

Night Shift 8:30-11 PM [9 PM -midnight eff Jan 2020]

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

8:30 [9:00] 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
- Engagement Specialists will leave @ 10:30 PM

8:30 [9:00] pm Hospitality Room/kitchen 1-3 volunteers – ask for additional help if needed.

- Monitor Hospitality Room [rm 8] and the TV area assisting guests and being a friendly presence – The See suggested tasks and schedule.
- Make sure a volunteer is always in the Hospitality Room.
- Complete any remaining clean up in the kitchen
- Monitor television for family-friendly fare (PG-13 or below).

9:00 pm to 9:30 pm – Finish Clean-up of Hospitality Room [rm 8] [guests are assigned chores for room 8]

- Clean snacks and put extras away in kitchen. Return all coffee urns to kitchen to empty and wash.
- Empty garbage in the dumpster if needed and replace bag. Dumpster is located on the far East edge of the parking lot. Combination is **5607**

9:30pm

- Lights out. Quiet time!
- Check courtyard for any open windows or doors.
- Turn off both TVs.
- If no sleeping arrangements are approved by ES in the TV area, move foosball table back and hand chairs back across the opening.
- Turn off wall heaters in the hallway.

9:00pm - 11 PM [eff Jan 2020 Midnight]

The night shift is responsible to make the sandwiches for guest's lunches and wash/dry towels from the evening showers.

Sandwich preparation is done in the front check in area so monitoring can continue and sleeping guests are not disturbed. See WHO LUNCHES instruction sheet in kitchen or in the instruction caddy at the front counter.

Set up table and seating in back end of entrance area in clear view of both restrooms.

- Assemble volunteer overnight snacks and beverages.

- Collect towels from bins in each bathroom. See Laundry tips in washer/dryer Washer/dryer is in room 12 [grape room] across hall from kitchen entrance. Detergent [marked WHO] is in cabinet next to washer/dryer. Keep Grape room [across hall from kitchen] locked at all times.
- Monitor laundry until completed. Fold towels and return to the cabinet under the TV in Hospitality room. Any laundry that is not bath towels or wash cloths is folded and put in the kitchen – make a note in the log book so the opener can take care of it.
- 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 completing fire patrol, cleaning, or doing laundry. 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 [rm 10] across from the Hospitality room [room 8]

11:00 pm [Midnight eff Jan 2020]

- Watch for the arrival of overnight staff/volunteers.
- Brief the staff/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.

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!!