

# WHO

at St. Andrew

## TRAINING MANUAL



*Inspiring volunteers to see and care for their neighbors,  
and to lend assistance, regardless of their situation.*

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# WELCOME TO WHO AT ST. ANDREW

Welcome to St. Andrew. The WHO is a winter overflow shelter providing additional capacity for individuals and families in our community currently experiencing homelessness. We are able to provide a warm and dry shelter during the coldest months, from November 1 to March 31, at St. Andrew. Guests arrive at 6:30 pm through the front doors in the Welcome Area. Guests are assigned a bed number after checking in with a Share Engagement Specialist. Once checked in, guests can sit down for a hot meal in the Davis Room, take a warm shower, spend time with family members in the Welcome Area, and have a safe place to sleep in the gym. In the morning, guests are given coffee, breakfast, and a brown bag lunch before leaving for the day.

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## VOLUNTEERS

Our Volunteers Include:

- **Volunteer Champions:** Is your faith community or organization interested in hosting a week, weekend, or a few days at St. Andrew? We have several groups that staff volunteer shifts with members of their community as part of their outreach.
- **Business Paid Volunteer Time:** Is your organization seeking ways to leave a positive impact not only on its employees but also on the community at large? Volunteer time off (VTO) is a paid benefit that allows employees to take time off from work to volunteer for a charity of their choice. If you have VTO hours to use, we welcome you to partner with WHO. We have many shift opportunities that will meet your schedule. If you are a company that would like to learn about adopting the WHO as your designated charity, please contact St. Andrew Lutheran Church at (360) 892-7160.
- **Service Hours:** Volunteering is an excellent way for young people to make a difference in their communities and learn valuable life skills. It can also help them to develop their leadership potential and explore their career interests. Many high schools in Clark County have require service hours to satisfy graduation requirements. The WHO welcomes students individually or in pairs. A Lead on duty will be able to sign documentation for proof of hours. All youth volunteers are asked to contact the office at St. Andrew before signing up.
- **Single shifts:** Community members are welcome to help as a volunteer for an evening or morning. There are various activities that volunteers assist with and lots of opportunities to extend hospitality and service to our guests.
- **Recurring shifts:** Volunteers with some volunteer experience at the WHO are invited to donate their time on a recurring rotation. These shifts will take priority when scheduling other volunteers to maintain a schedule.

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## THANK YOU TO OUR RECURRING COMMITTED VOLUNTEERS



We have several individuals who have committed for the entire WHO season to volunteer on a recurring basis. We reserve these time slots and give priority to these experienced and committed morning volunteers. If your organization is volunteering during a time when a committed volunteer is scheduled, you will not be responsible for that volunteer shift. If you would like more information about recurring shifts, please contact Jane Seidel.

*Thank You*



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## VOLUNTEER CHAMPIONS ADOPT A WEEK AT THE WHO

We have several interfaith and community partners who choose to adopt a week or more of WHO. These groups decide upon a time that works for their organization and take the responsibility of staffing the volunteer shifts and/or meals for that time. These partners have a Team Lead that coordinates communication and supervision for their group.



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## HIGH SCHOOL SERVICE HOURS

If you are a Senior in High School and looking to complete your required service hours for graduation, we'd love to have you serve at St. Andrew.. Before you sign up to volunteer, you must contact Jane Seidel first. We look forward to hearing from you!

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# TEAM LEADERS RESPONSIBILITIES

Team leaders are essential to the success of the Winter Hospitality Overflow Shelter program. You will be contacted by a WHO Opener before your volunteer dates. Keep in contact with your opener during the planning period for any questions or concerns that may come up.

## **Responsibilities for the WHO Team Lead:**

**Develop a team:** Team lead for an organization is a big job. We suggest you share the responsibility by having someone help with food and another person cover the laundry duties.

**Staffing all shifts and food for a week:** Volunteer responsibilities vary depending on the day and time of shift. All volunteer shifts require a background check. Currently, we have two shifts and meal opportunities:

- **6:30 – 9:30 am: (2-4)** volunteers are needed to assist guests in the kitchen, hand out brown bag lunches, and clean up after the morning meal.
- **6 – 10 pm: (2-4)** volunteers are needed to welcome guests for the evening, serve the evening meal, prepare brown bag lunches, prep for laundry service, and collaborate with the Share Engagement Specialist.
  - **Mondays and Thursdays:** On these two days we have four volunteers for each shift to assist with laundry responsibilities and also break down/reset the gym.
- **Each evening, besides Tuesday\*, we need (2) crock pot-size meals [15-20 servings].** Delivery is between 6 and 6:30 pm to St Andrew. There is a bell to the right of the front door to alert staff you are there. You can pick up crockpots Monday through Thursday, 9 am – 1 pm, or any evening after 6 pm. Guests also appreciate fresh fruit – nothing too crunchy, as dental care is not widely available. Also, microwavable breakfast sandwiches are a great treat. In general, anything extra is always greatly appreciated. \*Tuesday is left over night.

**Team Communication:** Inform your team members, business associates, and or church community of volunteer dates and other information. Team leads must provide or email a list of volunteers. Please include names, phone numbers, and email addresses. Contact Jane Seidel if you need help with volunteers. (Jane Seidel at [fiveseidels@yahoo.com](mailto:fiveseidels@yahoo.com).)

**Background Checks for Volunteers:** Have volunteers complete background checks and confidentiality forms or verify that volunteers have completed background checks as per WHO background check requirement [within two years.]

**Volunteer 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 helps remind people about their volunteer shifts. Phone reminders help reduce no-shows.

**Shift Communication:** If any concerns arise during your shift, be sure to make other shift volunteers aware. Contact the St. Andrew Task Force opener and/or the WHO Coordinator and record the incident/concern in the log book. Provide your Task Force opener with a list of all volunteers by shift with a contact number.

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## TEAM LEAD FAQ'S

**What is a St. Andrew Task Force Opener?** Each week there is a dedicated person to unlock and open St. Andrew each night. This St. Andrew Task Force Opener is your primary contact and will assist you and answer any questions you might have.

**What is a day of service at the WHO shelter?** A day of service at the WHO begins at 6 pm and ends at 9 am the next morning.

**How many people must work each Volunteer Shift?** When the shelter is open, it is mandatory that at least two volunteers be physically present at St Andrew for every shift. (This is required for the safety and support of both guests and our volunteers.)

- **6:30 – 9:30 am: (2-4) volunteers** are needed to assist guests in the kitchen, hand out brown bag lunches, and clean up after the morning meal.
- **6 – 10 pm: (2-4) volunteers** are needed to welcome guests for the evening, serve the evening meal, prepare brown bag lunches, prep for laundry service, and collaborate with the Share Engagement Specialist.
  - **Mondays and Thursdays: On these two days, we have laundry responsibilities and also break down/reset the gym, which requires extra volunteers.**

**Does WHO have an orientation for volunteers?** On the fourth Friday of each month at 6 pm we host a Training and Tour. All are welcome.

**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 Jane Seidel at 360-607-4339 to schedule a time.

**What if I can't fill my volunteer schedule?** If you cannot fill your volunteer schedule, please contact Jane Seidel as soon as possible. She has the names of several people who are willing to volunteer. She can be reached at 360-607-4339.

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# 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:

- In general, youth volunteers should be attending middle school or higher grades. Minimum age exception: 10 yrs (or even 9 yrs) is acceptable, provided the parent accompanies the child. The child will serve side-by-side with the 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.)
- Middle schoolers serve on the same shift as their parents
- High schoolers serve on any shift with at least two other adults (21 or over)
- Only high-schoolers should be counted against the shift position count when filling out your volunteer roster
- Any volunteer under the age of 18 should sign the "WHO Policies & Agreement for Youth Volunteers." Be sure the young person signing the form has read it thoroughly, especially the bullet points about boundaries. Forms can be found next to where volunteers sign in for their shift.

## BACKGROUND CHECKS & CONFIDENTIALITY FORMS

Background checks are required for all volunteers, guests, and staff who work with the WHO program. We aim to make the shelter a safe place for everyone.

**Background checks are needed for people over the age of 18.**

**How often are background checks required?** We request that background checks be completed according to the following parameters:

- Follow your own faith communities/organization's protocol for background checks as required for those working with children

OR

- 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 two years. Volunteers who are not cleared through their church protocols must complete the form on [whoprogram.org](http://whoprogram.org) and email it to [whoprogram@gmail.com](mailto:whoprogram@gmail.com).

**What if something comes up on a background check?** You will be notified of information discovered on your background check that would prohibit you from volunteering. Please contact Jane Seidel at [fiveseidels@yahoo.com](mailto:fiveseidels@yahoo.com) if you have questions.

**Confidentiality:** 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 volunteering. A confidentiality form is required to be submitted for all volunteers and must be signed once per WHO season. Forms can be found next to where volunteers check in for their shifts. Form examples below.

WHO Program Volunteer Application & Disclosure Statement for  
Criminal Background Check  
To be completed by volunteers

To participate in the WHO program, each volunteer must fill out the information below and sign where indicated. By signing this form, you are giving the WHO 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: \_\_\_\_\_ Gender:  Female  Male  
Month/Day/Year (required)

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

I am serving as an individual volunteer and my time is not connected to a church or group.

Have you ever been convicted of the following:  
**(please check box if answer is, "yes")**

- Any crimes 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 relation 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: \_\_\_\_\_

(If Under 18) Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

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

**Email completed form to [whoprogram@gmail.com](mailto:whoprogram@gmail.com)**

Background checks are issued for all WHO volunteers through the Washington State Patrol; a copy of the background check is available upon request after the volunteer application is processed.

## Confidentiality Policy & Waiver Agreement

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

**Volunteer E-mail/address:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

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 volunteering**

**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/Outsiders Inn 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/Outsiders Inn 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/Outsiders Inn staff, with the aim of helping the client. I shall possess a professional attitude, and uphold confidentiality towards clients, co-workers, and any sensitive situations arising in the program. Upon the conclusion of volunteer work, I shall maintain client and co-worker confidentiality and hold confidential information about sensitive situations within our program. This Confidentiality Policy applies during and after my participation in the WHO program.

### **I Affirm That:**

I am applying to perform certain volunteer services related to the Winter Hospitality Overflow (WHO) Program. I acknowledge my participation is completely voluntary. 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, Outsiders Inn, 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 my indirect or direct participation in the WHO program may involve a risk of injury/illness.

This is to acknowledge 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

Amended 6-15-23 js



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# LAUNDRY DUTY: MONDAY & THURSDAY

## WHO St Andrew Laundry Tasks 23/24 Season

**Our laundry is done at the Homestead Shelter. 4921 NE Hazel Dell Ave., 98665. Take I5 to Main St., turn right at the first light. Shelter is on the right past The Frontier. We deliver laundry to Homestead on Monday AM and Thursday AM. Clean laundry is picked up that evening by a member of the Task Force or SHARE staff.**

Each day we take @ ½ of the laundry or beds 1 thru 20 on Monday and 21 thru 40 on Thursday. We plan 2 additional volunteers AM and PM on Monday and Thursday to help with these tasks. The Opener can assist if needed. The gym will be taken down both Monday and Thursday AM to accommodate the Boys Scouts and SALC Pickle Ball in the evenings.

### **Monday and Thursday Morning**

@ ½ of Guests are instructed by SHARE staff to put their dirty bed linens in a pile in the middle of the gym on Monday and Thursday AM to be bagged up by the volunteers. We ask guests to remove the pillowcase and put their pillows in the mat room on the stacked mats. Evening volunteers/guests wipe them with disinfectant before including them in new bed bags. **We DO NOT SEND PILLOWS OR PILLOW COVERS TO SHARE LAUNDRY.** The remaining guests put their individual bedding in a bag with their name on it and place it in the mat room; A member of the WHO Task Force will take the laundry to Homestead Shelter and pick it up at 5 PM. Once the laundry is bagged up, morning volunteers are asked to help move the dividers and mats to the end of the gym, so the Boy Scouts and Pickle Ballers have room to conduct their activities.

### **Monday and Thursday Evening**

The Boy Scouts help rearrange the mats and dividers when their meeting ends. Extra volunteers and staff can help on Thursdays. SHARE Staff can help and Jane Seidel will also be there most Mondays/Thursdays.

Once volunteers arrive, two can begin to fold and sort the clean laundry received from SHARE Orchards. We fold the clean laundry outside the Davis room on a long table. We may receive damp or even quite wet laundry. If it is not too much, we can use the preschool drier. There is a laundry basket for this purpose in the mat room. Please use the laundry basket and be sure to check the drier is empty before you leave. Hopefully, there is not a great deal....then we punt!

Volunteers make bed bags – 1 pillow, 1 sheet, 1 pillowcase, and 1 blanket for each guest. Additional laundry is folded and put in the mat room when finished. Bed bags are put on beds once the mats and dividers are back in order.

Clean laundry is sorted, folded and put away in the mat room by the evening volunteers.

# EVENING VOLUNTEER EXPERIENCE

## HOSPITALITY ROOM [Davis Room] **EVENING** TASK LIST AND SUGGESTED SCHEDULE

**Please use gloves when preparing or serving food. A list of volunteers for each shift and for the evening meal is on the side of the fridge. Vaccination is not mandatory, and masks are optional.**

<p><b>Hospitality Room [Davis Room] open til 9 PM</b></p> <p>Coffee &amp; hot water are usually ready with most snacks and drinks set up for the arrival of guests. If not, set up coffee pot and drinks according to instructions inside cabinet – check with opener for assistance. Meals are scheduled to be delivered between 6 and 6:30 PM. Make sure the meal is delivered and set up.</p> <p>Usually sweets are kept until @7:30 PM to give parents time to see that kids have some nutritious food. Use your own judgement,</p>	<p>7:45</p> <p>Showers begin around 7:45 PM. Times are monitored by the ES. Towels are in the closet in Davis Room. Guests can help themselves. The general rule is 1 towel per guest-use your best judgement if extra is requested – we do not have a lot. Toiletries are in the tall cabinet at the back of the Davis Room. There is all in one shampoo and soap in the showers.</p> <p>Underwear and socks, if available, are in the closet with the towels, or in the small brown cabinet on the back wall.</p>
<p>6:30 PM</p> <p>Guests begin checking in and coming back to the hospitality room for a warm snack.</p> <p>We usually serve folks individually from behind the counter – wearing gloves while serving</p> <p>Fill in forks/spoons napkins. Give second servings as soon as all have had a first serving. Be sure there is always one volunteer in the room to be a welcoming presence and answer questions/help.</p>	<p>8:00 PM – 9:00PM</p> <p>Continue to provide a welcoming presence for guests. Use gloves when preparing food. Make sandwiches – PBJ or meat and cheese – guests choose when they check in check with ES. Please follow lunch instructions posted on fridge. Guests like choosing their own lunch items. All meat/cheese and bread in fridge or freezer. PBJ in the upper cabinets in kitchen area. Include date on the sandwich bag. Put sandwiches in the fridge for distribution in the morning.</p> <p>Set up coffee for the next morning based on the number of guests – confirm with ES as some guests may not come to Davis room.</p>
<p>7:00 – 7:30 PM</p> <p>Check in with the ES for any expected late arrivals. Set aside some food for them if possible. A plate or bowl of food can be heated when they arrive.</p> <p>Monitor food for refills if needed and available. Bring out any sweets or desserts if available. We do not always have these items.</p>	<p>Generally, we stop serving folks at 9PM. Use your best judgement</p> <p>9:00 PM – 9:30 PM</p> <p>Guests may be assigned to clean tables and sweep floor if needed. If not, please sanitize the tables for the AM and wipe and clear work area. Put away any leftovers and clean crock pots. Sanitizing wipes in the upper cabinets. Extra paper towels are in the WHO food cabinets behind the double doors by the gym. Extra disinfecting wipes are in the workroom We try to keep Davis room well stocked.</p>

# MORNING VOLUNTEER EXPERIENCE

## SALC **MORNING** TASK LIST AND SUGGESTED SCHEDULE FOR HOSPITALITY ROOM [Davis Room] |

**Please sign the volunteer register at the front counter. Read and sign the confidentiality form 1X each season.**

**Vaccination is not mandatory, and masks are optional for guests and volunteers.**

**Janitors will take care of sanitizing tables, the trash, floors, vacuuming and bathrooms.**

<p><b>When you arrive</b></p> <p>Sign in the Volunteer Register on the front counter. Read and sign the Confidentiality agreement 1 time each season. A SHARE staff person is on site each morning. Let them know you have arrived. They make sure all guests have exited by 8AM. You may be asked to help if needed.</p> <p>Check with SHARE staff to get the number of guests/children. This will help you as you set up the food. Not all guests come for breakfast.</p>	<p>7:45 AM</p> <p>Hospitality room is closed. No exceptions. Unplug coffee and water and clean for the evening shift. All food items are wrapped on the counter or returned to the fridge- except butter – there is a white butter dish with a cover that can be left on the counter. All dishes used must be washed dried and put away before you leave.</p> <p>Clean WHO crock pots if necessary and put on the long tables with the rest of the supplies. Clean volunteer crock pots and place in the work room for pick up.</p>
<p>6:30 AM</p> <p>Prepare coffee and water if not set up. Set up breakfast. Milk and juice in the fridge in fridge- Guests can serve their drinks. We usually make toast and serve cereal in bowls and do any microwaving that is needed. This has kept the area a bit tidier. We ask guests not to go behind the kitchen counter. Plates, bowls and cups are in the upper cabinets. Put other breakfast items out if available. Fill in from the cabinets in the TV room if needed. Make sure there is bread, peanut butter, jelly, butter for toast.</p>	<p>8:00 AM – 8:15 AM</p> <p>Bring the lunch cart back from the front. Put any remaining sandwiches in the fridge. Stow the toasters on the table next to the refrigerator. The serving tables should be clear of any dishes, flatware, food or drink. Put away, cover any leftover food/drink.</p> <p>Make sure the door to the smoking patio is pulled shut. The lock is automatic. Make sure the hallway heaters are turned off.</p>
<p>6:30 - 7:00 AM</p> <p>Set the sandwiches on a cart with paper bags, napkins, some water bottles and other items that look good for lunch – granola bars, cookies, fruit chips etc. Bring the cart to the front and put it in front of the large table so guests can choose the lunch items they want. Some may take a bag some may not. Put out hand/foe warmers as well. They are under the cabinets in the front narthex area. You may have a volunteer monitor reminding folks to take their lunch.</p>	<p>8:00 AM – 9AM</p> <p>Clean counters and kitchen using the cleaning supplies in the lower kitchen cabinet. Sanitize the counter areas. AM janitor cleans and sanitize tables/chairs. Empty and rinse out the coffee pot and dispose of grounds. Set up the decaf coffee for the evening shift. Rinse and refill the hot water pot. Check the front counter and store all paperwork etc. in the cabinets below. Dispose of any trash and wipe the counter before you leave.</p>

# WHO INVENTORY

WHO supplies can be found in various places throughout the building. Here is a list of most needed materials and where to find them.

ITEM	LOCATION
33 gal. clear plastic bedding bag	Mat Room, WHO Closet in Kitchen, or SALC Kitchen
Disinfectant Wipes	Mat Room, WHO Closet in Kitchen, or SALC Kitchen
Gloves	Mat Room, WHO Closet in Kitchen, or SALC Kitchen
Windex	Mat Room, WHO Closet in Kitchen, or SALC Kitchen
water	Mat Room, WHO Closet in Kitchen, or SALC Kitchen
Floor Cleaner	Janitors Closet
Paper Towels	Janitors Closet
Toilet Paper	Janitors Closet
Large Black Plastic Bags	Janitors Closet
Paper Items: Plates, Bowls, Hot Cups, Stir Sticks, Napkins, Sandwich Bags	Davis Room
Food Items: Cereal, bars, coffee, cocoa, cup of noodles, peanut butter, jam, Crystal Light, crackers, etc.	WHO Food Cabinets
Bread, Milk, Butter, etc.	WHO Refrigerators in Davis Room or Large Refrigerator in SALC Kitchen
WHO Food Cabinets	Cabinets in Room 7/8, across from Janitors Closet

NE FOURTH PLAIN BLVD

# BUILDING MAP

OUTDOOR NATURE SCHOOL AND COMMUNITY GARDEN



NE 112TH AVENUE

GHER ROAD

COXLEY DRIVE

WELCOME TO ST. ANDREW LUTHERAN CHURCH

# HOW-TO'S

## THERMOSTATS

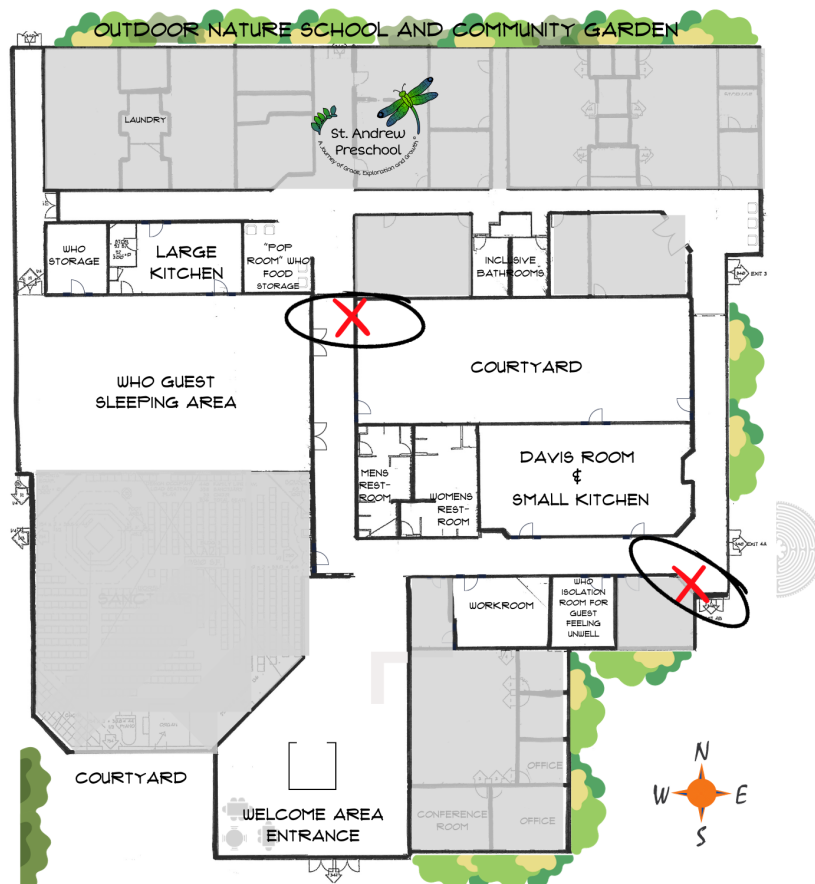
### THERMOSTATS AND HEAT IN THE GYM:

- 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."

### THERMOSTATS IN THE FRONT ENTRY AREA:

- When it gets cold in the front entry area, here is how to get heat: To the right of the sanctuary doors, set the wall switch to Narthex, not the 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.

### HALLWAY HEATERS:



WALL HEATERS ARE LOCATED WHERE THE RED X IS ON THE MAP. EACH HEATER HAS A DIAL THAT TURNS FROM OFF TO ON TO VARYING DEGREES.

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# EXAMPLE EXPERIENCE FOR WHO GUESTS

If you have a concern about any of these rules or behaviors of our guests at WHO, you are asked to speak to a Share Engagement Manager. The manager will address all concerns with the guest.

## GUEST CONTRACT



### CLIENT AGREEMENT

#### EXPECTATIONS FOR WINTER HOSPITALITY OVERFLOW PROGRAM AGREEMENT

**Who Arrival Times**— Guest are expected to arrive at St Andrews Lutheran Church no earlier than 6:30pm to 7:00pm. The WHO phone [360.605.6258] Engagement Specialists are not on site until 6pm, however, you can leave a voice message or send a text during the day before 6:30pm. The CM will get it when they arrive at 6pm. Work schedules, transportation issues, religious observances, child visitation, etc. are appropriate reasons to be late to shelter with documentation. If you have not arrived by 7:00pm, your referral will be rejected and/or you will be exited. This will require you to call the Housing hotline, if it is after 7:00pm to get a new referral. **When you enter you are in for the night so bring what you need when you enter the shelter. If you choose to leave before the morning, you will not be able to return until the next check-in if space allows.**

**Departure Times**— All guests at St. Andrew will be awakened at 6:45am, lights begin to come on at 6:30am. **All guests must exit with all of their belongings at 8am and cannot return until 6:30pm.** If you need an early wake up, please let staff know.

**Length of stay**— Your stay will be from the day you enter until 03/31 unless expectations have not been followed. **If you do not check in to shelter on any given night by 7:00pm, you will lose your bed space and will need to contact the Housing Hotline at 360-695-9677, before being allowed to re-enter shelter.**

#### Community Living:

- Treat everyone with dignity and respect, unsafe behavior, such as threats, discrimination, or bullying, is not welcome.
- No smoking within 25 ft of the doors, or windows. 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. No visible tobacco inside the church. However, smoking cigarettes is permitted in the courtyard. The courtyard is not locked at night. Please no smoking out front of the church
- **No weapons are allowed in the shelter, and nothing may be used as a weapon inside the shelter. If you enter with a knife or weapon, it can be stored in the office and returned to you when you leave in the morning.**
- **Alcohol, Drugs** – You are not allowed to possess, or use alcohol or drugs in or around the Host Site facility and/or property. This includes marijuana. **Any guest who is found using illegal substances, marijuana or alcohol on church property will be exited immediately.**
- **Quiet hours are 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. Staff can provide you with an early wake-up call as needed.

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## GUEST CONTRACT CONTINUED

- **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. Changing clothes should only take place in the bathroom.
- **Sleeping Arrangements** – Staff will assign bedspaces when you come into the shelter each night. The goal is to limit the times we move people; however, we do need to move people at times to make more space or due to other accommodations. **Please do not move your bed from the assigned space without talking to staff.**
- **Pets**– Persons with Service Animals will need to access shelter at one of the regular emergency shelters. No pets can be left in cars or tied up on shelter property.
- **Gym** – **Will be broken down on Monday's and Thursdays in the morning. We will not have access to the gym on those nights until 7:30-8:00pm**
- **Showers** – Shower services are available at St. Andrew's from 6:30pm – 12:00am. A signup sheet will be located on the check in table. Am showers start at 4:00am to 6:00am and are on a first come, first served basis. No AM showers on Mon, Thur or Sunday. Please be respectful of your shower time and others shower time. The shower time slots are no more than 30 minutes.
- **Telephones & Personal Laundry** – There are no phones or laundry services available.
- **Who Space** – **Guests are only allowed in the front of the church. Please do not go past the double doors or in the back hallways. This is the church's space not ours.**

### Davis Room:

- Dinner is provided for you and served at 6:30pm –8:00pm nightly.
- The Davis room is closed and locked by 9:00pm.
- A cold breakfast is served at 7:00am. The Davis room is closed and locked by 7:45am.
- Please let the case manager know if you would like a sack lunch for when you leave in the morning.
- When you are done eating, please throw away your garbage and clean up the area you sat in.

### Cleanliness

- We ask that you join us in keeping the facility clean and sanitary for all that share this space. This includes but is not limited to,
  - **No food or drinks in the gym.**
  - Throwing away all your garbage, making sure that food is not left out.
  - Keeping bed space clean and put bedding back in the bag every morning.
  - Lockers are provided for medication storage and other valuables.
  - **Bedding** – All bedding will be issued from your day of entry until the following Monday or Thursday depending on your bed number. **No personal bedding is allowed.**
  - **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.

### Children:

- Parents are expected to supervise children and are responsible for any unsafe behavior by their children towards others. Children need to be in line of sight of their parents. Children are not to run in the church. No rough housing, no climbing on stacked up mats.



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## GUEST CONTRACT CONTINUED

- **No physical punishment or emotional abuse of children is allowed, including spanking. If a minor arrives or is left at the facility without his or her parent, the Child Protective Services (CPS) will be called.**

**Shelter Goals:**

**Engagement Specialist -Are here to support you with job searching, applying for benefits, searching for places. We are here because we want to be a steppingstone helping you create a plan. We close on the morning of March 31<sup>st</sup>** and although our time is short our team is committed to helping you so, please reach out.

- Our expectation is that you are utilizing the shelter space you have been given, so if you are not showing up every night on time, you will be exited.
- Engagement specialists and the Housing Navigator are available to assist you with achieving your goals and overcoming barriers.
- We will hold weekly house meetings to share resources and have a safe space to share reminders and concerns.

**COVID Safety Precautions:**

- If you are not feeling well, please let the staff on shift know.
- You will be asked to wear a mask when in common spaces.
- Please keep 6 feet of distance between yourself and others as much as possible.

**Solution Request and Process:**

- You have the right to submit a verbal solution request (grievance) or a written solution request.
- When verbally expressing your solution request to staff, staff are expected to document the complaint and forward the information to the Program Director.
- The Program Director will review it and respond within 3 days. If you disagree with the Program Director's decision, you may appeal to the Deputy Director. If you disagree with the Deputy Director's decision, you may appeal to the Executive Director.
- Solution Request forms are located near the office.

**I have read and understand the SALC WHO Shelter Expectations.** *By signing this document, you agree 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 SALC winter overflow program.*

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Date

# WHO HAS A NEW WEBSITE!

We're excited to announce the launch of our new website! We've created a more user-friendly and informative experience for you, and we think you'll love it.

Here are just a few of the things you can expect on our new website:

- Easier navigation.
- More comprehensive information about both locations, St. Paul and St. Andrew.
- Regular updates on our latest fundraising events.
- Volunteer opportunities and resources.
- A contact form so you can easily get in touch with us.

We hope you'll take some time to explore our new website and let us know what you think. We're always looking for ways to improve, so your feedback is important.

**whoprogram.org**



You can also find us on Facebook.

 [facebook.com/whoprogram](https://facebook.com/whoprogram)



# CLARK COUNTY, WA Winter and Severe Weather Shelters 2022-2023 Winter Season CouncilForTheHomeless.org

## 36

Number of Severe Weather Nights 2022-2023 Winter Season



## 712

people were helped.

More than **12,000** safe sleeps were provided.

WHO St. Paul served

## 50

 individuals

for a total of

## 4,119

 safe sleeps

WHO St. Andrew served

## 308

 individuals

**93** of those being children for a total of

## 5,646

 safe sleeps

River City Church served

## 48

 individuals

for a total of

## 269

 safe sleeps

Beautiful Savior Church served

## 63

 individuals for a total of

## 812

 safe sleeps

Immanuel Lutheran Church served

## 53

 individuals for a total of

## 831

 safe sleeps

Refuel Washougal served

## 11

 individuals for a total of

## 78

 safe sleeps

Living Hope Church served

## 179

 individuals for a total of

## 424

 safe sleeps

Thank you to community and faith-based partners for working collaboratively with CFTH to open additional nightly shelter beds for our neighbors when severe weather alerts were called.



St. Andrew LUTHERAN CHURCH



ST. MATTHEW LUTHERAN CHURCH

## WANT TO SIGN UP FOR WHO RELATED EMAILS?

Contact Amy McCann at [officemanager@salcvan.org](mailto:officemanager@salcvan.org) or direct your cell phone camera to point to the blue QR Code. It will direct you to our online sign up form.



at St. Andrew Lutheran  
Church

winter hospitality overflow


5607 NE Gher Road Vancouver, Washington 98662

 [www.whoprogram.org](http://www.whoprogram.org)

 [facebook.com/whoprogram](https://facebook.com/whoprogram)

Jane Seidel, WHO Task Force at St. Andrew Lutheran Church

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

 (360) 607-4339