

Winter **H**ospitality **O**verflow

... Faith + Compassion = Action!

W.H.O.

Welcome to the
Winter Hospitality Overflow
2009-2010



St. Andrew Lutheran Church

"WHO is my neighbor!"

Working to bridge the gap between limited shelter space and the increased need for warm accommodations during Vancouver's coldest winter months.

Site Location: 5609 NE Gher Rd, Vancouver, WA

WHO Coordinator: 360-699-5106



Values:

- **Compassion**
- **Acceptance**
- **Accountability**
- **Dedication**
- **Teamwork**
- **Respect**
- **Integrity**

Homelessness does not have just one face, but many. There are many reasons why people become homeless, and we are all affected by it. Homelessness will affect someone you know, even those who are closest to you.

Working to bridge the gap between limited shelter space and the increased need for warm accommodations during Vancouver's coldest winter months.

ABOUT THE PROGRAM

Thank you for your participation as a volunteer in the WHO Program. With your help, we are able to make a significant contribution to sheltering people during the coldest five months of the year.

Volunteers in our community are the life-blood of our shelter operation, and we thank you for your interest and commitment. This manual is provided to help you better understand our goals and values as we work with our community's homeless individuals and families. Above all else we strive for a safe, calm and predictable shelter environment for guests and volunteers alike.

While a minimum of rules is most desirable, experience has shown us that some routine increases guest morale and decreases volunteer anxiety. Please familiarize yourself with the contents of this packet and feel free to ask any questions you may have.

Poverty in Our Community:

- ***In a 2009 one-day count, there were 1,159 people experiencing homelessness in Clark County.***
- ***54% of people who are homeless in Clark County are in families with children.***
- ***The estimated wait for a Section 8 Housing Choice Voucher is 5 years.***
- ***During the 2007-2008 school year, 44.2% of Vancouver School District students and 35.8% of Evergreen School District students were eligible for free or fee-reduced school lunches, up from 38.6% and 34.9% respectively in the 2005-2006 school year.***

We are all proud of our accomplishments and look forward to our continued growth. Thank you for your participation and, again, welcome.



Winter Hospitality Overflow at St. Andrew



Population Served:	Families, Single women and Couples without children
Shelter Capacity:	42 people, with 8 additional emergency beds for families – 50 people maximum
Hours of Operation:	6:30pm – 8:00am
Months of Operation:	November 1 – March 31
Type and Number of Volunteers:	No less than 2 volunteers per site, per shift
Staff:	2 Share Case Managers will be on duty from 6-10:30pm each day
Type of Bedding:	Mats
Showers Provided:	On site
Meals Provided:	Hot dinners are available at Share Orchards Inn (5609 NE 102nd Ave) from 6-6:30pm. Snacks are available in the evening. Cold breakfast is provided on site. Sack lunches are also provided for guests to take.
Day Use Facility:	None
Location:	St. Andrew Lutheran Church 5607 NE Gher Rd. Vancouver, WA 98662 360-892-7160 (Church office phone)
Who's at the WHO?	Share Case Managers St. Andrew Point Person or Site Coordinator Congregational (or Organizational) Volunteer Team Lead Volunteers Guests

Facility Coordinators

Pr Jim Stender * 360-892-7160

Beth Oliver, Task Force Chair * 360-989-7543





Nightly Schedule and Timeline

6:00pm – Volunteer hosts and staff arrive at host site to set up facility and prepare for guest arrival.

6:30pm – Doors open to guests.

6:30pm – 9:00pm – Guests arrive; Intake & Hospitality

9:30pm – Guests should be settled. Help with any last minute needs for guests and staff. “Lights out” means time for sleep. Lock the door.

10:00pm – 6:00am – Quiet time for guests; light chores completed by volunteers.

6:30am – Start breakfast.

6:45am – Guests awaken, eat breakfast and help volunteers with putting away sleeping mats and bedding.

8:00am – Guests leave for the day; volunteers complete a few last clean up items.

Health & Safety Tips _____



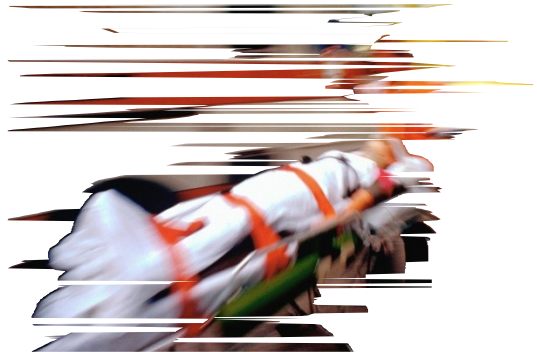
Health in Shelter:

Physical symptoms to be concerned about include coughing, disorientation, expressed dizziness or appearing to be overly exhausted (lethargic). These could be just from living on the streets, but they could be symptoms of a sickness that needs treatment at a medical facility. Remember that many signs of mental illness are sometimes similar to intoxication and /or drug abuse. If a guest asks for you to contact 911 after the Share staff have left, please do not hesitate to call.

Medical Emergencies:

If any of the following medical emergency conditions are present, 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 on site;*
 - 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.*

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.*
- *Verify that the person is without a pulse and/or not breathing.*
- *If the death is beyond CPR, contact your task force representative and Pastor Jim Stender.*
- *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.*

Medications:

Guests will be responsible for their own medications. It is important that medications are kept out of the reach of children and in a prescription bottle.

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 trashcan.*

- 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.**

Communicable Diseases

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.

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 not allowed anywhere inside any of host sites. As a matter of professional ethics, staff and volunteers will not sell, loan or give cigarettes to guests, nor buy, borrow or accept cigarettes from guests. Smoking is permitted from 6:30-9:00pm and from 6:45-7:30am ONLY. The church has banned smoking on their property except during these times for this program in particular so it is very important that we help the guests respect the church's wishes. Tobacco may be rolled in the courtyard only.

Drug and Alcohol Policy

Drugs, alcohol and/or paraphernalia are not allowed on any of the host site properties. This is to include the outside perimeter, as well as the parking lot.

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.

Suggestions to Make Your Volunteer Experience Most Enjoyable

- 1.** *Become familiar with the Guest Agreement (p 11) and Nightly Agenda (p 13). This is what the guests have been told to expect.*
- 2.** *Please stay awake for the duration of your shift. This is to ensure everyone's safety.*
- 3.** *Upon entry into shelter, all guests are to be placed on the Guest Bed Sheet. This is a tool to be used in case of an emergency and will indicate who has entered the facility for the evening. The Share Staff will be of assistance in completing this form. Please ensure that each shift has access to this sheet.*
- 4.** *It is mandatory that a fire/safety check be completed, and documented every 30 minutes for the first two hours, and once per hour after 8:30pm.*
- 5.** *Site telephones in the Davis room and the kitchen are for use by volunteers only.*
- 6.** *Transportation of guests, for any reason, is not allowed. It can become very difficult to say no, and to decide who 'gets to go' and who doesn't, as well as a matter of safety.*
- 7.** *If a guest arrives late, have a Share Case Manager meet them. If there are late arrivals past Share hours, the volunteers will be informed of the time of arrival. Upon arrival, volunteers may ask to see picture ID before opening the door to the guest(s).*
- 8.** *Smoking (and rolling of cigarettes) will be allowed ONLY in designated areas and during designated times.*
- 9.** *Please keep the building clean – it is a multi-use facility, and includes a pre-school.*
- 10.** *If a guest is intoxicated, smells of alcohol, or is under the influence an illegal substance, they will not be permitted to stay on property. Notify a Share case manager, if on site, or notify them via the log.*
- 11.** *Incidents of physical and/or emotional abuse should be reported immediately to the Share case manager, if on site.*
- 12.** *Do not confirm, to anyone, whether or not a guest is present.*
- 13.** *Information regarding someone's stay is to be provided only by Share staff and only to the police or other public officials provided they have proper identification. They should be referred to the Share case manager.*
- 14.** *Always use rubber gloves when providing first aid care.*
- 15.** *You may dispense over-the-counter (OTC) medications to guests as outlined in the OTC medications guidelines.*
- 16.** *All personal property of guests is to be stored next to their mat in their individual space. Personal belongings are not to be stored for anyone.*
- 17.** *Guests will be notified upon their arrival of the emergency procedure and the location of exit doors and restrooms.*

CLIENT AGREEMENT

WINTER HOSPITALITY OVERFLOW AGREEMENT

Services provided by Clark County's Faith Based Community

GUEST AGREEMENT

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'.

IN AND OUT HOURS – Guests are expected to arrive to the facility between 6:30 –7:00pm. (No guests will be admitted earlier than 6:30p or later than 7pm.) 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 hosts on duty. All guests at St. Andrew will be awakened at 6:45am, 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 until the following Monday. Each Monday morning, if you wish to stay longer, you must contact the Emergency Shelter Clearinghouse (ESC) to re-reserve your bed. If you do not call, you will not be on the bed list and you will not be allowed to re-enter the 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 designated areas ONLY from 6:30-9pm and 6:45-7:30am. Tobacco rolling is only allowed in the courtyard.

LEAVING THE FACILITY – Under no circumstances are you to return to your car or go elsewhere in the vicinity of the church after entering. You will be allowed to remain in designated areas until the facility doors are to be locked.

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.

PETS – No pets are allowed at the Host Sites as this is against Public Health Codes. The Host Site includes the parking lot. If any animals are found in your vehicle you will be asked to exit.

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.

ALCOHOL, ILLEGAL DRUGS, WEAPONS – You are not allowed to possess, use, or be under the influence of alcohol or drugs in or around the Host Site facility and/or property. No weapons are allowed.

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. Evening snacks and coffee are also available. You may also choose to eat at Share's Hot Meal Program 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. A hair cover will be provided for you to wear.

SHOWERS – Shower services are available at St. Andrew's from 7:00pm – 9:00pm, as well as at the Share Outreach (1110 W 13th St) from 8:30am to 4:30pm. 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.

CHORE – Each guest's bed number will be put into a lottery to receive one chore each night. Some numbers will be selected, some not. If your bed number is selected you will be expected to begin your chore (clean showers, vacuum, etc.) by 9 pm and complete it by 9:30 pm. Failure to complete the chore may involve a guest being asked to leave and /or not being invited back for future nights.

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

VISITORS – We have a no visitors policy. If you are expecting someone to pick you up please clear this with staff first or they will be turned away. Guests are not allowed to have animals or people sleeping in their vehicles or anywhere else on the host site property that is not in the designated area.

By signing this document you are agreeing to abide by its contents. Failure to do so will result in a warning or a termination from the Winter Hospitality Overflow program. After

being asked to leave the facility, you will be required to contact the Clearinghouse in order to discuss your re-entry into the host site.

Signature: _____ ***Date:*** _____

Signature: _____ ***Date:*** _____

St. Andrew Lutheran Church

WINTER HOSPITALITY OVERFLOW

Nightly Agenda

Welcome to St. Andrew Lutheran Church.

Your volunteers tonight are graciously provided by _____.

Please make yourselves at home and feel free to ask the volunteers any questions you may have. The following schedule will be followed in order to make this a pleasant night for everyone.

SCHEDULE

- **6:30 pm – 9:00 pm**

- * Check-in time with staff person
- * Get oriented with the facility by a volunteer.

- No telephone or transportation is available

- * Relaxation time in Rm. 8 and TV area

- TV with a DVD and VCR is available

- Study place

- Snacks are provided in Rm. 8

- * Courtyard

- **Please put all cigarette butts in the container provided.**

- No smoking or tobacco rolling is allowed ANYWHERE IN THE BUILDING OR ON THE GROUNDS

EXCEPT IN THE COURTYARD from 6:30-9pm and 6:45-7:30am.

- Please place all dirty diapers in the trash can in the courtyard

- **7:00pm-9:00pm**

- * Showers available for children from 7:00 - 7:45 pm

- * Showers available for adults from 7:45 – 9:00 pm

- Get a towel and some toiletries from a volunteer in Room 8, if needed.

- A hamper can be found in each bathroom and is **for towels only**.

- Sanitary products are available. Ask a volunteer if you need any.

- **9:00 pm**

- * Get bedding from volunteers.

- * Make up your bed in the gym. Help others around you if you are able and they would like help.

- * **No eating or drinking in the gym.**

- **9:30 pm**

- * Lights out; sleep well.

- * Transition of volunteers to night shift

- * Overnight volunteers are available for assistance.

- **6:45 am**

- * Good Morning! Time to wake up.

- * Pack up bedding into plastic bag with your name on it if you're staying multiple nights.

- **No personal belongings may be stored at the facility.**

- * If not staying the next night, deposit bedding in hamper in gym closet.

- * Clean mat and pillow and put away in the gym closet.

- * Breakfast available in the gym ONLY.

- **8:00 am**

- * Departure time

***St. Andrew WHO Volunteer Checklist,
Evening Shift***

6:00 pm - 9:30 pm

GREETERS

(3-6 people recommended)

Key person and contact information

Your volunteer coordinator is: _____

Phone #_(_____)_____

Your St Andrew Task Force contact is: _____

Phone #_(_____)_____

**The keys are in the lockbox next to the WHO box in the entrance area.
Your volunteer coordinator will provide you with the code. Give the
keys to the overnight volunteers before you leave.**

Keys are marked for ease of use:

D – Room 8, kitchen, kitchen supply closets, workroom, courtyard

**E – Gym supply closet, laundry room, courtyard, Room 10 supply
room, Men’s Bathroom**

F- Front door, Dumpster

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
- Review St. Andrew calendar in Narthex for other activities.
- Get keys from lockbox.
- Set up check-in table and chairs in the entrance area; 1-2 volunteers can help greet with Share Staff.

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

- Unlock Room 8 with door facing TV room propped open. Preschool hall door stays shut.
- 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 wing hall opening.

6:00 pm to 6:30 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 kitchen supply closet.
- 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.

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.

1 greeter

- Unlock one front door.
- Admit and greet guests. (Guests are to remain in the entrance area until they have been checked in and given a name tag by Share Staff.)
- Assist Share Staff person with sign in, nametags, questions.
- Give first time guests a Nightly Agenda.
- Lock front door at 7:00pm (unless other activities in church).

1 rover 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.

1 gym set-up person

Set up may occur any time that is convenient for the volunteers after other reserved uses for the gym are over.

Other users should vacate by 9:00 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**).
- 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.

9:00 pm 1 person:

- Wait 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 unfamiliar volunteers a brief tour of the facility

1 person:

- Check courtyard for any open windows or doors.
- Lock courtyard door and turn off both TVs.
- Move foosball table into TV area. Make a fence across the opening with the hand chairs.

9:30pm

- Lights out. Quiet time!
- 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.
- Evening volunteers depart.

Thank you for your service!!

St. Andrew WHO Volunteer Checklist,

Overnight Shift

**9:00 PM - 6:00 AM OVERNIGHT SHIFT (2 or more people needed; May
be split into two shifts)**

Key person and contact information

Your volunteer coordinator is: _____

Phone # (____) _____

Your St Andrew Task Force contact is: _____

Phone # (____) _____

**The keys are in the lockbox next to the WHO box in the entrance area.
Your volunteer coordinator will provide you with the code. Give the
keys to the overnight volunteers before you leave.**

Keys are marked for ease of use:

D – Room 8, kitchen, kitchen supply closets, workroom, courtyard

**E – Gym supply closet, laundry room, courtyard, Room 10 supply
room, Men’s Bathroom**

F – Front door, Dumpster

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

Small brass keys are for bathroom dispensers and trashcans

Please place a check as you complete each task.

9:00 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.

9:30 pm

- Have Share Staff call for Lights Out!
- 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

- 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.
- 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.

Remain alert and available to assist guests.

3:00 am

- Check toilet paper and paper towels in restrooms and refill from supplies in men's restroom storage closet.
- Prepare Lunches. Make as little noise as possible. This can be done in the narthex to reduce the noise for sleeping guests.
- Set up a "grab and go" breakfast in the entry area for early departures.

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.

6am

*Overnight volunteers depart. May leave a little earlier if the morning volunteers are comfortable.***St. Andrew WHO Volunteer Checklist,**

Morning Shift

5:30 am – 8:30 or 9:00 am

MORNING SHIFT

(3-5 recommended, after initial setup, 1
can host guests while others clean)

Key person and contact information

Your volunteer coordinator is: _____

Phone #_(_____)_____

Your St Andrew Task Force contact is: _____

Phone #_(_____)_____

The keys are in the lockbox next to the WHO box in the entrance area. Your volunteer coordinator will provide you with the code. Give the keys to the overnight volunteers before you leave.

Keys are marked for ease of use:

D – Room 8, kitchen, kitchen supply closets, workroom, courtyard

E – Gym supply closet, laundry room, courtyard, Room 10 supply room, Men’s Bathroom

F – Front door, Dumpster

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

Small brass keys are for bathroom dispensers and trashcans

Please place a check as you complete each task.

5:30 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
- Transition with overnight shift until 6am. Review any problems and/or special needs. Obtain the fire log. Get guest location map, note bag lunch list and early wake-up calls still pending.

6:00 am

- Overnight volunteers leave.
- Morning shift monitors the area until 6:30 am
- Return the table and chairs in the entrance area to the appropriate locations. (See picture next to sanctuary doors.)

6:30 am

- Begin work in kitchen (**QUIETLY**, please).
- Open the kitchen door in the west hall.
- Start 30 cups regular coffee in urn.
- Start hot water in the small coffee urn (remove stem & basket).
- Gather breakfast items, cold breakfast food, hot water, juice, milk and paper goods onto the cart.

6:45 am

- Awaken guests gently by turning on gym lights.

7:00 am

- Set breakfast items out on one round table (found in gym storeroom). Set up two tables.
- Announce to guests that:
 - No personal items can be left in the building.
 - 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.
 - Everyone needs to be out of the building by 8:00 am

1 person:

- Monitor breakfast and the passing out of sack lunches.
- Check on the entrance area and hallways.

2 people:

- Assist guests with gathering bedding.
 - Guests should put their sheets, blanket and pillowcase in a plastic bag.
They must take all of their belongings.
- Pass out a sanitizing sheet to each guest to use to wipe down their mat and pillow.
- Assist guests with storing mats in the gym supply closet.



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.
- Put away breakfast items, clean out coffee pot, and tidy WHO stuff. Put food items that belong to WHO away using the shelves and cabinets marked for WHO.
- Sanitize the last sections of the restrooms, including toilets, hardware, counters, light switches and handles. Mop floors.
- Make sure all cleaning supplies are put back into the closet in the kitchen.
- Sweep the gym. (Large broom found in gym store room.) Mop if needed.
- Collect ALL trash from Room 8, entrance area, kitchen cans, courtyard and restrooms.
- Put trash in dumpster which is located **across the parking lot on the southeast side of the building (see map)**. The dumpster key is the same key as the front door. Lock dumpster when done.

Final Tasks:

- Fill out log book.
- Return all log books, volunteer sign-ins, fire logs and all paperwork are cleaned up, filed where noted and stored in the WHO cabinet. This paperwork contains confidential information, so please ensure it is put away properly in the cabinet marked "WHO."
- Make sure all interior and exterior doors are locked and lights are off in kitchen, Room 8, gym and bathrooms.

Key Instructions for Morning shift:

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

Thank you for your service!!

W/D Room
12

Re



Winter Hospitality Overflow (WHO) Program

Volunteer Expectations

Volunteers are the lifeblood of the WHO program. Because of more than 1,400 generous volunteers from 42 faith-based and community organizations, the WHO program continues to offer needed help year after year. With a continued desire to serve those without homes in our community to the best of our ability, the WHO program has developed these expectations for those in leadership positions and for all of our volunteers.

Values

The WHO program has identified the following as the guiding values of the WHO program:

*** Compassion * Acceptance * Accountability * Dedication
* Teamwork * Respect * Integrity**

It is the expectation that WHO volunteers will embrace and exhibit these values at all times during their service with the WHO guests.

Confidentiality

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 (such as a spouse, best friend, roommate, church member, pastor, former volunteer) may seem harmless to you, but may identify a guest, story or issue you have been entrusted with. **People who violate this trust will not be permitted to continue volunteering.**

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

The purpose of this policy is:

1. To protect the identity of guests 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.

All volunteers must sign a Confidentiality Statement at least once per WHO season.

This statement can be found on the last page of this packet and should be signed by each volunteer every year.

Boundaries

It is expected that all WHO program leadership and volunteers will conduct themselves in a friendly, but professional manner when interacting with guests. Volunteers should be aware that the perception of favoritism is detrimental to the WHO guests and to the community. All guests should be treated equally and with respect by volunteers.

It is imperative that all volunteers and staff have clear boundaries when working with the guests. When volunteers interact with guests and with Share staff, it is expected that respect be given and received on all sides. Conversations initiated by the staff and volunteers should be about appropriate, healthy topics that are never of a sexual nature. Conversations that become unhealthy should be re-directed.

Volunteers should **never**:

- Give or loan guests money or personal items.
- Take guests home.
- Provide or offer to provide transportation.
- Give special gifts that are not given to all other guests.
- Give, receive or exchange personal phone numbers with a guest.
- Enter a relationship with a WHO guest where money or services are exchanged as a result of a connection with the WHO program.

These gestures may seem like a “nice” thing to do, but please consider that these behaviors pose a serious violation of necessary boundaries and put both volunteers and guests in comprising and sometimes dangerous situations. For example: Guests may begin to feel obligated to go home with someone who has been nice to them even if they do not really want to. These situations can escalate and become dangerous for the guests, the volunteers, the staff, the building and the continuation of the program. Please remember this is for your safety and the safety of our guests.

Questions to Consider in Examining Potential Boundary Issues

In each case, boundary issues may pose dilemmas for the volunteer and there may be no clear or obvious answer. In determining how to proceed, consideration of the following questions may be helpful.

- Is this in the guest’s best interest?
- Whose needs are being served?
- Will this have an impact on the service being offered?
- Should I make a note of my concerns or consult with a case manager?
- How would this be viewed by the guest’s family or significant other?
- How would I feel telling a colleague about this?
- Am I treating this guest differently?
- Does this guest mean something ‘special’ to me?
- Am I comfortable in documenting this decision/behavior in the WHO site log or in a note to the Share case management staff?
- Does this violate the volunteer expectations?

If you are concerned about whether or not a behavior is within the boundaries of your role as a WHO leader or volunteer, please contact Share staff or a WHO Committee member.

Physical contact

There are a variety of ways of using touch to communicate nurturing, understanding and support such as a pat on the back or shoulder, a hug or a handshake. Such touch can however, also be interpreted as sexual or inappropriate which necessitates careful and sound judgment. Volunteers must be cautious and respectful when any physical contact is involved, recognizing the diversity of cultural norms with respect to touching, and aware that such behavior may be misinterpreted. Please ask permission before hugging or moving into the personal space of a guest.

Volunteering as a Former Recipient of Services

The WHO program welcomes those who formerly stayed as guests in the WHO program or formerly accessed Share services to serve as volunteers. However it is the policy of the WHO program that our volunteers be out of shelter and have not accessed services for one calendar year before they serve as a WHO volunteer. Any exceptions to this guideline should be approved by the WHO committee. The WHO committee will certainly consider making exceptions where the interested volunteer can be partnered with an existing volunteer during their time of service with the WHO program.

Discrimination

Guests with documented physical and/or mental health disabilities are not to be discriminated against. Please remember that they may have restrictions placed on them by their doctor.

All staff and volunteers need to be sensitive and understanding about our guests' restrictions and needs. In addition, volunteers must respect confidentiality between Share staff and guests in these situations. Share staff cannot violate this trust by sharing information about guests to volunteers and other guests.

Guests should not be discriminated against based on sexual orientation, race or religion. Discrimination practices and/or inappropriate behavior by staff and volunteers include but are not limited to;

- Showing favoritism towards guests
- Treating others differently due to sexual orientation, religious beliefs or preferences
- Treating others differently due to age, race or gender

Volunteers are discouraged from discussing their own sexual orientation or religious beliefs with guests in a manner that could be interpreted as threatening or disrespectful to the guest.

Please sign and return the “Confidentiality Agreement” which will be kept on file with the Council for the Homeless.

Confidentiality Policy & Waiver Agreement

Volunteer Name (Printed): _____

Volunteer Contact (Phone or Email): _____

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 guests 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 guests 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 guests and hold in confidence all information obtained in the course of volunteering. Therefore, I will not disclose guest 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 guest; (4) in the course of my work with WHO leadership or Share staff, with the aim of helping the guest.

I shall possess a professional attitude, which upholds confidentiality towards guests, co-workers, and any sensitive situations arising in the program. I, upon the conclusion of volunteer work, shall maintain guest 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 and/or illness.

—
This is to acknowledge that I have read, understand, and agree to the Confidentiality Policy & Waiver Agreement.

Volunteer Signature (First & Last)

Date