

St. Andrew WHO Shift Checklists

Morning Shift 6-9 am

REMINDER: FRONT TABLE IN THE LOBBY MUST BE ATTENDED BY A VOLUNTEER.

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
- Unlock exterior courtyard door for smoking area if still locked

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
- Review shift duties and check off tasks as they are completed through the morning.
- Return the table and chairs in the entrance area to the appropriate locations
(See picture next to sanctuary doors)

6:30 am

- Open the kitchen door in the north hall and begin work in the kitchen (**QUIETLY**, please)
- If not already brewing in Hospitality room, 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 [extra in the kitchen fridge]
- Gather lunch bags onto to cart and take out and place by the front table so they are collected on the way out.

6:45 am Reminder: Guests must exit the building with all their belongings by 8AM. Anything left behind

will be disposed of.

- Awaken all guests gently by turning on gym lights – **at least 1 volunteer** should monitor the mat room and gym during the clean-up of mats and storing of bed bags.
- Announce to guests that:
 - No personal items can be left in the building. Note to volunteers – we cannot provide guests with plastic bags for their belongings. We just do not have the supply.
 - Bedding must be in the laundry or in bed bags with all other items stowed before going to breakfast. [except for Saturday and Sunday - See Laundry instructions].

- All bed mats must be wiped down with a sanitizer sheet and stacked in the mat room. Mats must not be stacked in the middle of the gym. Extra disinfectant sheets are in the WHO closet in the kitchen.
- If guests must leave early they can wipe down their mat, put bedding neatly in their bag and leave it on their mat for volunteers to put away.
- Gym must be swept – use dry mop in the mat room

7:00 AM

Hospitality room – **1-2 volunteers** monitor breakfast making sure that our guests have what they need.

Guests must have their bedding put away or in bags for laundry and all personal items packed up before coming to breakfast.

7:45 AM Breakfast ends and hospitality room closed. [No exceptions – cleaning in the hospitality room and back hallway must be completed by 8:15 AM before preschool students begin arriving.]

- Return all food items to fridge, cabinets and/or kitchen as needed.
- Clean counters tables and chairs – use paper towels and cleaner in cabinet under TV. Return to the cabinet as they will be needed by volunteers cleaning the bathrooms.
- Vacuum the TV area, back hall and the center hall and return the foosball table to the TV area [vacuum located across from the table in the front of the church.
- Empty garbage and replace garbage bag
- Sweep floor and mop as needed.

Guests must exit the building with all their belongings by 8 AM. 1 volunteer can be assigned to ensure that guests are ready to leave and provide reminders.

Restrooms and Garbage [1-2 persons]

- remove trash bags from the bin on the wall of each restroom. Gather garbage into one large bag.
- Dispose of sanitary bags as needed from each stall in women’s rest room. Replace bags as needed [extra bags located in the janitor room across from the Hospitality Room.
- Wipe down sinks and counter tops and toilets with disinfectant cleaner.
- Fill toilet paper and paper towel dispensers as needed
- Unlock any locked stalls
- Sweep and mop floors as necessary
- Gather garbage from restrooms, kitchen and lobby area and take to the dumpster (dumpster combination is **5607**)

Kitchen

- Ensure that all dishes and utensils used are washed dried and put away.
- Ensure that all food is stored and marked appropriately
- Clean and clear all counter areas – kitchen cleaner marked WHO is on high shelf left of the sink
- Ensure that all who items are in the areas reserved for WHO
- Empty kitchen/hospitality garbage in the dumpster

- Break down any recycling in the kitchen [to the right of the sink area] and put in the blue recycle bins outside the East door. If these are full put the recycle in the dumpster – combination is **5607**.

Final Tasks:

- Be sure preschool entry and back hallway are clean and clear by 8:15 AM.
- 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 to the WHO cabinets underneath the counter at the front of the church.
- Ensure all clean up tasks are completed.
- Return cleaning baskets, spray cleaner bottles and windex bottles to the cabinet in the Hospitality room, [under the TV] so they can be available to the next set of volunteers.
- Make sure all int. and ext. doors are locked and lights are off in kitchen, hospitality room, gym & bathroom – check wall heaters in the hallway to be sure they are turned off.
- Make sure the keys are returned to the lockbox in the cubbie at end of the front counter in the entrance area across from church mailboxes

Thank you for your Service!!

Night Shift 10 pm – 2 am

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

10:00 pm First Steps – Signing in

- Complete or turn in confidentiality forms (1x per year).
- Enter volunteer hours on sign in sheet (every time you volunteer).
- Make a nametag with your first name on it.
- Review the Log Book and read notes from Task Force or prior shifts.
- Obtain keys from evening shift volunteers. Ask about approved late arrivals or early wake up calls

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.
- Review shift duties.

Share staff will leave between 9:30pm and 10:00pm

10:30 pm – 2 am

- Set up table and seating in back end of entrance area in clear view of both restrooms.
- Assemble volunteer overnight snacks and beverages.
- Using gloves collect towels from showers hampers and do laundry. See Laundry tips in washer/dryer area. Laundry is in room 12 [grape room] across hall from kitchen entrance. Detergent in cabinet next to washer/dryer and marked WHO

- Monitor laundry until completed. Towels are folded and returned to the cabinet under the TV in Hospitality room.
- Continue Fire Safety patrols.
- Check sleeping area to verify all guests present (shoes off, please), all outside doors locked (push on them) and all hallways unoccupied.
- Volunteers should remain near the entrance area, unless patrolling, cleaning, or making lunches. There must always be at least one volunteer at the station.
- Check toilet paper and paper towels in restrooms and refill from supplies in janitor room across from the Hospitality room [room 8]

Remain alert and available to assist guests. Feel free to make coffee. Coffee maker is under front entry cabinet labeled WHO. Extra coffee supplies are in kitchen. Guests who are unable to sleep may sit quietly in the foyer. Please use good judgement when guests need accommodations – baby walking, quiet area. If there is a concern, contact your team lead or assigned Task Force Opener.

Overnight Shift 2 am – 6 am

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

2:00 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 evening shift volunteers. Review the shift duties. Check bed map for early wake up calls or approved late arrivals. e.g return from ER visit

2:00 am Make lunches

- Prepare Lunches. Make as little noise as possible. This is to be done in common entry area to reduce the noise for sleeping guests. Put things on a cart in kitchen and roll out to the common area. 1 volunteer must always remain at front table.
- 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, bed numbers and date on bags and staple closed.
- Ensure kitchen counters are clear and all food items are put away and lunches put in fridge in kitchen.
- Set up “walking” breakfast [fruit and/or granola bar and bottle of water] at front table for early departures.

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

- Wake up people who have requested an early wake up call.
- Give early wake up people a “walking” breakfast (granola bar or fruit)
- Start 40 cups regular coffee in hospitality room – large coffee urn in kitchen
- Start hot water in small coffee urn in hospitality room
- Gather breakfast items from kitchen on cart to take to hospitality room

5:30 am

- Watch for morning volunteers to arrive at the front door.
- Fill out log book with any items needed or incidents of note.
- Brief the volunteers on issues, special needs or requests (i.e. early wake-ups still pending, bag lunch requests).
- Give the morning shift volunteers the log book, fire log and keys.
- Give unfamiliar volunteers a brief tour of the facility.
- Overnight volunteers depart.

NOTE: Grab and Go breakfast is provided only to those who are leaving early for work or school.

Remain alert and available to assist guests. Feel free to make coffee. Coffee maker is under front entry cabinet labeled WHO. Extra coffee supplies are in kitchen. Guests who are unable to sleep may sit quietly in the foyer. Please use good judgement when guests need accommodations – baby walking, quiet area. If there is a concern, contact your team lead or assigned Task Force Opener. Thank you for your service!!

Evening Shift 6-10 pm

REMINDER: THE FRONT TABLE MUST ALWAYS BE ATTENDED BY A CASE MANAGER OR VOLUNTEER

6:00 pm First Steps – Signing in/Meet with Task Force Opener

- 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. Volunteer can help greet with Case Mgr as needed. You will need pens, highlighter, name tags, black marker

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 as needed, in the workroom from approximately 7pm-8:30pm

- 1 greeter** Unlock one front door.
- Admit and greet guests. (Guests remain in the entrance area until they have been checked in by Share Staff.)
- Assist Share Staff person with sign in, nametags, questions as needed.
- Lock front door at 7:30pm (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.
- Monitor 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 volunteer is assigned to this task.**
- Bring out basket balls and other toys for the gym unless the sanctuary is in use. Toys are in mat room.

8:00 pm to 8:30 pm - Gym Set-up 2-3 people [some guests may be assigned to help]

Set up may occur any time that is convenient for the volunteers after bed list has been created by the Case Mgrs, 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.

- Move bed bags from mat room to the gym floor. Help returning guests retrieve bags.
- Make bed bags with clean laundry on shelves in mat room for any new guests. Bed bag = 1 sewn sheet, 1 pillowcase, 1 blanket. **(only 1 per person, unless medical exception, 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 is a parent with children.

8:00 pm to 8:30 pm – Staging Chore/Cleaning supplies

Guests are assigned cleaning for the Hospitality room and bathrooms. Help to insure the guest has the supplies and knows the tasks – tidying room, sanitizing counter tops and tables and cleaning microwave.

- Locate cleaning supplies in Hospitality room 8. Cleaning caddies in cabinet under the TV counter
- Check that cleaning supplies are filled. Refills are in the WHO supply closet in the kitchen if needed. Clorox spray, Windex spray, toilet brush, rubber gloves and paper towels.
- Indicate any shortages in cleaning supplies in the log book and on the form inside the closet door in kitchen.
- Insure cleaning caddies are returned to the cabinet under TV in hospitality room so the morning shift can use them.

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

Check with case managers for late arrivals and set aside a plate of food if needed.

- Clean snacks and put extras away in kitchen. Return all coffee urns to kitchen to empty and wash.
- Remove garbage from garbage container.

9:30pm

- Lights out. Quiet time!
- Check courtyard for any open windows or doors.
- Turn off both TVs.
- Unless special sleeping arrangements in TV area are approved by Case Mgr, move foosball table back to TV area. Make a fence across the opening with the hand chairs.
- Turn off wall heaters in the hallway.

10:00 pm

- Watch for the arrival of 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, their shift duties and the log book. Inform them of late arrivals, early wake up calls on bed map, or any other items of note for the evening shift.
- Ensure overnight shift knows how to turn on heat at thermostat in front foyer

Guests who are unable to sleep may sit SILENTLY in the foyer. Please use good judgement in situations if guests need accommodations - baby walking, quiet time, etc. Lights must remain dim in the foyer. If there is a concern, please contact the case manager or your Task Force Opener Thank you for your service!!