

FAQs

Charleston Warming Center, Winter 2020-2021

***If you have questions after reading this FAQ sheet, please email localmissions@seacoast.org.**

Can anyone volunteer to help at the Warming Center?

Anyone 18 years of age or older who has completed a background check and one-hour training may volunteer.

When is the Warming Center open?

When the temperature will be below 40 degrees, the Warming Center will be open November through mid-March.

Seacoast weeks: Dec. 6-13, Jan. 17-24, Feb. 7-14

The weeks that Seacoast Church is helping to operate the shelter are not restricted to Seacoast members. Additionally, Seacoast members may serve any night the Warming Center is open, not only on our church's designated weeks.

If children are accompanied by a parent may they volunteer at the Warming Center?

Only individuals 18 yrs. of age or older that have completed all volunteer requirements may be permitted to volunteer or enter the Warming Center. To find 'family friendly' serve opportunities, visit www.seacoast.org/missions and click on local missions.

How do I sign-up to serve at the Warming Center?

Click on the link for the date you wish to serve. When you click on the date it will take you to the Sign-Up Genius page. You will be able to select the shift you wish to volunteer. A few questions will be asked when you choose your shift. Upon completion you click 'Submit' and a confirmation email will be headed your way!

Can I sign-up my entire small group at once or does each individual need to register online?

We do ask that each individual sign up for the date and shift of their preference. This helps us gather individual contact information, age, and other details that will be needed for communication. Additionally, we will send details with Next Steps

that include important documents to be signed and returned, as well as reminders for the Zoom training night. Lastly, when the city officially declares the shelter open due to pending weather, 48 hours (about 2 days) in advance, we will utilize everyone's contact information to notify them that their shift is a go!

Can I volunteer more than one shift? More than one day?

Absolutely! We ask that you sign-up for each shift and date that you wish to be on-call to serve. Please select shifts that do not overlap more than 15 minutes.

Do I need prior volunteer experience?

Compassion for your neighbors is the greatest pre-requisite. Prior experience volunteering is not a requirement. Once you complete your background check, at no cost to you, then you will attend the online Zoom training to help you prepare for your volunteer experience.

What should I wear while volunteering at the Warming Center?

The building being utilized for the winter shelter is well maintained and will be warm inside. Comfortable, casual clothing such as pants or blue jeans is recommended. Please avoid wearing shirts or outerwear that has graphic designs or slogans. Each volunteer will be provided with a volunteer vest that they will wear while serving.

What can I bring with me?

Your CDC (Center for Disease Control) approved mask along with personal items such as a mobile phone, car keys, or pocket wallet that can be kept secure in your clothing while volunteering is permissible. Please leave purses or backpacks at home or secured out of sight in your locked vehicle. To protect the dignity of our homeless neighbors, we ask that you refrain from taking photos of them while you are serving.

Where will I park when I volunteer?

There is ample parking at the Arthur W. Christopher Community Center. City of Charleston police officers will be on-site inside the building as well as patrolling the parking lot and surrounding area while the Warming Center is in operation.

Please lock your vehicle and remove or secure valuables as you would while parking in any public location.

Will a shuttle be provided from any of the campuses to downtown Charleston?

Volunteers are responsible for their personal transportation to and from the Warming Center.

Will masks be provided at the Warming Center?

We ask that volunteers bring their own mask, covering their face from the top of their nose to the bottom of their chin, for each shift. Guests of the shelter will be provided with masks when they complete their wellness screening during registration.

What if I want to volunteer but cannot wear a mask due to a medical condition?

All persons must wear a CDC approved mask or face covering and therefore cannot be admitted inside the building without one.

Will Wellness Checks be performed?

Yes. Guests and volunteers will be screened upon arrival.

May I bring gifts or donations to the Warming Center?

Please do not bring any gifts or donations that have not been approved by the City of Charleston Housing Authority prior to arrival. Personal donations of money, clothing, or assistance are not permitted at the Warming Center.