



winter
hospitality
overflow

St Andrew Lutheran Church
Host Manual for the
Winter Hospitality Overflow

St Andrew Lutheran Church
5607 NE Gher Rd
Vancouver WA 98682

Version: 2017/2018 November 20, 2017

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Welcome to the Winter Hospitality Overflow

St. Andrew Family, Couples and Single Women Emergency Shelter

If you are unsure who to contact regarding your specific question or need, please direct your calls to the Google Voice Mail and your call will be returned in 24 hours.

Main Contacts:

St. Andrew Team Lead Contact: Carrie Thatcher

carriethatcher@hotmail.com

St Andrew on-site Coordinator: Lori Lemley

bblbob@aol.com

Share Liaison to SALC WHO Task Force: Karen Youman

lnndir@sharevancouver.org

St. Andrew Volunteer Coordinator: Traci Johnson

360-910-1147

Glmof3@hotmail.com

St Andrew Food Coordinator: Carrie Thatcher

carriethatcher@hotmail.com

St. Andrew Supply & Donations Coordinator: Jane Seidel

fiveseidels@yahoo.com

St. Andrew Task Force Openers:

Lori Lemley

Shirley Waltz

Brenda Schallberger

Beth Oliver

Jane Seidel

Traci Johnson

Shari Parson

Team Lead Responsibilities

A faith community/organization team lead is essential to the success of the Winter Hospitality Overflow Shelter program.

Below is a list of responsibilities for the team lead:

Staff all shifts with volunteers for the time committed

Coordinate with site volunteer coordinator as needed about volunteer needs

Have volunteers complete background checks and confidentiality forms or verify volunteers have been background checks as per WHO background check recommendation.

Communicate with faith community leadership about dates and other information

Receive phone calls during the week of volunteering about no shows and volunteer issues

Communicate with volunteers about any problems and communicate this with St. Andrew Task Force opener or WHO Coordinator.

Provide your Task Force opener with a list of all volunteers by shift with contact number.

Develop a team:

Being the team lead for an organization is a lot of work. We have found it best to share the responsibility for organization in two areas. This allows for much smoother shelter operations during your time of volunteering.

Food Coordinator:

If your group is providing food for our guests, the food coordinator is responsible for purchasing food supplies as needed and having a posted menu for the team. See pg 13-15 for the 2017-2018 WHO menu guide for volunteers for complete information

Laundry Coordinator:

The laundry coordinator is responsible for arranging the pick-up and drop off of the laundry. See Laundry Information for St. Andrew for more detailed information

No Shows:

In case a volunteer does not show for a shift it is good if you have a list of 4-5 people who would be willing to volunteer on short notice for these kinds of shifts.

Phone Reminders: We have found that giving everyone a phone call reminder is helpful in reminding people about their volunteer shift. Phone reminders help reduce no show

SAMPLE SHIFT SIGN UP SHEET

St. Andrew Jan 1-7								
	Sunday Jan 1	Mon Jan 2	Tues Jan 3	Wed Jan 4	Thurs Jan 5	Fri Jan 6	Sat Jan 7	Sun Jan 8
6:00 - 9:00 am								
6:00 - 9:00 am								
6:00 - 9:00 am								
6:00 - 9:00 am								
6:00 - 10:00 pm	Test Name 360-999-5555							
6:00 - 10:00 pm								
6:00 - 10:00 pm								
6:00 - 10:00 pm								
6:00 - 10:00 pm								
6:00 - 10:00 pm								
10:00 pm - 2:00 am								
10:00 pm - 2:00 am								
	Mon Morn	Tues Morn	Wed Morn	Thurs Morn	Fri Morn	Sat Morn	Sun Morn	Mon Morn
2:00 - 6:00 am								
2:00 - 6:00 am								

Team Lead FAQ

What is a St. Andrew Task Force Opener?

Each week there is a dedicated person who unlocks and opens St. Andrew each night. This St. Andrew Task Force opener is there to help assist and answer questions that you might have. Your task force opener will contact you @ 4 weeks before you are scheduled at the shelter. Your opener is your primary contact during your assignment (see pg 7-8).

How many people must work each Volunteer Shift?

When the shelter is open, it is mandatory that at least two people be physically present at St Andrew's for each and every shift. (This is required for the safety and support of both guests and our volunteers.) In addition, to meet minimum staffing requirements for shelter operations there should be three more people during the evening shift (6-10 pm) and two more during the morning shift (6-9 am). Altogether, accounting for mandatory and minimum staffing requirements, the 'workday' at St Andrew's looks like this:

6 pm to 10 pm: 5-6 people

10 pm to 2 am: 2 -3 people

2 am to 6 am: 2 -3 people

6 am to 9 am: 4 -6 people * The Sunday Morning shift will need 6 people to take care of the laundry

Please note that the numbers above are for minimal staffing. You may also find that one additional person on the morning shift (6 am to 9 am) will result in a more comfortable experience for your volunteers.

Regular Volunteers:

Mary Mills is a regular volunteer who comes most nights to start the coffee and get the drinks out and help with the evening meal if needed. She is a wealth of information so feel free to use her as a resource. Mary also conducts our Sunday evening trainings for volunteers.

Last Day Morning Shifts:

On the last day of your scheduled shift, you are also responsible to cover until the next day morning as part of that day shift. I.E. if your dates are from Mon-Thurs, you will need to cover shifts on the Friday morning from 6-9 am

How can our group/faith community promote and increase participation in the WHO Program:

A WHO Task Force member can come to your group/faith community and talk about the WHO, its role in the community, and how you can help. We will also provide brochures and donation Envelopes you can have available for distribution. Please contact Share Parson at 360-904-3401 to schedule a time.

Team Lead FAQ's Continued ...

What if I can't fill my volunteer schedule?

If you cannot fill your volunteer schedule please contact our volunteer coordinator, **Traci Johnson** glmof3@hotmail.com – **360-910-1147**, as soon as possible. She has the names of a number of people who are willing to volunteer. She can assist you in helping find people for your shifts.

What do I need to do about food at the shelter?

We ask that a faith community/organization who volunteers also provide some of the food and snacks for their week of service. Included in this packet is a list of food and menu suggestions and set up instructions. **Carrie Thatcher** carriethatcher@hotmail.com – **360-365-2918**, is the St. Andrew Task Force Food Coordinator. If you have any questions about food or menus or if providing food is a financial hardship please let us know as soon as possible.

What are the responsibilities for Laundry?

Volunteers pick up clean laundry from Share Orchards Inn on Sunday afternoon 5PM or later
Volunteers take dirty laundry to Share Orchards Inn Thursday evening
Volunteers pick up clean laundry from Share Orchards Inn on Friday afternoon 5PM or later
Volunteers separate and bag dirty laundry on Sunday Morning for pickup
Share Orchards picks up dirty laundry on Sunday morning – Sunday morning needs 6 volunteers

See complete laundry instructions in this manual (see Table of Contents). Please make sure your assigned laundry coordinator has a copy.

When can WHO guests and children use the gym at St Andrews?

The gym is available unless another group is scheduled.

Training for Volunteers

There are several ways to acquire information/training on volunteer responsibilities at the WHO shelter. We encourage all volunteers to participate. Choose the method that works best for your group.

Orientation and Training at St Andrew:

Each Sunday at 5 pm there is an orientation and training. This is to help orientate new volunteers to the different roles and procedures at the shelter. It is also a time for our returning volunteers to learn changes and/or new procedures from last year. Everyone should ask any questions they have – new or old.

Online Training Videos:

Each shelter site has completed an online training video that gives a visual walk through of all of the associated volunteer tasks. It is recommended that you watch the training video.

The training videos can be found online at www.whoprogram.org/volunteer/volunteer-resources/

Shelter Manuals:

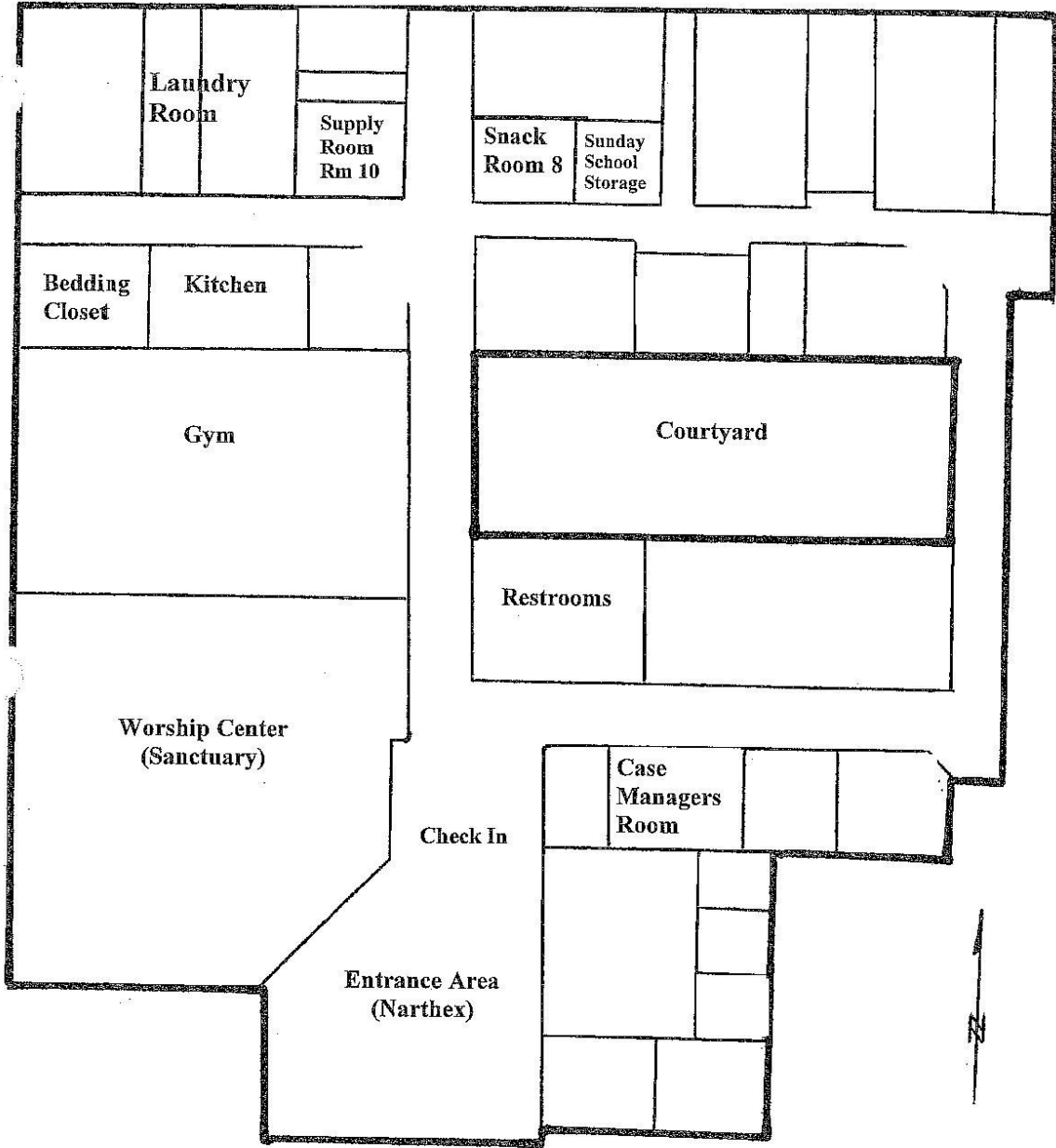
Each site has completed an in-depth training manual that describes policy and procedures for each of the shelters. This provides information for our volunteers to refer to in case they have any specific questions. You will be provided with a manual for St Andrew to review with your volunteers and there is always one on site.

These manuals can be found online at www.whoprogram.org/volunteer/volunteer-resources/

If you have further questions about volunteer tasks please do not hesitate to call or email **Lori Lemley**, bblbob@aol.com 503-816-1324, St Andrew on-site **Traci Johnson** glmof3@hotmail.com 360- 910-1147

We are here to help you have the best volunteer experience you can. We appreciate your willingness and commitment to homeless families in our community.

Layout of the St. Andrew Shelter



ROOM LOCATIONS

St. Andrew Lutheran Church, Vancouver, WA
360-892-7160

Updated 10/09

Laundry Information for St. Andrew WHO

Laundry Location: Share Orchards Inn

5609 NE 102nd Ave, Vancouver Phone:360-604-0907

Sunday evening: Clean laundry pick up @5 (you may need 2 cars or 2 trips)

Pick up clean laundry from the lobby area at Share Orchards Inn on Sunday night and bring to the shelter. Open and sort into bed bags ASAP for the evenings guests. 1 clear plastic bag, 1 pillow, 1 pillow case, one sheet sewn to fit mats and 1 blanket. Some laundry may not be completely dry. Use the dryer [in grape room] as needed.

Monday Night: Additional clean laundry pick up @5PM

Pick up remaining clean laundry from the lobby area at Share Orchards Inn on Monday night and bring to the shelter. Ask if there is laundry not yet done and make a note on the log at St Andrew.

Thursday evening: Soiled laundry drop off at Share Orchard Inn (BEFORE 10 PM)

Gather unclaimed bed bags. Sheets/pillow cases in one large plastic bag and blankets in another.

DO NOT SEND PILLOWS TO THE LAUNDRY. Pillows with plastic covers are wiped off and stacked back on the shelf in mat room. Pillows without covers are run in the dryer [grape room] for 20 mins and recovered with extra plastic covers in mat room and returned to shelf.

Friday evening: Clean laundry pick up @5PM

Pick up clean laundry that is ready from the lobby area at Share Orchards Inn on Friday and bring to St Andrew. Ask if there is laundry not yet done and make a note on the log at St Andrew. Open and sort laundry ASAP. Some laundry may not be completely dry. Use dryer [in grape room] as needed.

Sunday morning: Soiled Laundry must be delivered to Share Orchards by 9AM. You may need 2 cars or 2 trips

Gather all soiled laundry including unclaimed bags. Sheets/pillow cases in one large black plastic bag and blankets in another. **DO NOT SEND PILLOWS TO THE LAUNDRY.** Pillows in plastic cases are wiped down and restacked on the shelf in mat room. Pillows not in plastic cases are put through the dryer for 20 minutes and recovered with extra covers in mat room. Stack pillows on shelf in mat room. Please start this early. There is no one to do pillows during the day on Sunday. Be sure all soiled bedding, including unclaimed bags, goes to the laundry.

The area in front of the church must be kept clear of laundry on Sunday morning. People start arriving about 8:00 a.m. with the first service at 8:30 a.m.

DIRECTIONS FROM CHURCH TO SHARE ORCHARDS INN:

1. Turn right on NE Gher Rd towards NE Fourth Plain Road
2. Take the 1st left onto NE Fourth Plain Road
3. Turn right onto NE 102nd Ave
4. Destination is first driveway on the right

If you have questions about Laundry please call your Task Force Opener

Fire Safety Log

Date: _____

Check all exterior doors by pushing on them.

Preschool door – open right door and pull on left door from outside

Room 1 and Davis room remain unlocked.

After 10 pm check all bathrooms. Announce “bathroom check” before entering.

Make sure the sliding fire doors are not blocked or obstructed: Sliding door in narthex area & double doors in hallway near TV area.

Time	Hall	Gym	Bathrooms	Room 8	Courtyard
6:30					
7:00					
7:30					
8:00					
8:30					
9:00					
9:30					
10:00					
11:00					
12:00 am					
1:00 am					
2:00 am					
3:00 am					
4:00 am					
5:00 am					
6:00 am					

2017-18 WHO FOOD and Menu Guide for Volunteers

We at WHO St. Andrews want to thank you for your generosity in feeding our guests stomachs and hearts. You give a tremendous gift when you do. The guests love your specially prepared meals and hospitality. It is truly life giving. Below are our guides for your success. If we have left off anything, please let us know for upcoming seasons and groups.

Kitchen & Food Coordinators

Carrie Thatcher (360) 635-2918 or carriethatcher@hotmail.com

and Mary Mills (360) 254-5563

Food Provided by WHO for Guests

Coffee, Tea, Decaf, Hot Cocoa, Hot Cider

Instant microwave soups, noodles, etc.

Peanut Butter & Jelly

Additional Items Needed*

Cold & Hot Cereal

Canned soup, stews, tuna fish and chicken meat

White and Wheat Sandwich bread for lunches

Water bottles for lunches

7-quart warm crock pot meal. Enough for 50 people.

Not too zesty. (not required but very desired)

Sunday Evenings Evergreen Bible Church will provide a crock pot of hot soup. If your church wishes to add a side dish or dessert you are welcome to.

Milk 3 gallons per day

Hard boiled eggs 2 dozen per week

Microwave popcorn Granola bars String cheese

Lunch meat/sliced cheese Fresh fruit/veggie

***If you do not have the budget to fill any/all of the additional food needs,** please contact **Carrie Thatcher 360-635-2918**. Don't let food budget constraints keep you from volunteering. We need volunteers more than we need food.

Evenings – Prep & Set up begin 6:00 pm: Serve at 6:30 pm. 2 volunteers needed

- ☐ 1 Gallon Kool-Aid per night: Pitchers on Kitchen counter
- ☐ 1 Gallon of cold or ice water
- ☐ 10 packets of Cocoa and Cider per night (stored in Rm. 8 or kitchen shelf)
- ☐ Hot water in coffee vat labeled hot water; fill to 20 cup watermark.
- ☐ Decaffeinated coffee nightly = 25 cups of water to 2.5 cups grounds (Mary usually makes it.)
- ☐ Rolls, crackers, dessert as desired. Minimum of 50 per night
- 7-quart warm crock pot meal. Enough for 50 people...if provided
- ☐ Veggies are always welcome. We ask that carrots be cooked please.

Hospitality room (Room 8) set up 6:15 pm

2 volunteers needed

- ☐ Beverages set out on counter next to white refrigerator. Follow photo.
- ☐ Cups, stir sticks, creamer, and sugar setout
- ☐ Food items on counter beneath T.V. - Crock pots ,etc.
- ☐ Paper plates, bowls, utensils and napkins next to the food
- ☐ Dessert items (if being used) should wait in kitchen until 7:30pm

Lunches – Made Overnight and stored in silver fridge until morning.

- 1 Peanut Butter & Jelly or Meat & Cheese Sandwich – Case worker has list of guest choices
- ☐ 100 slices per day of white or wheat sandwich bread
- ☐ 35 slices of meat and cheese per day (in the plastic stacker in silver fridge)
- ☐ 8 oz. water bottle
- ☐ 50 Snack or fruit (depending on availability)
- ☐ 1 each mayonnaise and mustard pack per meat & cheese sandwich
- Label each lunch with guest's name and bed number and date.
- ☐ Place lunches on cart and to be wheeled out by entrance in the morning.

Walking Breakfast – Prepped overnight -To Go for Early leavers

- ☐ Granola bar and fruit
- ☐ Cheese stick and fruit
- ☐ Placed in a bowl and left on table in front lobby

Breakfast – Prep at 6:00: Serve at 7:00 am. 2 volunteers needed

- ☐ 2 boxes Cold Cereal
- ☐ 2 boxes of Instant Oatmeal
- ☐ 2 gallons of milk per day
- ☐ 1 lb. of sugar / 1 container creamer daily
- ☐ 15 packets of cocoa and cider per day
- ☐ 45 cups of regular coffee daily = 3 to 3.25 cups ground
- ☐ Extra items, hard boiled eggs, yogurt, bagels, toast, oranges maybe served if available

Kitchen & Hospitality Room Clean Up

- ☐ Volunteers return, empty, and store food items after every meal
- ☐ All utensils, dishes, pitchers, etc. need to be hand washed, dried, and put away by end of shift.
- ☐ *WHO St. Andrew has no garbage disposal. All food waste goes to the trash*
- ☐ Guests are assigned responsibility to wipe tables and counters and clean floor in the eating area.

Utensils, Plates, Cups, etc.

- ☐ Each cupboard in hospitality room is labeled where item is stored.
- ☐ Paper plates, paper bowls, plastic utensils, napkins, hot & cold cups in lower cupboards.
- ☐ Back up supplies are housed in WHO Closet in Kitchen. Green sign on door.
- ☐ Sugar, creamer, cereal, etc. can be found on upper cupboards in kitchen
- ☐ A cupboard map is taped on the inside far-left upper cupboard for storage purposes
- ☐ Supply request list is found on bulletin board in kitchen. We will check it regularly.
- ☐ Lunch sacks, sandwich bags, freezer bags, are located in the cupboard under the counter on the refrigerator/freezer side of the counter.
- ☐ Mustard/Mayonnaise boxes are on the counter near the clear menu holder.

Refrigerator and Freezer Agreement

- ☐ All WHO food must be labeled and dated.
- ☐ Labels and sharpies on box on counter in the black & white cardboard box.
- ☐ WHO food is stored on left side of stainless steel fridge.
- ☐ St. Andrews food is stored on the right side.
- ☐ Please label and date freezer foods and leftovers in fridge.
- ☐ Lunch meats, cheeses, and bread will in the stacker in fridge or frozen in white freezer.
- ☐ White Fridge in Hospitality room is for WHO items such as milk, butter, produce, juice. It is not available for guest use or storage.

Donation Drives – WHO partners with the Garner Family in our efforts to serve WHO needs this year. If your faith community/group would like to donate to their drives, which directly connect to WHO, you may contact Blaine Garner at (360) 600-0555 or email BlaineGarner@outlook.com. Last of all their Facebook page, <https://www.facebook.com/WhoGives.Vancouver/> or our page <https://www.facebook.com/whoprogram/>

WHO Sample Menu Guide

	Breakfast	Lunch	Evening Snack
Sun			
Mon			
Tues			
Wed			
Thurs			
Fri			
Sat			

WHO SUPPLIES LIST

	Weekly Need	Location	Buy	Donate
33 gal clear plastic bedding bag	50-75	Mat room/WHO closet*	Costco	
Disinfectant Wipes	525	Mat room/WHO closet	“	
Windex		Hospitality/WHO closet	“	
Disinfectant Cleaner	1/2 gallon	Hospitality/WHO closet	“	
Floor Cleaner		Hospitality Room		Janitor
Laundry Soap		Next to Washer in Grape room	various	
Gloves		Mat room/kitchen/Who Closet		
Name Tags	350	WHO cabinet in narthex		
Volunteer Name tags	140	“ “		
Misc. Office Supplies				
Paper Items				
Plates	350	Hospitality/WHO closet		
Bowls	350	Hospitality/WHO closet		
Hot Cups/stir sticks	400 - 450	Hospitality/WHO closet		
Napkins		Hospitality/WHO closet		
Sandwich bags	350	kitchen		
Paper towels/TP		Janitor closet		SALC
Lunch bags	350	kitchen		
Lg black garbage bags		Janitor closet		SALC

*Who storage closet located in kitchen

WHO Opener Preparation and Tasks

1 month before assigned week – contact the church team lead by email or phone to introduce yourself.

- Ask if they have a current manual. If they do not direct them to the WHO web page, to print their own. Point out major changes.
- Give your name and contact info along with the Food Coordinator and Volunteer Coordinator. Point out the page numbers for the food they are asked to bring and suggested menu.
- Ask if they have any questions or concerns.

2 weeks before assigned week reconnect and ask how it is going.

- Are they comfortable with sign-ups? Do they need to call in the volunteer coordinator?
- Have they decided on what food they will provide? Remind them they can contact the food coordinator for any questions or concerns

1 week before the volunteers begin reconnect once more.

- Again ask how all is progressing. Do they have any questions?
- Remind them of the Laundry procedure and refer them to the manual. Emphasize the need for additional volunteers on Sunday morning to get the laundry out in a timely manner. Remind them that Thursday night is also a Laundry night.
- Remind the lead of the importance of the Sunday night training especially for new volunteers.
- Remind them you will be there to help if needed and to answer any questions.

Opener Tasks:

- Opener should arrive no later than 5:45 PM each night.
- Open front door and get the keys from lock box and put on lanyard. Set up front counter and put out table and chairs
- Read log book.
- Ensure the Emergency Contact page is updated for the current week. The contact information changes each week as the volunteer groups rotate. It must list the name and contact info for the team lead for their faith community or organization, their assigned St Andrew Task Force Opener, volunteer coordinator and Site coordinator.
- Unlock smoking door, kitchen door and hospitality room and work room for case managers. Start coffee and hot water.
- Introduce yourself to case managers and point out any concerns you see in the log book
- Be ready for volunteers as they arrive. Have them sign in, make a name tag and complete the yearly confidentiality form if required. Direct them to tasks that need to be addressed

- if the team lead is not there. Assign a key person to be responsible for the church keys.
- Assign a fire watch person.
 - Plan to stay until the gym is set up and guests are settled in. Disruptions can occur while guests are settling in for the night and it is nice to have the opener there to help navigate through the issues with the volunteers. If there is an issue that is beyond your expertise or comfort level, refer them to the case worker.
 - Before you leave, let the team lead or person in charge of the church volunteers know you are leaving. Point out the Emergency contact sheet for their week. Remind the lead that the contacts are used in case any issues arise - and that you are their first contact.
 - Ensure those left in charge are comfortable with the responsibility and have no questions. Let the case managers know you are going home.

WHO Background Check Protocol

Background checks are done on all volunteers, guests and staff who work with the WHO program. Our aim is to make the shelter a safe place for everyone.

Background checks are needed for people over the age of 18. Confidentiality forms need to be signed each year by all volunteers.

How often are background checks required?

We request that background checks be completed according to the following parameters:

1. Follow your own faith communities/organization's protocol for background checks that you have developed for those working with children.
OR
2. If your faith community/organization does not have a protocol for background checks we ask that a background check be completed on all volunteers every 2 years. This can be done by your organization or the WHO staff can run these and appreciates at least one week's notice before service. coordinator can run these. Scan the Background Check Disclosure Statement (in this manual) to: Dellan Redjou
<volunteers@sharevancouver.org>

If something comes up on a background check?

If something on a back ground check is of concern to you or if you have any questions about background checks, please contact the WHO coordinator to discuss.

Disclosure Statement for Criminal Background Check

To be completed by volunteers (every 2 years) for the Winter Hospitality Overflow (WHO) program

In order to participate in the W.H.O. program, each volunteer must fill out the information below and sign where indicated. By signing this form you are giving the W.H.O. program permission to run a criminal background check.
Legal Name (please print):

First

Middle

Last

Alias and/or Maiden Name: _____

Date of Birth: _____ Month/Day/Year (required)

Group/Organization: _____

Have you ever been convicted of the following:

(please check box if answer is, "yes")

- any crime against children or other persons
- any felonies

*NOTE: checking above does not automatically exclude you from volunteering.

Have you ever been found:

(please check box if answer is, "yes"):

- to have sexually assaulted or exploited any minor or to have physically abused any minor;
- by a court in a domestic relations proceeding to have sexually abused or exploited any minor or to have physically abused any minor;
- in any disciplinary board final decision to have sexually or physically abused or exploited any minor or developmentally disabled person or to have abused or financially exploited any vulnerable adult.

Under the penalty of perjury, I certify the above facts to be true.

By signing, I give the W.H.O. program permission to run a criminal background check on

myself. Signature: _____ Date: _____

Phone: (____) _____ Email: _____

Group/Organization: _____

Persons who sign this form are entitled to learn the results. Give this form to your church's team lead to run it. If your church doesn't have a protocol for background checks, then your team lead will submit it to Share, one of the WHO partners, for processing. This form is available on the WHO website as well under the Volunteer Resources Tab.

Youth Volunteer Guidelines:

- 1) In general, youth volunteers should be attending middle school or higher grades (but see (4), below)
- 2) Middle schoolers serve on same shift as their parents or an assigned supervisor
- 3) High schoolers serve on any shift with at least two other adults (21 or over)
- 4) Minimum age exception: 10 yrs (or even 9 yrs) is acceptable provided the parent believes the child is ready for the experience and he or she serves side-by-side with parent (as a practical matter, this will only happen on an evening shift that is not before a school day or a morning shift that is not on a school day)
- 5) Only high-schoolers should be counted against the shift position count when filling out your volunteer roster
- 6) Any volunteer under the age of 18 should sign the "WHO Policies & Agreement for Youth Volunteer" (see above) and also sign the "Who Policies and Agreement" (page 21). Be sure the young person signing the form has read it thoroughly, especially the bullet points about boundaries.

WHO Policies & Agreement for Youth Volunteer

Volunteer Name (Printed): _____

Volunteer Contact Email: _____

Best Phone Number: _____

The Purpose of These Policies is:

- To protect the privacy of shelter guests
- To ensure the community's continued trust in the program
- To ensure the safety of WHO guests, volunteers, staff, and of the shelter sites

Boundaries:

- *Never* share information about shelter guests—even small, personal details—with anyone outside the program, such as a best friend, roommate, church member, etc., even if you are no longer volunteering.
- *Never* take photographs of shelter guests without their express written consent.
- *Never* exchange cell phone numbers, emails, or other contact information with shelter guests.
- *Never* give out money or special gifts that are not given to all other guests.
- *Never* offer to take guests home, or to give them rides.

**Please remember this is for your safety and the safety of our guests.
Persons who violate this trust will not be allowed to continue volunteering.**

If you have a question about this policy, speak with a Case Manager or other Share staff.

By Signing Below:

- You state that you have read and understand this agreement.
- You agree to follow the above boundaries policies.
- You agree to conduct yourself in a professional manner while volunteering.
- You agree to respect the privacy of all shelter guests.
- You agree to release all program partners from any liability for damages, loss, injury and/or illness resulting from your volunteering with the program.

Signature _____ Date: _____

Confidentiality Agreement

Each volunteer will also be asked to sign a confidentiality agreement upon arrival for their shift. These forms are located on the front counter at WHO. Only one form needs to be maintained throughout the season. This ensures that the information regarding guests will remain confidential.

Group/Organization: _____

Name(s): Adults: _____ Children: _____

Email: _____ Contact Number: _____

May we use the email to send the WHO newsletter: yes no

Address:

Please remember that we are bound by the trust people place in us to keep their conversations confidential. Small bits of information shared with someone outside the program/project (i.e., spouse, best friend, roommate, church members, etc.) may seem harmless to you, but may identify a person or issue you have been entrusted with.

Persons who violate this trust will not be permitted to continue volunteering.

All discussions that take place within the scope of your involvement with the clients and the program will remain confidential. If you have a question concerning this policy, contact a staff member of Share.

The purpose of these policies is:

- 1. To protect the identity of clients and treat each one with the care and dignity we would want for ourselves.**
- 2. To provide protection and safety for our WHO staff and volunteers.**
- 3. To nurture the commitment of trust among ourselves.**
- 4. To continue the trust and confidence in the WHO program.**

I Affirm That:

I shall respect the privacy of our clients and hold in confidence all information obtained in the course of volunteering. Therefore, I will not disclose client confidences to anyone except: (1) as mandated by law; (2) to prevent clear and immediate danger to a person or persons; (3) if there has been a "release of information" signed by the client; (4) in the course of my work with WHO leadership or Share staff, with the aim of helping the client.

I shall possess a professional attitude, which upholds confidentiality towards clients, co-workers, and any sensitive situations arising in the program. I, upon the conclusion of volunteer work, shall maintain client and co-worker confidentiality and I shall hold as confidential information about sensitive situations within our program. This Confidentiality Policy applies during and after my participation with the WHO program

I Affirm That:

I am applying to perform certain volunteer services related to the Winter Hospitality Overflow (WHO) Program. I acknowledge that my participation is completely voluntary on my part. In consideration of my being allowed to participate in this volunteer community service event; I, the undersigned, for myself, my heirs, and assigns hereby release and discharge Share, Council for the Homeless, St. Andrew Lutheran Church and St. Paul Lutheran Church, its affiliates, associates, and any participating organizations, for any claims for damages or injury I may incur resulting from my participation in this volunteer community service event. I understand that my indirect or direct participation with the WHO program may involve risk of injury/illness. This is to acknowledge that I have read, understand, and agree to the Confidentiality Policy. If you do not want to receive updates future updates about the Winter Hospitality Overflow please check here_____.

Volunteer Signature (First & Last)

Date

Health/Emergency Issues in the Shelter:

Guests are checked in by the case managers on duty. They will contact your team lead or the lead volunteer about any health issues to be aware of during your shift. Be sure to pass this information on to the next shift if it is an issue. If you are concerned about a health or safety issue with a guest, please let the case manager know immediately so they can deal with the issue or develop a plan with you.

The following information is only in the unlikely case of an emergency or health issue after 10PM when the Case Managers leave.

Medical Emergencies:

If any of the following medical emergency conditions are present and there is no case manager on duty, **call 911** and request an ambulance immediately. Do not transport the guest to the hospital.

- ☒ Severe vomiting or blood present in vomit
 - ☒ Difficulty breathing
 - ☒ Profuse bleeding
 - ☒ Dizziness
 - ☒ Suspected broken bones
 - ☒ Injury as a result of criminal assault
 - ☒ Complications of pregnancy
 - ☒ Drug overdose, suicidal ideation or attempt
 - ☒ Seizures
 - ☒ Intermittent consciousness or any instances of unconsciousness
1. If an ambulance is called and the guest is unable to communicate with medical personnel, you may provide medics with the guest's name, age, gender, medical history, medications, and emergency contact number, if one has been provided. You may provide your observations in terms of behavior and the guest's symptoms. However, safeguard the guest's confidentiality in all other matters.
 2. An incident report will need to be completed and left for the Share staff. The incident should be noted in the volunteer log.
 3. In medical emergencies, do not provide treatment except for basic first-aid and CPR. This includes over the counter medications, water, laxatives, antacids, aspirin, Tylenol, or any other substance or procedure. These may worsen conditions, mask symptoms, or complicate medical treatment.
 4. Should an adult who has children be transported to the hospital, the following rules will apply to the care of any minor children remaining onsite:
 - i) If the hospitalized guest is in shelter with an adult partner, it will be assumed that the remaining adult will take responsibility and supervision of the child/ren.
 - ii) If the hospitalized guest is a single parent, the emergency contact person should be called immediately. If no such contact person is stated on the guest's information card, attempt to get a name and number from the guest.
 - iii) No child shall leave the premises with another person, including the emergency contact, unless there is written consent from the parent.

iv) Under NO circumstances is a child of any age to be left alone and/or unattended.

- 5. If a confirmed shelter guest returns from the hospital during the night, check the log for any additional information and readmit the person into shelter.**

Death in Shelter:

The following steps should be taken if death occurs in the shelter.

- ☐ **Call 911** or designate a responsible person to call for you.
- ☐ Call your task force representative. They will take care of other necessary notifications.
- ☐ Verify that the person is without a pulse and/or not breathing.
- ☐ Insure that you or a responsible person is comforting and staying with family members.
- ☐ The emergency medical technician or fireman who responds will contact the coroner.
- ☐ Take the necessary time to comfort and provide support to the other residents. Be calm.
- ☐ Document situation in the volunteer log.

Communicable Diseases and Safeguard Procedures:

Safety Procedures

Communicable disease guidelines in the shelter setting cover the handling of urine, feces, vomit, and blood. The following precautions are suggested to safeguard against many communicable diseases.

1. When handling urine-soaked bed linen, use rubber surgical gloves that have been provided.
2. Any dirty diapers must be taken out of the building and placed in an outside garbage can, immediately. A trash can is available in the courtyard for this purpose. They may not be disposed of in the restrooms, or any other interior garbage can.
3. Any linen or clothing that contains feces or vomit may be rinsed in the restroom sink. The sink will then need to be cleaned out with bleach water in order to avoid spreading germs. Rubber or surgical gloves must be worn. Alternately, soiled bedding or clothing may be discarded and placed in the courtyard trash can.
4. All used linen must be washed before offering to a new resident. No blankets, sheets, pillows, or any other such similar items may be returned to linen storage or offered to another resident without first being washed.
5. Use surgical gloves when bandaging any injury in which the skin is broken and blood is visible. This includes nosebleeds. If at all possible, have the guest (or parent, if the injured party is a minor), apply the necessary bandages themselves.
6. Any communicable disease will be disclosed to Share staff at the time of intake, and the guest/family will be given proper instructions on precautionary methods.

7. If the individual has head lice, a shower cap will be provided to them by staff at time of their intake, and is expected to be worn throughout the evening.

Smoking

Smoking is allowed in the courtyard area only. Tobacco may be rolled in the courtyard only. Contact a volunteer if the courtyard door is locked.

Sexual Activity

Due to the environment in which our guests will be residing, sexual activity will not be allowed. This includes the outside perimeter as well as the parking lot of any host site.

Conflict

If conflict occurs between one or more guests, **mediation** and **conflict resolution** may be available and is encouraged whenever possible. If the guests cannot become respectful of each other, one or all guests involved will be asked to leave.

If the situation continues to escalate, is un-manageable, becomes violent or threatening, call **911** immediately. You will need to fill out an incident report, document the incident in the volunteer log and provide the information to the St. Andrew Staff in the morning.

Emergency Evacuation

In the case of fire – Get everyone out of the building as quickly as possible using the most logical route away from the fire. Do not stay in the courtyard. Move to the parking lot in front of the church (south side).

In the case of earthquake – Move people out of the building as quickly as possible. Do not go to the courtyard. Move to the parking lot in front of the church (south side).

In all cases, use common sense, move with determined speed and make sure all people are accounted for as you move from place to place.

St. Andrew Medication Policy for WHO

1. Guests will be responsible for their own medications. It is important that medications are kept out of reach of children and in a prescription bottle.
2. All donated over-the-counter medications are kept in the kitchen cupboard above the phone. Only volunteers may hand out these medications.
3. No medication may contain any active alcohol.
4. Only the recommended dosage may be handed out by a volunteer. Parents are responsible for giving medication to their children.
5. No extra medication may be given for the guests to carry off-site.
6. A record of the guest's first name and bed number should be recorded on the Medication Sheet and in the Log Book for that day. In the event of medical emergency it is important that the information be available to trained medical personnel.

GUEST AGREEMENT (This agreement is signed by the clients with their case manager. This agreement is included in the manual so that volunteers know what the guests have agreed to previous to their entrance to the WHO program.)

We hope that your stay here, as our guests, will be as pleasant as possible. As our guests we expect that you will do your part in keeping our facilities clean by picking-up after yourself and helping with general cleanup. Please take a few minutes to read this sheet, as it contains important information about your overnight stay.

REGISTRATION (intake)—All intake paperwork will be completed by a staff member upon your arrival to the designated 'host site'.

CASE MANAGEMENT—One of the main goals of this project is that all guests will participate in and take advantage of case management in order to explore options and prospects for independent living and employment to the best of each person's abilities.

IN AND OUT HOURS – Guests are expected to arrive to the facility between 6:30 –7:00pm.) If you have not arrived by 7:00pm, the guest is considered a "No Show" and will lose the bed space for the evening. Exceptions will be approved by the supervisor or case managers on duty. All guests at St. Andrew will be awakened at 6:45am, guests must exit with all of their belongings at 8am and cannot return until 6:30pm.

LENGTH OF STAY– Your stay will be from the day you enter unless instructed differently by Share staff. If you do not check in to shelter on any given night you will lose your bed space and will need to contact the Housing Hotline at 695-9677, before being allowed to re-enter shelter.

SMOKING – You may not smoke, use matches, or lighters inside the facility, for any reason. This will be grounds for being asked to leave the shelter. However, smoking is permitted in the courtyard

PERSONAL BELONGINGS – You may not store any personal belongings at the facility. Hosts, staff and/or site owner/operators are not responsible for lost or stolen property. Any items left will be discarded. Please check the bathroom and the sleeping area thoroughly before you leave.

BEDDING – All bedding will be issued from your day of entry until the following Monday, and will be stored in your assigned bag when not in use. No personal bedding is allowed.

ALCOHOL, ILLEGAL DRUGS, WEAPONS – You are not allowed to possess, or use alcohol or drugs in or around the Host Site facility and/or property. No weapons are allowed. Any guest who is found using illegal substances or alcohol on church property will be exited immediately.

TELEPHONES AND PERSONAL LAUNDRY – There are no phones or laundry services available.

MEALS – Cold breakfast will be available on site at St. Andrew beginning at 6:45am, 7 days per week. The Hospitality Room will close at 7:45am. Evening snacks and coffee are also available.

St Andrew WHO Guests are invited to have dinner at Share Orchards Inn located near the church at 5609 NE 102nd Avenue. Guests may arrive at 5pm, dinner is served beginning at 5:30 until 6:30pm.

You may also choose to eat at Share's Hot Meal Program, located at 1115 W 13th Street, during any of the following times:

Breakfast 6:30 – 6:45am Monday – Friday, 9:00 – 9:30am Saturday and Sunday

Lunch 11:30 – 1:00pm Mon. – Fri. (not available on weekends)

Dinner 5:00 – 5:30pm Mon. – Fri. 3:30 – 4:00pm Saturday and Sunday

HEAD LICE – If you know that you or your child has head lice, please notify the site supervisor or host upon your arrival, so we can help you with treating them.

SHOWERS – Shower services are available at St. Andrew's from 7:00pm – 9:00pm. This is on a first come, first served basis.

QUIET HOURS – From 9:30pm, when lights are out until 6:45am when guests will be awakened. Please turn off all cell phones and computers at this time, as both lights and sounds disturb others' sleep. Volunteers can provide you with an early wake-up call as needed.

CHORE Guests are expected to participate in keeping the facility clean and sanitary by doing a chore. There will be a sign-up sheet at check in.

SEXUAL ACTIVITY – Sexual activity, due to the environment in which our guests are residing, is not allowed in the building, parking lot or outside perimeter.

SAFETY -Share expects clients to keep the safety of all staying OR working in the shelter in mind. Respect for yourself and others is a must. Behavior creating an unsafe or scary place to stay, such as but not limited to threats, discrimination, bullying, having a weapon on site, theft or violent actions, or substance use on site will result in immediate penalties up to and including termination.

SLEEPING ARRANGEMENTS - 1. Couples and singles are required to have a chair in-between their mats. The chairs must be up against the gym wall with the chair number facing out to ensure consistency and safety, guests will need to sleep with their head closest to the gym wall. 2. Families are allowed to have their mats placed together. In the case of two parent families, children will sleep in the middle mat(s), with a parent at either end

CHILDREN – Parents are responsible for the behavior of their children. No physical punishment or emotional abuse of children is allowed, including spanking. A parent must be with his/her children at all times. Do not leave children unattended. If a minor arrives or is left at the facility without his or her parent the police and Child Protective Services (CPS) may be called.

PETS – No pets are allowed at the Host Sites, the Host Site includes the parking lot. If any animals are found in your vehicle you will be asked to exit. Persons with Service Animals will need to access shelter at one of the regular emergency shelters.

VISITORS –We have a no visitor's policy. If you are expecting someone to pick you up please clear this with staff first or they will be turned away.

Emergencies before 10 PM are referred to the Case Managers on duty

EMERGENCY [after 10 pm]

Date _____

EMERGENCY CONTACT PHONE NUMBERS:

Your team lead is: _____ Phone # _____

Your Opener is: _____ Phone # _____

Alternate: St. Andrew Volunteer Coordinator: _____ phone # _____

Alternate: St Andrew Site Coordinator: _____ phone # _____

Useful information

THERMOSTATS AND HEAT

FRONT ENTRY

When it gets cold in the front entry area here is the simple 2 steps to get heat:

To the right of the Sanctuary doors, set wall switch to Narthex not Sanctuary. Press the button on the thermostat to get three hours of heat. Press the button after three hours if heat continues to be needed.

TV AREA FAMILIES

If there is a family sleeping in the tv area, press the button on the thermostat in the hallway by the kitchen to get three hours of heat. Press the button after three hours if heat continues to be needed.