

Evening Shift 6-10 pm

Keys are marked for ease of use:

Red - Room 8 Hospitality Room, Kitchen, Kitchen supply closets, Case manager workroom

Blue - Gym supply closet, Laundry room, Outside courtyard, Room 10 supply room(Janitor's Closet), Men's bath supply closet

Yellow - Front door

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; 2-3 volunteers can help greet with Share Staff.
- Be sure to turn thermostat to the 'HEAT' position at the east gym wall by the entry doors (in white case)

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 hall opening at the east hall area beside room 8

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

Share staff will meet with guests in the workroom, library or Room 6 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.

Entry Volunteers: these people to remain in front entry area until doors are locked at 9 pm

- Unlock one front door.
- Admit and greet guests. (Guests are to remain in the entrance area until they have been checked in by Share Staff.)
- Have entry volunteer supervise breathalyzer testing of the guests
- Assist Share Staff person with sign in, nametags, questions.
- 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 or below).
- Hand out towels and toiletries found in Room 8 closet to guests as needed.

8:00 pm to 8:30 pm - Gym Set-up 1-2 people

Set up may occur any time that is convenient for the volunteers after bed list has been created and 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 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.

9:00 pm to 9:30 pm - Clean Snack Room

- Clean snacks and put extras away in kitchen. Return all coffee urns.
- Remove garbage from garbage container.
- Tidy hospitality room as needed.
- Clean floor by dampening the micro-fiber mop with the cleaning solution and mop floors

9:30pm

- Lights out. Quiet time!
- 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.

10:00 pm

- 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 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.

Thank you for your service!!

Overnight Shift 10 pm – 6 am

Keys are marked for ease of use:

Red - Room 8 Hospitality Room, Kitchen, Kitchen supply closets, Case manager workroom

Blue - Gym supply closet, Laundry room, Outside courtyard, Room 10 supply room(Janitor's Closet), Men's bath supply closet

Yellow - Front door

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.

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 across hall from kitchen entrance.
- Continue Fire Safety patrols. Be sure to check all bathrooms each hour. Announce before then check.
- 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. There is an internet code for wireless access on WHO bulletin board down hallway.

2:00 am Make lunches

- Prepare Lunches. Make as little noise as possible. This can be done either in the kitchen or in the narthex to reduce the noise for sleeping guests.
- 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 on bags and staple closed.
- Ensure counters are clear and put away.
- Set up a "grab and go" breakfast in the entry area for early departures.
- Review early wake up list as noted on bed list

4:00 am – 5:30 am

- Wake up people who have requested an early wake up call.
- Give early wake up people a walking breakfast (granola bar or fruit)

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.

Thank you for your service!!

NOTE: Any guests who are early risers may sit in the front lobby, quietly. Volunteers will not provide any snacks and be sure noise level is low. If guests are noisy after they wake up they will be asked to leave. No guests are permitted to stay up all night.

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.

Morning Shift 6-9 am

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

6:00 am

- Overnight volunteers leave.
- Make coffee in small coffee pot in WHO cabinet under sign in area for early wake up guests
- 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 north hall
- Prepare 30 cups regular coffee in urn in kitchen (instructions on the wall) and move to Hospitality Room
- Start hot water in the small coffee urn (remove stem & basket) and move to Hospitality Room
- Gather breakfast item as needed from kitchen (bread, bagels, cold breakfast food) and bring to Hospitality Room
- Bring out juice, milk from fridge and breakfast items from the fridge and cabinets in the Hospitality Room
- Gather lunch bags onto to cart and take out and place by the Hospitality Room

6:45 am

- Unlock exterior courtyard door for smoking area
- Awaken all guests gently by turning on gym lights

7:00 am

- 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 in the Hospitality Room and the passing out of sack lunches

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.
- Begin clean up. See list on next page.

Final Tasks:

- Record in log book any issues or problems that future volunteers should know about
- Return 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)

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 the kitchen cabinet at the west wall

Initials

_____ GYM

- All mats and chairs put away.
- Gym Swept. (Large broom found in gym store room.)
- Gym Supply Closet Door Looked
- Thermostat to 'OFF' position

_____ 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

_____ KITCHEN

- Counters are 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
- 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)

_____ 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)

_____ ROOM 8

- Clean breakfast items
- Clean and sanitize counters
- Sweep floors as needed
- Empty garbage as needed
- 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

NOTE: Make sure all cleaning supplies are put back into the lower cabinet area in the Hospitality Room.

DUMPSTER: Put trash in dumpster which is located **across the parking lot on the southeast side of the building** . The dumpster code is 5607.

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

Signature

Date

Time