

**Cold Weather Emergency Warming Center  
And Homeless Support Services**

**Church of the Mountains ~ United for Action ~ Grass Roots Community Effort**

**Guidelines & Procedures**

Updated October 2019

For Season #5

This guide is based upon the best practices and guidelines of successful warming centers nationwide and fine-tuned based on our experiences during the last four seasons of successful operation. Our guidelines will continue to be revised by the EWC coordinator and leadership team based on lessons learned during operation, best practices, and community input.

It's important that all volunteers read these guidelines and attend a training (virtually, online or in person) to help ensure that our guests and you as a volunteer have a safe, successful experience each time we're open. Volunteers and staff have clearly defined roles with varying levels of responsibility. There is always a shift-supervisor on site and we are confident that if you come with an open heart and attitude to help, you will fit into our wonderful, sometimes a bit messy, family of volunteers, guests and paid staff.

We welcome your suggestions and questions so that we can improve the program and update these guidelines along the way. Please email [TruckeeEWC@gmail.com](mailto:TruckeeEWC@gmail.com)

With Warmth & Thanks,

Emergency Warming Center Coordinator & Steering Committee

## Table of Contents

1) Volunteer Information.....	3
2) Volunteer Application.....	4
3) Volunteer Agreement & Release of Liability .....	5
4) Operating Schedule & Typical Staffing Needs .....	6
5) Services we can offer our guests & Guest Schedule.....	7
6) Check in forms: Welcome Form / Guest Rules/ Release of Liability.....	8 - 10
7) Kitchen Host Position.....	11 - 13
8) Hospitality Host Position.....	14 - 16
9) Sample Incident Report Form.....	17
10) Sample EWC Communication .....	18
11) Frequently Asked Questions (FAQ).....	19
12) Shift Supervisor Position.....	20
13) Guest Liason Position	
14) Evening Shift Supervisor	
15) Overnight Shift Supervisor	
16) Resources Reference Sheet.....	22
17) Lice Protocol & Info .....	23-25

## Volunteer Information

The EWC is a weather-triggered center that opens during the most severe weather nights of the year. A Shift Supervisor will be present on every shift, along with one Hospitality Host and our Guest Liaison. Two volunteers will be in the EWC at all times, ideally one of each gender. This season we expanded our paid staff to include additional Evening Shift Supervisors, our Guest Liaison for Eve 5-10 & Breakfast/ Clean Up 6-8 plus open positions for Overnight Guest Services. The EWC can not open if adequate staff and/or volunteers are unavailable.

- Wear warm, modest, comfortable clothing (layers are helpful due to fluctuating temperatures)  
Closed-toe shoes.
- Park on the North side of the building if you will be leaving by 10pm. Overnight Volunteers may park in front of the building if space is available otherwise please use designated community parking spots
- Bring NO valuables, very little cash. It's OK to have books, magazines, computer, phone that can be used after lights out or during guest quiet time; store these items in the safe area designated in the hallway by the kitchen.
- Hand sanitizer and Kleenex will be placed around EWC for you and our guests to use.
- Ask permission before touching a guest or any of their belongings
- **Listen** to guests for cues on what they may need or want. (clothing, referrals to services, ect.)
- **Listen** and allow guests to set the pace of conversation and interaction
- Treat guests in a calm manner while supporting the program schedule & rules.
- You must maintain the confidentiality of all volunteers, guests, and EWC supporters about whom you have personal or identifying information.
- You must not participate in and will report any and all instances of any sort of harassment, exploitation, and/or intimidation.

Above all, in every way you can, help us maintain an atmosphere of physical and emotional safety for everyone associated with the EWC, including guests, volunteers, church members, other groups using the church space and our larger community.

**Church of the Mountains ~ United for Action  
Emergency Warming Center  
VOLUNTEER APPLICATION**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Phone Number(s) \_\_\_\_\_

Email Address \_\_\_\_\_

Which way do you prefer communication? **Email / Text / Phone call**

Are you certified in Basic First Aid / CPR? (not required) **YES/NO**

Are you 18 years of age or older? **YES/NO**

Are you willing to attend a 90-minute orientation meeting prior to volunteering on a service team?  
**YES/NO**

**How did you hear about the EWC?** \_\_\_\_\_

**Have you volunteered here in the past?** \_\_\_\_\_

Please list any skills or volunteer/professional experiences relevant to working with this type of program:  
(none required)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please indicate all the areas in which you are interested and willing to help:

- Food Preparation
- Kitchen Host/Dinner Shift: 5:00 p.m. – 8:00 p.m.
- Kitchen Host/Breakfast Shift: 6:00 a.m. – 8:00 a.m.
- Hospitality Host/Evening Shift: 5:00 p.m. – 10:00 p.m.
- Hospitality Host/Overnight Shift: 10:00 p.m. – 6:00 a.m.
- Hospitality Host/Morning Shift: 6:00 a.m. – 9:00 a.m.
- Shift Supervisor
- Fundraising / Donations
- Managing Donations
- Publicity / Community Relations / Social Media
- Host Recruitment & Training

\*\* Will you be one of our "CORE" volunteers and make it a goal to spend 5-10 shifts with us this season?

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

**Church of the Mountains ~ United for Action**  
**Emergency Warming Center**  
**VOLUNTEER AGREEMENT / RELEASE OF LIABILITY**

This Emergency Warming Center is designed to provide a safe, warm place to stay for the night to individuals 18 or older whose temporary or permanent sleeping arrangements are typically outdoors, in their cars, or in unheated space. We value respect for the dignity of all humans. We aim to create a space that is physically and emotionally safe for all, regardless of race, ethnicity, nationality, religion, gender, gender identity, or sexual orientation.

As a volunteer staff member of this Emergency Warming Center, I agree to the following:

1. I support the mission and values of the Warming Center, as stated above.
2. I will do my best to keep my commitments to the Warming Center knowing that my participation is vital for us being able to be open. If there is a time I must cancel my shift or I will be late, I commit to contacting the Shift Supervisor or EWC coordinator as soon as possible so other accommodations can be made.
3. I am willing to function as part of a team and work together to create a welcoming warm space for our guests and will follow the policies and procedures developed for the Warming Center.
4. I will not give money or agree to pay for special agreements to any guest without first involving the Shift Supervisor or EWC coordinator.
5. I understand that the Warming Center is not an appropriate place for religious, political proselytizing or any form of manipulation or pressure.

In consideration of my participation in the Church of the Mountains/ United for Action Emergency Warming Center, I shall hold all of the participating churches, volunteers, and coalition members free and harmless from any claim or liability that may arise through my participation in the program.

If photos are taken while you are spending time at the EWC, may those be used for purposes of grant writing, advertising and marketing to support this program. YES or NO

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

## OPERATING SCHEDULE

10:00 a.m.	EWC Program Coordinator, after discussion with leadership, decides to activate the EWC; begins contacting trained volunteers to confirm & identify those available for service.
By 12:00 p.m.	Coordinator announces the opening of the EWC through all channels – Mass email (Social Services, Police, Hospital...) Updated Phone message, Sign in the door, Text message regulars group
5:30 p.m.	5pm Shift Supervisor and/or Guest Liaison arrives. Other volunteers between 5:00 and 5:30 depending on how much set up is needed. Shift supervisor provides and important info & answers questions, then begin EWC set-up.
6:00 -8:00 p.m.	Guests check bags, sign-in and set up their sleeping area.
6:30 – 7:30 p.m.	Dinner served. NO food for guests after 7:30 p.m.
7:30 – 9:30p.m.	Clean Up begins, then movies, games, books, quiet time. OVERHEAD LIGHTS DIMMED AS SOON AS POSSIBLE
9:30 – 10:00 p.m.	Quiet time.
10:00 p.m.	Lights out: Television turned off, doors closed & locked for the night. Police agencies and hospitals are always welcome to bring or send a guest to the EWC, regardless of time. Also, guests that have not stayed are welcome at any time for their first visit.
6:00 a.m.	Wake-Up call ~ “Coffee”
6:15 – 7:00 a.m.	Breakfast & Clean-Up.
7:00 – 7:15 a.m.	Guests depart.
7:15 – 8:00 a.m.	Volunteers clean and deactivate EWC.

- There will be 2 ~ chaperoned, out-door smoke/pet breaks in the designated area: around 7:30 – 7:45 p.m. and 9:30 – 9:45 p.m. These times are flexible, guided by the combination of guests and decision of the shift supervisor.

### Typical Staffing Needs

\*Ideally at least one volunteer of each gender during each shift

- 5:00 – 10:00 p.m. Evening Shift (Set Up, Check-In, Hospitality)
  - Shift Supervisor and Guest Liaison
- 5:30 – 8:00 p.m.
  - 1 Hospitality Host
  - Dinner Kitchen Host (can arrange to come earlier if more prep time wanted, later if no prep needed)
- 10:00 p.m. – 6:00 a.m. ~ Overnight Shift
  - Shift Supervisor or 1 paid trained Staff
  - 1 Hospitality Host
- 6:00 – 8:00 a.m. Morning Shift (Breakfast, Clean-Up, Support Guests and Deactivation)
  - Guest Liaison
  - Breakfast Kitchen Host
  - Hospitality/Homeless Outreach Support

## SERVICES WE CAN OFFER OUR GUESTS

- Warm, dry, safe space to sleep for the night and be part of a community
- Warm meal at dinner and breakfast on nights we are open.
- Bedding: sheets & blankets for the cot or sleeping pad, extra blankets, sleeping bag (if available)
- Washcloth & towel
- Ear Plugs
- Toiletry items: toothbrush, toothpaste, disposable razors, hand cream, feminine hygiene products (other items if available) When **getting items for guests they are not allowed in the supply closet, ask what they need and bring it out to them.**
- “To Go” Food Bag (bags in bin by front door for them to take with them: water, snacks, non-perishable items)
- When needed, can help with drying wet clothing and in extreme situations a shift supervisor may make the decision to wash a load of clothing.
- There may be coats, snow pants, boots, socks, gloves, hats that are located in the main living room area. Other items of different sizes may be available in the clothing closet.
- Referrals to other social services or other longer term help: medical care, local bus tickets, other transportation & service referrals should be referred to the shift supervisor who will alert the Homeless outreach coordinator and/or EWC Program Coordinator.
- Left overs may be available for guest to take with them in the morning.
- Other items may be available based upon donations we receive.

**Reminder:** A volunteer cannot offer money or pay for special services for a guest at the EWC. All items provided at the EWC must be given through the program, not by individual volunteers.

### Pets

We allow guests to bring their pets with them for the night. Standard rule is that pets must be in a kennel, Service dogs do not follow this rule. This may be different depending on what the shift supervisor decides.

We will have dog food & treats available as well as kennels, pillows and some dog beds.



**Emergency Warming Center ~ WELCOME FORM**

*Volunteer must Complete this Form*

*Please ask each guest each question updating each time they check in..*

Guest Name \_\_\_\_\_

Age \_\_\_\_\_ Gender \_\_\_\_\_ Home City \_\_\_\_\_

What contributed to your need for shelter? \_\_\_\_\_

1. Is there anything you need right now to stay healthy while in here for the night? **YES / NO** If **NO**, Is there anything you will need before leaving in the morning? \_\_\_\_\_

2. Have you had any health problems over the past week? (Persistent cough / Diarrhea / Itchy skin/ other conditions) you are concerned about?

**If question #2 or #3 has a YES answer, help with those items and consult the EWC Shift Supervisor with any needs or concerns.**

Date \_\_\_\_\_  
EWC Volunteer Signature \_\_\_\_\_

Date \_\_\_\_\_  
EWC Volunteer Signature \_\_\_\_\_

Date \_\_\_\_\_  
EWC Volunteer Signature \_\_\_\_\_

Date \_\_\_\_\_  
EWC Volunteer Signature \_\_\_\_\_

Date \_\_\_\_\_  
EWC Volunteer Signature \_\_\_\_\_

**NOTES:**



## GUEST RULES

- 1) Check In each night we are open is from 6:00 – 8:00 p.m.
- 2) NO VIOLENCE: physical actions, sexual advances, threatening behavior, verbal harassment, or foul language.
- 3) No possession or use of alcohol, drugs, medical marijuana or weapons in or around the perimeter of the Warming Center.
- 4) If you come into the EWC under the influence of drugs or alcohol, you must be able to take care of yourself and follow all of the guest rules. For safety reasons, the hospital or police will be involved if this rule is not followed.
- 5) Once you have checked in for the night, NO coming and going permitted. If you leave you are unable to return that night.
- 6) No outside food or beverages allowed at the EWC. You may bring in your own EMPTY cup.
- 7) Smoking is only permitted at the specified times, in designated outside areas.
- 8) Males and females will sleep in separate areas.
- 9) All bags must be checked-in, prior to sign-in. You will be given a clear bag to put toiletries, clothing and other items you may need for the night.
- 10) Personal property is required to fit underneath your cot or on the chair beside it.
- 11) Everyone must follow the schedule for meals, smoke breaks, activities, and lights out.
- 12) All pets must be kept in kennels. There will be breaks for pets to be taken outdoors, and owners are responsible for picking up and disposing of their animals' waste.
- 13) Everyone is encouraged to help clean up after dinner, breakfast, and at closing time.

Violation of GUEST RULES may result in your being asked to leave and possibly permanently excluded from the Emergency Warming Center program.

	Guest Signature
Date	Date
Date	Date
Date	Date
Date	Date
Date	Date
Date	Date
Date	Date

## GUEST RELEASE OF LIABILITY

In consideration of participating in the Church of the Mountains/ United for Action Emergency Warming Center, I shall hold all of the participating churches, volunteers, and United for Action members free and harmless from any claim or liability that may arise through my participation in the program.

I understand this document, and my agreement will remain in effect each time I use this Warming Center during the 2019-2020 season.

If pictures are taken one of your nights at the EWC, may this be used for the purpose of grant writing, or sharing with others about the EWC. (Yes) (No)

\_\_\_\_\_ Guest Signature

\_\_\_\_\_ Date

# KITCHEN HOSTS

The EWC Program Coordinator along with our Meal Coordinators will have basic supplies in the kitchen and volunteers lined up to provide meals. Some volunteers may choose to bring the meal and then serve from 5:00 – 8:00pm, others may come in and use a meal that is available in the cupboard or freezer. Preferences can be communicated in the sign up and via email.

Meals will be simple, for dinner, example: salad, soup or casserole or meat, soft bread with butter, and a simple dessert for dinner; hot beverages, water, milk. Breakfast: hot oatmeal, eggs, breakfast casseroles, and/or pastries, leftovers from the night before.

**Reminder:** Guests often don't have regular eating habits and tend not to have large meals available to them so the foods should be hearty but not spicy or gas producing. Veggies & Fruit will always be available as these are items the guests appreciate & don't regularly have access to.

\* Food handler gloves are available in the kitchen but not required. What is required is washing your hands thoroughly and frequently.

## **Dinner Shift: 5:00 p.m. – 8:00 p.m.**

- When you sign up or when your shift is confirmed you can communicate what your plan is for dinner. Will you be bringing food to prepare a meal at the center or needing something taken out of the refrigerator?
- At arrival, decide how much prep and cooking time is needed in order to begin serving dinner by 6:30 p.m. If dinner is ready early let the shift supervisor know and it may make sense to eat early.
- Set out a pitcher of water, hot water for tea & hot chocolate and a pot of DECAF coffee. There may be snacks, appetizers to set out also. Have these available for guests to have once they arrive and check in. Leave these items out until 7:50 p.m.
- Use white ceramic plates, real utensils, coffee mugs and disposable cups for cold drinks.
- If there is milk in the refrigerator you may offer that to the guests for dinner.
- Set up:
  - Put utensils on the counter OR middle of the dining table
  - Place napkins, salad dressing, condiments on the counter OR in the middle of the dining table
  - Allow guests to pass dishes back into the kitchen through the serving window.
  - Can be flexible, if it's a small group you may want to serve some items family style at the table.
- Serve dinner starting at 6:30 p.m. or earlier if agreed upon. Dinner is available until 7:30 p.m.
- If extra food is available, offer additional serving, encouraging guests to fill up as there is no food available after 7:30 p.m.
- Volunteers are encouraged to eat dinner with the guests.
- When dinner is done, close the curtains between the kitchen and living room.
- Leave water and de-cafeinated tea out on the counter. Hot water kettle may be left on the counter for guests to serve themselves (No SUGAR or CAFFINE after 7:30 p.m.)
- Place leftovers into the refrigerator to be warmed and served to guests arriving late or for breakfast the next morning.
- Wash plates/utensils in hot soapy water, rinse, dry and put away. Can also use dishwasher, but items must be thoroughly rinsed off before loading.
- Wipe serving areas down with a bleach cleaner or Clorox wipes after dinner.
- Empty trash can in dining room and/or kitchen if needed.
- Set up coffee pot for morning ~ amount dependent on number of guests. (1 TBSP coffee per cup of water)
- Complete the Kitchen Log with number of folks served, menu & any notes

### ***Breakfast Shift: 6:00 – 8:00 a.m.***

- Some volunteers may choose to bring a breakfast casserole or something special for the guests but this is not necessary, there will always be food available to serve in the kitchen. Either continental breakfast style or eggs & warm items. This is a conversation you can have with the meal coordinator when you sign up or when your shift is confirmed.
- Ensure that coffee is ready at 6:15 a.m. and begin serving breakfast. Usually the night shift will start the coffee so there is one pot ready when you arrive. If there is a large group of guests you will want to empty that into the thermos and start another pot.
- Breakfast is served 6:15 to 6:45. This time may extend slightly, especially if there is a large group.
- Use white ceramic plates, bowls, utensils, and mugs.
- Check refrigerator for leftovers, eggs, cheese, muffins, milk (should all be available to use)
- In the food cupboard you will find oatmeal, cream of wheat, black tea, hot chocolate, snacks for guests to take
- Wash dishes in hot soapy water, dry, and put away ~ or use dishwasher & start it.
- Wipe serving areas down with a bleach cleaner or Clorox wipes after breakfast concludes.
- Empty trash can in dining room or kitchen if needed.
- Complete the Kitchen Log with number of folks served, menu & any notes
- Once breakfast and clean up is complete, please provide assistance to hosts, supervisor, and guests as needed.
- Check the morning cleaning list on the refrigerator and see if anything stands out to be done.

**If you need help serving or with clean up, please ask a Hospitality Host or Shift Supervisor for support.**

## KITCHEN LOG

Date & Time	Name	Log Entry (Use additional lines as needed)	Follow-Up Action
12/18/19	Cathie	Served 7 guests and 4 volunteers. Went smooth. Served Chicken, Mashed Potatoes, Green Salad & Cookies  Need paper towels	<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed

## **HOSPITALITY HOSTS**

### **Evening Shift: 5:00 – 10:00 p.m.**

**1. ARRIVAL and TEAM MEETING: 5:00 - 5:30 p.m.** Time will depend on amount of set up needed and be communicated with the group via the morning confirmation email.

**2. SET UP: 5:30 – 6:00 p.m.** (If set up early and all volunteers are ready you may open at 5:45)

- **Welcome Area:** Place large table at base of ramp; 2 chairs behind it for Hospitality Hosts; 1 chair beside it for guest to use if desired.
- **Dinner Table:** Slide large table to middle of the room, in front of the TV; place chairs around it. More folding chairs and tables are in the closet) Cover with colored plastic table cover or table cloth.
- *Move short, U-shaped table on the tile area in front of the animal cabinet. This will be used for games, toiletries, previous guests bedding bags will go underneath and extra bedding on top*
- **Cots:** Are in the closet. Set up 9 cots at to start. Some guests may prefer sleeping pads
  - ◆ Place 2 cots on North wall (with linoleum) for women guests. (NOT USED if NO FEMALE ARRIVES)
  - ◆ Place 7 cots along South wall for male guests.
  - ◆ Place 1 chair to right of each cot by the head, separating it from the next one.
- **Dog crate:** 2 will be in the closet ready to be used when necessary. 2 others available next door
- Get plastic bins from upstairs bag room to have in entry-way. As guests enter, all belonging go in except small items that will fit in their clear plastic center bag. Bin to be labeled with name, then taken upstairs and locked in storage room. Once guest items are in there, please keep the room locked at all times.

**3.CHECK-IN: 6:00 - 8:00 p.m.** Late check-in's available with prior permission, or referral from the police, hospital and all first time guests.

- Greet guests in a friendly, businesslike manner. If you don't know a guest by name, welcome them, introduce yourself, then ask their name & if they have stayed with us before.
- First step is for them to put all belongings to be stored in a large plastic bin. They may take a clear bag with basic needs for the night in with them.
- Second step is check in. If they have stayed with us this season, you'll find their client sheet filed in alphabetical order by first name. If not, start with 3 new client forms.
- Then add their name to the current nights guest log at the front of the book
- Work together with Shift supervisor to manage traffic flow. If there is a line to check in the Shift supervisor may help folks go set down their bag, use the restroom or grab a warm drink before formally checking in.
- If the guest has an animal, uses a wheelchair/walker, or appears to be overly intoxicated or sick, acknowledge their needs and offer assistance. Rely upon the EWC Shift Supervisor for further help.

#### **BAG CHECK-IN PROCESS (will take place in the entryway )**

- Greet guests in friendly, casual yet business like manner.
- Give guests their "center bag" and allow them to pick out what they need for the night.
- Place guests' backpack or bag(s) in plastic bin, snap on top and label with their name.
- Direct guests inside to sign-in.

**Shift Supervisor or other Hospitality Host: Handles paperwork (this can be shared by both volunteers)**

**1<sup>st</sup> step is to make initial assessment when a guest walks in:**

Does the guest appear to require immediate medical attention, to be too intoxicated or too overwhelmed / agitated to complete check-in, or to pose a possible threat to him/herself or others? **YES / NO**

If **YES**, STOP the check-in process and do one of the following:

- Ask the EWC Shift Supervisor to manage the situation.
- If the situation is critical and no support is available, call 9-1-1 (if possible, from the church landline).

If **NO**, continue the check-in process.

**Complete sign-in paperwork and place in binder:**

1. **Welcome Form:** All questions must be asked. If the guest is returning, pull out signed Welcome Form from last stay, date, and sign with current date.
2. **Guest Rules:** Volunteer reads out loud to the guest on their first stay with us and asks if there are any questions and confirms that they will follow these rules. If the guest is returning, pull out signed Guest Rules from last stay, review (the rules have not changed, will you follow these tonight?), and sign with current date.
3. **Guest Release of Liability:** Must be signed only the first time a guest stays with us.

**4. GUEST HOSPITALITY: 6:00 –10:00 p.m.**

- Talk with guests in a friendly, casual manner.
- Help as needed so that each guest finds a cot or sleeping pad and their bedding bag from their last stay OR new bedding.
- As time permits, interact by sharing dinner and conversation with guests. No movies until dinner is cleaned up. After dinner, time for movies, games, and quiet time with guests.
- Supervise smoke and pet care breaks:
  - Smoking allowed to the right side of the building and sometimes in front during storms. Guests must take smoke breaks as a group and remain within sight. Cigarette butts must be disposed in designated bucket.
  - Dogs may be taken out front of the building, within sight of the front door unless a volunteer is willing and able to accompany them on a slightly longer walk. All dog waste must be picked up by the owner and disposed of in designated area.
- Give advance notice of Quiet Time at 9:30, and be consistent with Lights Out and television turned off at 10:00 as overnight crew arrives.
- Shift Supervisor will meet with overnight shift volunteers at 10:00 p.m. to pass on any important guest information.

**ALWAYS work as team with the Kitchen Host and Shift Supervisor,**  
asking for and giving help whenever needed. Encourage guests to help and be part of the team.



## **Overnight Shift: 10:00 p.m. – 6:00 a.m.**

#1 Goal, keep the safety of guests, volunteers & building overnight.

1. This requires that the two volunteers that are working together. First discussion upon arrival need to be, agree upon shifts so that **ONE volunteer is AWAKE at all times**. It is suggested this happens in 2 hour shifts but that can be adjusted to fit the volunteers need and preferences.
  - a. Can adjust the thermostat up at night if it's too cold.
  - b. Make sure there are no obstacles in the way of your view on the couch. It is suggested the awake volunteer is on the smaller couch doing a quiet activity. You will then pay attention as guests use the restroom, maybe talk, rustle their stuff or cough.
  - c. Flashlights and battery lanterns are on the counter in the kitchen for your use during the night
  - d. Volunteers must do wellness checks on the guests. If we have a small group this can be done visually, possibly from the couch area as you'll be able to see all guests, hear coughs, breathing etc. With larger groups or with new guests, you may need to walk near the guests to evaluate.
  - e. If a guest is up more than twice, on the next time quietly just check in with them and see if they are ok. Paying attention to possible health issues.
  - f. Can offer cough syrup & cough drops (both in the kitchen) on the counter.
  - g. Can offer ear plugs if folks complain of others snoring or talking.
  - h. If guests are talking to each other or on phone, making any conscious noise remind them 10pm – 6am quiet hours. Give them a choice, settle down, be silent , sleep OR get up and leave.
  - i. NO SMOKE BREAKS before 6am.

Tasks:

- At 10pm, brief meeting with the Shift Supervisor in the kitchen to get on same page with any guest needs / challenges
- Lock the front doors when the evening volunteers have left at by 10:15 pm.
- Main lights should be off at 10, for sure at 10:15 when door is locked.
- Answer the EWC Cell Phone: You may get calls from police, hospital and individuals to see if we have beds open.
  - Answer the phone: Emergency Warming Center this is (your name).
  - If an agency is sending someone or someone is inquiring, ask: "Have you stayed here before?"
    1. **If yes**, ask their first name. You'll find their registration in the binder by first names. Each guest is allowed to come in ONE time after the standard 6-8 timeframe. If they have used their "free pass" then they are not able to come in without a call to the coordinator.
    2. **If no, this is their first time** then they are able to come in after hours one time assuming they are able to check in with the regular screening process. (Able to follow all the rules & healthy enough to be here.

**\*\* Always err on the side of compassion, we don't want folks sleeping outside.**

- If you miss a phone call, call the email following the prompts on the phone and enter the password: 1010. Follow the prompts to get the message if there is one and return the call if needed
- If someone comes to the door, let them in and complete the check in process in the entry way where there is light and won't disrupt sleeping guests as much.
- If during the check in you determine that they are too intoxicated or medically ill to safely stay, let them know of your concern and our rule then call 911 and request a "welfare check" for the person.

- If they are healthy enough to come in have them in quietly, point them towards an open cot and point out the restrooms.
  - There will always be 2 open cots, one on the female side and two on the male side. There will be a sheet, 2 blankets and a pillow on each one.
  - If folks need extra blankets there will always be a stack on shelves next to the couch.
  - If more than 2 folks arrive you can either pull out another cot from the closet to the left of the restrooms OR just give them a couple extra blankets & pillow to sleep on the floor
- There may be times that we have guests with special needs, these instructions will be communicated to you by the shift supervisor when you arrive. Examples:
  - Needs to be woken up at a specific time for work (some guys plow snow)
  - Needs to be given medications
  - Observation for worsening health (illness or intoxication)
  - Turn oven on and put something in for breakfast
- If they ask questions or have needs outside of the basics for a safe night sleep, let them know that 2 volunteers will be in at 6:00 am and able to help them with what they need.
- If they have a service animal it may accompany them without need for a kennel. If it is not a service animal or does not behave like one should then it needs to be in a kennel. Two kennels located in the closet to the left of the restrooms.
- Start Coffee by 5:30 am. (Recipe: 1TBS of coffee per cup of water)
- Unlock front door 5:45 for breakfast volunteers

### **MORNING SHIFT: 6:00 – 8:30 a.m.**

1. Talk with guests in a friendly, casual manner.
2. Wake any guest at 6:15 latest and again at 6:30, rouse all guests who are still sleeping
3. Announce “last call” for breakfast/coffee ect. at 6:45 a.m.
4. Encourage guests to help with breakdown & clean up
5. Guests should depart by 7a.m. This can be adjusted by the volunteers if there are times of very severe weather, we have a large group of guests or other unique guest needs that may delay this departure.
6. Redistribute bags from locked closet upstairs. Please relock if not all items claimed. If the center will be open for a stretch, guests may choose to leave their bags. Make sure bags are clearly labeled with guest name.
7. There will be someone trained and available to help guests with connections to services or unique needs by 7am each morning.
8. Work as part of the team to clean and deactivate the EWC and return the space to normal functioning
  - a. Sweep/mop/vacuum sleeping, dining and kitchen area
  - b. Wipe down all surfaces (tables, counter, door knobs..) with bleach solutions or Clorox wipes
  - c. Clean bathrooms, including toilet, sink, floor, mirrors, all surfaces with bleach or disinfectant solution.
  - d. Collect sheets, blankets, towels & washcloths from guests that will not be returning and set in the kitchen next to the washer. All sheets, towels, pillow cases will be washed. Blankets, if clean may be put in the dryer on high heat for 35 minutes. Dry one at a time.
  - e. Returning guests will have a duffel bag that they keep their own bedding, pillow, sleeping pad ect in, for use on their next stay. (We wash these items every 6 stays, more often if necessary.
  - f. Use D2 or Lysol on cots and sleeping pads (bottle on the kitchen counter)
  - g. If we know we are going to be open again, and there are not other groups needing this space during the day, we are able to keep the center set up. Guests can make their bed, clean up their sleeping area so it is waiting for them at night.
  - h. Guests may not leave bags of belongings in the center without approval of shift supervisor or program coordinator..

- i. Empty all garbage cans, if needed (kitchen, dining, bathrooms) and place bags in hallway outside side door to the kitchen. \*Trash Day is Wednesday morning, 6am, bags that don't have raw food may be put outside in the large bin before then.
- j. Restock paper supplies in rest rooms (toilet paper & paper towel) and kitchen (paper towel)
- k. Fold cots and return them to storage (if we know we will be open again that night they may be left set up)
- l. All dog crates should be wiped out with bleach solution or Clorox wipes. If the bedding used is soiled remove it to be washed. Crates should be returned to storage
- m. REFER to the Morning Kitchen & Hospitality Host Checklist on the refrigerator.

# **SHIFT SUPERVISOR**

## **ARRIVAL by 5:00 p.m. followed by leading a TEAM MEETING**

This position is for someone who is comfortable with ALL of the operations of our center and has the ability to handle different situations, questions and challenges as they come up. **Must have volunteered 5 times in the center and have participated in training OR have other experiences that qualify you to be comfortable in this role.**

- Comfortable with the “Typical” flow of the EWC Nightly Schedule
- Comfortable interacting with guests and volunteers, to keep peaceful flow of the night or morning
- Comfortable leading the newer volunteers in their jobs and stepping in to help if necessary.
- Must be aware of the items & ways we can help our guests. This includes knowledge of what supplies and items are available in the closet AND basic knowledge of services we can refer the guests to.
- Comfortable and willing to make decisions on situations outside of our printed guidelines.
- Comfortable deciding if a guest is well enough to stay with us (physically healthy, mentally healthy and sober enough to safe and group appropriate)
- Goal to develop relationships with guests, learning about what they need/want (long term shelter, medical attention, drug rehab, transportation....) and let EWC Coordinator and/or Homeless Outreach Coordinator know by text or email what needs to be discussed in the morning.
- Never hesitate to call for help if needed. For medical emergencies or violent behavior call 911, then let the EWC Coordinator know..
- If there are non-emergency but important questions, clarifications needed EWC Coordinator is the first call unless specific instructions to call someone else such as Pastor Donna or another Shift Supervisor.
- You will have access to a private “Google Doc” that shares personal information about guests and any incident reports that have been filed.

For each night we are open: You will have had a conversation (verbal or by email) with the EWC Coordinator about anything that is unique for the night you are serving.

- There will be a schedule posted on the refrigerator that lists all the volunteers for the evening, overnight and morning shift.
- EWC Cell Phone will be on the counter with the binders (binders may be in closet). Start answering calls after the center is set up and all calls after 6:00 p.m.
- For newer volunteers, show them where the binders are and review all roles and guidelines with them, answer questions, and decide on responsibilities during the shift. Remind them to reach out to you with any questions or concerns.
- During the night, as needed, check in with volunteers to see if they have questions or concerns.
- Keys are in the cabinet above the counter in the kitchen on the bottom hook. Flowered key for front door, blue key with stars & moon for closet and extra storage house next door, small key for the lock on guest storage upstairs.
- Check supplies and condition of facility; note any gaps or challenges and adjust accordingly
- Set up the center. Welcome guests, check bags, and sign in guests.
- Manage bag check-in process.
- If an incident comes up that should be passed on to the next shift and other volunteers please fill out an incident report and file it in the back of the supervisor binder, text Cathie that it is there. If another volunteer brought this situation to your attention, have them fill out the report and give it to you.
- At the end of your shift, hand off binders and any important information to the incoming shift supervisor in the kitchen.
- Text program director at the end of the night with numbers and any guest needs for morning.

# INCIDENT REPORT

Location \_\_\_\_\_ Date & Time \_\_\_\_\_

**INCIDENT NARRATIVE: (Be Specific)**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

**ACTIONS TAKEN OR RECOMMENDED:**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

SUBMITTED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

SHIFT SUPERVISOR REVIEW: \_\_\_\_\_ DATE: \_\_\_\_\_

(Place original copy in the Shift Supervisor binder & immediately alert the EWC Program Coordinator:  
[comumc@sbcglobal.net](mailto:comumc@sbcglobal.net) or 775-690-7694)

## EMERGENCY WARMING CENTER LOG

Date & Time	Name	Log Entry (Use additional lines as needed)	Follow-Up Action
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed

## Tips from our Volunteers!

(list just beginning)

- From the **Night Crew perspective**: Over night newbies, bring a sleeping band and/or blanket to use. I also bring a hat and scarf as it gets cold at night! Reminder, can adjust the thermostat up! And if guests have a bad cough you'll find cough medicine & cough drops on the counter in the kitchen.
- From the **Kitchen Crew**: Remember that guests are not allowed into the kitchen! And look in the refrigerator and cupboards like it's your own home, you'll likely find what you need.
- From a **Shift Supervisor**: Treat our visitors with respect and like family. By encouraging folks to talk and share, hopefully they will remember a better time and want to achieve that again. Sitting with them at dinner, sharing stories, engaging them in conversation. This can be accomplished by asking questions i.e. What's your favorite food, what holiday is your favorite, best vacation, best book or movie.....anything that their interested in is great!

## Frequently Asked Questions ~ FAQ

1. What if someone arrives under the influence of drugs and/or alcohol?
  - a. They will be welcome in the center if they are able to take care of themselves, follow the rules and act appropriate in the group. If a guest "is" or "is becoming" a danger to self or others they may be asked to leave by the shift supervisor which could involve calling the police or emergency medical personnel, if necessary.
2. What if someone arrives and shares with you that they are hiding from the police or have a warrant for their arrest?
  - a. Finish the registration and then let the shift supervisor know. They will have a private conversation with the guest to confirm it is safe for them to stay.
3. What if a guest arrives with a pet, that is not a service dog and does not want them in a kennel?
  - a. The shift supervisor will help discern if this is possible. For example, if this is the only dog in the center and the dog is 100% trained and well behaved then an exception may be made.
4. What if someone wants to smoke marijuana outside on the smoke break?
  - a. It is NOT allowed, even with a prescription.
5. What if a guest has prescription medications?
  - a. Bring this to the attention of the shift supervisor at check in, who will discuss with the guest what they are taking and verify prescriptions are in their name.
6. What if a guest comes in for dinner and then decides they do not want to stay the night?
  - a. Respect their choice to leave reminding them that once they have left for the night they may not come back that night but are welcome another night we are open.
7. What if a guest asks for something we don't have available at the center? (Wants ice cream, wants a special food item, wants a special movie, wants special clothing or other item)
  - a. We are not able to run out and meet the immediate needs of our guests unless it is a medical emergency. We are here to provide warm, safe, friendly space and a meal and can not accommodate special requests. If the special request is for something the guest needs to be 'OK' in the morning please discuss with the shift supervisor and call EWC Coordinator if necessary.
8. What if someone is unable to control bodily functions and use the rest room on their own?

- a. Please alert the Shift Supervisor who will arrange for them to be transported to a hospital. To clean up any bodily fluids or use latex gloves & a disinfectant cleaning product
9. Can we give medication to guests?
- a. Over the counter items such as: Asprin, Ibuprofen, Cough Suryp, Cough Drops may be available, ask the shift supervisor.

List to be expanded as questions arise!

**If there is ever a question you cannot answer, please discuss with the Shift Supervisor**



## RESOURCES

(Shift Supervisors and Coordinator will be more familiar with these and able to help decide what steps can be taken)

- **EMERGENCY 9-1-1 from the landline if possible.**
- **If a family arrives (children under 18) or someone unable to stay with us because of ADA accessibility issues use the “All for One” After-Hours Emergency Shelter System. Details on the next 2 pages.**
- 24 Hour Helpline Domestic Violence & Other Crisis Intervention Sierra Community House Crisis Intervention & Prevention: 800-736-1060
- 24 Hour Social Service Help 2-1-1 ~ best connection to get guests into the homeless outreach system and resources for Nevada or Placer county.
- 24 Hour Suicide Hotline (Nevada County) 530-265-5811
- Medical & Mental Health
  - Tahoe Forest Hospital - Truckee 530-587-6011
  - Sierra Mental Wellness Group – Tahoe 530-581-4054
  - Community Clinic – Kings Beach 530-546-1970
  - Placer County Behavioral Health 916-872-6549
  - Nevada County Behavioral Health 530-582-7803
- **Sierra Community House**
  - **Hunger Relief:**
    - Monday’s Tahoe City: Fairway Community Center ~ 330 Fairway Drive ~ 3:30pm
    - Tuesday’s Truckee Distribution: Truckee Donner Senior Apartments, Community Room, 10040 Estates Dr, ~ 3:30-4:00pm
    - Wednesday’s: Kings Beach Distribution: Community House ~ 265 Bear Street ~ 3:00-3:30pm
    - Thursday’s: Incline Village Distribution: St Patrick’s Episcopal Church ~ 341 Village Blvd ~ 3:00-3:30pm
    - Family Support & Community Engagement
    - Kings Beach: 265 Bear Street. Phone: 530-546-0952 Mon-Fri, 9am-5pm
    - Truckee: 11695 Donner Pass Rd. Phone: 530-587-2513, Mon-Thurs, 9am-5pm
- **Apply for Benefits**
  - Placer County Health & Human Services 530-546-1900
    - Nevada County Health & Human Services 530-582-7803
- **Food and Resource Support Center:** All are welcome to a hot meal, showers, laundry, Internet, telephone, and other support services. No qualifications or information required. **Located near the** Emergency Warming Center at 10111 E Street in downtown Truckee. 530-582-4493. Days and times: Tuesdays: 9:00 a.m.-12:00 p.m. and Thursdays: 11:00 a.m.-2:00 p.m. A hot lunch is served Thursdays 12:00-1:30 p.m.
- **One Stop Business & Career Center:** Help with job applications, interviews, and computer access. Monday-Friday 9:00 a.m.-5:00 p.m. 10075 Levon Ave, Truckee. 530-582-5881.
- **SHELTERS**
  - Volunteers of America Shelter Reno ( Men’s, Women’s and Family) 775-329-0485
  - Reno –Sparks Gospel Mission 775-329-4141
  - FISH (Carson City) 775-882-FISH
  - Hospitality House Grass Valley: 530-271-7144
  - Volunteers of America in Auburn: 916-265-3400
- North Tahoe/Truckee Transport 530-550-7451  
For language barriers try Google translator. For more detailed Spanish translation you can try one of our volunteers: **Anne Rarick:** 503-348-4421 **Rose Green:** 530-582-2540 or **David Escobar:** 530-386-3723