

Overnight Shift 10 pm – 6 am

REMINDER: FRONT TABLE MUST ALWAYS BE ATTENDED BY A VOLUNTEER!

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.

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 am

- Set up table and seating in back end of entrance area in clear view of both restrooms.
- Assemble volunteer overnight snacks and beverages.
- Using gloves collect towels from showers hampers and do laundry. See Laundry tips in washer/dryer area. Laundry is in room 12 [grape room] 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 one volunteer at the station.
- Check toilet paper and paper towels in restrooms and refill from supplies in men's restroom storage closet.

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. Guests who are unable to sleep may sit quietly in the foyer. Please use good judgement when guests need accommodations – baby walking, quiet area. If there is a concern, contact your team lead or assigned Task Force Opener.

2:00 am Make lunches

- Prepare Lunches. Make as little noise as possible. This is to be done in common entry area to reduce the noise for sleeping guests. Just put things on a cart and roll out to the common area.
- Sandwich requests and names are listed on bed list.
- Check refrigerator first for items that can be used for lunches before opening new items.
- Put names and numbers on bags and staple closed.
- Ensure counters are clear and put away.
- Set up “grab and go” breakfast at front table for early departures.

4:00 am – 5:30 am begin set up for breakfast. Hospitality room is closed to guests until 7AM

- Wake up people who have requested an early wake up call.
- Give early wake up people a walking breakfast (granola bar or fruit)
- Start 40 cups regular coffee in hospitality room – large coffee urn in kitchen
- Start hot water in small coffee urn in hospitality room
- Gather breakfast items from kitchen on cart to take to hospitality room
- Place lunches on cart to move to the front entrance area to be distributed as guests leave.

5:30 am

- Watch for 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: Grab and Go breakfast is provided to those who are leaving early for work or school. Guests who are early risers can sit quietly in the front lobby. Volunteers will not provide any snacks to early risers except coffee. Be sure noise level is low. 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!!