



Safe Harbor

PUERTO SEGURO SAFE HARBOR, INC.

Day Shelter for the Homeless or Disadvantaged of Socorro County
519 Old US Hwy 85 / P. O. Box 1433 / Socorro, NM 87801
Phone: (575) 835-2895 / Email: director.psisafeharbor@gmail.com

Front Desk

Hours of Operation:
MWF 10:00 am-2:00 pm



Table of Contents

Summary	4
Chain of Command	4
FRONT DESK PROCEDURES	5
Opening Routine	5
CLIENT INTAKE	5
ALL CLIENTS	5
NEW CLIENTS	6
OTHER DUTIES	6
Closing Routine	6
File Procedure	6
Client Files Contain:	6
File Procedures	7
Phone and Mail	7
Phone Calls	7
Mail	8
Volunteers	8
Application	8
Code of Conduct	8
REFERENCE MATERIALS	9
Rules	9
Code of Conduct	9
Safety	10
ADA Compliance and Fire Safety	10
Weather Conditions	10
Banned Person List	10
Sex Offenders	10
Intoxication	10
Home Visits	10
Privacy	10



Resources	11
Haircuts	11
Needle Exchange	11
Job Search and Unemployment	11
Housing	11
Heating and Cooling Instructions and Chain of Command	12
Heating/Cooling Instructions	12
Chain of Command	13
Master Forms	14
Volunteer sign in form (Excel)	14
Client sign-in Form (Excel)	14
Banned persons list	14
Client Intake Form	14
Salvation Army Intake Form	14
Rules Form	14
Code of Conduct Form	14
Haircut Sign Up	14
Volunteer Application & Policies	14



Summary

Summary

Below is a draft of the contents of a binder we are creating for the Puerto Seguro Front Desk. We are constructing it so that if someone were to fill in for Miss Jane, they could handle the front desk with as little stress as possible. The binder includes a list of opening/closing procedures, a list of forms and what situation calls for each form, how to properly file/organize forms, how to interact with clients, and a compilation of master forms.

-Rebecca Carver, Alexandra Lenox, Samuel Wang, Kyrie Selph

Chain of Command

- If problems occur, **PLEASE TELL SOMEONE!** Each person reports to the next.

Front Desk Manager → Facilities Manager → Director → Board Chair → Board

As of April 2019 these people are: Jane → Richard → Hope → Shay → Board



FRONT DESK PROCEDURES

Opening Routine

- During the summer when the evaporative cooler is on, open the window so the door will close
- Get out the Client Notebook and, if you are authorized, unlock the file cabinet
- Date a clean sign-in sheet and make sure New Client Forms are available
- **DO NOT** unlock the door until 10:00 am and core volunteers are here
- **STAY AT THE DESK EVEN WHEN NOT BUSY** unless you arrange for other volunteer to watch the desk
- **KEEP IT PROFESSIONAL**; when it is not busy, keep your feet off the desk

CLIENT INTAKE

ALL CLIENTS

- When a client arrives at PSI ask “How can I help you?”
 - Remember that we are here to serve the community
- After that ask “Have you been here before?”
- When a client arrives, have him or her **PRINT** his or her name and check-in time on the sign-in sheet located on the desk
- Check if client has existing or inactive file, if not the new client will need a client file created. Have them fill out and sign the **PSSH Intake Form**, **Salvation Army Form**, the **PSSH Rules**, and the **Code of Conduct Form**. See **New Clients** below to help complete client form.
- Have the client indicate his or her needs (clothes, shower, food, etc) on the sign-in sheet
 - This is important to have consistency for grants
- Record the client information in the Client Notebook
- Explain to the client the limits of service for his or her needs
 - The limits are \$200 in utilities, \$200 in rent, 1 load of laundry, 1 short shower, and 2 walmart bags of clothing



- If authorized, pull the client's chart from the filing cabinet when the director needs it. Counseling and financial aid are recorded when given. Pulled charts can be temporarily stored in the desk drawer. Return the charts before closing
- When client is ready to leave, thank him or her for visiting PSSH

NEW CLIENTS

- If a new client arrives who has never been to PSI before, have him/her fill out the New Client Form with personal information
- The client should also fill out the Salvation Army form and rules form. Assist them if they need it
- Create a new sheet and record the client visit into the Client Notebook
- If authorized, create a file folder with the client's full name written on the tab, and file it in the filing cabinet
- The three forms (Client Intake, Salvation Army, Rules) should go in this file, as well as any other client personal papers

OTHER DUTIES

- Distributes new client mail to the name on the address
- Re-alphabetize the files during slow spans of time
- Clean and organize the front desk and front room to present and professional work environment

Closing Routine

- **VERY IMPORTANT:** Record Daily totals in Tally Book
- Put the Client Notebook in the desk drawer
- Lock the windows and pull the curtains
- Return all client folders and lock the file cabinet
- Make sure we have sign-in sheets for the next day

DO NOT LEAVE THE BUILDING UNTIL 2:00 pm

File Procedure

Client Files Contain:

- Copy of the ID (f possible)



- Signed Code of Conduct
 - Used to enforce rules and regulations for clients
- History (if possible)
 - Income
 - Occupation
 - Vehicle
 - Insurance
 - Address
- Intake Forms

Used to hold clients accountable and better assist their needs.

 - Salvation Army*
 - For **Utilities** assistance
 - PSSH Rules*
 - For **Accountability**
 - PSSH Intake Form*
 - For **Background** and identification of **needs**

File Procedures

Copying blank files:

- Make copies when blank forms are running low
- Copies can be made with the master forms found at the end of this binder
- **Please return the master forms to binder when finished**

Pulling/refiling files:

- Pull files when needed for reference
- Refile the files back into place after you are done with the file
- Very old files (2+ years if inactivity) are set aside with other old files and marked as “Inactive”

Editing documents:

- If a client has not been in for a while, his/her information may need to be updated. Please have the client fill out a **NEW Intake Form** with their current information.
- Hope does most of the edits to client files when clients have meetings with her.

* Please refer to **Master Forms Section**



Phone and Mail

Phone Calls

- Phone calls must be
 - 5 minutes maximum
 - Monitored by someone at the front desk
- The front desk person may
 - Take messages for Hope, Shay, and Richard
 - Take messages for clients if it is a doctor's appointment, dentist appointment, call from disability, social security, or a potential job.
- The Front desk person may not
 - Take personal messages for clients.

Mail

- Clients can use Puerto Seguro as an address for disability payments, employment communication, medical information, social security, and other resources.
- The address is a secure location to send mail and can provide a residence address if clients don't have one.
- The PO box is **1433 Socorro NM, 87801** and is the only used address
- Mail is only given to the person to whom it is addressed
- **Do not** give mail to a significant other, relative, or friend of the addressee

Volunteers

Application

To apply to be a volunteer the **Volunteer Application & Policies Form** must be filled out and given to Hope. The potential volunteer will then be interviewed by Hope.

Code of Conduct

Volunteers are held to the same Code of Conduct as the clients. Please refer to the **Volunteer Application & Policies Form** with any questions or concerns. If the document does not answer these questions please ask someone in the chain of command.



REFERENCE MATERIALS

Rules

NO Alcohol

NO Drugs

NO Profanity

NO Weapons

NO Soliciting

NO Animals

NO Fighting

NO Smoking in the building

Code of Conduct

Respect Everyone

Clients and volunteers must be treated with respect. There will be no judgement passed on our clients. You are not aware of their situation. You must also respect and abide to all rules set by supervisors. Failure to do this will result in removal from property. Please treat others as you want to be treated!

Prioritize Safety

Your safety comes first. We prioritize the safety of children and the elderly. Safety also includes whether or not you feel safe. If you encounter a problem with another individual let a supervisor know. Do not deal with the problem alone. You are not allowed to ask a someone to leave.

Zero-Tolerance Approach

All clients and volunteers must be sober and civil while on premises. The usage of drugs and alcohol while on premises is forbidden. Failure to do this will result in removal from property.

Any removal of donations without documentation will be considered theft. Please ask supervisors before taking any donations.



This code is enforced by the authority of the executive director and the board of directors. If you have any questions about this code, please ask.

Safety

ADA Compliance and Fire Safety

- Keep all doorways, halls, and ramps clear.
- Make regular checks to insure that the building is within Fire and ADA Compliance.
 - When needed, ask people to not congregate in doorways, halls, or ramps.

ADA Compliance: https://www.ada.gov/2010_regs.htm

City of Socorro Fire Department: <https://www.socorronm.gov/city-services/fire-department/>

Weather Conditions

Open the doors before **10:00 a.m.** only if:

- The outside temperature is **below 40° F** or **above 107° F**

Banned Person List

The front desk maintains a list of individuals that are banned from the property. This list includes the **individual's name, start and end date of the ban, and reason for the ban.**

A blank copy of the banned person list **can be found at the end of this document** in the **Master Forms Section** of this binder.

Sex Offenders

The Front Desk is aware of sex offenders in the area. These clients are monitored and kept away from children. Their status will remain confidential and they are treated with the same respect as any other client.

Intoxication

There is zero tolerance for disruptive intoxication. Refer to the **Rules Section** for more information.

Home Visits

Home visits are conducted by Shay, Hope, or Richard when the front desk observes an extended absence of a regular client. Make sure to inform one of the three if you notice an absence of 2 weeks or more.



Privacy

Please remember that all client information is confidential. **Refer to Code of Conduct section** for more information.

Resources

Haircuts

Free haircuts are provided on location all day every 3rd Wednesday of the month and in the morning on the 4th Wednesday of the month. Please have clients sign up for the haircut waiting list before the event. The Haircut Waiting list form can be found in the **Master Forms Section** of this binder.

Needle Exchange

Clients may have used needles they need to dispose of. The needle exchange allows clients to exchange their dirty needles for clean ones. This is to reduce the chances of bloodborne disease. Most of the used needles come from diabetic clients. Needle exchange is handled by Alianza of New Mexico, and they come on the **2nd and 4th Wednesday** of each month.

Job Search and Unemployment

Hope assists with this but the front desk gets the clients started.

Online Job Search: <https://www.dws.state.nm.us/>

1. Job Seeker
2. Workforce connection
3. Find a job
 - **Workforce Solutions**
 - All workforce solutions are handled by Hope

Housing

Hope handles referrals to section eight housing:

Section eight housing is federally subsidized housing based on a sliding scale relative to income. This service can allow clients to find housing they can afford even if they have very little money.

Three apartments in Socorro are:

- Cibola
- Los Pueblos



- Loma Vista

Heating and Cooling Instructions and Chain of Command

Heating/Cooling Instructions

Heat control Procedures

- The heater is used October-March
- The main controls are located on the East wall in the Dining room next to the serving window
- The Thermostat is set between **68°F and 70°F**, to prevent pipes from freezing
- **LEAVE THE THERMOSTAT CONTROLS ALONE**, there is no need to adjust controls during winter season
- Room heaters are used for the Clothing Boutique and Intake rooms
- Contact PSSH Facilities Manager with any issues. They will contact Facilities Management at NM Tech for any repairs.

Air Conditioner Procedures

- Cooling is used March-October
- PSSH has 4 swamp coolers
 - #1 Intake/Pantry
 - a. Controls are located on the west side of the intake room
 - b. Leave the cooler on LOW-COOL most of the time
 - #2&3 Kitchen (has 2 coolers)
 - a. Controls are located on the south kitchen wall above the metal open storage racks
 - b. **The kitchen window is to be opened at the beginning of the shift and closed at the end of shift.**
 - c. The back door may be opened if it becomes too hot in kitchen. **Be sure the stove burners stay lit while door is open.**



- #4 Dining/Reception
 - a. Controls are located in Dining room on South wall
 - b. Leave it on HIGH-COOL
 - c. **Open the window next to the dryers at the beginning of the shift and close it at the end of the shift.**
- Refer to the chain of command if any problems arise with the heating and cooling systems

Chain of Command

- If problems occur, **PLEASE TELL SOMEONE!** Each person reports to the next.
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Master Forms

Volunteer sign in form (Excel)

Client sign-in Form (Excel)

Banned persons list

Client Intake Form

Salvation Army Intake Form

Rules Form

Code of Conduct Form

Haircut Sign Up

Volunteer Application & Policies



PSI Safe Harbor: Client registration, consent, and statement of understanding

Please Read and Print Clearly

Name:		Date of Birth:	mm/dd/yyyy	Date:	mm/dd/yyyy
-------	--	----------------	------------	-------	------------

Ethnic Background	Caucasian []	Native []	African []	Hispanic []	Asian []	Other []
-------------------	------------------	---------------	----------------	-----------------	--------------	--------------

Spouse Name:	
--------------	--

Others in Family (Name and Age)	
------------------------------------	--

Health Insurance (if any)	
---------------------------	--

Are you homeless?	Y[]/N[]	Are you between locations? (Transient)	Y[]/N[]
-------------------	-----------	--	-----------

Phone?	(____) - _____	Emergency Contact?	
--------	----------------	--------------------	--

Monthly Income \$		What type of Income?	
-------------------	--	----------------------	--

Do you have an ID or Driver's License? (show it to the front desk)	Y[]/N[]
--	-----------

Do you have a car?	Y[]/N[]	Make & Model of Car	
--------------------	-----------	---------------------	--

License Plate		Color:		Proof of Insurance	
---------------	--	--------	--	--------------------	--

Doctor Name & Phone Number	
----------------------------	--

Check All that Apply	Male . . []	Married []	Disabled?	Home:	Do you have a DD-214? Y[]/N[]
	Female []	Single . []	Y[]/N[]	Own []/ Rent []	
Veteran?	Army []	Air Force []	Navy []	Marines []	Coast Guard []

Read Before Signing: I understand and agree that the above information I've given is true and IF NEEDED, my name and the information I have given on this form is subject to be called in to the Police Department for a security check. I also understand and agree that PSI is not liable for or responsible for any injury or loss to me or those with me, that may occur whilst on PSI property. I also understand that it is AGAINST THE LAW to be in or on PSI property while intoxicated or on drugs, and that any type of weapon is not allowed on the premises. ANY AGGRESSIVE BEHAVIOR, be it verbal or physical, will not be tolerated! PSI has the right to have me removed from the Premises and/or have me arrested for such a violation.

Signature:		Date:	
------------	--	-------	--



Comments (staff use):



INTAKE FORM
to be completed for *all* assistance-
including UTILITY



Revised 9/13

Today's Date: _____ SERVICE EXTENSION UNIT: Puerto Seguro, Socorro, NM

Last Name: _____ First Name: _____

Service Address: _____

City _____ State _____ Zip _____
Service Address Only - do not enter mailing address - no PO Box

Home Telephone: _____ Date of Birth: _____

Male Female # living in Service Address: _____ # of Children: _____

Employer: _____

Monthly Income: _____ Spouse's Name and Employment: _____

Describe the *increase in expenses* or the *decrease in income* that have made it impossible to pay this particular bill:

THIS SECTION MUST BE SIGNED BY THE CLIENT FOR ANY AND ALL ASSISTANCE

I, the undersigned, authorize The Salvation Army to obtain and share information with other social welfare agencies that are bound by the Privacy Act, in order to make me eligible for assistance. I understand that I have the right to revoke this Release at any time, written or verbally. If verbally, the request to revoke must be made to my designated caseworker or their immediate supervisor. Once the Release is revoked no additional information can be released or disclosed. UTILITIES: I certify that I am financially unable to pay my utility bill that I have exhausted all other sources of help with the bill, and that the above information is true and correct to the best of my knowledge. / *have not received utility assistance during the previous twelve months.* I authorize The Salvation Army to release information to the Utility Company and authorize the utility company to release billing information about my account to the Salvation Army.

Client Signature: _____ Date: _____

TYPE(S) OF ASSISTANCE REQUESTED: (MARK ALL THAT APPLY)

- | | | |
|---|---|--|
| <input type="checkbox"/> Utility
<i>Past Due Usage & Late Fees Only
Amount not to Include
Field Service Calls, Deposits, or Reconnect Fees</i> | <input type="checkbox"/> SHARE (AZ only)
<i>Past Due Usage & Late Fees Only
Amount not to Include
Field Service Calls, Deposits, or Reconnect Fees</i> | <input type="checkbox"/> Rent
<i>Past Due Usage & Late Fees Only
Amount not to Include
Field Service Calls, Deposits, or Reconnect Fees</i> |
| <input type="checkbox"/> Food | <input type="checkbox"/> Transportation/Gasoline | <input type="checkbox"/> Prescriptions |
| <input type="checkbox"/> Emergency Lodging | <input type="checkbox"/> Clothing | <input type="checkbox"/> Other: please explain: _____ |

ACCOUNT # _____ Vendor or Utility Name: _____

Total Amount Due \$ _____ Assistance Amount Guaranteed: \$ _____

Was the client provided with additional referrals to other community organization for assistance? Yes No
If yes, please state where/why: _____

What barriers, problems or challenges did you face in aiding this client?

Caseworker Signature _____ Date _____

Section III



Safe Harbor

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Phone: (575) 835-2895 / Email: director.psisafeharbor@gmail.com

Rules

- NO Alcohol**
- NO Drugs**
- NO Profanity**
- NO Weapons**
- NO Soliciting**
- NO Animals**
- NO Fighting**
- NO Smoking in the building**

If you break these rules you will NOT be allowed to use the center.

I, _____ (Print) have read
and understand these rules. Date _____

Thank you,
Management



Code of Conduct

Respect Everyone

Clients and volunteers must be treated with respect. There will be no judgement passed on another person. You are not aware of their situation. You must also respect and abide to all rules set by supervisors. Failure to do this will result in removal from property. Please treat others as you want to be treated!

Prioritize Safety

Your safety comes first. We prioritize the safety of children and the elderly. Safety also includes whether or not you feel safe. If you encounter a problem with another individual let a supervisor know. Do not deal with the problem alone. You are not allowed to ask a someone to leave.

Zero-Tolerance Approach

All clients and volunteers must be sober and civil while on premises. The usage of drugs and alcohol while on premises is forbidden. Failure to do this will result in removal from property.

Any removal of donations without documentation will be considered theft. Please ask supervisors before taking any donations.

This code is enforced by the authority of the executive director. If you have any questions about this code, please ask.

Date: _____ **Name(Printed):** _____

Signature: _____



Puerto Seguro Safe Harbor
575-832-2895

Sign up Sheet
Jeff's Barber Shop Haircuts

519 Hwy 85 South, Box 1433
Socorro, NM

1		21	
2		22	
3		23	
4		24	
5		25	
6		26	
7		27	
8		28	
9		29	
10		30	
11		31	
12		32	
13		33	
14		34	
15		35	
16		36	
17		37	
18		38	
19		39	
20		40	

In House Haircuts _____ # Shop Haircuts _____ Total Haircuts _____

Paid Check # _____ Authorized Signature _____





Volunteer Application and Policies

All volunteers must read these policies fully and follow them. All volunteers must fill out this volunteer paperwork, even if they only work one time. Volunteers must sign in and sign out every time they begin and end their shift.

What to Expect

Puerto Seguro Safe Harbor is daytime homeless shelter (meaning no overnight shelter). However, we do not require clients to be homeless to use our facilities, and welcome those from all walks of life to use our resources in their time of need. We always need volunteers during our standard business hours: Monday, Wednesday, and Friday from 9 am to 2 pm, and Saturday from 10 am to 2 pm.

We always have plenty of donated clothes and toys we're trying to give away, and usually plenty of food. We also sometimes carry books, kitchenware, and other items. One of the main jobs for volunteers is to make sure that clients can find what they need, and that they understand it's free. We sort out the best donations and display them prominently, and recycle broken or spoiled items. We need many volunteers to help sort clothes, food, and other larger donations.

Volunteers may be selected to do the following:

Daily Opening Routine: Bring in new donations left on the doorstep; make coffee; sweep the floors; stock the bathrooms; unpack the fridges; start a load of laundry (mostly towels).

Helping in the Kitchen: Help plan meals, prep meals, serve meals, count meals, do dishes, and clean the kitchen.

Daily Closing Routine: Pack the food into the fridges; make sure the sinks are dry and faucets turned off; secure the doors and windows; turn off the lights/heaters/coolers.

Maintaining the Front Desk: Regular volunteers can be trained to maintain the front desk, answer the phone, sign in visitors, and update files.

Picking up Donations: If you have a car, we have some regularly scheduled pickups of donated food that you may help with (including one from Belen), or we can list your phone



number and call for special pickups. If you have a pickup truck and are willing to use it, please let us know!



Puerto Seguro Code of Conduct

1. Respect Everyone

Clients and other volunteers must be treated with respect. There will be no judgement passed on a client. You are not aware of their situation. You must also respect and abide to all rules set by supervisors. Never raise your voice to any client or volunteer. Failure to do this will result in removal from property. Please treat others as you want to be treated!

2. Prioritize Safety

The safety of you and clients come first. We prioritize the safety of children and the elderly. Safety also includes whether or not a client feels safe. Be welcoming and accommodating. Remember: if a client does not feel safe at the shelter, they will no longer use shelter resources. This is why it is very important that we build a safe space here. If you encounter a problem with another individual let a supervisor know. **Do not deal with the problem alone.** You are not allowed to ask a client to leave.

3. Zero-Tolerance Approach

All volunteers and clients must be sober and civil while on the premises. The usage of drugs and alcohol while on the premises is forbidden. Verbal and physical aggression is pro. Failure to do this will result in removal from property.

4. Maintain Confidentiality

Volunteers should not discuss clients outside of the shelter. Most clients do not want others knowing they are using the services. Please respect their privacy and keep all discussion of clients within the shelter.

5. Communication Is Key

It is important to maintain clear and professional communication while volunteering with us. Please let us know if you have a question or the slightest doubt in an action. **It is better to ask multiple times than to assume incorrectly.** Please also arrive in a timely manner to work, and communicate with us if something comes up and you cannot make it in for a shift.

Volunteer as a Client

If a volunteer is also a client of the shelter, volunteers must stick to the same guidelines as clients. There are **no exceptions.** Volunteers will receive the same amount of clothing and food from intake as clients.



All Volunteers must show a staff member what they are taking home, and write it down in the “outgoing” section of the intake notebook. Nothing leaves the building without being written down, or it will be considered theft.

Distributing Donations

Clients may ask for specific small items. If an item is available, give it to them. Larger items such as tents and sleeping bags **require approval from a supervisor**. Items such as dish soap, laundry soap, bleach, toilet paper, coffee, razors, and socks are items that are not donated frequently and **require approval from a supervisor**. Any other small item should be given to whoever asks for it.

Ask the clients if they need a specific item! Sometimes people need things but are tired of constantly asking for help.

Break Time Policy

- Please wait 2 hours minimum before taking a 30 minute break. This is to minimize number of people on break at the same time.
- **Be alert and diligent while you are volunteering.**
- Keep phone usage to a minimum.
- There will be absolutely **NO** TV watching while you are on shift.
- If you need to step out immediately, let a supervisor know before leaving.



Personal Information

Name: _____ Phone #: _____
Last First MI

Home Address: _____ DOB: _____

Employer: _____ Work Phone: _____

Occupation: _____

In Case of Emergency Contact: _____
Name Phone #

Name Phone #

Education Level Completed: _____

Degree (if applicable): _____

Specify any Medical/Physical Conditions: _____

Volunteer Availability

Time Available: Mornings Afternoons

Days Available Mon Wed Sat

How many hours can you devote to a volunteer assignment each week? _____



Determining Eligibility

Please list 2 character reference (not relatives):

1. _____
 Name Address City

 Phone #

2. _____
 Name Address City

 Phone #

Have you ever been convicted of any criminal offense other than the following:

- Minor traffic violation fine of \$500.00 or less;
- OR offenses settled in juvenile court or under welfare youth offender law?

Yes No If yes, please explain:

Do you consent to PSI Safe Harbor performing or arranging a background check in accordance with Federal Requirements?

Yes No

Agreement and Signature

By submitting this application, I affirm that the facts set forth in it are true and complete. I affirm that I have read the Code of Conduct and will abide to its rules of respect. If for any reason this information is found to be false and/or inaccurate, or if I violate the Code of Conduct, I understand I may face immediate dismissal and loss of any association with Puerto Seguro.

Signature

Date



Volunteer Confidentiality Agreement Form

Name (please print): _____
Last First MI

By signing this confidentiality agreement, I understand that all information about the clients of PSI Safe Harbor is strictly confidential. I hereby agree to respect the privacy of these clients and hold in confidence related information obtained during my time served as a Volunteer.

I also agree to abide by the standards and rules of confidentiality as stated in the Policies and Procedures on Confidentiality of the Puerto Seguro -- Safe Harbor, Inc.

Volunteer Signature

Date

Supervisor Signature

Date