make sure you are ready to start on time after the intervention workers have announced the meal is about to be served.
2. While serving a meal, the priority is for it to be fast and efficient.
  - Ideally, the plate for the client is ready as they are coming to the service window, and you only need to add their requested beverage
  - Trays for lunch and dinner are served “as is” meaning clients cannot change what is being served (ex. Removing vegetables, adding sauce etc.)
3. In order to facilitate efficient service and not finish too late, the dishes should be washed as needed (ideally).
  - The cups and bowls should be washed first as we run out of them faster.
  - The dishes must be washed first in the sink and then passed through the sterilizer. During meal service, one person does this task. Once service is complete and/or someone is available, this may be done in a team of two.
4. It is important to keep the kitchen clean and to clean the surfaces as you go.
  - First, clean the surface with a clean cloth and soapy water. D’abord, nettoyer la surface avec un linge propre et de l’eau savonneuse.
  - Then spray with disinfectant and wipe dry with a cloth.
5. It is important to respect meal service times. If needed there are glasses of water at the reception and sandwiches to takeaway in the afternoon. If clients need anything else, refer them to the intervention workers.

# Laundry Room

Volunteers in the laundry room are responsible for washing, drying, folding, filing and sorting clothing, as well as preparing client orders at the reception desk.

1. It is important to refer any request to the reception and never give anything directly to the clients.
2. It is important to fold and store clothing according to the organizational method in place. If you are unsure of where to put anything, ask the person in charge of reception or leave the clothes on the folding table.
3. Always wear gloves before touching unwashed clothes and then throw them away before touching anything else. Before filling the washers, make sure there is nothing in the pockets (beware of any sharp objects), unroll socks, throw away pieces of soap sometimes left inside the towels etc.
4. Order of priority for washing:
  - client's net bags
    - Wash them first as soon as you receive them and in the order they arrive. Please make sure they are closed and do not open them.
  - wet towels and clothes
  - dry clothes
  - shoes and others (wash shoes separately and do not put them in the dryer)
5. Make sure the clothes are completely dry before taking them out of the dryer. When drying the net bags from clients make sure everything is dry, including clothing in the centre.
6. Before leaving in the afternoon and evening, the laundry room should be clean and tidy.
  - All we items (including dirty kitchen linens and shower towels) must be washed
  - Washed items must be dry or in the dryer, without exception
  - Ideally, the table should be empty and clothing not selected by clients should be stored

## Floor (Cleaning)

Volunteers on the floor are responsible for the maintenance, cleaning and disinfection of surfaces in the centre, with the exception of the kitchen and laundry room.

You will find everything you need for cleaning in the laundry room:

- Disposable gloves (to be worn at all times for cleaning) on the shelf facing the washers
- Ready-to-use cleaning products and garbage bags (in the grey metal cabinet)
- Mops, brooms, buckets and rags (on the right when you enter, note that the blue bucket and the small blue mop are only for the kitchen)
- The undiluted products are in a locked cage (if necessary, ask the operations or reception manager to open and dilute the products for you)

In general, keep an eye out to pick up what's lying around and use your logic to manage priorities. This is a position where a sense of initiative comes in handy!

# Code of Ethics

## Confidentiality

- I understand that the name, identity and all other information concerning users are confidential. Under no circumstances can I speak of them or reveal that I saw them there.
- If I learn anything that could put someone's health or safety at risk, I will immediately report it to a worker.
- I agree not to reveal any personal information allowing users to come into contact with me outside The Open Door.

## Respect

- I adhere to the principle that every person with whom I interact is worthy of respect. I am committed to acting fairly, without discrimination or favouritism, whatever the situation
- I agree not to commit or tolerate any aggression (physical, verbal, etc.) If I feel uncomfortable in a situation, I understand that I can withdraw and/or request the support of a worker.
- In the event that I am the victim and/or witness of an assault, harassment, injustice or other and that I wish to report it confidentially, I know that I can contact Mélodie Racine (directrice@opendoortoday.org) or Vanessa Gagnon (vanessag@opendoortoday.org), in person or by email.
- I am committed to doing the tasks to the best of my ability.
- I agree to notify within a reasonable time if I cannot attend a shift.

## Limits

- I understand that it is forbidden to sell or buy anything from users, inside and outside the centre (except works of art, through an intermediary).
- Under no circumstances can I try to profit, financially or otherwise, from my position as a volunteer.
- I agree not to consume or be under the influence of alcohol and/or drugs while I am at The Open Door.
- I understand that I cannot take anything without prior authorization (clothes, food, etc.) If necessary, I will ask the staff.
- I understand that everything related to psychosocial follow-up is not my responsibility. I am committed to directing users to caregivers as soon as possible and not interfering in interventions.

**First Name, Last Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_



# Appendix 1 - COVID-19 Protocol

In these particular times, our health and safety measures must be reinforced. During your presence at TODM, we ask you to respect the health instructions issued by the Government of Quebec at all times.

- When you arrive, please wash your hands with soap and water (or disinfectant) for at least 20 seconds.
- Throughout the day, please frequently wash or sanitize your hands in the same way. Avoid touching your face.
- At all times, please wear a surgical mask. You will find surgical masks in the reception area, in the kitchen, and in the laundry room. Please change it every 3 or 4 hours.
- To the extent possible, maintain a distance of 2 meters from others. For this reason, please do not be more than 4 people at a time in the kitchen and 3 in the laundry room.
- If you need to briefly remove your mask (including for drinking water), make sure you are 2 meters away from other people and put them back on as soon as possible. You must wash your hands before and after.
- You can have a meal or a snack in the meeting room, one person at a time. Surfaces should be disinfected before and after.
- If you cough or sneeze, do it into your elbow. Avoid handshakes.
- If you have symptoms or have been identified as a contact of a confirmed case of COVID-19, please do not come to the centre. Make sure you follow the recommendations of the MSSS, then notify us as soon as possible of your absence and the progression of your situation.

These measurements are subject to change. Thank you for your collaboration!

**First Name, Last Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_