Drop-in-Center Manual

Federal Way:
Wednesdays 10AM-2PM

Auburn:
Tuesdays 12PM-3PM
Saturdays 11AM-2PM
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Drop-in-Center Manual

Purpose:
The SSDC goal and mission for our Drop-In-Centers is to serve and love the people of the South Sound. We do this by developing relationships and meeting the needs of our community in hopes that people will leave knowing there is a God that loves them.

Matthew 25:34-40

34 “Then the King will say to those on his right, ‘Come, you who are blessed by my Father, inherit the Kingdom prepared for you from the creation of the world. 35 For I was hungry, and you fed me. I was thirsty, and you gave me a drink. I was a stranger, and you invited me into your home. 36 I was naked, and you gave me clothing. I was sick, and you cared for me. I was in prison, and you visited me.’

37 “Then these righteous ones will reply, ‘Lord, when did we ever see you hungry and feed you? Or thirsty and give you something to drink? 38 Or a stranger and show you hospitality? Or naked and give you clothing? 39 When did we ever see you sick or in prison and visit you?’

40 “And the King will say, ‘I tell you the truth, when you did it to one of the least of these my brothers and sisters, you were doing it to me!’

Policies:

1. Our number one goal is to serve and love all people who come to the Drop-In-Center.
2. Volunteers
   a. Must be over the age of 18 (Peoples ages 13-17 can help until the Drop-in-Center doors open.)
   b. Must have application and activity release forms turned in to Program Assistant one week prior to volunteering.
   c. Background check must show no sex offence.
3. Guests who are sex offenders
   a. SSDC’s drop-in-center serves families, adults and young adults; therefore, we cannot serve sex offenders.
   b. Sex offenders can take a plate of food or sack lunch but must leave the premises.
   c. Known sex offenders will have their pictures posted in volunteer quarters.
4. Sexual harassment will not be tolerated; physical or verbal.
   a. Report any incidents to the Core Leader.
   b. The first offence will be noted and the individual will be warned that if it ever happens again then they will no longer be welcome at the Drop-in-Center.
5. Smoking
   a. Smoking is only allowed in designated smoking areas. At the Auburn Drop-In-Center this is out front on the sidewalk.
6. Medication
   a. Anyone associated with SSDC in any way cannot distribute any kind of medicine, even over the counter medicine such as aspirin, cold medicine, cough drops, TUMS, etc.

7. Conflict Management
   a. Listen. James 1:19-20 My dear brothers, take note of this: Everyone should be quick to listen, slow to speak and slow to become angry.
   b. One person. Only allow one person to speak at a time, you might have to separate the parties.
   c. Speak calmly. Proverbs 15:1 A gentle answer turns away wrath.
   d. Explain next steps. After you have tried listening explain to them that we do not allow such behavior in the Drop-in-Center and if they continue, they will have to leave.
   e. Problem persists. If the problem still persists, ask one or more volunteers to back you up as you ask them to leave.
   f. Nothing works. If nothing else works, let them know you are calling the police.

8. Follow the SSDC Safety Procedures:
   a. Take time to pray before every outreach with your team.
   b. Listen to your core leaders
   c. Do not volunteer personal information about yourself to anyone (where you go to school, your age, where you live, phone #, etc.).
   d. Please get permission from your SSDC core leader before taking pictures.
   e. Please dress modestly. No low cut tops, or short skirts/shorts.
   f. Please fill out and hand in the appropriate forms before coming on the outreach and attend the SSDC orientation within the first 3 months of serving. Check with the SSDC office – 253 288 1806.
   g. Please make sure that all personal/valuable items are locked away safely (purses, wallets, jewelry, money, electronics, etc.).
   h. Please do not give money or gifts – this is done through a leader only at their discretion.
Job Descriptions:

1. **Core Leader** (1 to 2 people max per drop-in-center)
   - Oversee all volunteer activities.
   - Step in when positions are not filled.
   - Work with Deputy Director regarding any incident reports.
   - Fill out weekly and quarterly reports in Survey Monkey.
   - Meet with Core Leadership team once a month.
   - Work with Program Assistant to make sure all volunteers have their SSDC paper work filled out.
   - Work with Kitchen Team to make sure the menu is planned for the month.
   - Manage washer, dryer, computers and showers.
   - Oversee Street Deacon activities.

2. **Kitchen Team** (2 to 3 people max per drop-in-center)
   - Arrive early to cook food for the drop-in-center (times are specified in the schedules)
   - Prep, organize and clean kitchen.
   - Work with Core Leader to bring food that is needed.
   - Document amount of guests served and give information to Core Leader.

3. **Serving Team** (2 people max per drop-in-center)
   - Bring food from kitchen to guests.
   - Welcome every new guest and see what their needs are.
   - Assist guests with washer, dryer, computers, give away rack and showers.

4. **Outreach Team** (2 to 4 people max per drop-in-center)
   - Welcome every guest that enters the drop-in-center.
   - Sit with the guests and develop relationships.
   - When opportunities arise pray with guests.
   - Send qualitative stories to Core Leader.
   - Work with Core Leader to determine what kind of assistance the SSDC can provide or places to refer guests to.

5. **Street Deacons** (2 to 4 people max per drop-in-center) (guests that are being mentored to be leaders)
   - Set up: tables, chairs, hair cut area, beverage area & give away rack.
     - 10:30am on Tuesdays / 9:30am on Saturdays
   - Work with Core Leader with Crowd Control
     - Food distribution (asking people to stay seated so we can serve them)
     - Behavioral Interruptions (working with Core Leader with conflict management)
   - Shower Assistant: check to see if showers are clean & people leave when they are supposed to. (Let Core Leader know if there is a problem)
   - Computer Assistant: make sure people are using the computers for the designated times.
   - Beverage Assistant: Keeping the coffee and hot water full during drop-in-center hours.
   - Storage Assistant: getting items people need from back room, except food.
   - Tear down: tables, chairs, hair cut area, beverage area & give away rack.
     - 2:30pm on Tuesdays / 1:30pm on Saturdays
Auburn Drop-in-Center
Tuesdays, 12PM-3PM

Set Up:
1. Laundry
   a. Wash dirty towels
   b. Fold the towels in the dryer and place them in the baskets
2. Tables and Chairs
   a. 4 rectangle tables with 6 chairs per table in main dining area, 3 chairs only on the table closest to the computer station.
   b. Chair at every computer station
   c. Chair for hair-cuts
   d. Kitchenette tables: (three short tables stored in kitchen closet) set one up in front of kitchen closet doors, set another up below the mirror and another up in front on the volunteer desk.
3. Beverage Station
   a. Place 4 pitchers of water in the refrigerator by 11AM
   b. Brew coffee in large pot and large pot of hot water by 11:30AM
   c. Place the long narrow table below the SSDC Mural
   d. Coffee, hot water, cocoa powder, sugar, creamer, tea bags, spoons and cups
   e. Place one pitcher on each table before meal is served
   f. Place 6-10 cups on each table
4. Food prep
   a. Get plates, napkins and plastic ware from back room and place in kitchen for meal prep.
   b. Get all cookware from back room and set up and plug in

Showers:
1. Sign up for showers begins at 12PM (please follow the clock in the dining room)
2. Have guests follow the shower guidelines:
   a. Please do not enter the shower before or after the time you signed up for.
   b. Please only use 20 minutes in the bathroom for; showering, shaving, changing and cleaning the restroom.
   c. When you are finished showering please clean up after yourself.
      i. Remove all shampoo, conditioner, and soap from shower.
      ii. Spray the shower with cleaner.
      iii. Rinse out shower and make sure there is no dirt or hairs.
   d. Clean around; sink, toilet, and floor, especially if you have shaved.
   e. Place your dirty towels in the laundry basket.
   f. Ask a SSDC volunteer to check off your cleaning to verify the bathroom is clean for the next person.
**Laundry:**
1. Sign up for laundry begins at **12PM (please follow the clock in the dining room)**
   a. Have guests follow the laundry guide lines:
      i. Only wash one load of laundry during your time slot.
      ii. Keep an eye on the time so you are able to move your laundry to the dryer when the cycle is over.
      iii. If you are not here to do so a SSDC volunteer will do it for you.
      iv. Let a SSDC volunteer know when your wash cycle is done so the next guest can wash their clothes.
      v. When you are finished washing your clothes please clean up after yourself.
         1. Remove lint from dryer.
         2. Clean up any spilled detergent.
      vi. Ask a SSDC volunteer to check off your cleaning to verify the laundry room is clean for the next person.

**Meals:**
1. Have all guests take a seat and the SSDC volunteers will bring them their meal.
   a. Serve the guest with a smile
   b. Seconds
      i. Seconds are to be served on a new plate, plastic ware can be re-used
      ii. People can either line up for seconds or SSDC volunteers can walk around and ask if people want seconds and then bring them the meal
      iii. If we run out of the main meal provide peanut butter and jelly sandwiches

**Designated Areas:**
1. Kitchenette
   a. Only SSDC Volunteers who are handling food should be back here (It is very tight quarters and we don’t want overcrowding.)
2. Back Room
   a. Only SSDC Volunteers and Street Deacons are allowed in back room
   b. Please keep the password secret
   c. Close door and lock it when you are done
   d. Only take resources from the specified area

**Clean Up:**
1. Clean and put away all beverage station, tables, chairs, dishes and cookware.
2. Clean kitchenette, computer stations, restroom, and laundry room.
3. Sweep and vacuum floors.
4. Put dirty towels in the washer.
5. Take out trash.
Auburn Drop-in-Center Tuesday Schedule
Located at SSDC Headquarters 1420 Auburn Way. S. Auburn, WA 98071

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Positions</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:30am</td>
<td>Prayer</td>
<td>Core Leader</td>
</tr>
<tr>
<td>10:45am</td>
<td>Set Up</td>
<td>Core Leader, 3 Assistants, Street Deacons</td>
</tr>
<tr>
<td>11:00am</td>
<td>Partial Drop-in-Center Opens</td>
<td>Core Leader, 3 Assistants, Street Deacons</td>
</tr>
<tr>
<td></td>
<td>• Coffee</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Pastries</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Computers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Haircuts</td>
<td></td>
</tr>
<tr>
<td>11:45am</td>
<td>All team prayer</td>
<td>All Team Members</td>
</tr>
<tr>
<td>12:00pm</td>
<td>Drop-in-Center Prayer</td>
<td>Core Leader or Outreach Worker</td>
</tr>
<tr>
<td></td>
<td>Full Drop-in-Center Opens</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Meals Served</td>
<td>Kitchen Crew (2-3)</td>
</tr>
<tr>
<td></td>
<td>• Laundry</td>
<td>Outreach Team (2)</td>
</tr>
<tr>
<td></td>
<td>• Shower</td>
<td>Street Deacon (2)</td>
</tr>
<tr>
<td></td>
<td>• Hair-cuts</td>
<td>Servers (2)</td>
</tr>
<tr>
<td></td>
<td>• Computers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Clothing</td>
<td></td>
</tr>
<tr>
<td>2:30pm</td>
<td>Clean up</td>
<td>Core Leader, Kitchen Crew (2-3), Outreach Team (2), Street Deacon (2), Servers (2)</td>
</tr>
<tr>
<td>3:00pm</td>
<td>Close up</td>
<td>Staff</td>
</tr>
</tbody>
</table>
Auburn Drop-in-Center
Saturdays, 11AM-2PM

Set Up:
1. Laundry
   a. Wash dirty towels
   b. Fold the towels in the dryer and place them in the baskets
2. Tables and Chairs
   a. 4 rectangle tables with 6 chairs per table in main dining area, 3 chairs only on the table closest to the computer station.
   b. Chair at every computer station
   c. Kitchenette tables: (three short tables stored in kitchen closet) set one up in front of kitchen closet doors, set another up below the mirror and another up in front on the volunteer desk.
3. Beverage Station
   a. Place 4 pitchers of water in the refrigerator by 10AM
   b. Brew coffee in large pot and large pot of hot water by 9:30AM
   c. Place the long narrow table beside the white board
   d. Coffee, hot water, cocoa powder, sugar, creamer, tea bags, spoons and cups
   e. Place one pitcher on each table before meal is served
   f. Place 6-10 cups on each table
4. Food prep
   a. Get plates, napkins and plastic ware from back room and place in kitchen for meal prep.
   b. Get all cookware from back room and set up and plug in

Showers:
1. Sign up for showers begins at 11AM (please follow the clock in the dining room)
2. Have guests follow the shower guide lines:
   a. Please do not enter the shower before or after the time you signed up for.
   b. Please only use 20 minutes in the bathroom for; showering, shaving, changing and cleaning the restroom.
   c. When you are finished showering please clean up after yourself.
      i. Remove all shampoo, conditioner, and soap from shower.
      ii. Spray the shower with cleaner.
      iii. Rinse out shower and make sure there is no dirt or hairs.
   d. Clean around; sink, toilet, and floor, especially if you have shaved.
   e. Place your dirty towels in the laundry basket.
   f. Ask a SSDC volunteer to check off your cleaning to verify the bathroom is clean for the next person.
Laundry:

3. Sign up for laundry begins at 11AM (please follow the clock in the dining room)

   a. Have guests follow the laundry guide lines:
      i. Only wash one load of laundry during your time slot.
      ii. Keep an eye on the time so you are able to move your laundry to the dryer when the cycle is over.
      iii. If you are not here to do so a SSDC volunteer will do it for you.
      iv. Let a SSDC volunteer know when your wash cycle is done so the next guest can wash their clothes.
      v. When you are finished washing your clothes please clean up after yourself.
         1. Remove lint from dryer.
         2. Clean up any spilled detergent.
      vi. Ask a SSDC volunteer to check off your cleaning to verify the laundry room is clean for the next person.

Meals:

1. Have all guests take a seat and the SSDC volunteers will bring them their meal
   a. Serve the guest with a smile
   b. Seconds
      i. Seconds are to be served on a new plate, plastic ware can be re-used
      ii. People can either line up for seconds or SSDC volunteers can walk around and ask if people want seconds and then bring them the meal
      iii. If we run out of the main meal provide peanut butter and jelly sandwiches

Designated Areas:

1. Kitchenette
   a. Only SSDC Volunteers who are handling food should be back here (It is very tight quarters and we don’t want overcrowding.)

4. Back Room
   a. Only SSDC Volunteers and Street Deacons are allowed in back room
   b. Please keep the password secret
   c. Close door and lock it when you are done
   d. Only take resources from the specified area

Clean Up:

5. Clean and put away all tables, chairs, dishes and cookware.
6. Clean kitchenette, computer stations, restroom, and laundry room.
7. Sweep and vacuum floors.
8. Put dirty towels in the washer.
9. Take out trash.
# Auburn Drop-in-Center Saturday Schedule

Located at SSDC Headquarters 1420 Auburn Way. S. Auburn, WA 98071

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Positions</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:45am</td>
<td>Prayer</td>
<td>All Team Members</td>
</tr>
<tr>
<td>9:00am</td>
<td>Set up to make lunches</td>
<td></td>
</tr>
<tr>
<td>9:15am</td>
<td>Prep for Drop-In-Center</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• start cooking</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• make coffee and hot water</td>
<td></td>
</tr>
<tr>
<td>11:00 am</td>
<td>Drop-in-Center Prayer</td>
<td>Core Leader and/or Outreach Worker</td>
</tr>
<tr>
<td></td>
<td>Drop-in-Center Opens</td>
<td>Kitchen Crew (2-3)</td>
</tr>
<tr>
<td></td>
<td>• Meals Served</td>
<td>Outreach Team (2)</td>
</tr>
<tr>
<td></td>
<td>• Laundry</td>
<td>Street Deacon (2)</td>
</tr>
<tr>
<td></td>
<td>• Shower</td>
<td>Servers (2)</td>
</tr>
<tr>
<td></td>
<td>• Computers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Clothing</td>
<td></td>
</tr>
<tr>
<td>1:00pm</td>
<td>Clean up</td>
<td>Core Leader</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Kitchen Crew (2-3)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Outreach Team (2)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Street Deacon (2)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Servers (2)</td>
</tr>
<tr>
<td>2:00pm</td>
<td>Close up</td>
<td>Staff</td>
</tr>
</tbody>
</table>
Federal Way Drop-in-Center
Wednesdays, 10AM-2PM

Federal Way Drop-in-Center Wednesday Schedule
Located at SSDC Headquarters- 1420 Auburn Way. S. Auburn, WA 98071

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Positions</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00am</td>
<td>Set Up</td>
<td>Core Leader 3 Assistants</td>
</tr>
<tr>
<td>10:00am</td>
<td>Partial Drop-in-Center Opens</td>
<td>Core Leader Kitchen Crew (2-3) Outreach Team (2-4) Street Deacon (2-4) Servers (2)</td>
</tr>
<tr>
<td></td>
<td>• Coffee</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Pastries</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Computers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Etc.</td>
<td></td>
</tr>
<tr>
<td>10:45am</td>
<td>Prepare lunch</td>
<td>Kitchen Crew (2-4)</td>
</tr>
<tr>
<td>11:00am to 3:00pm 1st and 4th Wednesday</td>
<td>Medical Van, social service workers on</td>
<td></td>
</tr>
<tr>
<td>11:30am</td>
<td>Prayer before lunch</td>
<td>Core Leader and/or Outreach Worker</td>
</tr>
<tr>
<td>11:30am-12:45pm</td>
<td>Lunch served</td>
<td>Servers (2) Kitchen Crew (2-4)</td>
</tr>
<tr>
<td>1:30pm-2:00pm</td>
<td>Clean up</td>
<td>Street Deacon (2-4) Clean up Team (2-4)</td>
</tr>
</tbody>
</table>