



# Welcome to the Winter Hospitality Overflow

2013-2014



## 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: 5607 NE Gher Rd, Vancouver, WA

WHO Coordinator: 360-699-5106 x103

[who@councilforthehomeless.org](mailto:who@councilforthehomeless.org)



### **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 2012 one-day count, there were 977 people experiencing homelessness in Clark County.
- Ⓢ 60% 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 2011-2012 school year, 53% of Vancouver School District students were eligible for free or fee-reduced school lunches; in the 2011-2012 school year, 45.2% of Evergreen School District students were eligible for free or fee-reduced school lunches.

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



<b>Population Served:</b>	Families, single women and couples without children
<b>Shelter Capacity:</b>	42 people, with 8 additional emergency beds for families – 50 people maximum
<b>Hours of Operation:</b>	6:30pm – 8:00am
<b>Months of Operation:</b>	November 1 – March 31
<b>Volunteers:</b>	No less than 2 volunteers per site, per shift
<b>Staff:</b>	2 Share Case Managers will be on duty from 6-10:30pm each day
<b>Type of Bedding:</b>	Mats
<b>Showers Provided:</b>	On site
<b>Meals Provided:</b>	Hot dinners are available at Share Orchards Inn (5609 NE 102 <sup>nd</sup> Ave) from 5:30-6:00pm. Snacks are available in the evening. Cold breakfast is provided on site. Sack lunches are also provided for guests to take.
<b>Day Use Facility:</b>	None
<b>Location:</b>	St. Andrew Lutheran Church 5607 NE Gher Rd. Vancouver, WA 98662 360-892-7160 (Church office phone)
<b>Who's at the WHO?</b>	Share Case Managers St. Andrew Point Person or Site Coordinator Congregational Volunteer Team Lead Volunteers and guests

### Facility Coordinators

Pr Jim Stender \* 360-892-7160  
Rich Watters, Volunteer Coordinator \* 360-253-9612





## 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-7:00pm** – Guests arrive; intake

**6:30pm – 9:00pm** – 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. Contact a Share case manager so they can find the guest's information card and 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.
5. If a confirmed shelter guest returns from the hospital during the night, check the log for any additional information and readmit the person into shelter.

## **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.

## **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 cigarettes 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. Smoking of marijuana is prohibited at all host sites and property.



## **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 and smoking area.

## **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).

**If a flood occurs due to natural disaster**– Share Staff on Duty or volunteer should turn on their radio to seek local instructions. If there are no instructions contact the WHO Coordinator or St. Andrew Task Force Lead. If advised to evacuate then Share Staff on Duty or volunteers will conduct evacuation procedures as if there were a fire.



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.

## **St. Andrew Medication Policy for WHO**

- 1.** Guests will be responsible for their own medications. It is important that medications are kept out of reach of children and in a prescription bottle.
- 2.** All donated over-the-counter medications are kept in the kitchen cupboard above the phone. Only volunteers may hand out these medications.
- 3.** No medication may contain any active alcohol.
- 4.** Only the recommended dosage may be handed out by a volunteer. Parents are responsible for giving medication to their children.
- 5.** No extra medication may be given for the guests to carry off-site.
- 6.** A record of the guest's first name and bed number should be recorded on the Medication Sheet in the cabinet. In the event of medical emergency it is important that the information be available to trained medical personnel.



# Laundry Information for St. Andrew's

## **Sunday clean laundry pick up (BEFORE EVENING SHIFT BEGINS):**

- Pick up clean laundry from Share Orchards Inn on Sunday and bring to the shelter

## **Monday Night clean laundry pick up (BEFORE EVENING SHIFT BEGINS):**

- Pick up clean laundry from the lobby area at Share Orchards Inn on Monday night and bring to the shelter

## **Thursday evening dirty laundry drop off (BEFORE 10 PM)**

-On Thursday evening after everyone has taken their bedding out for use please take all the unclaimed bags of bedding and separate them. Place sheets and pillowcases in one plastic bag with blankets in a different plastic bag.

-Pillows should be sent through the dryer for 20 minutes (if they do not have a plastic case on them). If they are in a plastic case they need to be wiped down and restacked in the storage closet.

**DO NOT SEND PILLOWS TO THE LAUNDRY.**

-Label the laundry bags "WHO/DIRTY" and make sure it can be seen and won't fall off.

-Take dirty laundry bags to Share Orchards Inn (see location information below)

## **Friday clean laundry pick up**

- Pick up clean laundry from the lobby area at Share Orchards Inn on Friday and bring to the shelter

## **Sunday morning dirty laundry drop off (BEFORE 9 AM)**

-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. Pillows not in plastic cases need to be sent through the dryer for 20 minutes. Please start this early as there is no one to do pillows during the day on Sunday. These are taken to the side door (in the Preschool area by the Glass Room)

-Also 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 Share Orchards Inn (see location information below) by 9:00 am. The earlier they are there the faster the laundry is completed. You do not need to pick them up. The next church will pick them up Sunday evening or Monday morning.

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.

Thank you and please call if you have any questions.

## **LOCATION:**

Share Orchards Inn, located at 5609 NE 102<sup>nd</sup> Ave, Vancouver

## **DIRECTIONS FROM CHURCH TO SHARE ORCHARDS INN:**

1. Turn right on NE Gher Rd towards NE Fourth Plain Road
2. Take the 1<sup>st</sup> left onto NE Fourth Plain Road
3. Turn right onto NE 102<sup>nd</sup> Ave
4. Destination at first driveway on the right

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

## **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 complete 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 of 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 during their initial intake of the emergency procedure and the location of exit doors and restrooms.

# **CLIENT AGREEMENT**

## **WINTER HOSPITALITY OVERFLOW AGREEMENT**

### **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'.

**CASE MANAGEMENT**—One of the main goals of this project is that all guests will participate in and take advantage of case management in order to explore options and prospects for independent living and employment to the best of each person's abilities. Failure to meet with a case manager weekly may result in termination of your stay at St Andrew's.

**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 unless instructed differently by Share staff. If you do not check in to shelter on any given night you will lose your bed space and will need to contact the Housing Hotline at 695-9677, before being allowed to re-enter 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.

**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. Persons with Service Animals will need to access shelter at one of the regular emergency shelters.

**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.

**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.

**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. All adult guests are subject to breath analysis upon arrival and urine analysis at the case manager's discretion. Refusal to provide a urine analysis will be considered to be a positive u/a and the guest will be asked to leave at that time. Guest found to be under the influence of alcohol or drugs are subject to being denied WHO services for a period of 3 days for the first offence, 7 days for a second offense and 30 days for a third offense. A guest presenting under the influence who has had three offenses will not be allowed to return to shelter for the remainder of the season.

**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, located at 1115 W 13<sup>th</sup> Street, 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

Guests who are staying at St Andrew's Lutheran WHO site are welcome to eat dinner only at Share Orchards Inn, 5609 NE 102<sup>nd</sup> Avenue, the meal time is 5:30pm/

**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. 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. Please turn off all cell phones and computers at this time, as both lights and sounds disturb others' sleep. Volunteers can provide you with an early wake-up call as needed.

**CHORES** - Guests are expected to participate in keeping the facility clean and sanitary by doing a chore that will be assigned by the case manager's. Chore assignments will be posted at the check-in table.

**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 visitor's 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: \_\_\_\_\_

# WINTER HOSPITALITY OVERFLOW

## Nightly Agenda

### Welcome to St. Andrew Lutheran Church.

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.

- **8:30 pm**

- \* Complete assigned chores
- \* 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. Turn off all electronics.
- \* 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 Hospitality Room.

- **8:00 am**

- \* Departure time

# 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



# Winter Hospitality Overflow (WHO) Program

## Volunteer Expectations

Volunteers are the lifeblood of the WHO program. Because of more than 1,800 generous volunteers from 50 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 E-mail: \_\_\_\_\_  
Best Phone Number to Reach You: \_\_\_\_\_  
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 and/or illness. I will receive WHO email newsletters

\_\_\_ Check here if you would not like to receive email updates

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

\_\_\_\_\_  
Volunteer Signature (First & Last)

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

# Youth 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 Volunteers

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

Volunteer Contact Email: \_\_\_\_\_

Best Phone Number: \_\_\_\_\_

## 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 your volunteering with the program.
- Receive WHO email newsletters    ☐    Check here if you would not like to receive email updates

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Volunteer Signature (First & Last Name)

Date



# 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.

## How often for background checks?

We request that background checks be completed according to 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 background 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)

If you have any questions please contact:

WHO Coordinator

360-699-5106 x 103 [who@councilforthehomeless.org](mailto:who@councilforthehomeless.org)

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.

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Legal Name (please print): \_\_\_\_\_  
First Middle Last

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 relations 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: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Contact the Council for the Homeless WHO coordinator at [who@councilforthehomeless.org](mailto:who@councilforthehomeless.org) or (360) 699-5106  
Mail forms to WHO c/o Council for the Homeless 2500 Main St., Vancouver, WA 98660  
or Fax: 360-735-7173 or email [who@councilforthehomeless.org](mailto:who@councilforthehomeless.org)