

# OrangeSky

— Aotearoa —

**Hybrid Van (Battery Powered)**

Operation Cards

**QUICK**



**RESOURCES**



**SERVICE SUPPORT**

**0800 002 122**

(TOLL FREE NUMBER)

# How to Use This Document

## About Van Ops Cards

Contained in this document is the necessary information to assist you in the safe operation of your shift. For further troubleshooting we recommend calling **Service Support** on **0800 002 122** or using the resources on the **Orange Sky Resource Hub**.

## Orange Sky Resource Hub

## Orange Sky Resource Hub

The **Orange Sky Resource Hub** is an online knowledge bank of articles that has been designed to help you troubleshoot issues on shift.

Access the Resource Hub by logging into Volaby and navigating to 'Resources' in the menu. Scroll down to find the link to 'Orange Sky Resource Hub'.

You can alternatively scan the QR code on this page.

You will be required to login using your **Volaby** login details to access the articles.



# Pre-start

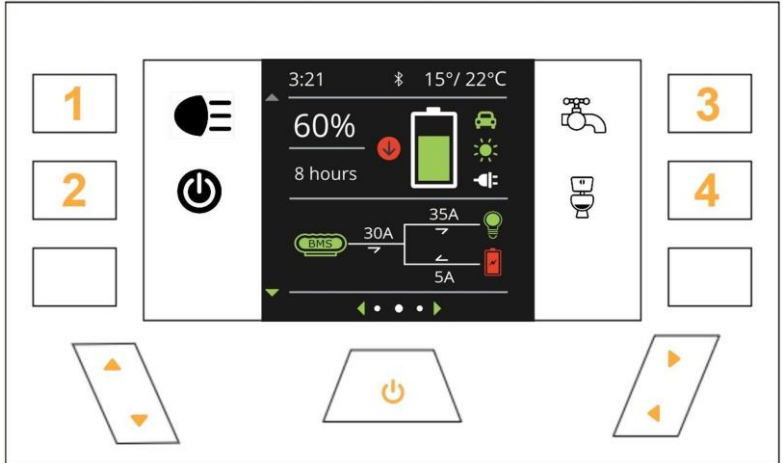
|                       |  |
|-----------------------|--|
| <b>Check Weather</b>  | Check the local weather report. If storms or other severe weather is forecast, you can consider cancelling your shift. Please contact your team members and Team Leader if you are considering cancelling your shift.  |
| <b>Collect Van</b>    | The designated driver for the shift is required to collect the van from the base. Please ensure two volunteers pick up and drop off the van whenever possible.   |
| <b>Check Van</b>      | <ol style="list-style-type: none"><li>1. Check the clean tank is full and the waste tank is empty.<br/><i>! You can find the sight gauges (clear tubes) inside the sliding door on the right hand side attached to the black tanks.</i></li><li>2. Check towels, shower mats and toiletries (soap, shampoo) have been replenished.</li><li>3. Check shower and hand basin are clean. If not, please clean prior to leaving and record it in the end of shift comments in the shift report. Check van fuel level. At <math>\frac{3}{4}</math> or less refuel immediately. Refer to <b>Refuel Van</b> (page 12).</li><li>4. Check battery charge level using van screen. Refer to <b>Check Battery Level</b> (page 3).</li></ol> |
| <b>Drive to Shift</b> | <ul style="list-style-type: none"><li>• All vehicles are automatic.</li><li>• The reversing camera will turn on automatically when the ignition is on.</li><li>• Remember to allow extra stopping distance due to the weight of the fitout of the van.</li><li>• Remember to allow extra clearance due to the height of the van <b>3.4m</b>.</li></ul>   |

# Site Set Up

|                              |   |
|------------------------------|---|
| <b>Set Up</b>                | <ol style="list-style-type: none"><li>1. Remove <b>chairs</b> from the van and set up in a communal area.</li><li>2. Remove and set up any other equipment such as <b>bollards</b> for the cordon and trip guards.</li><li>3. Remove all equipment, including towels and cleaning supplies from the showers.</li></ol>  |
| <b>Access Display Screen</b> | <p>The display screen is located inside the van next to the washers and dryers.</p> <ol style="list-style-type: none"><li>1. Open the sliding door on the passenger side of the van. The screen is mounted inside on the wall to the left.</li><li>2. The display screen has 4 buttons with icons to control the van system.</li><li>3. The display screen should already be on. If it isn't, press the centre power button once to turn it on.</li></ol> |
| <b>Check Battery Level</b>   | <ol style="list-style-type: none"><li>1. Access the display screen inside the vehicle.</li><li>2. Check the battery percentage next to the battery symbol on the screen.</li><li>3. If the percentage is less than 30%, the van will need to charge from a mains powerpoint on shift.</li><li>4. Refer to <b>Charging the Vehicle</b> below <b>if required</b>.</li></ol>   |
| <b>Charging the Vehicle</b>  | <p>If the battery percentage is too low to complete the shift, the vehicle will need to be charged either by:</p> <ol style="list-style-type: none"><li>1. Switching the vehicle engine on for the remainder of the shift.</li><li>2. Plugging in the charging cable into the inlet near the driver's side into a mains powerpoint. Ensure the powerpoint is switched on.</li></ol>   |

# Site Set Up continued...

## Display Screen Operation



The buttons at either side of the screen lets you control the van! The picture icon is **green** if it is on, and **white** if it is off

## Start of Shift

Turn on the Lights:

1. Press the **1-Lights** button on the left side of the display screen. The lights icon should turn **green**.

Turn on the System:

1. Press the **2-System** button on the left side of the display screen. The power icon should turn **green**.

# Site Set Up continued...

## Water Supply

2 options for water supply during shift:

### Option 1 – Tank:

**! Don't plug hose in**

1. Press the **3-Fill/Tanks** button on the display screen. The tap icon should turn **green**.

**! If operating using the water tank you will be limited to a maximum of 4-6 loads**

### Option 2 – Tap:

1. Unreel the **clean water hose** and connect to the tap. Hose attachments and tap keys are in the box in the passenger door or equipment box.

**! Do not extend the hose reel fully, as this can make the hose unretractable.**

2. Turn on the tap and **squeeze the hose** to confirm there is water pressure

**! The tap icon on the screen is OFF (white) .**

## Set up Washers

1. Undo **bungee straps** on washer doors.
2. Remove **clamps** holding washer drums in place.

## Ensure all Doorbell Alerts Work

1. Press each doorbell inside the cubicle to ensure they are all functional.
2. Inside, the shower in-use button should cause the outdoor doorbell to light up red; the emergency button should ring the outdoor buzzer.
3. Press each doorbell outside the cubicle to ensure they are all functional.

# Washing Instructions

## Wash Clothes

### CAUTION - Sharps/Needles

**Be careful to avoid sharps incidents. Ask friends to check all pockets** for papers or valuables in front of a volunteer as they load their own clothes into a washer. If a sharp is found, inform the team and refer to the Sharps fast facts.

1. Ask friends to check **all pockets** for valuables in front of a volunteer as they load their own washing into a machine.
2. On the washer press **B1**. Press **Start (B6)**.

## Dry Clothes

1. Clean dryer lint filter.  
**! Excess lint can cause a fire. Ensure filter is clean for each load.**
2. For best dryer performance, preheat dryer before use. Start a 10 min drying cycle by pressing **Top (HIGH)**, and then the **Start** button.
3. Load clothes into dryer.
4. On the dryer, press top **(HIGH)** button repeatedly until desired duration is reached, then **Start**.
  - 20 mins - small load, light cotton items
  - 30 mins - medium load, mixed clothing
  - 40 mins - heavy load, bedding and blankets
- The Waru Dryer has a 2 minute cool down period. To maximise dryer efficiency, the full drying cycle time should be completed before opening the door. If the cooling down cycle isn't completed, the inside of the dryer will still be hot when opening door, so take care when doing so.
- Consider splitting heavy loads between two dryers or cycles. Individual items will dry faster in smaller loads.

# Washing Instructions continued...

## Kill Cycle

Below references buttons from top to bottom on the washing machine. Some machines vary with the label assigned to the button, but the cycle process is identical in button order, top to bottom.

- **B1** = Button 1 (hot or whites)
- **B2** = Button 2 (warm or colours)
- **B3** = Button 3 (cold or delicates)
- **B4** = Button 4 (delicates or perm press)
- **B5** = Button 5 (spin cycle)
- **B6** = Button 6 (start)

## Kill a wash

If a friend has left some items in their clothing or needs to add an item, a washing load can be killed manually:

1. Press and hold **start (B6)** to kill cycle.

Alternatively:

1. Press **B1** and **B3** simultaneously. The screen should display '**0**'
2. Press **B2** until '**3**' appears.
3. Press **Start (B6)**. The screen should display '**L9Cl**'
4. Press **B2** until '**hILL**' appears on the screen.
5. Press **start (B6)**. The screen should display '**0**'
6. Press **B2** until the screen reads '**17**'
7. Press **start (B6)**

The machine will end the cycle, drain the machine and unlock the door. To restart wash see steps on next page.

## Spin Cycle

Once cycle has ended:

1. Press **B5**. The screen should display '**no 1**'
2. Press **Start (B6)**. The screen should change to '**11**' and an eleven minute spin cycle should begin.



# Shower Operations

|                                     |   |
|-------------------------------------|---|
| <b>Friends</b>                      | <p><b>IMPORTANT</b> – if friends <b>have not</b> used the shower before ensure they have read and understand the conditions of entry prior to getting into the shower.</p> <p><b>IMPORTANT</b> – Ensure friends know where the <b>distress doorbell</b> and <b>door handle</b> are located.</p>   |
| <b>Shower Starts</b>                | Make note of the time when the friend starts their shower and start the <b>10 minute</b> timer.   |
| <b>10 Minute Mark</b>               | At 10 minutes inform our friend they have 5 minutes. <ol style="list-style-type: none"><li>1. Press the <b>Left Doorbell Button</b>. This will play an audible song that our friend can hear indicating the end of their shower.</li></ol>  |
| <b>15 Minute Mark</b>               | At 15 minutes inform our friend that they have run out of time and their shower will end. <ol style="list-style-type: none"><li>1. Press the <b>Left Doorbell Button</b>.</li><li>2. Knock on the door and ask “<b>ARE YOU OKAY?</b>”</li><li>3. Go to the front passenger side.</li><li>4. Switch the shower <b>off</b> – note this will stop water flowing into washing machines.</li></ol> |
| <b>No Response After 15 Minutes</b> | <ol style="list-style-type: none"><li>1. Inform all team members.</li><li>2. Second volunteer to help assist and check.</li><li>3. Knock on the door a final time.</li><li>4. 2 volunteers to open the door and assess the situation if necessary, contact emergency services (Ambulance/Police) – 111.</li><li>5. Once everyone is safe, file an incident report.</li></ol>                  |

# Shower Operations Continued...

## Cleaning the Shower

**CAUTION** – Be careful to avoid sharps injuries. Ask friends to check they have collected all their belongings from the van. ***If a sharp/needle is found, inform the team and refer to SHARPS procedure on page 21.***

1. Put on **gloves** and take cleaning products to the shower.
2. Ensure all water in the shower is removed.
3. Wipe down all relevant surfaces with cleaning solution. Rinse the areas.
4. Ensure there is no water in the cubicle or pooled on the floor of the shower.
5. Place the used towel in the appropriate container.
6. Dispose of gloves and return cleaning products.

## Flushing the System

At the end of shift run the shower and basin for 1-2 minutes to flush clean water through the system. This will help to prevent blockages in the drains.

- ! ***Ensure the shower door remains OPEN***
- ! ***Ensure the exhaust fan is ON***
- ! ***Always wear gloves while cleaning the shower***

# Site Pack Down

|                          |   |
|--------------------------|---|
| <b>Showers are Clean</b> | <p>Check all showers are clean.</p> <ol style="list-style-type: none"><li>1. Push excess water towards the drain – the drain pump should automatically be on.</li><li>2. Place all dirty towels and cleaning products into the appropriate containers.</li></ol>  |
| <b>Detach Water</b>      | <p>For sites using <b>mains water</b>:</p> <ol style="list-style-type: none"><li>1. Turn <b>off</b> tap and disconnect hose. <b>Return tap key</b> and connections to box in passenger door.</li><li>2. Pull on hose reel to release lock and guide hose back onto reel using hand over hand technique.</li></ol> |
| <b>Stop Tank Water</b>   | <p>For sites using <b>tank water</b>:</p> <ol style="list-style-type: none"><li>1. Press the <b>Tank</b> button on the right of the screen.</li><li>2. The tap icon next to the button should turn <b>white</b>, which means the tank water is off. No water should come out of shower or shower tap.</li></ol>   |
| <b>Pack Washers</b>      | <ol style="list-style-type: none"><li>1. <b>Clamp</b> washer drums.</li><li>2. Secure washer doors with bungee cords.</li></ol>   |
| <b>Clean van</b>         | <ol style="list-style-type: none"><li>1. Empty and clean dryer lint filters.</li><li>2. Empty small lint bin.</li><li>3. Remove rubbish and rubbish bags from van.</li></ol>  |
| <b>Pack Up</b>           | <ol style="list-style-type: none"><li>1. Pack orange chairs back into rack.</li><li>2. Pack away corden, trip guards, equipment and donations.</li></ol>  |

## Site Pack Down continued...

|   |  |
|---|--|
| <b>Shutdown System</b>                  | <p>To shut down system:</p> <ol style="list-style-type: none"><li>1. Press the <b>System</b> button on the left of the screen.</li><li>2. The power icon next to the button should turn <b>white</b>, which means the washing machines are off.</li><li>3. Press the <b>Lights</b> button on the left of the screen.</li><li>4. The lights icon next to the button should turn <b>white</b>, and the lights should turn off.</li></ol> |
| <b>Detach Mains Power</b>               | <p>For sites using <b>mains power</b>:</p> <ol style="list-style-type: none"><li>1. Switch off at the mains powerpoint.</li><li>2. Unplug the charging cable from the powerpoint, and then unplug from the vehicle's inlet.</li><li>3. Wrap cable and return to vehicle cab.</li></ol>   |
| <b>Final Check</b>                      | <p>Before leaving check the van for:</p> <ul style="list-style-type: none"><li>● 6 x orange chairs.</li><li>● 6 x trip guards.</li><li>● Washing baskets.</li><li>● Both washers are clamped and secure.</li><li>● All rubbish has been removed, any spills cleaned.</li></ul> <p>! <b><i>Ensure van is clean and tidy for the next shift, in the same state you would like to find it.</i></b></p>                                    |
| <b>Complete Activity (shift) Report</b> | <p>Complete the General Volunteer Activity (Shift) Report through Volaby link below or scan QR code on front page.<br/><a href="https://osnz.volaby.org/volunteering/activity-report">https://osnz.volaby.org/volunteering/activity-report</a></p> <p><b>NOTE:</b> Driver Activity (Shift) Report should be completed by the driver once they have returned to van base.</p>   |
| <b>Drive to Base</b>                    | <p>The van must be refuelled after each shift. Please refuel the van on the way back to base. Refer page 12 <b>Refuel Van</b></p>  |

# End of Shift

## Refuel Van

1. Go to any service station that is on the way back to base or close to base.  
**! All vans use diesel fuel only.**
2. Fuel cap is located inside the passenger side door. Open the cap and fill up the tank.
3. Pay using the **FuelCard** card which can be found in the centre console of the van, or underneath the sun visor.
4. You **do not** need to keep the receipts.

## Return to Base

1. Check van supplies for anything that needs to be replenished: Sharps box (if current one has been used), items in First Aid kit, gloves, cleaning supplies, PPE etc.
2. Complete the Driver Activity (shift) Report.

## Fill Clean Tank

For sites using **tank water**:

1. At base, park the van close to the water source.
2. Pull the clean water hose out.
3. Connect to a water source using the attachments and tap key in the box in the passenger door.
4. Press the **Fill/Tanks** button on the right side of the display screen.
5. The tap icon next to the button should turn **green**.
6. The clean water tank is full when the sight gauge is at the top of the tube or meets the line.
7. Press the **Fill/Tanks** button again.
8. The tap icon next to the button should turn **white**.
9. **Turn off tap** and disconnect hose. Return tap key and connections to box passenger door.
10. Pull on hose reel to release lock and guide hose back onto reel.

## End of Shift continued...

### Empty Waste Tank

The **Waste Tank MUST** be emptied at the end of each shift:

1. Wearing gloves take the waste hose out of the van and place it in an appropriate location (this can be done on site if you have permission or back at base).
2. Press the **Waste** button on the right side of the display screen.
3. The waste icon should turn **green**. You should be able to hear the pump come on.
4. The Waste Tank is empty when there is no more water pumping out of the waste hose.
5. Once the Waste Tank is empty, pull on the hose reel to release the lock and guide the hose back onto the reel.
6. Press the **Waste** button again.
7. The waste icon next to the button should turn **white**.

### Washing the Towels

The towels must be washed after the end of each shift. This can be done using three methods:

1. **While on Shift** – If there are no friends using the washing machines the towels can be washed by the Laundry van  
**! We should always prioritise the washing of friend's clothing over the washing of towels.**
2. **Back at Base** – The towels can be washed back at base after shift in the Laundry van

# Troubleshooting

## Problem Activity Report Not Working

### During Shift

1. The first priority is to wash clothes for our friends, troubleshoot issues with the activity report only if there is time.
2. Try using an alternate browser to fill in the activity reports or ask another volunteer on shift to do so. Otherwise, take note of wash/shower numbers and names of volunteers present and report it to your Team Leader in your group chat (so it can be filled in at a later date).

## Problem Shower Not Draining

### Symptoms

- Water pooling in shower and not draining away.

### Steps

1. Check nothing is clogging the drain. If you feel comfortable wearing gloves, remove the blockage.
2. The Shower drain pump should always be on.
3. Call Service Support for assistance.

## Problem Shower Fan Not Working

### Symptoms

- System button is **green** but fans are not on.

### Steps

1. Locate the fan **Power** switch located in the centre of the fan.
2. Ensure the fan Power switch is on 'I'.

# Troubleshooting

## Problem Waste Water Overflowing

### Symptoms

- Waste water is overflowing outside the van.

### Steps

1. Ask friends to finish their shower immediately.
2. **Empty Waste Tank** at an appropriate location either at base or on shift if applicable.
3. Unreel waste hose.
4. Press **Waste** button on the right side of the display.
5. The waste icon next to the button should turn **green**, and waste water should come out of the hose.
6. Turn off **Waste** button at display when no more water comes out of waste water hose.

## Problem Shower Not Heating

### Symptoms

- Water has been running for 30 seconds – 1 minute and there is no warm water.
- The **System** button has been **green** for over 5 minutes but there is no warm water.

### Steps

1. Open both rear doors of the van to reveal left hand side of van.
2. Look for the orange light labelled **Water Heater Status**.
3. If the light is off or flashing, turn the **System** button off and on again at the display.
4. Wait for five minutes and try shower again to see if this fixes the issue.
5. Call Service Support and submit an incident report.



# Troubleshooting

## Problem Display Screen Won't Turn On

### Symptoms

- The display screen is blank and not on.

### Steps

1. Press the power button at the bottom of the display. Does the screen turn on?
2. If not, the batteries in the vehicle could be out of charge. Refer to **Charging the Vehicle** (page 3) for a guide on how to plug the vehicle into mains power.
3. Wait for a few minutes. If the screen does not come back on, submit an incident report.

## Problem There is a Warning on the Display Screen

### Symptoms

- A warning has popped up on the display screen.
- There is a hazard symbol in the toolbar at the top of the screen.

### Steps

1. If the warning is a "Battery SoC low" warning, this means the batteries have a low state of charge.
2. Start the vehicle engine to charge the batteries.
3. If there is more than thirty minutes until the end of shift, refer to **Charging the Vehicle** (page 3) for a guide on how to plug the vehicle into mains power.
4. If there is a different warning on the screen, ring Service Support for more information.

# Troubleshooting

## Problem Smoke Coming From Van

### Symptoms

- Smell of smoke around the shower van.
- The **System** button has been turned on for over 5 minutes, but there is no warm water.

### Steps

1. Check if the smoke is originating from underneath the back-left corner of shower van. The water heater will be working hard to regulate water temperature during shift- this is a **normal** function of the heater! **Please monitor and continue to help our friends.**
2. Check if smoke is originating from center of the van on the driver's side; this could be the dryers' diesel heaters. **Please continue to monitor; if the smoke is significant, stop using dryers and submit an incident report.**
3. If smoke can be seen from inside the van, calmly alert friends of the incident and remove everyone from the vicinity of the shower van.
4. If safe to do so, turn **System** button off at the screen.
5. If smoke continues to worsen, cease use of van, and contact service manager or emergency services immediately.

## Problem Clothes Not Drying

### Symptoms

- Dryer is spinning but clothes are not drying.
- Dryer power light is flashing.

### Steps

1. Check there is enough diesel in the fuel tank. If not,

fill the fuel tank. Refer to **Refuel Van** (page 12).

## **Problem**     **Red light flashing on front of dryer**

### **Symptoms**

- LED on front of dryer is flashing
- Drum is spinning but washing is cold/only warm

### **Steps**

1. Count sequence of flashes
2. Call Service Support, and advise them of the flash sequence. They will advise what this error code means.
3. Follow instructions from the Service Support team.
4. Log an incident report

**!** If your dryer LED light is slowly fading in and out, as opposed to flashing this is okay, and indicates that the dryers heater is in cool down mode.

## **Problem**     **Washer stuck on 'Wash' Cycle**

### **Symptoms**

- The washer has not moved into the '**spin**' cycle of the cycle

### **Steps**

1. Once completed, put clothes on **spin only cycle**. (refer to page 5)
2. Place clothes in dryer as normal (refer to page 5).

**!** If the cycle takes a long time or gets 'stuck' - refer to how to do a kill cycle on page 5.

# Safety

## Safe Places

Every shift has **two** Safe Places:

1. The **first** Safe Place is with the **Service Provider** such as inside a community centre or alongside a food van.
2. The **second** Safe Place is in a different location from the first Safe Place.

If an incident occurs at one Safe Place the team can revert to the other Safe Place. Ask your TL where your Safe Places are if unsure.

## Safe Word

Every service across New Zealand has the same specific safe word. This word can be used on shift to notify the team there is a risk or an inappropriate situation. The Safe Word is ***Daphne***.

## When to Pack Up

- If inclement weather prevents you from operating safely.
- If there are less than **three (3)** volunteers attending the shift.
- If you do not feel safe on shift for any reason.
- If at any point you pack up a shift early contact your Service Leader or Service Support.

! ***Remember to complete an Incident Report.***

## Incident Report

Service Support should be called in the event of an incident and an Incident Report should be submitted for all incidents and near misses that occur on shift. Incident Reports can be submitted via Volaby in the **Incident Report** section from the side menu or by scanning the QR on the front page of this document.

# Safety

## Safe Manual Handling Technique

It's important you are aware of the correct way to perform manual handling tasks to avoid injury. Awkward postures may occur when loading or unloading the machines or cleaning the shower. High force may be involved when lifting or carrying baskets of laundry.

**Safe lifting techniques include:** Standing close to the object with a good stable stance - Bend your knees not your back - Get a good grip and use your legs to lift up. Take some time now to ensure the team understands the safe lifting technique.

## Slips, trips and Falls

Slip, trip and fall hazards can be hard to spot and can happen in seemingly safe environments.

**Slips** - surfaces can become slippery when wet or contaminated with a spill. Be sure to clean up spills straight away.

**Trips** - can occur because of uneven ground, hoses, washing baskets, and clutter. Always use trip guards and remove clutter from walkways.

**Falls** - injuries can occur at any height. When entering the front or side of the van always have **3 points of contact** as you climb up and down.

## Wearing Gloves on Shift

Volunteers must wear disposable impermeable gloves if they need to handle friends' washing, when cleaning showers and when handling any of the following - sharps/needles, chemicals (cleaning products) waste bins/sanitary bins (including their contents) wastewater (including when handling the waste hoses).

# Safety

## Disposing of Sharps on Shift

**Found in  
Washer,  
Dryer or  
on Ground**

**If volunteer is injured with a sharp, refer to next page  
NEEDLESTICK INJURY first. If no injury, continue below:**

1. Alert ALL volunteers
2. Ask a volunteer to stand in front of machine so no one puts hands in or stand over the needle if on ground.
3. Another volunteer puts on gloves & takes the sharps disposal container to the area & rests it on a flat surface.
4. Ask volunteer to step aside.
5. If in machine - slowly pull washing items aside so needle is in full view.
6. Pick up the needle from the centre point and place it into a sharps container point down.
7. Place lid on securely but **do not seal until end of shift**, in case another is found.
8. Continue to slowly pull other washing items out until machine is empty.
9. Turn barrel to determine no other needles or foreign objects remain.

10. If on ground, ensure area is clear of other needles.
11. At end of the shift, seal the container.
12. Remove gloves, place in a plastic bag and dispose of gloves only in the bin.
13. Dispose at your nearest pharmacy (call Service Support for any further information on disposal points)
14. Complete Incident Report.

## Safety

### First Aid Procedure for Needle Stick Injury

**If a volunteer experiences a needle stick injury follow the steps below:**

1. Calm injured volunteer.
2. Another volunteer to put on gloves.
3. Wash the area with soap ASAP.
4. Run under water for 3 minutes.
5. Apply antiseptic & band-aid from first aid kit.
6. Arrange with injured volunteer to go to Emergency Dept or Doctor.
7. Other volunteers should refer to previous page for **disposal process**.
8. Call Service Leader or Service Support.
9. Complete Incident Report via and include as much detail as possible.

# Safety

## Trigger Action Response Plan (TARP) for aggressive behaviour on shift

| Trigger  | Examples  | Action   |
|--|---|--|
| <p><b>Awareness</b> of aggression/violence that has the potential to affect the safety of team members or others on shift.</p> | <p>Volunteers observe or experience signs of annoyance, raised voices, indecent or unwanted language or physical contact.</p> | <ol style="list-style-type: none"> <li>1. Use the Safe Word <b>'Daphne'</b> to notify other team members about the potential risk.</li> <li>2. Help the aggressor modify their behaviour if you feel safe to do so. See below.</li> <li>3. Maintain awareness of the situation.</li> <li>4. Stay close to other team members.</li> </ol> |
| <p>The threat has <b>increased</b> and it is possible that the threat may affect team members or others on shift.</p>          | <p>Volunteers observe or experience signs of aggression or violence such as verbal threats, physical gestures.</p>            | <ol style="list-style-type: none"> <li>1. Move away from aggressor.</li> <li>2. Remain with other team members (do not become isolated).</li> <li>3. Notify Service Provide (if safe to do so).</li> <li>4. Maintain awareness of the</li> </ol>   |



The situation has escalated to a point where the threat is thought to be **imminent** and/or has occurred

Volunteers observe or experience aggressive or violent behaviour on shift that makes one or more volunteers feel unsafe

situation.

- 1. ALL TEAM MEMBERS MUST GO TO SAFE PLACE.**
- 2. Calling 105** will take you to the police non-emergency line, call **111** for an emergency.
- 3. Contact Service Support** (when safe to do so)

## Safety

### Steps to help Modify Behaviour

**1** Say to friend something along the lines of “We’d really like to sit down and have a chat but it’s hard to talk to you when you’re calling us those names – do you think you can stop saying those things so we can have a chat?” Refer to the Standards of Behaviour sign where possible.

**2** If they choose not to modify their behaviour, then volunteers could respectfully say something like, “We’re just here to do [the washing, showers etc.] and have a chat. Perhaps you’d like to come back and have a better conversation with us another time?”

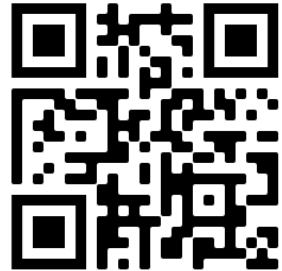
**3** If the behaviour continues, then volunteers could say something like, “That kind of behaviour isn’t acceptable at our service and it’s making us feel uncomfortable. Please leave our service”. Reference the Standards of Behaviour again if safe to do so.

**IMPORTANT:** If at any time during an incident a team member feels threatened or unsafe, EVACUATE.

# Training New Volunteers

## First Shift Checklist

When a new volunteer joins your shift you will need to complete on shift training with them. We want our volunteers to be as hands on as possible from their first shift. This checklist covers shift operations from start to end. **You should demonstrate the task first and then ask the volunteer to perform it.**



Access the **First Shift Checklist** through the link <https://bit.ly/3pyVURP> or scan the **QR code** by opening the camera function on your phone and positioning it over the QR image. Your phone needs to have capability to scan QR codes for this to work.

## Second Shift Assessment

This second shift assessment is designed to identify any gaps in volunteers knowledge to safely operate a shift. **TLs will ask volunteers to demonstrate the task.** If volunteers are unable to use the incorrect technique/process the TL will demonstrate the task and ask the

volunteer to repeat. The role of the TL is to mentor the volunteer through this process.

Access the **Second Shift Assessment** through the link <https://bit.ly/3TdFUJB> or scan the **QR code** by opening the camera function on your phone and positioning it over the QR image. Your phone needs to have capability to scan QR codes for this to work.



## Waru Dryers – Best Practice Tips

### How to get the best performance from your Waru Dryers

We are really excited to start rolling out our new Waru Dryers. With the removal of the diesel generators, our innovation team has needed to get creative to ensure we can still run our dryers in a solar powered vehicle. Waru dryers utilise a diesel heater to create heat. As part of designing these heaters we have also developed ***the following tips to put to use while on shift:***

- Preheat the dryers for at least 30 minutes before the first load goes in
- Shake out all items and loosely place in the dryer
- Do not overfill the dryers
- Set the dryer cycle for at least 30 minutes, and leave it to complete the cycle un-interrupted. **Opening the door puts the heater into cool down mode, meaning it then requires more time to reach maximum heat again**
- If you are able to, once a load has finished washing, run it through a spin only cycle to remove excess moisture
- **Always** clean lint filters after each load

- When both dryers are running, the right dryer will heat slightly faster as it is intaking the warmer air from dryer one's exhaust

It is also important to note that on very cold days, or days where there has been recent rainfall, when the dryers are first started they will produce a moderate amount of smoke/steam. This is the heaters' burning off the moisture in the exhaust pipe, and is completely normal, although it can be alarming the first time you see it. Best thing to do is keep running the dryers at full capacity.

## Power Usage Tips

**Some quick reference tips for managing power during shift**

Power usage while on shift, per wash OR dry:

| Per Wash OR Dry – Weather Specific* |               |            |
|-------------------------------------|---------------|------------|
| Sunny                               | Partly Cloudy | Rain/Night |
| 4.0%                                | 5.0%          | 7.0%       |

Charge gained while driving:

| Battery percentage gain - while driving/engine on* |        |        |        |
|--|--------|--------|--------|
| 10 min   | 30 min | 45 min | 60 min |
| 2.0%   | 6.0%   | 9.0%   | 12.5%  |

*\*these numbers are approximate and meant for guide purposes only*

- If the battery percentage hits 10% or below, **turn on the vehicle engine** if safe to do so.
- It is okay if your battery arrow points down while the engine is running. You are simply still using more energy than what is being produced, but at a significantly reduced rate.
- Plug in the van wherever possible while on shift to allow extra charging for the batteries. This also assists the next shift.
- Avoid parking in shaded areas where possible.
- If you have an issue that is impacting shift, call Service Support on **0800 002 122**. If there is an issue that needs addressing after shift, please submit an incident report.