



# VOLUNTEERS NEEDED

BE A PART OF OUR TEAM

## Lower Granville Hall Comfort Centre Volunteer Orientation

Welcome and thank you for volunteering to support your community during times of need. This orientation sheet will guide you through your role and responsibilities as a volunteer at the Lower Granville Hall Comfort Centre.

What is a Comfort Centre? A Comfort Centre provides a safe, warm, and welcoming space for community members during emergencies such as power outages, severe weather events, or other crises. It offers basic needs such as warmth, refreshments, information, and connection.

## VOLUNTEER ROLES & RESPONSIBILITIES

### 1. Greeter & Check-in Attendant

- Welcome visitors with a smile
- Assist with sign-in and keep a log of individuals using the facility
- Offer basic information and direct visitors to appropriate areas

### 2. Hospitality Helper

- Make and serve tea, coffee, and light refreshments
- Ensure supplies are restocked and kitchen area remains clean
- Keep tables and seating areas tidy and inviting

### 3. Information Assistant

- Share emergency updates as provided by officials
- Direct people to additional services and support as needed
- Assist visitors in accessing internet and phone charging stations



## VOLUNTEER ROLES & RESPONSIBILITIES, CONT.

### 4. Wellness Supporter

- Provide emotional comfort and a listening ear
- Offer blankets, reading material, or simple activities to help reduce stress

### 5. Safety Monitor

- Ensure safe use of equipment and facility
- Familiarize yourself with the location of emergency exits, first aid kit, and AED
- Report any safety concerns to the coordinator immediately

## Key Features of Our Comfort Centre

- Free high-speed Wi-Fi (via Xplore fibre connection)
- AED located outside in an alarmed box (registered with EHS)
- Emergency generator backup
- Community-focused space for warmth, conversation, and safety
- Emergency Contacts & Resources (Coordinator contact details, emergency services numbers, and a map of the building layout will be posted on-site and available at the volunteer desk.)

## TIPS FOR VOLUNTEERS

- ✓ Stay calm, kind, and helpful
- ✓ Take breaks and care for your own well-being
- ✓ Ask questions if you're unsure about any task
- ✓ Work as a team and communicate clearly

▶ Thank you for your commitment to making Lower Granville Hall a safe haven during difficult times. Your time and care make a real difference!

### OUR VISION

Providing a space to gather, exchange information, and build community connections during power outages, natural disasters, or extreme weather events.

