

# 2018-2019 WHO MANUAL

## ST ANDREW SITE



## Table of Contents:

<b>Pg 3</b>	<b>WHO Contacts</b>
<b>Pg 4</b>	<b>Team Lead Responsibilities</b>
<b>Pg 5</b>	<b>Example of Volunteer Sign Up Sheet</b>
<b>Pg 6-7</b>	<b>Team Lead FAQ</b>
<b>Pg 8</b>	<b>Emergency Contact and other useful information</b>
<b>Pg 9</b>	<b>Training for Volunteers</b>
<b>Pg 10-12</b>	<b>Health/Emergency Issues in Shelter</b>
<b>Pg 13</b>	<b>Fire Safety Log</b>
<b>Pg 14-17</b>	<b>Food List and Menu Information</b>
<b>Pg 18</b>	<b>WHO Background Check Protocol</b>
<b>Pg 19</b>	<b>Washington State Back Ground Check Form</b>
<b>Pg 20-21</b>	<b>WHO Confidentiality Form</b>
<b>Pg 22</b>	<b>Youth Guidelines</b>
<b>Pg 23</b>	<b>Youth Confidentiality Form</b>
<b>Pg 24</b>	<b>Laundry Information</b>
<b>Pg 25-26</b>	<b>Client Agreement Contract</b>
<b>Pg 27</b>	<b>Map of St. Andrew</b>

## Welcome to the Winter Hospitality Overflow St Andrew

### Main Contacts:

#### St Andrew on-site Coordinator:

Carrie Thatcher [carriethatcher@hotmail.com](mailto:carriethatcher@hotmail.com)

#### Supply/Donation Coordinator

Jane Seidel [fiveseidels@yahoo.com](mailto:fiveseidels@yahoo.com)

**Share Liaison to SALC WHO Task Force:** Karen Youman

[Inndir@sharevancouver.org](mailto:Inndir@sharevancouver.org)

#### St Andrew Outreach Coordinator

Shari Parsons

[mikeandshari@q.com](mailto:mikeandshari@q.com)

#### St. Andrew Volunteer Coordinator:

Traci Johnson 360-903-9600

[Glmof3@hotmail.com](mailto:Glmof3@hotmail.com)

#### St Andrew Food Coordinator:

Lori Lemley 503-816-1324

[bblbob@aol.com](mailto:bblbob@aol.com)

#### St Andrew Orientation/Kitchen Coordinator

Mary Mills

#### St. Andrew Task Force Openers:

Lori Lemley

Brenda Schallenberger

Beth Oliver

Jane Seidel

Traci Johnson

Shari Parson

Deb Burlingame

## Team Lead Responsibilities

A faith community/organization team lead is essential to the success of the Winter Hospitality Overflow Shelter program. You will be contacted by your assigned opener about 4 weeks before your volunteer dates. Keep in contact with your opener during the planning period for any questions or concerns that may come up.

### **Below is a list of responsibilities for the team lead:**

Staff all shifts with volunteers for the time committed. The coverage for 1 shelter day begins at 6PM and ends at 9AM the following morning. There are 4 shifts for each shelter day.

6PM – 10PM	6 volunteers
10PM – 2AM	2 volunteers
2AM – 6AM	2 volunteers
6AM – 9AM	4-5 volunteers

**No Shows:** It is a good idea to have a list of 4-5 people who can volunteer on short notice in case you have no shows.

**Phone Reminders:** A phone call reminder is helpful in reminding people about their volunteer shift. Phone reminders help reduce no shows.

Have volunteers complete background checks and confidentiality forms or verify volunteers have been background checks as per WHO background check recommendation.

Communicate with faith community leadership about dates and other information

Be available during your service to receive phone calls about no shows and other volunteer issues

Communicate with volunteers about any problems and communicate this with St. Andrew Task Force opener or WHO Coordinator.

Provide your Task Force opener with a list of all volunteers by shift with contact number.

### **Develop a team:**

Being the team lead for an organization is a lot of work. It is suggested you share the responsibility by having someone help with food and another person cover the laundry duties.

#### **Food Coordinator:**

If your group is providing food for our guests, the food coordinator is responsible for purchasing food supplies as needed and having a posted menu for the team. See pg 12-14 for the 2017-2018 WHO menu guide for volunteers for complete information

#### **Laundry Coordinator:**

The laundry coordinator is responsible for arranging the pick-up and drop off of the laundry. See Laundry Information for St. Andrew for more detailed information

**SAMPLE SHIFT SIGN UP SHEET**

		St. Andrew Jan 1-7							Sun
		Sunday	Mon	Tues	Wed	Thurs	Fri	Sat	Jan 8
		Jan 1	Jan 2	Jan 3	Jan 4	Jan 5	Jan 6	Jan 7	Jan 8
6:00 - 9:00 am									
6:00 - 9:00 am									
6:00 - 9:00 am									
6:00 - 9:00 am									
Test Name									
360-999-5555									
6:00 - 10:00 pm									
6:00 - 10:00 pm									
6:00 - 10:00 pm									
6:00 - 10:00 pm									
6:00 - 10:00 pm									
6:00 - 10:00 pm									
10:00 pm - 2:00 am									
10:00 pm - 2:00 am									
10:00 pm - 2:00 am									
10:00 pm - 2:00 am									
2:00 - 6:00 am									
2:00 - 6:00 am									

## Team Lead FAQ

### What is a St. Andrew Task Force Opener?

Each week there is a dedicated person who unlocks and opens St. Andrew each night. This St. Andrew Task Force opener is there to help assist and answer questions that you might have. Your task force opener will contact you @ 4 weeks before you are scheduled at the shelter. Your opener is your primary contact during your assignment.

### What is a day of service at the WHO shelter?

A day of service at the WHO begins at 6PM and ends at 9AM the following morning.

### How many people must work each Volunteer Shift?

When the shelter is open it is mandatory that at least two people be physically present at St Andrew's for each and every shift. (This is required for the safety and support of both guests and our volunteers.) In addition, to meet minimum staffing requirements for shelter operations there should be three more people during the evening shift (6-10 pm) and two more during the morning shift (6-9 am). Altogether, accounting for mandatory and minimum staffing requirements, the 'workday' at St Andrew's looks like this:

6 pm to 10 pm: 6 people

10 pm to 2 am: 2 -3 people

2 am to 6 am: 2 -3 people

6 am to 9 am: 4 -6 people \* The Sunday Morning shift will need 6 people to take care of the laundry

Please note that the numbers above are for minimal staffing. You may also find that one additional person on the morning shift (6 am to 9 am) will result in a more comfortable experience for your volunteers.

### Does WHO have an orientation for volunteers?

Mary Mills conducts our Sunday evening training/orientation for volunteers. Mary is also our Kitchen coordinator. Mary is there most nights to start the coffee, get the drinks out and help with the evening meal if needed. She is a wealth of information so feel free to use her as a resource.

### How can our group/faith community promote and increase participation in the WHO Program?

A WHO Task Force member can come to your group/faith community and talk about the WHO, its role in the community, and how you can help. We will also provide brochures and donation envelopes you can have available for distribution. Please contact **Shari Parson at 360-904-3401** to schedule a time.

### What if I can't fill my volunteer schedule?

If you cannot fill your volunteer schedule please contact our volunteer coordinator, **Traci Johnson** [glmof3@hotmail.com](mailto:glmof3@hotmail.com) – **360-910-1147**, as soon as possible. She has the names of a number of people who are willing to volunteer. She can help you find people for your shifts.

### **What do I need to do about food at the shelter?**

We ask that a faith community/organization who volunteers also provide some of the food and snacks for their week of service. See pg 13-17 for a list of food and menu suggestions and set up instructions. Lori Lemley, [bblbob@aol.com](mailto:bblbob@aol.com), is our food coordinator. If you have any questions about food or menus or if providing food is a financial hardship please let us know as soon as possible.

### **What are the responsibilities for Laundry?**

See complete laundry instructions at the back of this manual. Please make sure your assigned laundry coordinator has a copy.

### **When can WHO guests and children use the gym at St Andrews?**

The gym is available unless another group is scheduled.

**Emergencies before 10 PM are referred to the Case Managers on duty**

**EMERGENCY [after 10 pm] see pages 10-12 for specific information**

Date \_\_\_\_\_

**EMERGENCY CONTACT PHONE NUMBERS:**

Your team lead is: \_\_\_\_\_ Phone # \_\_\_\_\_

Your Opener is: \_\_\_\_\_ Phone # \_\_\_\_\_

**Useful information**

**THERMOSTATS AND HEAT**

**IN THE GYM**

At 6:00 pm open the white box on the east gym wall and switch the lower switch from “off” to “heat”.

At 8:00 am open the white box on the east gym wall and switch the lower switch from “heat” to “off”.

**FRONT ENTRY**

When it gets cold in the front entry area here is how to get heat:

To the right of the Sanctuary doors, set wall switch to Narthex not Sanctuary. Press the button on the thermostat to get three hours of heat. Press the button after three hours if heat continues to be needed.

**TV AREA FAMILIES – In some situations case managers may approve a family sleeping in the TV room**

If there is a family sleeping in the tv area, press the button on the thermostat in the hallway by the kitchen to get three hours of heat. Press the button after three hours if heat continues to be needed.

**Wall Heaters in the Hallway**

After lights out, be sure to turn the wall heaters off completely.

## Training for Volunteers

There are several methods to access information/training on volunteer responsibilities at the WHO shelter.

We encourage all volunteers to review materials and attend orientation yearly. There can be changes each year. Choose the method that works best for your group.

### Orientation and Training at St Andrew:

Each Sunday at 5 pm there is an orientation and training. This is to help orientate new volunteers to the different roles and procedures at the shelter. It is also a time for our returning volunteers to learn changes and/or new procedures from last year. It's a great time for questions – new and old.

### Online Training Videos:

Each shelter site has completed an online training video that gives a visual walk through of all of the associated volunteer tasks. It is recommended that you watch the training video.

The training videos can be found online at [www.whoprogram.org/volunteer/volunteer-resources/](http://www.whoprogram.org/volunteer/volunteer-resources/)

### Shelter Manuals:

You will be provided with a manual for St Andrew to review with your volunteers and there is always one on site. The manual is also online at [www.whoprogram.org/volunteer/volunteer-resources/](http://www.whoprogram.org/volunteer/volunteer-resources/)

If you have further questions about volunteer tasks please do not hesitate to call or email **Jane Seidel**, [fiveseidels@yahoo.com](mailto:fiveseidels@yahoo.com) or **Lori Lemley**, [bblbob@aol.com](mailto:bblbob@aol.com)

We are here to help you have the best volunteer experience you can. We appreciate your willingness and commitment to homeless families in our community.

## **Health/Emergency Issues in the Shelter:**

Guests are checked in by the case managers on duty. They will contact your team lead or the lead volunteer about any health issues to be aware of during your shift. Be sure to pass this information on to the next shift if it is an issue.

If you are concerned about a health or safety issue with a guest, please let the case manager know immediately so they can deal with the issue or develop a plan with you.

**The following information is only in the unlikely case of an emergency or health issue after 10PM when the Case Managers leave.**

### **Medical Emergencies:**

If any of the following medical emergency conditions are present, call 911 and request an ambulance immediately. Do not transport the guest to the hospital.

- Severe vomiting or blood present in vomit
- Difficulty breathing
- Profuse bleeding
- Dizziness
- Suspected broken bones
- Injury as a result of criminal assault
- Complications of pregnancy
- Drug overdose, suicidal ideation or attempt
- Seizures
- Intermittent consciousness or any instances of unconsciousness

1. If an ambulance is called and the guest is unable to communicate with medical personnel, you may provide medics with the guest's name, age, gender, medical history, medications, and emergency contact number, if one has been provided. You may provide your observations in terms of behavior and the guest's symptoms. However, safeguard the guest's confidentiality in all other matters.
2. An incident report will need to be completed and left for the Share staff. The incident should be noted in the volunteer log.
3. In medical emergencies, do not provide treatment except for basic first-aid and CPR. This includes over the counter medications, water, laxatives, antacids, aspirin, Tylenol, or any other substance or procedure. These may worsen conditions, mask symptoms, or complicate medical treatment.
4. Should an adult who has children be transported to the hospital, the following rules will apply to the care of any minor children remaining on site:
  - i) If the hospitalized guest is in shelter with an adult partner, it will be assumed that the remaining adult will take responsibility and supervision of the child/ren.
  - ii) If the hospitalized guest is a single parent, the emergency contact person should be called immediately. If no such contact person is stated on the guest's information card, attempt to get a name and number from the guest.
  - iii) No child shall leave the premises with another person, including the emergency contact, unless there is written consent from the parent.
  - iv) Under NO circumstances is a child of any age to be left alone and/or unattended.
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.
- Call your task force representative. They will take care of other necessary notifications
- Verify that the person is without a pulse and/or not breathing.
- 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 is allowed in the courtyard area only. Tobacco may be rolled in the courtyard only. Contact a volunteer if the courtyard door is locked.

#### **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).

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 and in the Log Book for that day. In the event of medical emergency it is important that the information be available to trained medical personnel.

## Safety Log

Date: \_\_\_\_\_

Check all exterior doors by pushing on them. Preschool door – open right door and pull on left door from outside

Room 1 and Davis room remain unlocked.

**After 10 pm** check all bathrooms. Announce “bathroom check” before entering.

Time	Hall	Gym	After 10 PM Bathrooms Announce, check inside	Room 8	Courtyard
6:30 pm					
7:00					
7:30					
8:00					
8:30					
9:00					
9:30					
10:00					
11:00					
12:00 am					
1:00					
2:00					
3:00					
4:00					
5:00					
6:00					

Make sure the sliding fire doors are not blocked or obstructed:  
Sliding door in narthex area & double doors in hallway near TV area.

## **2017-18 WHO Menu Guide for Volunteers**

We at WHO St. Andrews want to thank you for your generosity in feeding our guests stomachs and hearts. You give a tremendous gift when you do. The guests love your specially prepared meals and hospitality. It is truly life giving. Below are our guides for your success. If we have left off anything, please let us know for upcoming seasons and groups.

### **Kitchen & Food Coordinators**

Lori Lemley, [bblbob@aol.com](mailto:bblbob@aol.com)

Mary Mills (360) 254-5563

### **Food items used on a daily basis**

Cold & Hot Cereal

Coffee, Tea, Decaf, Hot Cocoa, Hot Cider

Instant microwave soups, noodles, etc.

White and Wheat Sandwich bread for lunches

Peanut Butter & Jelly

Water bottles for lunches

Milk 1-2 gallons per day

Hard boiled eggs 1 dozen per week

Microwave popcorn/Granola bars/String cheese

Lunch meat/sliced cheese

fresh fruit/veggies and or fruit cups

### **Additional Items Needed\***

7-quart warm crock pot meal. Enough for 50 people. Not too zesty. (not required but very desired)  
***Sunday Evenings Evergreen Bible Church will provide a crock pot of hot soup. If your church wishes to add a side dish or dessert you are welcome to.***

\*If you do not have the budget to fill any/all of the additional food needs, please contact Lori Lemley [bblbob@aol.com](mailto:bblbob@aol.com). Don't let food budget constraints keep you from volunteering. We need volunteers more than we need food.

**Evenings – Prep & Set up begin 6:00 pm: Serve at 6:30 pm. 2 volunteers needed**

- 1 Gallon Kool-Aid per night: Pitchers on Kitchen counter
- 1 Gallon of cold or ice water
- 10 packets of Cocoa and Cider per night (stored in Rm. 8 or kitchen shelf)
- Hot water in coffee urn labeled hot water; fill to 20 cup water mark.
- Decaffeinated coffee nightly = 25 cups of water to 2.5 cups grounds
- Rolls, crackers, dessert as desired. Minimum of 50 per night
- 7-quart warm crock pot meal. Enough for 50 people...if provided
- *Veggies are always welcome. We ask that carrots be cooked please.*

**Hospitality room (Room 8) set up 6:15 pm**

**2 volunteers needed**

- Beverages set out on counter next to white refrigerator. Follow photo.
- Cups, stir sticks, creamer, and sugar set out
- Food items on counter beneath T.V. - Crock pots, etc.
- Paper plates, bowls, utensils and napkins next to the food
- Dessert items (if being used) should wait in kitchen until 7:30 pm

**Sandwiches – Made Overnight and stored in silver fridge until morning.**

- 1 Peanut Butter & Jelly or Meat & Cheese Sandwich – Case worker has list of guest choices
- 100 slices per day of white or wheat sandwich bread
- 35 slices of meat and cheese per day (in the plastic stacker in silver fridge)
- Put each sandwich in a sandwich bag and write the guest's name, bed number and date on the bag. Refrigerate over night

**Optional items – 1 item per guest. Gather the following items into bins provided. Guests can choose the items they want to include with their requested sandwich**

- Lunch bags
- 8 oz. water bottle
- 50 Snack or fruit or both (depending on availability)
- 1 each mayonnaise and mustard pack per meat & cheese sandwich
- Place bins on cart to be wheeled out by entrance in the morning.

**Walking Breakfast – Prepped overnight -To Go for Early leavers**

- Granola bar and fruit
- Cheese stick and fruit
- Placed in a bowl and left on table in front lobby

### **Breakfast – Prep at 6:00: Serve at 7:00 am. 2 volunteers needed**

- 2 boxes Cold Cereal
- 2 boxes of Instant Oatmeal
- 2 gallons of milk per day
- 1 lb. of sugar / 1 container creamer daily
- 15 packets of cocoa and cider per day
- 45 cups of regular coffee daily = 3 to 3.25 cups grounds
- Extra items, hard boiled eggs, yogurt, bagels, toast, oranges maybe served if available

### **Kitchen & Hospitality Room Clean Up**

- Volunteers return, empty, and store food items after every meal
- All utensils, dishes, pitchers, etc. need to be hand washed, dried, and put away by end of shift.
- *WHO St. Andrew has no garbage disposal. All food waste goes to the trash*
- Guests are assigned responsibility to wipe tables and counters and clean floor in the eating area.

### **Utensils, Plates, Cups, etc.**

- Each cupboard in hospitality room is labeled where item is stored.
- Paper plates, paper bowls, plastic utensils, and napkins, hot & cold cups in lower cupboards.
- Back up supplies are housed in WHO Closet in Kitchen. Green sign on door.
- Sugar, creamer, cereal, etc. can be found on upper cupboards in kitchen
- A cupboard map is taped on the inside far-left upper cupboard for storage purposes
- Supply request list is found on bulletin board in kitchen. We will check it regularly.
- Lunch sacks, sandwich bags, freezer bags, are located in the cupboard under the counter on the refrigerator/freezer side of the counter.
- Mustard/Mayonnaise boxes are on the counter near the clear menu holder.

### **Refrigerator and Freezer Agreement**

- All WHO food must be labeled and dated.
- Labels and sharpies on box on counter in the black & white cardboard box.
- WHO food is stored on left side of stainless steel fridge.
- St. Andrews food is stored on the right side.
- Please label and date freezer foods and leftovers in fridge.
- Lunch meats, cheeses, and bread will be in the stacker in fridge or frozen in white freezer.
- White Fridge in Hospitality room is for WHO items such as milk, butter, produce, juice. It is not available for guest use or storage.

**SAMPLE WHO MENU**

**DATE:**

**VOLUNTEER:**

	<b>Breakfast</b>	<b>Lunch</b>	<b>Evening Snack</b>
<b>Sun</b>			
<b>Mon</b>			
<b>Tues</b>			
<b>Wed</b>			
<b>Thurs</b>			
<b>Fri</b>			
<b>Sat</b>			

## **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 needed for people over the age of 18.

A Confidentiality form is signed each year by all volunteers.

### **How often are background checks required?**

We request that background checks be completed according to the following parameters:

1. Follow your own faith communities/organization's protocol for background checks as required 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.

Volunteers who are not cleared thru their church protocols must complete the form on page 16 of this manual and submit it to your opener or the site coordinator

### **If something comes up on a background check?**

If something on a back ground check is of concern to you or if you have any questions about background checks please contact the Carrie Thatcher [carriethatcher@hotmail.com](mailto:carriethatcher@hotmail.com) or Jane Seidel [fiveseidels@yahoo.com](mailto:fiveseidels@yahoo.com)

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.

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: \_\_\_\_\_

Group/Organization: \_\_\_\_\_

Note: a copy of the results of your background check is available upon request

## Confidentiality Policy & Waiver Agreement

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

**Volunteer E-mail:** \_\_\_\_\_ **Best Phone Number:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

We must maintain a professional relationship with WHO guests. 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 may seem harmless, but may identify a person or issue you have been entrusted with. **Persons who violate this trust will not be permitted to continue to volunteer.**

**Do Not** share any information about WHO 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

**Do Not** take photographs of WHO guests without their express, written consent.

**Do** tell Share staff or a WHO task force member if you did something that made someone uncomfortable.

**Do Not** exchange cell phone numbers, emails or other contact information with WHO guests.

**Do** model appropriate, respectful conversation.

**Do Not** give money or special gifts to individual guests that are not given to all WHO guests.

**Do** be friendly and kind.

**Do Not** offer to take WHO guests home or give them rides.

**Do** tell Share staff or a WHO task force member if someone said something that made you uncomfortable

### **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/illness.

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

If you do not want to receive email updates about the Winter Hospitality Overflow please check here \_\_\_\_.

---

Volunteer Signature (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 Volunteer

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

---

Volunteer Signature (First & Last Name)

---

Date

## Laundry Information for St. Andrew WHO

### Laundry is done at Share Orchards Inn

5609 NE 102<sup>nd</sup> Ave, Vancouver

Phone: 360-604-0907

#### **Sunday evening: Clean laundry pick up @5 PM**

Pick up clean laundry from the lobby area at Share Orchards Inn on Sunday night and bring to the shelter. Open and sort into bed bags ASAP for the evenings guests. 1 clear plastic bag, 1 pillow, 1 pillow case, one sheet sewn to fit mats and 1 blanket. Some laundry may not be completely dry. Use the dryer [in grape room] as needed.

#### **Monday Night: Clean laundry pick up @5PM**

Pick up remaining clean laundry from the lobby area at Share Orchards Inn on Monday night and bring to the shelter. Ask if there is laundry not yet done and make a note on the log at St Andrew.

#### **Thursday evening: Soiled laundry drop off at Share Orchard Inn (BEFORE 10 PM)**

Gather unclaimed bed bags. Sheets/pillow cases in one large plastic bag and blankets in another.

**DO NOT SEND PILLOWS TO THE LAUNDRY.** Pillows with plastic covers are wiped off and stacked back on the shelf in mat room. Pillows without covers are run in the dryer [grape room] for 20 mins and recovered with extra plastic covers in mat room and returned to shelf.

#### **Friday evening: Clean laundry pick up @5PM**

Pick up clean laundry that is ready from the lobby area at Share Orchards Inn on Friday and bring to St Andrew. Ask if there is laundry not yet done and make a note on the log at St Andrew. Open and sort laundry ASAP. Some laundry may not be completely dry. Use dryer [in grape room] as needed.

#### **Sunday morning: Soiled Laundry pick up at 8 AM at side door in the Preschool area by the Glass room**

Gather all soiled laundry including unclaimed bags. Sheets/pillow cases in one large black plastic bag and blankets in another. **DO NOT SEND PILLOWS TO THE LAUNDRY.** Pillows in plastic cases are wiped down and restacked on the shelf in mat room. Pillows not in plastic cases are put through the dryer for 20 minutes and recovered with extra covers in mat room. Stack pillows on shelf in mat room. Please start this early. There is no one to do pillows during the day on Sunday. Be sure all soiled bedding, including unclaimed bags, goes to the laundry.

The area in front of the church must be kept clear of laundry on Sunday morning. People start arriving about 8:00 a.m. with the first service at 8:30 a.m.

#### **LOCATION FOR LAUNDRY SERVICES**

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

Phone: 360-604-0907

#### **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 is first driveway on the right

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

*This is a contract between each guest and their case manager*

# **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.

**IN AND OUT HOURS** – Guests are expected to arrive to the facility between 6:30 –7:00pm.) 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 case managers on duty. All guests at St. Andrew will be awakened at 6:45am, guests 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 the courtyard

**PERSONAL BELONGINGS** – You may not store any personal belongings at the facility. Hosts, staff and/or site owner/operators are not responsible for lost or stolen property. Any items left will be discarded. Please check the bathroom and the sleeping area thoroughly before you leave.

**BEDDING** – All bedding will be issued from your day of entry until the following Monday, and will be stored in your assigned bag when not in use. No personal bedding is allowed.

**ALCOHOL, ILLEGAL DRUGS, WEAPONS** – You are not allowed to possess, or use alcohol or drugs in or around the Host Site facility and/or property. No weapons are allowed. Any guest who is found using illegal substances or alcohol on church property will be exited immediately.

**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. The Hospitality Room will close at 7:45am. Evening snacks and coffee are also available.

St Andrew WHO Guests are invited to have dinner at Share Orchards Inn located near the church at 5609 NE 102<sup>nd</sup> Avenue. Guests may arrive at 5pm, dinner is served beginning at 5:30 until 6:30pm.

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

**HEAD LICE** – If you know that you or your child has head lice, please notify the site supervisor or host upon your arrival, so we can help you with treating them.

**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.

**CHORE** Guests are expected to participate in keeping the facility clean and sanitary by doing a chore. There will be a sign-up sheet at check in.

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

**SAFETY** -Share expects clients to keep the safety of all staying OR working in the shelter in mind. Respect for yourself and others is a must. Behavior creating an unsafe or scary place to stay, such as but not limited to threats, discrimination, bullying, having a weapon on site, theft or violent actions, or substance use on site will result in immediate penalties up to and including termination.

**SLEEPING ARRANGEMENTS** - 1. Couples and singles are required to have a chair in-between their mats. The chairs must be up against the gym wall with the chair number facing out to ensure consistency and safety, guests will need to sleep with their head closest to the gym wall. 2. Families are allowed to have their mats placed together. In the case of two parent families, children will sleep in the middle mat(s), with a parent at either end

**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.

**PETS** – No pets are allowed at the Host Sites, 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.

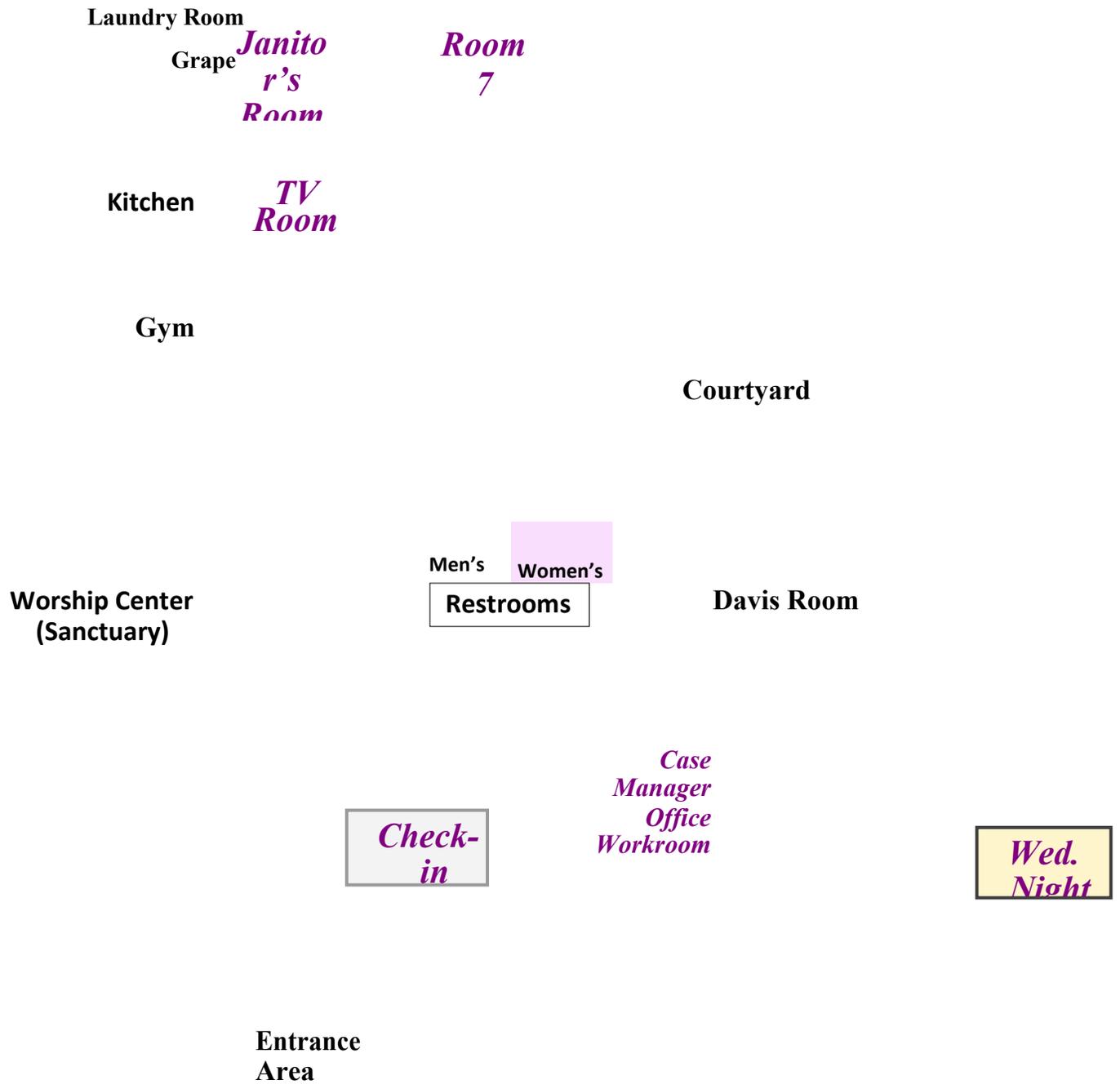
**VISITORS** –We have a no visitor’s policy. If you are expecting someone to pick you up please clear this with staff first or they will be turned away.

*By signing this document you are agreeing to abide by its contents. Failure to do so could 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 Housing Solutions Center, Housing Hotline in order to discuss your re-entry into the host site.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_





# Room Locations

St. Andrew Lutheran Church, Vancouver,  
 WA 360-892-7160