

Harborlight Community Workshop

2026 Volunteer Operations Guide

Fictional demo / no client. Every organization name, address, contact, policy, and operational detail in this guide is invented. This file is a formatting portfolio sample and is not for real-world use.

Guide scope	Operating window
Open, run, and close the workshop	January 1–December 31, 2026

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Owner: Fictional Harborlight Operations Team.

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Document status Fictional demonstration • no client • not operational

1. Purpose and operating commitments

This guide gives volunteers one shared way to open, run, and close the workshop. It applies during the operating year January 1–December 31, 2026.

Regular sessions

Day	Hours
Tuesday	6:00–9:00 p.m.
Thursday	6:00–9:00 p.m.
Saturday	10:00 a.m.–2:00 p.m.

Core commitments

- Welcome people with calm, direct language.
- Keep two volunteers in public areas.
- Stop work if a tool guard, ventilation system, or exit is not ready.
- Record decisions before leaving.

2. Roles and decision rights

Any Volunteer may say “Pause work.” Only the Shift Lead or Emergency Coordinator resumes the affected zone after a check.

Role	Routine responsibility
Shift Lead	Opens and closes; makes final on-site operations decisions; escalates.
Welcome Desk	Manages check-in, orientation, and consent; receives and records attendance.
Floor Guide	Monitors work zones, tool checkouts, and PPE; may pause work.
Materials Steward	Counts materials and storage; logs low stock and damage; keeps red lockout cards stored separately.
Access Support	Supports accommodations and the quiet space; coordinates with the Shift Lead.
Youth Liaison	Supports ages 14–17, guardian information, and sightlines; remains with a second adult.
Emergency Coordinator	Calls 911 at the threshold and meets responders.

Shift communications

- Use radio channel 3.
- If radios fail, use the group text line: +1 202-555-0147.
- Send the shift summary to operations@harborlight.example.

3. Opening sequence

The opening team arrives 45 minutes before the posted session.

Time before opening	Action
00:45	Unlock the south entrance and test the alarm.
00:40	Check emergency exits.
00:35	Set out welcome-desk kits.
00:30	Complete station inspection and note maintenance status.
00:25	Count PPE and consumables.
00:20	Prepare the quiet room and check lighting.
00:15	Hold the volunteer huddle.
00:05	Open doors to waiting participants.

Door checks

- Fire-extinguisher tags are visible.
- Every exit path is at least 36 inches wide.
- The first-aid kit seal is intact and the AED status is green.
- The fume extractor airflow card is green.
- Required forms are present.
- The welcome tablet shows the current calendar.

Staffing minimum 4 volunteers. Youth session minimum: 6 volunteers, including the Youth Liaison.

4. Room setup, inventory, and tools

Work zones

Zone	Capacity
Welcome	12
Clean work	10
Tool	8
Quiet reset	3

Inventory targets

Item	Desired	Minimum
Eye protection	24	18
Nitrile gloves	6 boxes	2 boxes
Dust masks	30	12
Shop towels	4 rolls	2 rolls
Blue tags	20	10
Red lockout cards	12	6

Equipment checkout

1. The participant states their name and task.
2. The Floor Guide confirms training.
3. The guide adds a checkout tag.
4. On return, inspect the tool; isolate damage and attach a red lockout card.

Allowed after orientation: drill press, scroll saw, and bench sander. Staff-only and unavailable to volunteers: table saw and router.

Chemical rule: use water-based adhesive and approved cleaners only; solvent finishes are not permitted on site.

5. Welcome, access, photos, and youth

Welcome script

Say “Welcome to Harborlight. Before you begin, we will confirm today’s project, review the room map, and match you with the right work zone. Ask any volunteer to pause a task if something feels unclear or unsafe.”

Check-in

- Record the participant name and attendance.
- Record an emergency contact for minors.
- Confirm consent.
- Give a first-time badge when needed.
- Confirm orientation.
- Confirm the project.

Photos and accommodations

Photos are opt-in. A green dot means the participant agreed to photos; no green dot means no photo.

Send Accommodation requests to access@harborlight.example, preferably 24 hours ahead. Same-day requests are honored when available.

- Quiet space: Room Q.
- Task demonstration cards are available.
- Seating height can be adjusted.
- Do not ask for a diagnosis; ask only what is needed for the task.

Youth

Youth participation is limited to ages 14–17. Guardian consent is required. A youth is never alone with one adult. Youth may use hand tools and a supervised drill press only.

6. Incident, evacuation, and media response

Level	Threshold	Required response
1	Near miss; no injury or damage	Pause, correct, and log by close.
2	First aid or repair under \$100	Provide care or isolate the item; notify the Shift Lead; log within 30 minutes.
3	Possible hospitalization, fire, security threat, or missing youth	The Emergency Coordinator immediately calls 911, evacuates or secures the site, leads the response, and notifies the Board Duty Officer by phone.

Boundary Never promise confidentiality or fault.

Evacuation

- Say: “Workshop closed — move to Beacon Lot B.”
- Volunteers sweep assigned areas when safe.
- The Welcome Desk takes the attendance record.
- Assemble beside the blue storage container in Beacon Lot B.
- The Shift Lead accounts for people.
- Do not reenter until responders authorize it, or until the Shift Lead acts after responder clearance.

Record and media response

Incident record fields: date, time, zone, roles—not diagnoses—observations, action, equipment tag, follow-up owner, and follow-up time.

Media reply “I cannot confirm details. The Board Duty Officer will provide any approved update.”

7. Closing, records, and shift summary

Time before close	Action
00:45	Stop new power-tool checkout.
00:30	Return materials.
00:20	Begin cleanup.
00:15	Shift Lead walkthrough.
00:10	Reconcile attendance.
00:05	Lock the tool cage, panel, and doors.
After	Send the shift summary by 10:00 a.m. the next business day.

Cleaning standard

- Unplug and inspect tools; update tags.
- Wipe surfaces and place ordinary waste in regular waste bins.
- Put sharp scrap in the marked bin.
- Do not pour liquids into the sink except water-based adhesive rinse after excess adhesive is wiped away.
- Close containers, count PPE, and restore the quiet room.

Retention

Record	Keep for
Attendance	30 days
Consent	3 years
Incident	7 years
Supply logs	12 months

Shift summary

Do not include personal medical details in the shift summary.

Subject: [HCW Shift] YYYY-MM-DD — Open / Watch / Closed

Send to operations@harborlight.example and board-duty@harborlight.example. Phone immediately for a level 3 incident or a missing youth.

Appendix A. Contacts, summary template, and revision record

All contacts and addresses below are reserved-format fictional values for this demonstration.

Contacts and location

Contact	Detail
Operations line	+1 202-555-0147
Emergency	911
Board Duty	+1 202-555-0188
Operations	operations@harborlight.example
Access	access@harborlight.example
Incident	incidents@harborlight.example
Site	14 Beacon Wharf, Harborlight, MA 00000
Meeting point	Beacon Lot B beside the blue storage container

Shift summary template

Field	Entry
Date and session	
Status	Open / Watch / Closed
Volunteer roles present	
Participant count	
Equipment or supply watch items	
Incidents and required follow-up	
Follow-up owner and due time	

Revision record

Version	Date	Note
0.7	2025-11-15	Compiled.
0.9	2025-12-10	Tabletop review.
1.0	2026-01-03	Released.

Owner: Fictional Harborlight Operations Team.

Appendix B. Annotated rescue change log

This annotation records presentation repairs only. Operational facts were not added, removed, or changed; the sole text edits were the nine obvious typo corrections listed below.

Formatting and navigation repairs

Annotation	What changed	Why	Content impact
[STRUCTURE]	Rebuilt the guide as cover, contents, numbered sections, and appendices.	Makes the reading path predictable.	None
[HIERARCHY]	Applied semantic Title, Heading 1, and Heading 2 styles.	Supports scanning and assistive navigation.	None
[STYLE]	Standardized Calibri, spacing, color, and list treatment.	Improves legibility and consistency.	None
[TABLE]	Converted loose schedules and reference blocks into fixed-width tables with repeated header rows.	Keeps related values aligned across pages.	None
[NAVIGATION]	Added an automatic two-level table of contents.	Provides linked section discovery and page references.	None
[ACCESSIBILITY]	Used real headings and lists, strong contrast, descriptive labels, and simple table headers.	Improves keyboard and screen-reader structure.	None
[HEADER/FOOTER]	Added concise running context, fictional-demo labeling, and Page / Total fields.	Maintains orientation without repeating body copy.	None

Obvious typo corrections

Source	Corrected	Scope
Volunter	Volunteer	Role authority sentence
recieves	receives	Welcome Desk duty
seperately	separately	Materials storage
availble	available	Same-day access support
maintenance	maintenance	Opening inspection
equipement	equipment	Checkout heading
imediately	immediately	Level 3 response
Accomodation	Accommodation	Access heading
calender	calendar	Welcome-tablet check

Preservation note Apart from required fictional-demo labels and this change log, no facts were added or removed; all operational content matches the source after the nine corrections above.