



## Laundry Volunteer

### Standard Operating Procedures

Take advantage of every opportunity you have to warmly greet our guests at the laundry counter and to ask about their well-being.

Steps for Laundry Care:

Receiving Laundry and Checking it in

- Please **print** the guest's name (**last name first**) on the tag for all incoming laundry (or reuse the nametag from the bag that was turned in). Make sure the bag is tied so that not clothes fall out.
- Laundry is received in white trash bags that are handed out to all guests upon request.
- Please **check in the guest's laundry in the computer software.**
- We can only receive one load of laundry per guest per day. Keep in mind that one bag of laundry will sometimes yield more than one load of laundry. Please ask the guest to only fill the laundry bag  $\frac{3}{4}$  full. Oversized loads should be separated into two or more loads *by the guest*. The guests must take the additional bags with them.
- Alert guests that they must pick up their clean laundry within one week. We allow some guests, who have circumstances which make it difficult for them to visit us more than once a week, to bring multiple loads of laundry. Please ask a staff member before making an exception.
- Bags of dirty laundry are put on a metal wire rack and placed in the order of when it was received.

Washing the Laundry

- Take one bag of guests' laundry and put it in the washer. Add detergent to the washing machine.
- After the guests' clothes are in the new washing machine, please replace the old laundry bag with a clean bag. Attach new tag on new bag and place the bag on top of the washing machine (keeping the guests' new laundry bag with their clothes being washed).
- Washing machine settings:
  - Set water temp to **Warm/Cold**
  - Turn the large dial on the right clockwise until it hits Permanent Press ( and then pull the dial to start the machine. It roughly takes 20 minutes per load.
- Handle dirty laundry carefully as if it might be hiding a hypodermic needle.

- When the laundry is finished in the washing machine, move it to the dryer. Hang the clean trash bag, tagged with the correct name, on the hook on the dryer. Add dryer sheet and clean lint tray.
- Dryer setting: Press and hold permanent press for 3 seconds and it will automatically start. The timer automatically sets for 40 minutes. Laundry usually dries after 35 minutes. If you open the dryer to check to see if the laundry is dry and then you press permanent press to restart the dryer, the clock restarts to 40 minutes.
- Once the laundry is dry, use the laundry baskets to transport clothes to the folding table. Fold one load at a time to prevent mixing the laundry. Put folded laundry in a clean white bag and tie the bag securely. **Make sure the tag is still attached to the bag.** Before placing the laundry on the shelf, **mark the laundry as completed in the computer software.** The bags on the shelves are stored alphabetically. If you place completed laundry on the “unknown” shelf, please write the date on the tag.
- When clean laundry is picked up, **mark the laundry as picked up in the computer software.**

#### **Washing the Towels:**

- Throughout the day, retrieve dirty towels from the shower areas. Wash our towels and washcloths with hot water and bleach. To protect our towels from bleach holes, start running the hot water and add the bleach and detergent into the wash machine and then load the towels. Be sure to add enough water.
- Do not distribute towels after 2:15 pm. Showers are not permitted after this time.

#### Additional laundry policies:

- **Guests with storage lockers or in housing should not turn in their laundry on Mondays, which is often our busiest laundry day!!**
- **We do not wash shoes, sneakers, sleeping bags and blankets as normal policy!!!**
- We do not wash “dry clean only” garments unless the guest insists and is aware of the risk.
- **Guests can have 4 pairs of socks, 4 pairs of underwear, and 4 t shirts per month.** When distributing these items please make a tally under the item name on the spreadsheet in the binder. Once a guest has reached 4 of any items for the month please highlight that column for that guest to indicate they have reached the limit for the month.
- Please close the laundry area during the Chapel Service.
- Please keep conversations very quiet during Bible Study.
- Toiletries, such as deodorant, razors, toothpaste, etc., and socks and undergarments are distributed from the laundry area upon request. Please give guests only one of each item per day. Volunteers should monitor the supplies and notify an Operations staff member if you are running low on something.