

Washing Facilities

Welcome Team at The Hope Hub



Notes for Welcome Team Volunteers

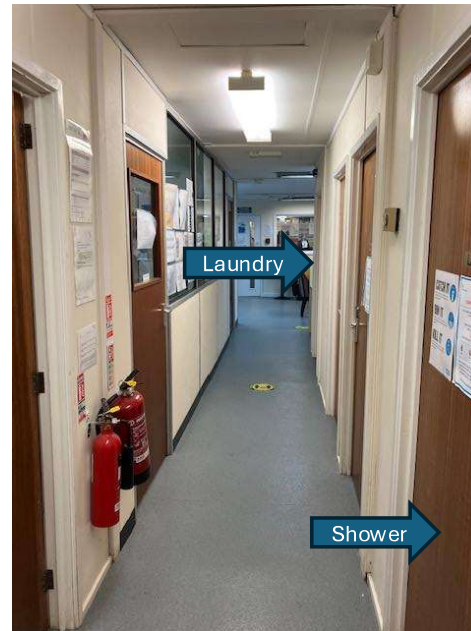
You will learn...

- How you as a volunteer can help,
- Where to find everything,
- Current routines for using the shower & laundry, along with recommended machine settings.

Who will benefit?

- Anyone just starting out volunteering for The Hope Hub.
- Anyone looking for the latest updates.
- Anyone who needs a quick reminder!

Come in...



Laundry

****Don't forget to record that SUs have used the Washing Machine & Dryer****
(see recording slide)

The Laundry is last door on the right when you enter THH.

- **It is used by everyone.**
- **Please help SUs, they shouldn't access unattended.**
- **Keep the door closed.**



➤ **Laundry sink** available for use, including handwashing.

- **Green paper** towels for drying hands

➤ **Washing Powder/Liquid & Softener.**

- **SUs Volunteers & Staff** can use the open ones according to the manufacturers' information.
- **These are donated.** If low or run out, please let the centre manager or communications officer or any staff member know that "a shout out" is needed; (a request on social media)

➤ **SU Shower Towels & Mats:**

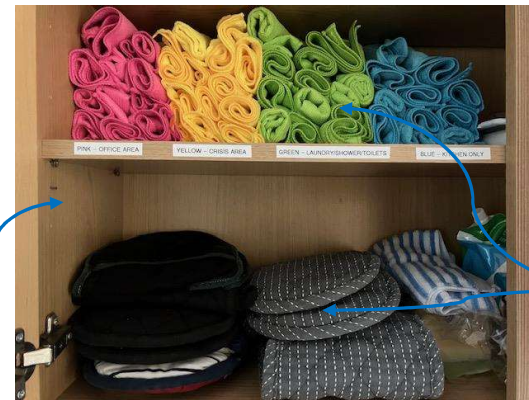
- Please give **clean cloths, mats & towels** for each SU for **every shower**; dirty used ones go in the basket.

➤ **Laundry Baskets:**

- **Grey: Dirty Laundry Kitchen**
- **Grey: Dirty Laundry Shower**
- **White: Clean Laundry**

➤ **Cleaning caddy:**

- Used by the cleaner; often a SU is employed assisted by staff; provides a path to future employment. (It should be away in cupboard!)



➤ **Inside Cupboard:**

- **Laundered Cloths, oven gloves, aprons, T-towels etc:**
- **Pink** office area
- **Yellow** crisis area
- **Green** laundry/shower
- **Blue** kitchen area

➤ **Dryer & Washing Machines.**

- **SUs** can put a wash on, priority is for the homeless.
- **Volunteers & Staff** do their best to keep on top of the THH washing; shower cloths, towels & bathmats and the kitchen cloths, aprons & oven gloves. (See Laundry rota slide)
- **Everyone** should **CLEAN** both machines before & after use.

➤ **Extra Fridge:**

- Often has cold water stored.

Recommended Cycle
for the Washing machine

- Dark Wash
- Temperature 40°C
- Spin 1400

Current Laundry Rota...

...current idea!



➤ THH Staff & Volunteers:

• **On arrival** the duty case worker will check the machines. They will also ask the volunteers, if its quiet or there are 3 people helping that session, or another member of staff to help.

Duty Case worker to check tumble dry.

- Wipe sides & Empty fluff from tumble dryer if necessary.
- Put away dry items
- Put dry damp/wet items in tumble dry.

Duty Case worker/Volunteer to put on a wash of THH items, after SU has finished.

Volunteer to put any dirty kitchen items in washing basket.

Duty Case worker to place THH items in Tumble dry

Last person out/key holder for that day to check tumble dryer & wipe

(Fridays: If washing not dry, to place on drying rack)

9:30/10:00am

10:00-12:00

12:00

1:00pm

1:15pm

2:00pm

2:30pm

3:30pm

THH closing

➤ SUs:

• Volunteers will help SU use the machines.

• **SUs have priority**

Washing Machine available

- Volunteers to assist SU, or chat to SU whilst they are using.
- SU to wipe out washing machine & clean out fluff from tumble dryer.
- SU to wipe sides if they spill anything.

Last wash, so there is time to tumble dry before SU leaves at 2:00pm.

Last Tumble dry, so there is time to for items to dry before SU leaves at 2:00pm.

SU leaves.

It is the **responsibility** of the person who put the wash on to follow through with the whole wash; if you need to **leave**, please tell the day centre manager, who can finish it.

Shower

****Don't forget to record that SUs have had a Shower & received toiletries &/ clothes****
(see recording slide)

The Shower is on the RHS as you enter THH opposite the kitchen; very much appreciated by the homeless.
Shower open: 10:00am-1:45pm
Keep the door closed. (Light automatic)



➤ The shower is mainly for the Homeless.

- The shower is **uni-sex**; typical length **10mins**.
- Homeless SUs** often request/ask for clothing, typically T-shirts, jumper/sweatshirt, underwear and joggers/jeans. Find items from the store.
- Show SU** to the shower. Give them a **fresh clean** towel, bathmat and **green** cleaning cloth from the laundry. **Remind** them to **wipe** the shower down after use and **return cloths, mat & towels**; **empower** them to leave the shower clean & tidy ready for the next person.
- Afterwards put the **dirty towel, mat & cloth** in the **grey** dirty shower laundry basket.
- Don't forget to record that they've had a shower & received clothes.**



➤ Shower Caddy

- Check its full; **replace toiletries** from the store.
- Sometimes SUs like to have their own to take away; give them items from the store if there is enough.**
- Don't forget to record that they've received toiletries.**



➤ Empower the SUs to be responsible for leaving the shower clean and tidy ready for the next person.

- Ask them to leave the shower clean & tidy;** so, spray and wipe down the shower tiles, glass door & tray using the spray & green cloth provided. There is a reminder notice.



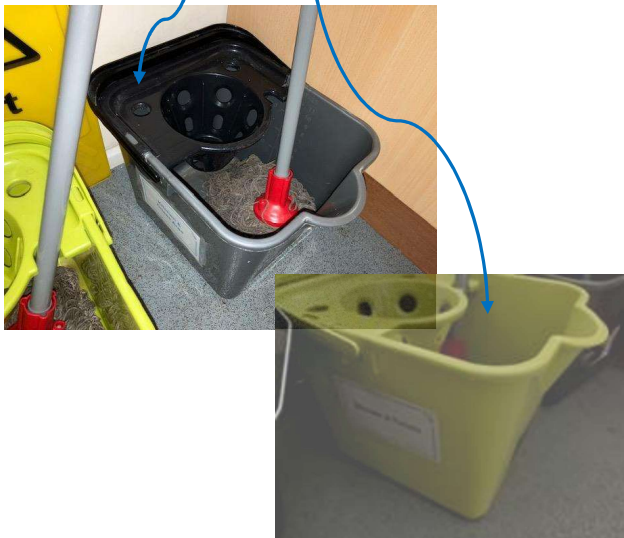
Cleaning Materials

...in case you need them!



➤ Mops & Buckets.

- The current mop heads may be different; let someone know if they need changing or washing.
- Greenish/Yellow** is for the **Shower & Toilets** .
- Dark grey** is for the **Kitchen & Crisis area**.



➤ Laundry sink & locked cupboard.

- Chemical & Cleaning materials** are kept padlocked (*ask for the key*)
- Regular Spray & Washing materials** are usually out accessible; these are mostly donated so if low ask for **shout-outs** or staff will purchase.
- Clean surfaces: Please help keep the area clean**; use a new clean green cloth, placing in laundry baskets after use at end of session ready for washing.
- Tidying & Cleaning Kitchen & Crisis area**: Use appropriate coloured cloths, placing in dirty laundry basket when done. There is also disinfectant spray in the Kitchen.



➤ Vacuum Cleaners:

- There's a **Henry Hoover** in the Cupboard next to the Laundry & a **rechargeable carpet sweeper** in the Back office by the printers.

➤ Broom and Dustpan & Brush

- These** are usually behind the door in the kitchen. Sometimes they are with the mops in the laundry.



Recording

There are 2 copies:

- In the kitchen completed by volunteers
- On reception completed by the Duty Case Worker
- Information is combined on entry into the CRM (daily), so hopefully nothing is missed.

Note: These forms are regularly updated; yours will be similar.



- **Additional Forms**, are in the purple folder in the kitchen on the wall behind/beside the door.
 - If you run out, ask day the centre manager.

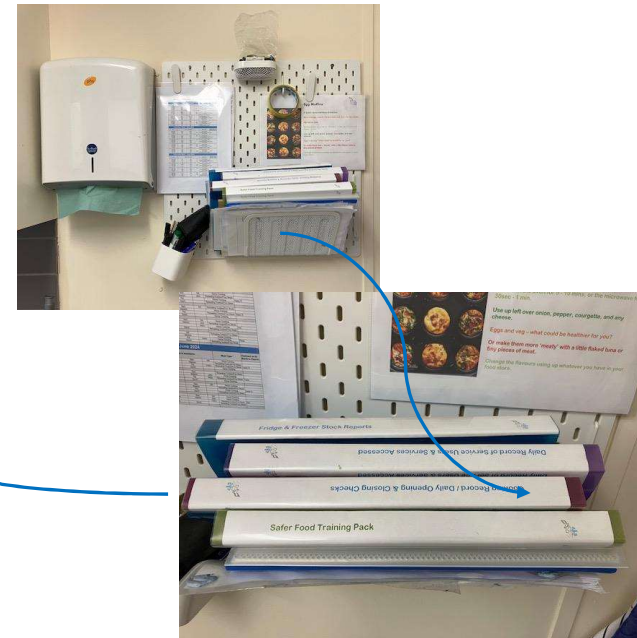
The Hope Hub: Services Accessed

Volunteers, please check with the caseworkers to ensure that anyone accessing services is signed up to the system. Date: 27.6.24

Sign In Sheet		Time	Breakfast	Refreshments	Lunch	Emergency Food Parcel	Crisis Services			Emergency Items	Devices Charged	Empowerment	
Name with Surname	In	Out					Toiletries	Shower	Laundry	Clothes Issued		Activities	Living Well
	11:20	11:05											
	10:25	12:15											
	10:35	11:15											
	10:45	11:45											
	10:49	12:15											
	1:00	1:15											
	1:20	1:45											
	1:35	1:50											
	1:30	1:30											
	12:45	1:05											
	1:00	1:00											
	1:00	1:00											
	1:00	1:35											

GDPR!

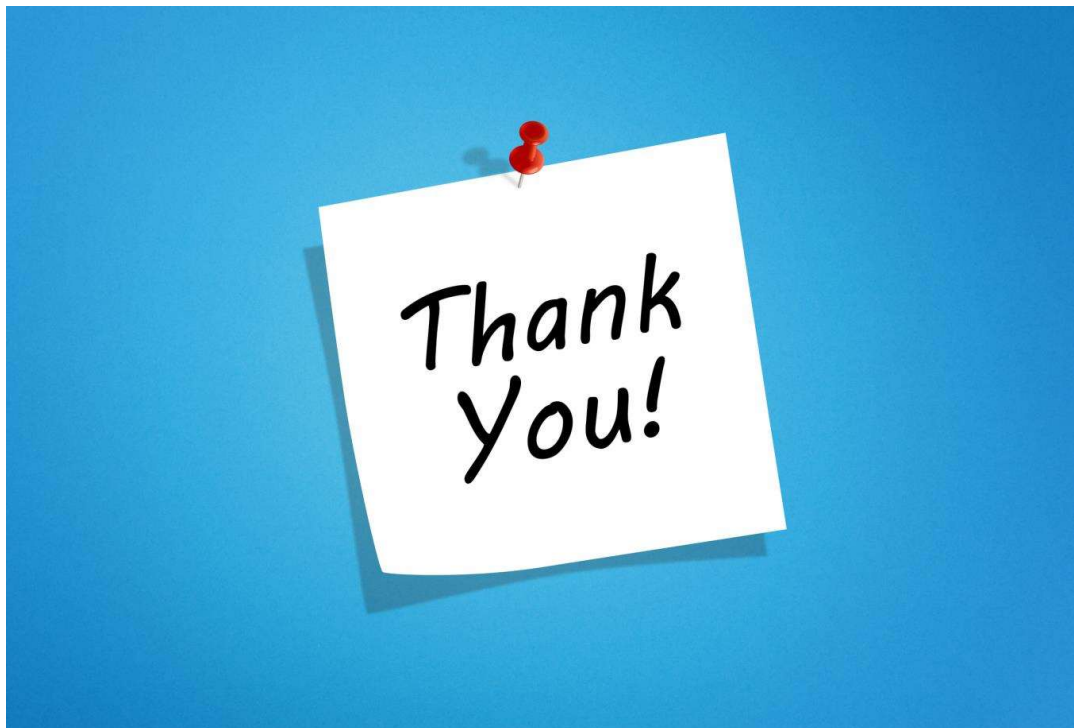
- **Services access sheet**
 - Please **record (tick)** the crisis service accessed for service used; **shower** and/or **laundry**.
 - Please **record (tick)** the emergency parcel received; **clothes** and/or **toiletries**.



Wishing you every success



Thank you for the generous gift of your time.



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