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**Welcome to the Winter Hospitality Overflow**  
**St. Andrew Family, Couples and Single Women Emergency**  
**Shelter**

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**St. Andrew Volunteer Coordinator:** Joy Gault 360-574-4591

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**Food Coordinator:** Carrie Thatcher 360-635-  
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ST. ANDREW TASK FORCE  
2016-2017

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## **Team Lead Responsibilities**

A faith community/organization team lead is an essential part to what makes the Winter Hospitality Overflow a success.

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

### **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:**

The food coordinator is responsible for purchasing food supplies for the time committed and having a posted menu for their teams. See pp. 22-23 for specifics on food supplies and menus.

### **Laundry Coordinator:**

The laundry coordinator will be responsible for the pick-up and drop off the laundry. See Laundry Information for St. Andrew for more detailed information p. 12

### **No Shows:**

In the case that 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 shows.

St. Andrew Jan 1-7								Sun Jan 8
	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								
Rest 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								
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								

## Basic Timeline for the WHO Partners

WHEN	WHAT TO DO			
	<i>General Administrative</i>	<i>Recruiting</i>	<i>Training</i>	<i>Shelter Operation</i>
August to September	Select church service week and Team Lead		WHO Kick-Off	
Early October or January			WHO Team Lead Training	
8 Weeks Before Service Week	Prepare sign-up lists	Begin internal publicity (church bulletin, Web site, other media)	Review WHO information for church volunteers	
7 Weeks Before Service Week		Select Food and Laundry Coordinators		
6 Weeks . . .		Process phone and e-mail volunteer sign-ups		
5 Weeks . . .		Main volunteer sign-up at church		
4 Weeks . . .		Follow-up sign-up at church		<i>(New Team Lead)</i> Observe experienced church during their service week
3 Weeks . . .	Consolidate volunteer sign-ups into a single list	Process any late adds, drops, and shift changes	Volunteers attend site training . . .	
2 Weeks . . .	Perform background checks		. . . read training manual . . .	
1 Week . . .	Prepare written schedule (for example, Template Week)		. . . and prepare paperwork (volunteer agreement, etc)	Food Coordinator purchases and delivers food
Service Week		Make reminder calls		Follow prepared schedule (Template Week or other form)
Week after . . .	Thank volunteers; prepare report for church leadership			

## Team Lead FAQ

### **St. Andrew Task Force Openers:**

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 will be contacting you.

### **Volunteer Shifts:**

When the shelter is open, it is mandatory that at least two people be physically present at St Andrew's for each 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 people  
2 am to 6 am: 2 people  
6 am to 9 am: 4 people

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. It is advisable to designate a lead person for each shift to hold keys and perform fire safety inspection.

### **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

### **Promotion of the WHO Program:**

If you would like someone to come to your group/faith community to talk about the WHO and its role in the community, this is something that can be arranged. Please contact the WHO coordinator at 360-200-8757 or [whoprogram@gmail.com](mailto:whoprogram@gmail.com) to schedule a time.

We can also provide on-site training to your group/faith community. This training at your location helps more people to attend and ask questions about the program. Please contact the WHO coordinator at 360-200-8757 or [whoprogram@gmail.com](mailto:whoprogram@gmail.com) to schedule a time.

**Can't fill my volunteer schedule:**

If you cannot fill your volunteer schedule, please contact our volunteer coordinator as soon as possible. They have names of several people who are willing to volunteer. They can assist you in helping find people for your shifts. Joy Gault is our volunteer coordinator at St. Andrew. Her contact info is 360-574-4591 or [jmgault@aol.com](mailto:jmgault@aol.com).

**Food:**

We ask that a faith community/organization who volunteers also bring the food and snacks for their week of service. Included in this packet is a list of food and menu suggestions. Carrie Thatcher is our food coordinator. If you have any questions about food or menus, please contact Carrie Thatcher 360-635-2918 or [carriethatcher@hotmail.com](mailto:carriethatcher@hotmail.com).

If providing food is a financial hardship, please let us know as soon as possible.



## Training for Volunteers

To best equip our volunteers, we have created several methods of training and ways to acquire information on what volunteer's tasks need to be completed at the shelters.

### **Orientation and Training at Shelter Sites:**

Each Sunday at 5 pm at both Shelter sites there is an orientation and training. This is to help orientate new volunteers as to what the different roles and procedures at the shelter are. This is also a time for our regular volunteers to come and ask any questions they may have about the shelter or any new procedures.

### **Online Training Videos:**

Each shelter site has completed an online training video that gives a visual walk through of all 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/](http://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.

These manuals can be found online at [www.whoprogram.org/volunteer/volunteer-resources/](http://www.whoprogram.org/volunteer/volunteer-resources/)

If you have further questions about volunteer tasks, please do not hesitate to call or email the WHO Coordinator at 360-200-8757 or [whoprogram@gmail.com](mailto:whoprogram@gmail.com).

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

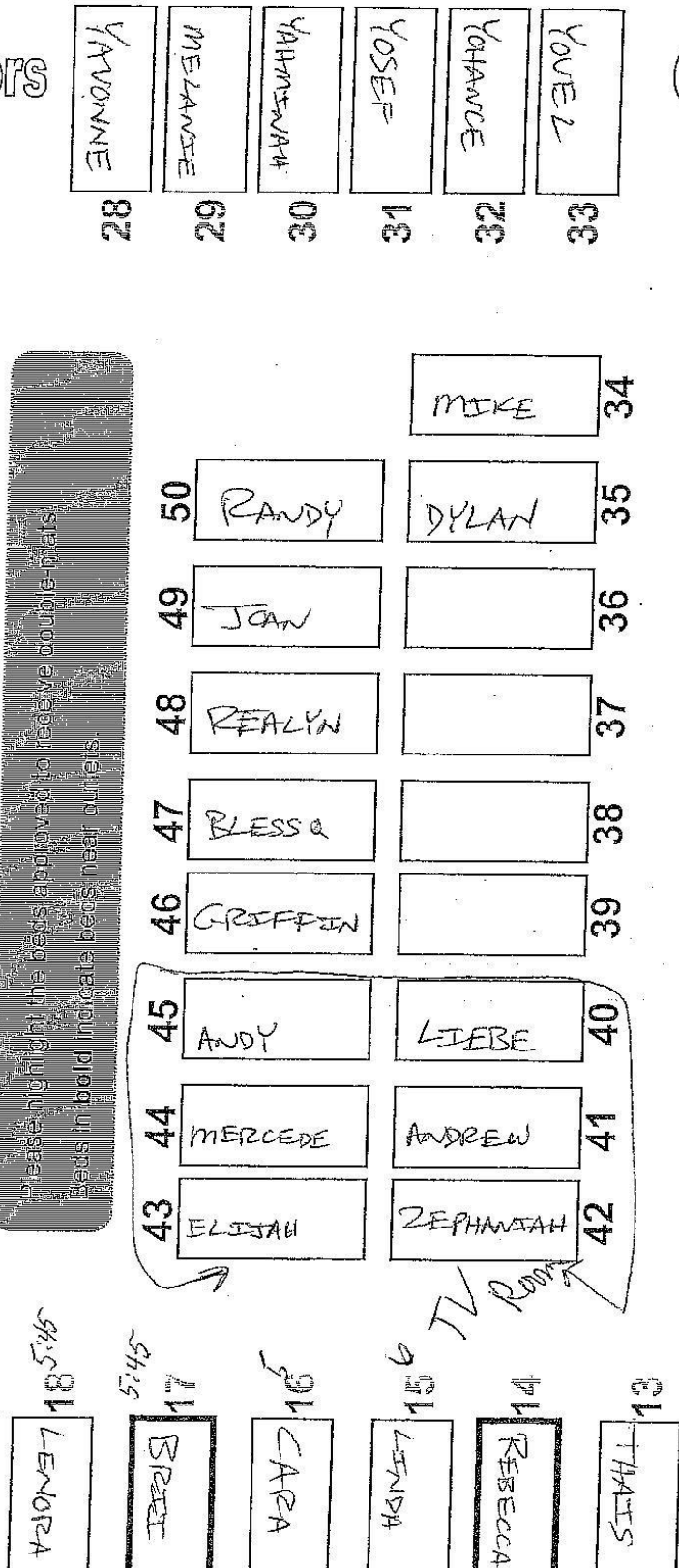
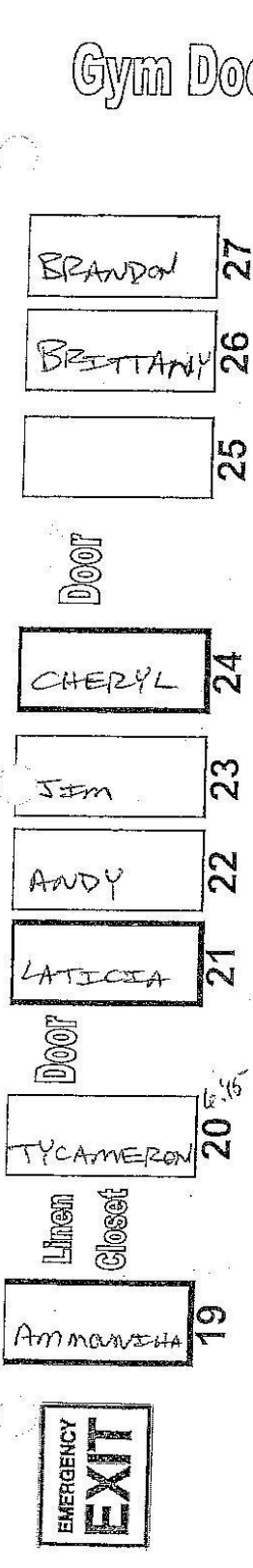
## **Fast Method for Setting Up St Andrew's Gym for Sleeping**

This method works best when the bed count is high (45+). It reverses the usual order of operations; instead of waiting for case managers to complete the bed map, volunteers set up the entire gym as if all 50 beds will be used, then "pull" beds not needed after the evening bed count and bed map are available. Using this method, it takes about 20 minutes to set up St Andrew's gym for sleeping.

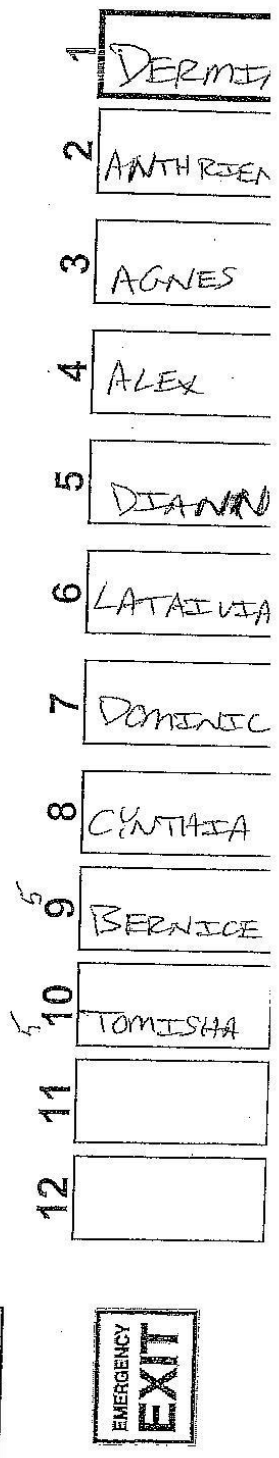
Please review the sample bed map in this manual.

- 1) Start as close to 8:00 pm as possible.
- 2) Select a team of three people (volunteers A, B and C).
- 3) Empty the gym of users (except for volunteers A, B and C) and put away sports equipment.
- 4) Open the gym closet and roll out the rack of folding chairs to the center of the gym.
- 5) Volunteers A, B and C place chairs (only) in positions 1 to 33 (the "perimeter" bed locations).
- 6) Volunteers B and C continue to place chairs (only) in positions 34 to 50 (the "island" bed locations). Volunteer A starts putting out bed pads for positions 1 to 33 (the "perimeter" bed locations, where the chairs are already set up).
- 7) When all the chairs are placed, volunteer's B and C roll the rack of chairs back into the closet, B joins A putting out the remaining bed pads, and C places the magnetic numbers on the chairs.
- 8) When the gym is completely set up, volunteer A requests a copy of the bed plan for the night from the case managers. Volunteers A, B and C remove chairs and bed pads that will not be used, and add any authorized double-pads, cots, etc.
- 9) Guests are admitted to the gym. If there are late arrivals, volunteers A, B and C will set up those beds on a case-by-case basis as required.

# Gym Doors



# Gym Doors



# Fire Safety Log

Date: \_\_\_\_\_

-After 10 pm check inside all bathrooms. Announce you are doing a bathroom check before you enter.

-Check all exterior doors by pushing on them.

-Fire doors must NOT be blocked or propped open.

-Room 1 and Davis room remain unlocked.

Time	Hall	Gym	All Bathrooms Announce, check inside	Room 8	Courtyard
6:30 pm					
7:00					
7:30					
8:00					
8:30					
9:00					
9:30					
10:00					
11:00					
12:00 am					
1:00					
2:00					
3:00					
4:00					
5:00					
6:00					

Make sure the sliding fire doors are not blocked or obstructed:

-Sliding door in narthex area

-Double doors in hallway near TV area.

## **Laundry Information for St. Andrew's**

### **LAUNDRY PROCEDURE AT ST. ANDREW WHO SITE**

Date Changed: Tuesday, January 19, 2016

Laundry will be picked up by the SHARE van on Sunday mornings at 7:30 a.m. It must be placed by the preschool door (by glass room) Be sure all pillows are removed. The van will pick up only on Sunday morning.

Any laundry not ready when the van arrives needs to be taken by volunteers out to Homestead on Hazel Drive Avenue as soon as possible.

Volunteers need to pick up laundry on Sunday evening. It is best to pick it up after 5:00 p.m. Not all the laundry will be ready on Sunday night. SHARE will deliver the remainder of the laundry to St. Andrew on Monday morning.

On Thursday night, any soiled bedding not being used that night needs to be taken by a volunteer to Homestead. This helps keep the amount of laundry done on Sundays down. On Friday, late afternoon or evening (after 5) a volunteer needs to pick up the laundry and return it to St. Andrew. The church is closed on Fridays so laundry cannot just be dropped off—it should come in with the volunteers at 6:00 p.m.

We hope this will free up the volunteers on Sunday morning so they can attend to the cleaning and closing for the day.

**If you have questions about Laundry, please call your Task Force contact person.**

# Evening Shift 6-10 pm

Keys are marked for ease of use:

**Red - Room 8, kitchen, kitchen supply closets, workroom, courtyard**

**Blue - Gym supply closet, laundry room, outside courtyard, Room 10 supply room**

**Yellow - Front door and Dumpster (will need to use code)**

**Black - Janitor Closet**

**Small round silver key is for the supply cabinet in room 8**

**Small brass keys are for bathroom dispensers and trashcans**

## 6:00 pm First Steps – Signing in

- Complete or turn in confidentiality forms (1x per year).
- Enter volunteer hours on sign in sheet (every time you volunteer).
- Make a nametag with your first name on it.
- Review the Log Book and notes from Task Force or prior shifts
- Set up check-in table and chairs in the entrance area; 1-2 volunteers can help greet with Share Staff.
- Place sharps container on counter

## 6:00 pm to 6:30 pm - Setting up snack/hospitality area

- Open the kitchen door in the west hall.
- Start 40 cups decaf coffee in urn and hot water in the small coffee urn (remove stem & basket).
- Plug in the urns in Room 8.
- Set out snack items, plates, napkins, silverware as needed and available.
- Unlock the courtyard door. Check that all other entrances to the courtyard are securely closed.
- Move the foosball table into the back hallway.
- Put the “hand” chairs across preschool hall opening at the east hall area beside room 8
- REMINDER THAT FOOD IS ONLY ALLOWED IN HOSPITALITY ROOM AND TV ROOM AND ADULTS ONLY. NO FOOD IS ALLOWED IN THE HALLWAYS.**

**6:30 pm to 7:00 pm Guest check-in officially begins.**

*Share staff will meet with guests in the workroom from approximately 7pm-8:30pm*

You will need: Bed assignment sheet with lunch & wake-up information, Men & Women shower sign-ups, chore list, pens, highlighter, name tags, marker, nightly agendas.

**2 greeters in front entry area (1 greeter to remain in front until doors locked at 7pm)**

- 1 greeter unlocks one front door (remains at front to monitor entry until 7pm)
- Admit and greet guests. (Guests are to remain in the entrance area until they have been checked in by Share Staff)
- Assist Share Staff person with sign in, nametags, questions
- 1 greeter assists with breathalyzer
- Lock front door at 7:00pm (unless other activities in church)

**2 rovers between Room 8, TV area and entrance area**

- Begin Fire Safety patrol.
- Show new guests around and point out WHO places on the map.
- Patrol Room 8 and the TV area assisting guests and being a friendly presence
- Monitor television for family-friendly fare (PG-13 or below).
- Hand out towels and toiletries found in Room 8 closet to guests as needed.
- Bring out gym toys and place in gym. Basketballs, hula hoops, jump ropes (except when gym in use by scouts)

**7:45 pm to 8:30 pm - Gym Set-up 1-2 people (guest may help if they would like to)**

**Begin set up – if bed list is not yet available, bring out mats, chairs, etc. and arrange once bed list comes available. Set up time should occur as close to 7:00 pm and when other reserved uses for the gym are over. Other users should vacate by 8:30 pm.**

You will need: bed assignment & layout sheet, mats, chairs, bed number signs, new and used bedding bags.

- Help returning guests retrieve their bedding bags
- Hand out bedding in gym storeroom to new guests for the week; bed sheets, pillowcase, blanket, and mats (**only 1 of each per person, unless doctor exception has been made, this will be designated on the bed list with a DM beside person's name**).
- Guests **must place a chair to the left of their mat, creating an area between each mat.** Have them place their bed number on top of the chair. The only exception to this rule is a parent with children

### **8:00 pm to 8:30 pm – Staging Chore/Cleaning supplies**

You will need: 2 spray bottles filled with sanitizer, vacuum cleaners, blue shop towels, gloves, garbage bags.

- Locate cleaning supplies in Room #8 (hospitality room).**
- Make up 2 spray bottles with sanitizer if not already done. Sanitizer is a solution of 1-1/2 caps of bleach to a spray bottle of water or two bottle caps of bleach per gallon of water in a bucket. (One capful is about one tbsp.)
- Indicate any shortages in cleaning supplies in the log book and on the form inside the closet door in kitchen.
- KITCHEN CLOSES (BE SURE TO ASK CASE MANAGERS ABOUT LATE ARRIVALS TO ANTICIPATE ANY NEEDED FOOD ITEMS TO BE SET ASIDE)**

### **8:30 pm – 9:00 pm Hospitality Room Clean-up**

- Clean up snacks and put extras away in the kitchen. **(Remember to set aside a plate for any expected late arrivals)**
- Return all coffee urns to kitchen
- Tidy kitchen (wash, dry and put away coffee urn, dishes and utensils)
- Oversee cleanup of hospitality room (guests are assigned chores and hospitality room is a designated chore. Chore includes tidying room as needed, cleaning microwave, and sanitizing countertops)

### **9:00 pm – Prepare for Lights Out**

- Turn back gym lights out (this will allow those who wish to rest earlier the option to do so. It is also a thirty-minute reminder to lights out).
- Lock courtyard doors
- Thursday and Saturday night only, see laundry sheet for instructions

### **9:30pm**

- Lights out. Quiet time!
- Check courtyard for any open windows or doors
- Turn off both TVs
- Move foosball table into TV area. Make a fence across the opening with the hand chairs

### **10:00 pm**



- Keep watch at the front door to admit overnight volunteers.
- Brief the volunteers on any special notes, problems, and special needs.
- Tour sleeping area with one overnight volunteer. Provide a bed map showing location of guests.
- Give the overnight shift the keys, the fire log and the log book. Inform them of any late arrivals or items of note for the evening shift.
- Ensure overnight shift knows how to turn on heat at thermostat in front foyer
- Evening volunteers depart.

**Guests who are unable to sleep may sit quietly in the foyer. Please use good judgement in situations where guests need accommodations such as baby walking, quiet time, etc. Lights must remain dim in foyer. If there is a concern, please contact the volunteer or program coordinator.**

**Thank you for your service!!**



# Overnight Shift 10 pm – 6 am

Keys are marked for ease of use:

**Red - Room 8, kitchen, kitchen supply closets, workroom, courtyard**

**Blue - Gym supply closet, laundry room, outside courtyard, Room 10 supply room, Men's Bath**

**Yellow - Front door and Dumpster**

**Black - Janitor Closet**

**Small round silver key is for the supply cabinet in room 8**

**Small brass keys are for bathroom dispensers and trashcans**

## 10:00 pm First Steps – Signing in

- Complete or turn in confidentiality forms (1x per year).
- Enter volunteer hours on sign in sheet (every time you volunteer).
- Make a nametag with your first name on it.
- Review the Log Book and read notes from Task Force or prior shifts.
- Obtain keys from evening shift volunteers.
- Heat thermostat is located to the right of sanctuary. Turn on as needed.

## 10:00 pm

- Turn off all lights not in use including, gym, hallway near gym, entrance area, TV area.
- Slightly prop rearmost door of gym open for access, close other gym doors.

## Share staff will leave between 9:30pm and 10:00pm

## 10:30 pm – 2:00 am

- Using gloves collect towels from showers hampers and do laundry. See Laundry tips in washer/dryer area. Laundry is in room 12 across hall from kitchen entrance.
- Continue Fire/Safety patrols.
  - Check sleeping area to verify all guests present (shoes off, please), all outside doors locked (push on them) and all hallways unoccupied.
  - Volunteers should remain near the entrance area, unless patrolling, cleaning, or making lunches. There must always be at least 1 volunteer at the front (this is for safety).**
  - Check toilet paper and paper towels in restrooms and refill from supplies in janitor's storage closet. This is located across from the hospitality room.

**\*Remain alert and available to assist guests. Feel free to make coffee. Coffee maker is under front entry cabinet labeled WHO. Extra coffee supplies are in kitchen. There is an internet code for wireless access on WHO bulletin board down hallway.**

**\*Guests who are unable to sleep may sit quietly in the foyer. Please use good judgement in situations where guests need accommodations such as baby walking, quiet time, etc. Lights must remain dim in foyer, and guests need to stay in foyer. If there is a concern, please contact the volunteer or program coordinator.**

**2:00 am – 4:00 am**

- Prepare Lunches. Make as little noise as possible as guests are sleeping. Check the lunch menu for items available.

**4:00 – 5:30 am Prepare for Early Wake Up Requests**

- Review early wake up list as noted on bed list
- Begin work in the kitchen (QUIETLY, PLEASE AS GUESTS ARE STILL SLEEPING).
- Set up a “grab and go” breakfast in the entry area for early departures.
- Wake up people who have requested an early wakeup call.
- Give early wake up people a walking breakfast (granola bar or fruit).
- Start 30 cups regular coffee urn in kitchen (instructions on wall).
- Start hot water in the small coffee urn (remove stem and basket).
- Open the kitchen door in the north hall.
- Gather breakfast items, hot water, milk, etc., onto the cart (please remember to keep milk refrigerated in room 8 during service to guests).
- Place coffee urn, hot water urn, and non-perishable breakfast food items in room hospitality room.
- Place lunches on rolling cart and take to front area to be distributed as guests leave.
- Hospitality is closed to guests until 7:00 am.

**5:30 am**

- Wait for the morning volunteers to arrive at the front door.
- Fill out log book with any items needed or incidents of note.

- Brief the volunteers on issues, special needs or requests (i.e. early wake-ups still pending, bag lunch requests).
- Give the morning shift volunteers the log book, fire log and keys.
- Give unfamiliar volunteers a brief tour of the facility.
- Overnight volunteers depart.

NOTE: Any guests who are early risers may sit in the front lobby, quietly. **Volunteers will not provide any snacks, but coffee is permissible. Please ensure noise level remain low as a courtesy to our sleeping guests.** If guests are noisy after they wake up they will be asked to leave.

NOTE: No guests are allowed in during any shift in which there is not a Share case manager.

NOTE: If a guest leaves the building they are not allowed to return to the shelter at any point that night.

**Thank you for your service!!**

# Morning Shift 6-9 am

## 5:30 – 6:00 am First Steps – Signing in

- Complete or turn in confidentiality forms (1x per year).
- Enter volunteer hours on sign in sheet (every time you volunteer)
- Make a nametag with your first name on it
- Review the Log Book and read notes from Task Force or prior shifts
- Obtain keys from overnight shift volunteers
- Review any problems and/or special needs. Get guest location map
- Wake up people that have early wake-up calls still pending
- Overnight volunteers leave

## 5:30 am to 6:00 am Setting up Hospitality Area

- Return the table and chairs in the entrance area to the appropriate locations (See picture next to sanctuary doors) \*Reminder that one volunteer must stay in front entrance area
- Continue to work in kitchen (**QUIETLY**, please)
- Continue to prepare hospitality room for breakfast
- Sunday Morning only, refer to laundry page for instructions
- Return foosball table and other furniture items to TV/Game area

## 6:45 am

- Unlock exterior courtyard door for smoking area
- Put away all WHO paperwork/binders from front counter neatly
- Awaken all guests gently by turning on gym lights and saying **Good Morning!**

## 7:00 am

- Announce to guests that:
  - If they plan to return in the evening, they should put their bedding in a plastic bag, mark it with their nametag, and put in the WHO storage area.
  - All bed mats should be wiped down with sanitizer (except for Sunday, see laundry instructions) and put in the WHO storage area.
  - Guests must have their assigned bedding put away or set aside for laundry, prior to receiving breakfast.
  - No personal items can be left in the building.
  - Everyone will need to be out of the building by 8:00 am.

## 7:45 am

**BREAKFAST ENDS AND HOSPITALITY ROOM CLOSED (NO EXCEPTIONS, CLEANING IN HOSPITALITY ROOM AND BACK HALLWAY MUST BE COMPLETED BY 8:15 DUE TO PRE-SCHOOL CLASSES)**

## Morning Duties

### HOSPITALITY ROOM (1 TO 2 PERSONS)

- Monitor breakfast in the Hospitality Room (**each guest must have their bedding taken care of prior to receiving breakfast, NO EXCEPTIONS**)

### BEDDING (1 TO 2 PERSONS)

- Assist guests with gathering bedding. Guests should put their sheets, blanket and pillow in a plastic bag. **(GUESTS MUST TAKE ALL THEIR BELONGINGS. WE ARE NOT ABLE TO STORE ANY ITEMS)**
- Guests will need to sanitize mats and pillows with bleach and paper towels, prior to placing in storage room
- Guests will need to stack mats neatly in storage room (please assist guests)
- IF IT IS SUNDAY MORNING, LAUNDRY MUST BE TAKEN.**
  - Sunday morning: Dirty laundry drop off (PLEASE SEE LAUNDRY INSTRUCTIONS)**
  - On Sunday morning, everyone places the sheets and pillowcases in one set of bags and blankets in another. Please **DO NOT SEND PILLOWS TO THE LAUNDRY**. Pillows that are in plastic cases need to be wiped down.
  - please take all the unclaimed bags of bedding in the storage room and separate them as well.
  - Label the laundry bags "WHO/DIRTY" and make sure it can be seen and won't fall off.
  - Take dirty laundry bags to east entrance of church for pickup by Share staff (SEE LAUNDRY INSTRUCTIONS).
  - The area in front of the church needs to be kept clear of laundry during Sunday morning. People start arriving about 8:00 a.m. with the first service at 8:30 a.m. The sight of bags of laundry sitting around waiting to be picked up takes up needed space for the congregation to gather in and have time of fellowship.
  - Gym closed to guests at 7:45.
  - Run dust mop over gym floor and lock storage closet.

#### **RESTROOM AND GARBAGE (1 TO 2 PERSONS)**

- Remove trash bags from bin on wall and start gathering garbage into one large trash bag
- Ensure restrooms are clean and tidy
- Wipe down sinks and countertops
- Sweep floors
- Unlock any locked stalls
- Gather garbage from restrooms, kitchen and foyer and take to dumpster

#### **8:00 am**

- Guests depart. Make sure that guests leave the property completely
- Complete final Fire Safety patrol
- Lock front door. Check that all exterior doors are securely closed by pushing on them
- Continue clean up. See list on next page
- The hospitality room and back hallway are a priority. Please ensure cleanup of both the hospitality room and back hallway is complete by 8:15 am due to preschool classes arriving.

#### **Final Tasks:**

- Record in log book any issues or problems that future volunteers should know about
- Ensure all log books, volunteer sign-ins, fire logs and all paperwork are cleaned up, filed where noted and stored in the WHO cabinet

- Make sure all int. and ext. doors are locked and lights are off in kitchen, hospitality room, gym & bathroom
- Be sure to turn thermostat to the 'OFF' position at the east gym wall by the entry doors (in white case)
- ENSURE ALL CLEAN -UP TASKS HAVE BEEN COMPLETED. ST ANDREWS PRESCHOOL BEGINS PROMPTLY EVERY MORNING AT 9:00 A.M. WITH TEACHERS AND FAMILIES ARRIVING BY 8:30 am. Please ensure cleaning and back hallway clear by 8:15 am.**
- Return keys to lockbox**

**Key Instructions for Morning shift:**

- Make sure the keys are returned to the lockbox near the WHO box in the entrance area

**WHO MORNING CLEAN-UP CHECK LIST**

Dear morning WHO Volunteers, please have a member of the team complete the following sheet. Check each circle, initial next to each area, and sign at the end. Please leave completed check list in the logbook for the staff of St. Andrew. Thank you for your dedication to this ministry. It would not be possible without volunteers like you!

**NOTE: Cleaning supplies are in hospitality room under the cabinet area**

Initials

\_\_\_\_\_ GYM

- All mats and chairs put away
- Gym Swept. (Large broom found in gym store room)
- Gym Supply Closet Door Locked

\_\_\_\_\_ FRONT ENTRY WAY

- Check-in table & chairs put away near coat rack
- Log Book, Volunteer Sign-in and all other WHO materials removed from counter and placed in lower cabinet to right of sink
- Counter clear of all WHO items
- Entry way is tidy with all chairs pushed back under tables
- Floors, tables, and countertops are clean
- Put away sharps container (placed under the counter in foyer)

\_\_\_\_\_ KITCHEN

- Counters are cleared and clean (all dishes put away)
- Food items that belong to WHO are away in the shelves and cabinets marked for WHO.
- All WHO supplies left on counter are on the correct side of the blue tape
- Coffee pots are clean , dry and to the right of the double sinks
- Floor is clean



- Any food we are out of is noted in log book
- Trash has been taken out (**Combination on dumpster is 5607**)
- Recycling has been taken out. Break down all cardboard boxes. Take extra recycling away. (**There is no glass recycling at St. Andrew. Put all glass in trash. Make sure all recyclables are cleaned of food**)
- All towels put into Laundry bin

\_\_\_\_\_ HALLWAYS

- Door to courtyard is locked
- Hallway floor is not noticeably dirty
- Small wall heaters in hallway by gym are off
- Foosball table returned to TV area, hand chairs returned to make a “fence” in front of TV area
- Appropriate classroom doors are locked (each door is labeled, Davis Room and Room 1 stay unlocked)

\_\_\_\_\_ BATHROOMS

- In both the men’s and women’s bathrooms:
- Toilet paper in each stall (more toilet paper is in Room 10, small brass key on key ring is used to open dispensers)
- Sanitize toilets, urinals, counters, sinks, handles, light switches and sweep floor. Mop as needed.
- Towel bin is empty and in bathroom
- Check showers for cleanliness
- Check that trash has been taken out and the trash bag replaced (small silver key on key ring)
- **Unlock all bathroom stalls**

\_\_\_\_\_ ROOM 8 **Hospitality Room: MUST BE COMPLETED BY 8:15 AM**

- Clean breakfast items
- Clean and sanitize counters
- Sweep floors
- Empty garbage (Combine restroom, foyer and hospitality garbage and place in dumpster. Combination located in foyer. Dumpster located in east lot. Please avoid preschool entrance).
- Make sure that floor has been mopped using only the designated cleaning solution found in the cupboard in Room 8
- Push all chairs back under tables

I have checked all of the above areas and they are in order.

\_\_\_\_\_ Signature

\_\_\_\_\_ Date

\_\_\_\_\_ Time

## **WHO FOOD LIST 2016/2017**

Coordinator: Carrie Thatcher (360) 635-2918

[carriethatcher@hotmail.com](mailto:carriethatcher@hotmail.com)

Please contact Carrie prior to your volunteer time to learn what food items will be provided – Thank you

### **Present Food Provided for 50 nightly guests**

Cold Cereal  
Instant hot Oatmeal  
Bread/Bagels  
Coffee, Tea, Decaf, Hot cocoa, Hot Cider  
Instant Microwave Potatoes, Soup, Noodles  
Individual Applesauce  
Graham Crackers  
Can soups, stews, tuna fish, chicken meat

### **Desired Donations**

Milk 2-3 gals. Per day  
Hard boiled eggs 2 dz. per week  
Hot Cocoa  
Microwave popcorn  
Granola bars  
String Cheese  
Lunch meat/sliced cheese  
Fresh fruit/veggies

### **WHO Menu Ideas**

#### **Breakfast – Daily**

Coffee/Tea/Cocoa  
Hot water  
Milk  
Cold cereal/Instant oatmeal  
Toast/peanut butter/jam  
Eating supplies

#### **Walking Breakfast**

Held at check in desk  
Granola bar  
Fruit

Water bottle

**WHO Lunch**

Sandwich:

Peanut Butter/Jelly

Meat and cheese

Water Bottle

Fruit

Granola bars or chips or pretzels if available

**WHO Light Evening Snack**

Decaf coffee/tea/cocoa/cider

Graham Crackers with Applesauce

Crackers and cheese if available

Microwave soup/Ramen/Potatoes/Mac and Cheese

Microwave popcorn

**Extra's – If available**

Fruit or Veggie Trays

Crock pot meals

Tuna Salad

# WHO MENU

DATE:

VOLUNTEER:

	<b>Breakfast</b>	<b>Lunch</b>	<b>Evening Snack</b>
<b>Sun</b>			
<b>Mon</b>			
<b>Tues</b>			
<b>Wed</b>			
<b>Thurs</b>			
<b>Fri</b>			
<b>Sat</b>			

## 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 only needed for people over the age of 18.

-Confidentiality forms need to be signed each year by all volunteers. Forms can be filled out at time of volunteer shift check in.

-Volunteers under the age of 18 must complete a WHO Policies and Agreement form for youth form and must be accompanied by an adult volunteer.

### How often for background checks?

We request that background checks be completed per 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 coordinator can run these.

### 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.

### Volunteering Guidelines:

Class A Felony:

-Not available for volunteering at any time

Class B Felony:

-Available to volunteer after 10 years of conviction date

-If Class B felony was a sexual offense then individual would not be allowed to volunteer at family shelter at any time

Class C Felony:

-Available to volunteer after 5 years of conviction date.

-Within 5 years of conviction date, to be examined on a case by case basis by WHO Coordinator

### Background Check Resources:

Washington State Background Check <http://www.wsp.wa.gov/crime/chrequests.htm>

Oregon State Background Check [http://www.oregon.gov/OSP/ID/public\\_records.shtml](http://www.oregon.gov/OSP/ID/public_records.shtml)

## Disclosure Statement for Criminal Background Check

To be completed by volunteers 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
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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 relation 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 : (\_\_\_\_) \_\_\_\_\_

Group/Organization: \_\_\_\_\_

Email completed forms to [whoprogram@gmail.com](mailto:whoprogram@gmail.com).

# Confidentiality Policy & Waiver Agreement

Volunteer Name (Printed): \_\_\_\_\_

Volunteer E-mail: \_\_\_\_\_

Best Phone Number to Reach You: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Group/Organization: \_\_\_\_\_

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

\_\_\_\_\_  
Child(ren)'s Name(s) (First & Last)

\_\_\_\_\_  
Date

## Volunteer Guidelines

If you are asked about youth (under age 18) serving at the WHO, please use the following guidelines when adding them to your WHO service team:

- 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
- 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). 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): \_

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Volunteer Contact Email: \_

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Best Phone Number: \_\_

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### 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.**

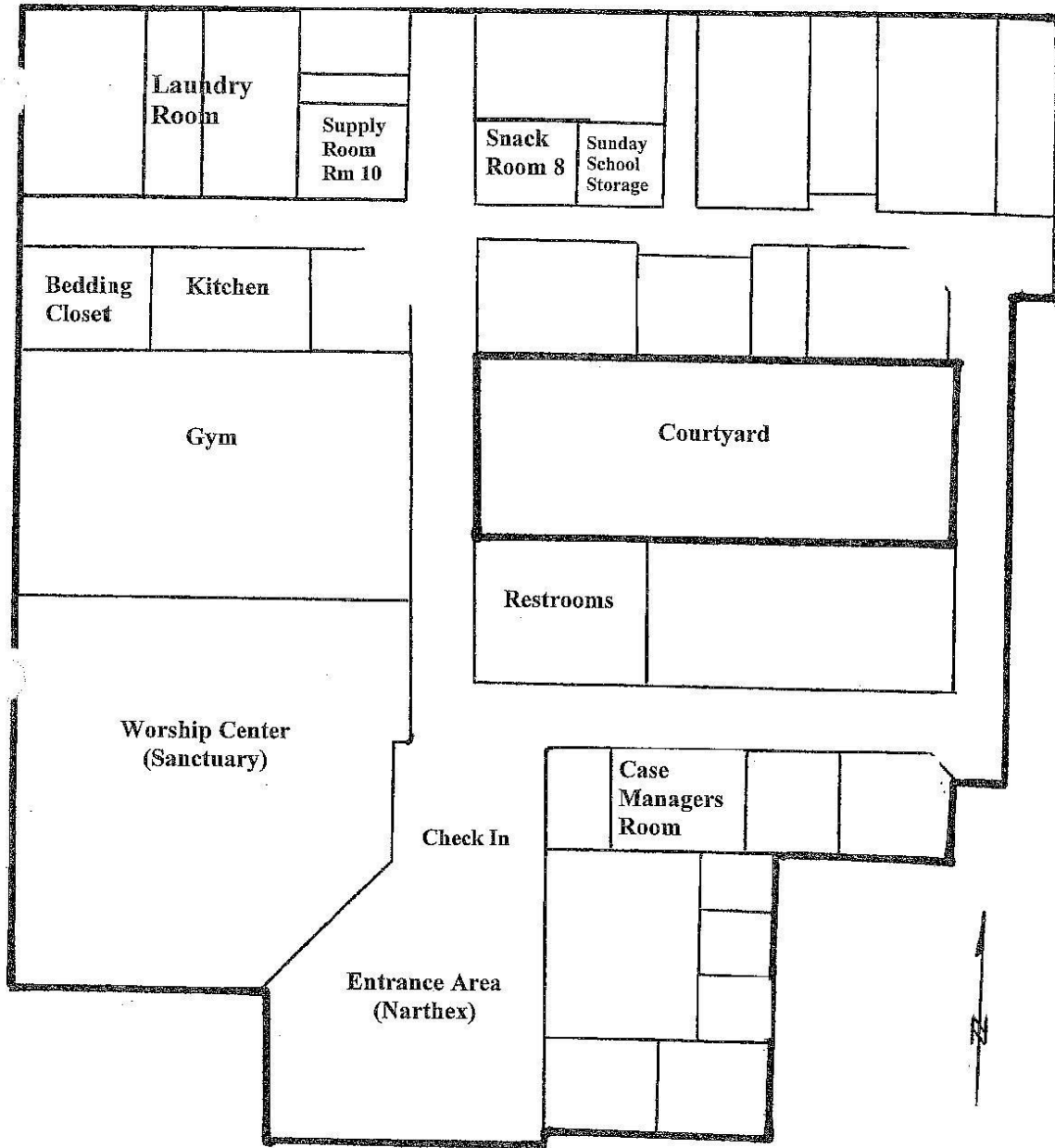
### By Signing Below:

- 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 you're volunteering with the program.
- Receive WHO email newsletters \_\_\_\_\_ Check here if you would not like to receive email updates

. Volunteer Signature (First & Last Name)

Date

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## ROOM LOCATIONS

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

Updated 10/09