

# *St. Paul WHO Night Schedule Checklist*

## **5:00 PM (Sunday only)**

-The church coordinator and as many persons as desired arrive at St. Paul for an orientation meeting. A St. Paul Core Group member will help to acquaint volunteers with the facility and answer questions about tasks to be performed, location of goods, logistics and other procedures. This extended orientation is only provided on Sunday. On other days, hosts will arrive later.

## **5:30 PM – St. Paul Core Group Opener will arrive and prepare for hosts.**

-The St. Paul Core Group member will be available each night for a brief centering time from 5:45 – 6:30 PM.

**6:00 PM** – Hosts and staff arrive at host site to set up facility and prepare for guests' arrival.

- Receive orientation from SPLC Core Group leader and  
***PLEASE READ MANUAL FOR MORE INFORMATION !***
- Complete “Confidentiality Policy” form.
- The lock box contains the WHO keys. **Please wear these keys at all times!**
- Please read log for the last couple of days to get familiar with current events. Each shift of volunteers is encouraged to write a note in the log about their time at WHO.
- Set out snacks. Make decaf coffee.
- Check bathrooms for supplies.
- Set out computer in the FISH distribution room.
- Start evening rounds for fire safety and observation.
- Get TV ready for viewing.
- Lock gate on Franklin Street side. Guests enter through alley side.

## **6:30 – 9:00 PM**

-Allow guests in ONLY at 6:30 PM (unless it is unreasonably cold).

-Share Staff will conduct intakes as needed during this time. During intake & case management sessions, do not disturb the Share staff person if in a private conversation, unless emergency..

- Shower sign-up and schedule will be handled at in-take desk.
- Greet guests as they arrive. Engage in conversation. Offer coffee and snacks as available. NO FOOD is allowed in sleeping areas.
- Ask guests if they need an early “wake up” and mark on the bed assignment sheet for future reference.
- Provide personal assistance as needed and appropriate for guests.

- Continue evening rounds, checking hallways, doors, bathrooms and courtyard for fire, safety and security.
- Get clean linens for new guests from closet. Put used linens in laundry room.
- One of the hosts for the evening can serve as a shower monitor, keeping guests to the 10 minute interval.
  - Encourage each guest who uses the shower to use his towel, once he is completed with his shower, to wipe down water on floor and in the area.
- Evening chores by guests will commence around 9:00 PM.
- Take Garbage & Recycling materials to containers in shed. Alley must be free of cars on Monday night all night.
- Showers are done for the evening at 9:00 PM.
- Start towel and linen laundry after 9:00 PM.
- Lock both sets of gates after last guest has arrived.

### **9:30 PM**

- Guests should be settled. Help with last minute needs for guests.
- TV is off at 9:30 pm and snacks are put away.
- Please set out pitchers of water with ice for guests to use during the night on a table in the hallway. This will assist the guests in providing drinks during the night without entrance to the Hospitality Center.
- Lock the door at 9:30 pm. The “zero tolerance” rule is – if a guest leaves the building, the guest may not re-enter. No more in and out of the building for any reason. The return of a guest from the hospital can be re-admitted.
- Again, make sure that the courtyard gates are locked at this time.
- “Lights out” at 9:45 pm means time for sleep.

# *St. Paul WHO Overnight Schedule Checklist*

## **10:00 PM – 4:00 AM**

- Continue nightly rounds for fire safety and security
- Assist guests, as needed and appropriate, during the night.
- NOTE: Sleeping in the hallway is restricted to severe weather overflow only for guests.

- Check the bed assignment sheet that is posted on board in hallway. Early wakeup call have highlighted bed numbers with time for wake up calls.
- Be sure that the fire safety log is completed during the night.
- Correspondence log should have an entry written each night in order to keep up-to-date information on the WHO environment.
- Straighten bathrooms for neatness and cleanliness.
- Laundry can be done during the night. Instructions for how to use the machines are clearly posted in the Laundry Room. No guest laundry (clothes, belongings, etc.) at this time. Towels are first priority.
- Hosts may watch TV during the night at a respectfully low volume.
- Make sure courtyard door is always locked and not propped open.

## **4:00 AM**

- Make 60 cups of regular coffee (not decaf) and hot water. Please do not reheat either coffee or hot water from previous evening. Start fresh.
- Clean snack area and set out breakfast foods by 4:00 AM. Breakfast food is in the pantry.

## **5:00 AM**

- Open and unlock door to courtyard for smokers.
- Final preparations for breakfast are made.
- Early risers may need a “wakeup. Check the bed assignment sheet that is posted on board in hallway. Early wakeup calls have highlighted bed numbers with time for wake up calls.

## **6:00 AM**

- Wake up all guests and help with needs that they may have:  
Weekday - 6:00 am      Saturday & Sunday - 7:00 am
- Guests will place bedding in bags by themselves and place bags on corresponding chairs at their mats. No personal belongings are allowed to be left in sleeping room during the day, whether in laundry bag or anywhere else, including sleeping bags.
- Guests will wipe down their mat and chair.
- On Monday ONLY* – ask the guests to separate laundry – Linens and blankets are to be placed on floor near laundry room; Pillows will stay on chair by bed.

# *St. Paul WHO Morning Schedule Checklist*

## **6:00 AM**

- Wake up all guests and help with needs that they may have:  
Weekday - 6:00 am      Saturday & Sunday - 7:00 am
- Guests will place bedding in bags by themselves and place bags on corresponding chairs at their mats. No personal belongings are allowed to be left in sleeping room during the day, whether in laundry bag or anywhere else, including sleeping bags.
- Guests will wipe down their mat and chair.
- On Monday ONLY* – ask the guests to separate laundry – Linens and blankets are to be placed on floor near laundry room; Pillows will stay on chair by bed.

## **7:00 AM**

- All guests should exit one hour after the wake-up time.
- Lock exterior and interior doors for security. Close and lock all windows.
- Morning Chores with which guests may help:
  - Take out garbage (code for dumpster is 1902)
  - Vacuum hospitality room, sleeping rooms and hallway.
  - Clean snack and breakfast areas. Put cereal in pantry.
  - Check bathrooms for supplies.
  - Thoroughly clean all parts of the bathroom, and disinfect shower area and bathrooms.
  - Unplug and clean any coffee pots.
  - Set up coffee and hot water for the next evening welcome shift. Fresh water, coffee measured out and placed in tray – do not turn on.
  - Straighten laundry room.
- Lock up computer cart in Sleeping Room #1 and clear hallway
- Set top latch on door to sleeping room #1 & Hospitality Room, and lock door as you leave.
- Please return key to the lock box and lock the door of the Pantry. Close and lock all other doors as well. Do not leave doors or windows open.***