



PADS[®] at Hesed House

Volunteer Manual 2019-2020

PADS at Hesed House Programs

PADS Overnight Emergency Shelter (PADS OES)

PADS Family Shelter (PADS FS)

PADS And More! Daytime Drop-in Center (PADS AM)

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Hospitality includes the concept of equality and mutuality between guests and hosts.

The spirit of hospitality calls for more than protection from the outside elements and physical nourishment. Your presence at PADS is both an opportunity to share your gift of self and be gifted by our guests.

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A letter to our volunteers

Dear PADS at Hesed House Volunteer,

Thank you for volunteering at Hesed House. If you are new, welcome to our team! Public Action to Deliver Shelter, Inc., or PADS, has been working in the community since 1982 to provide a response to the crisis of homelessness.

Hesed House hosts three PADS programs: the Overnight Emergency Shelter (PADS OES), the And More! Daytime Drop-in Center (PADS AM), and the Family Shelter (PADS FS).

This volunteer manual is designed as a reference tool, giving our PADS coordinators and volunteers the basic information needed to volunteer with us in PADS at Hesed House.

Many miracles and life-changing stories occur at Hesed House. None of them happen without the foundation which our 7,000+ plus volunteers providing food, shelter, hope and dignity every single day and night at Hesed House. Every life changed at Hesed House stands on the shoulders of our PADS volunteers. Thank you!

PADS at Hesed House Philosophy for Volunteer Participation

PADS is a collective ministry of faith-based communities of the Fox Valley. PADS and Hesed House are not just supported by the community, but rather are the very essence of the community's response to poverty. Volunteers are not just an integral part of PADS, but rather PADS *is* the volunteers of the community and the very essence of PADS. PADS at Hesed House volunteers should feel the pride and responsibility of being individual members of the community's collective response to homelessness and poverty.

**You are not a volunteer of PADS.
You *are* Public Action to Deliver Shelter!**

Why Hesed?

Other than providing physical shelter and food, the most important thing we provide is a caring, humane encounter in whatever form it may take.

The spirit of hospitality, properly experienced, will remove the stigma of “charity” or “handouts” which is so damaging to human dignity. Through our compassion and service we can begin to return dignity and hope to people who need it most.

HESED ...

A movement of those concerned for the dignity, survival and reclamation of people experiencing homelessness, hunger and a loss of hope.

HESED HOUSE...

A place for ministries:

- To feed the hungry
- To clothe the naked
- To shelter the homeless
- To give people the chance to hope again.

HESED HOUSE, INC. ...

A not-for-profit coalition of religious ministries serving the very poor in the Fox Valley community.



Hesed 101

What you should know to make your volunteer service more effective for our guests, and more meaningful for you.

Understanding the stressors and resulting behaviors from experiencing homelessness

The daily lives of individuals and families experiencing homelessness are often filled with frustrations, tensions and weariness. At the end of the day, when one needs private time to relax and recuperate, the guest in an overnight shelter has to cope with the uncertainty of getting into a shelter, finding a seat for dinner, stressing over whether there will be a mat available or not, waiting to use the bathroom, and dealing with the moods and habits of other people crowded together for the night. In general, you should anticipate occasional outbursts of temper, and be willing to help the guests ease their tension. Among any group of people amassed in a shelter, irritation and conflict can be expected.

Due to significant life traumas, some guests perceive the world as a threatening and/or violent place; therefore little provocation is needed for some to react in an explosive or threatening manner. Such complex background may lead to inaccurate perception of the intentions and actions of others.

Hesed House Executive Director Ryan Dowd has a training series for libraries and non-profits, based off of the concept of Empathy-Driven Enforcement. The trainings help people who work with at-risk populations -- especially with people experiencing chronic homelessness and mental illness and/or addictions -- reduce problems and conflict, while still being inclusive. You can sign up for Ryan's free weekly tips, or find out more about future trainings, at www.homelesslibrary.com. It is a helpful resource for our staff and volunteers!

Tension and build-up in a shelter

It is rare in shelters for serious conflict to arise, but it is best to be prepared for any sort of situation.

Potential Tension Triggers

A little squabble between guests is best dealt with immediately before it has a chance to escalate. The sheer presence of an engaging, attentive volunteer will diminish the chances of a verbal disagreement getting out of hand.

Environmental Triggers

- Waiting time for meals or for use of the bathroom
- Waiting for a mat assignment
- Noise level when groups of people are talking too loud when others are trying to sleep or watch TV
- Exit time in the morning when guests have nowhere to go

- The appearance of special favors to other guests or unfair treatment (often without factual basis)
- Ongoing conflict between guests who do not get along

In addition, there are tense times just before and during holidays, and also in extremely hot or cold weather. Since volunteers often spend only one night each month or every other month with the guests, it is important to remember that you are only seeing a brief glimpse of a particular guest's interactions, and to not take any negative interactions personally.

Interaction with guests

Having a cup of coffee, sharing a dessert, playing cards or a board game are all simple ways of interacting with guests. You are not expected to counsel them or solve their problems. Spending a portion of your time "hanging out" with guests is encouraged.

Active Listening

Occasionally you will encounter guests who do want to talk in depth about what is going on in their lives. The role of the volunteer in this situation is just to listen, actively. That may sound simple, but it can sometimes be challenging to be an active listener while refraining from solving their problems.

Active listening involves two steps: 1) the listener has to answer the questions, "what is this person communicating to me? What thoughts are they expressing?" and 2) The listener then has to communicate back to the speaker what they heard them say. Active listening is pure listening; it is not offering advice or problem solving, nor is it relating to a shared experience. If a guest shares something very concerning, like ideas of harming him/herself or others, please discreetly share this information with a PADS staff member.

So in the event that someone wants to talk with you more in depth, just listen. So many times those whom we serve have never experienced the dignity of simply having someone really **LISTEN** to them.

Preventing and Managing Conflict

Interacting with the guests is an essential component of our shelter's philosophy. Providing food and a warm place to sleep addresses basic physical needs; spending time with the guests communicates that someone cares.

Experiencing homelessness can be terribly frightening and stressful. On any given night, you will have 150 or more guests experiencing this high level of stress. When volunteers intermingle with the crowd, it helps to diffuse the anxiety.

General information for volunteers

Here are answers to some frequently asked questions for PADS at Hesed House volunteers:

Signing in!

It is required that volunteers sign-in when serving at Hesed House, not only per health department requests and in case of emergencies, but also because it can help us with volunteer tracking and grants! The sign-in kiosks (laptops) are located in the PADS OES kitchen, and in the main entrance lobby. PADS Coordinators are encouraged to send this link to new volunteers: <http://www.hesedhouse.org/volunteer-application/> so they get a profile set up at home. Once the profile is set up, the volunteer can easily sign in with his or her service group upon arrival at Hesed House.

Volunteer Closet (a.k.a. "The Store")

Put coats and belongings in the PADS "Store." The health department forbids us to leave clothing in the kitchen areas. To be safe instead of sorry, do **NOT** bring money or valuables when volunteering.

Name Tags

Name tags are optional, but recommended. Most groups will bring their own badges, but Hesed House may provide them upon request if available.

Shift Assignments

If volunteering with your church or community group, your group coordinator assigns volunteers to specific posts. See staff regarding any questions.

Confidentiality

Our sign-in kiosk is completely confidential for volunteers to sign in. For our guests' confidentiality, when answering the phone or if a visitor asks a question if a certain individual stays here, never confirm if someone is staying at the shelter. Please seek out staff assistance or take a message. For emergency phone calls, seek staff assistance.

Smoking Policy

There are smoking breaks at designated times for PADS OES outside the PADS OES door at least 15 feet from the door. There will also be designated smoke breaks for PADS FS (times to be determined). **THERE IS NO SMOKING ALLOWED IN THE BUILDING AT ANY TIME!**

Bed Linen/Towels

Bed linen and towels are available for guest use in "The Store."

Shelter rules for all

In order to provide a safe emergency shelter environment with food, shelter and dignity for our guests every night, here are the shelter rules for our guests, volunteers and staff:

No Alcohol or Drugs on the Property

PADS has zero tolerance for drug or alcohol use on the property. If any substance not medically prescribed is found, the individual will face consequences.

No Weapons on the Property

All personal items must be turned into staff when entering the building. Persons found to be concealing any weapon will face consequences.

No Fighting or Disorder (Including Verbal Abuse)

Fighting, as well as abusive and vulgar language, will not be allowed. Volunteers and guests should be treated with respect. Volunteers are asked to notify staff in a case of disorder. If a guest is asked to leave and they do not comply, the police may need to be called.

If Guests Leave for the Night, They May Not Return that Night

Guests who leave the building after entering, other than during designated smoke breaks, are considered to be leaving for the night. They may not return to the PADS program that evening. In case of a medical emergency, contact staff.

Curfew Times

All guests wishing to enter the PADS OES shelter must arrive before 9 p.m. unless they are on the designated late arrival list. Only staff can approve or deny a person entry into the shelter after 9 p.m. *PADS Family Shelter's curfew is at 8 p.m.*

Hat Policy

All guests are expected to remove all caps with brims.

To respect all aspects of the PADS Programs

Guests are informed upon registration to be respectful of the shelter, volunteers, other guests, and the community in which the shelter is located.

Eat in Designated Areas only

No food can be removed from the dining area or is allowed in the sleeping areas or restrooms.

Shelter rules for all, continued

No Guests Allowed in Off-Limit Areas

MEN are allowed only in the men's sleeping areas, men's restroom, smoking area, and eating area. **WOMEN** are allowed only in the women's sleeping area, women's restroom, smoking area, and eating area.

Children

Children under 18 years old will not be admitted to the shelter alone and must be attended to by a parent or guardian while in the shelter. PADS is not responsible for the care or control of any child. Parents assume sole responsibility for cleaning up after their children.

Personal Belongings

PADS assumes no responsibility for the loss of personal belongings.

Entrance to the Shelter After Curfew Times

Only staff can approve or deny entrance to the shelter to any guest(s) arriving after curfew times. ***PADS Family Shelter's curfew is at 8 p.m. PADS Overnight Emergency Shelter (For adults only) curfew is at 9 p.m.***

Safety and security

Safety and security of guests, volunteers, and staff is of utmost importance. Our PADS programs seek to provide a safe, nurturing, and dignified environment for guests, volunteers and staff. Staff members normally handle all disciplinary matters.

Please be aware of the following guidelines to ensure everyone's safety:

Professional Boundaries

Even though volunteers may not consider themselves “professionals” in their PADS ministry, it is important to observe professional behavior. Giving personal information (addresses, phone numbers, etc.) is **PROHIBITED**. PADS volunteers are not expected to transport guests. Transporting guests should not be done without staff permission and volunteers should never transport guests without another adult accompanying them.

PADS Parking Lot and Outside Areas

Volunteers park in the upper parking lot which is well lit and located by the PADS dining room door. Please make sure that you do not double park or park in the designated “NO PARKING” areas marked by signs. Always make sure that you are accompanied by another volunteer or staff when traveling to and from your vehicle. If inappropriate situations occur on the property outside, make sure staff is notified immediately.

Panic Buttons

Panic buttons are used in a **SERIOUS** emergency when **IMMEDIATE** police assistance is needed. These alarms are silent and connect directly to the Aurora Police Department. These buttons are located in the following three areas:

- PADS OES kitchen by the phone
- PADS OES store to the right of the door
- PADS FS office under the desk

First Aid Kits and Blood/Body Fluids Cleanup

At any sign of blood or body fluids, please notify staff immediately. Never clean up any fluids without staff knowledge or assistance. First aid and fluid cleanup kits are located in the following areas:

- PADS OES dining room, on top of cabinet next to food warmer
- PADS OES office
- PADS OES third floor men's sleeping area
- PADS OES women's and children's sleeping area
- PADS FS office

Safety and security, continued

Medical Emergencies

Please contact staff at any sign of a medical emergency. Please call 911 if immediate life threatening attention is needed.

Fire/Tornado/Power Failure Procedures

Please become familiar with the procedures located at the end of this manual, which is also kept in the volunteer log book in the PADS OES kitchen and in the PADS FS Office. These procedures are preventative and are designed to make handling these emergencies as easy as possible.

Random Metal Detection and Searches

Guests staying at the shelter are subject to random metal detection and searches of their person, property, belongings, locker and vehicle.

Phone Locations Information OES

The PADS OES kitchen can be reached at 630-897-2165 ext. 517. The PADS OES registration desk extension is 562. Hesed phones within the shelter can call 911 and other extensions within the building. Phones are located in the following areas:

- PADS OES kitchen by the door
- PADS OES registration desk
- PADS OES office
- PADS FS office

Do's and don'ts for PADS volunteers

PADS at Hesed House makes every effort to ensure that your volunteering experience is safe, secure, and meaningful. Here are some guidelines to keep in mind during your time in PADS. Your careful consideration and implementation of these guidelines will safeguard you, your co-workers, co-volunteers and our guests.

DO socialize with the guests.

DO remain friendly and attentive with the guests.

DO arrive on time and Sign-in. (**important to sign-in! Please see General Volunteer Information on page 8)

DO notify your Church Coordinator or the volunteer department at 630-914-6429 if you cannot make your shift.

DO alert staff at any sign of mounting tension.

DO be aware of the panic alarm locations, body fluids kits and fire escape and tornado warning procedures.

DO keep guests out of the kitchen.

DO see that children are accompanied by a parent at all times, including in the restrooms.

DON'T give out your last name, telephone number, address, or other personal identification to guests.

DON'T carry valuables or much money with you to the shelter.

DON'T give or lend money to guests.

DON'T provide transportation to guests without staff permission and participation.

DON'T clean up body fluids (especially blood) unless assisted by staff.

DON'T acknowledge that a guest is at the shelter. If someone is inquiring about a specific person, take their information and offer to deliver the message.

DON'T take or share pictures or recordings of any sort of our guests staying at Hesed House.

What if?

PADS at Hesed House makes every effort to ensure that your volunteer experience is safe, secure, and meaningful. Here are the answers to some of most frequently asked “What if?” questions:

What if a guest is abusive to a volunteer?

Inform staff immediately.

What if a guest won't leave when asked?

Seek help from staff. If immediate danger is present, call 911.

What if a guest becomes vocal with another guest?

Contact staff immediately and make them aware of rising the tension.

What if someone arrives after the shelter curfew?

It is incumbent upon staff to monitor the door. Please notify staff of late arrivals.

What if someone is smoking in the bathroom?

Notify staff immediately.

What if you see a guest in an inappropriate area?

Ask them to leave that area and notify staff immediately.

What if the police come to the door looking for information or an individual(s)?

Find staff on duty immediately.

What if you spot inappropriate sexual behavior?

Break it up! Contact staff immediately.

What if you suspect a mother/father of child abuse?

Report the incident to staff immediately.

What if you notice we are out of bread, detergent, sugar, etc.?

Please notify staff so items can be replenished as needed.

What if you can't make your scheduled shift?

Please call your coordinator or the volunteer department at 630-914-6429 as far in advance as possible.



PADS OES

(Overnight Emergency Shelter)

Group Volunteer Shifts

Shift 1: Dinner

Shift 2: Overnight

Shift 3: Breakfast

The PADS Overnight Emergency Shelter (PADS OES) Program at Hesed House provides a safe emergency shelter environment with basic needs such as food, clothing, shelter, laundry, showers, etc... along with intake, initial assessment and crisis management. A low-threshold shelter, PADS OES at Hesed House is the second largest homeless shelter in Illinois, with 150-200 guests per night. The PADS OES program runs every day from 7 p.m. to 7 a.m. the following morning.

We seek faith-based groups and community groups that can commit to recurring shift schedules (from two times per year to 12 times per year), and cover all of the volunteer services entailed in the shifts. That volunteer group consistency is the foundation of Hesed House!

PADS OES

Group Volunteer Shifts (1,2,3)

Below is the shift breakdown for our PADS OES shifts, starting with a table of the volunteer stations and minimum number of volunteers needed for each station, then a description of the volunteer duties entailed in each station and other duties and pertinent information such as times of the evening to note during the shift. The PADS OES evening of service is broken down into three shifts:

Shift 1: Dinner Shift

Shift 2: Overnight Shift

Shift 3: Breakfast Shift (the following morning)

We encourage PADS OES groups to “take over” Hesed House on their nights of ministry, imagining that they are opening the doors to their group’s building that night and providing all three shifts if possible. If not possible, we do our best to meet each group where they are at and try to fill open shifts with groups that can come multiple times per year (our PADS OES groups normally serve 2-12 times per year).

PADS OES Shift #1 - 6 p.m. – 11 p.m. “The Dinner Shift”

Shift 1 Volunteer Stations and Minimum Number of Volunteers

Volunteer Station	6-9 p.m. - Minimum Number of Volunteers	9-11 p.m. - Minimum Number of Volunteers
Registration / Bed Assignments	2	1
Food Servers	6	1
Laundry Lane / “The Store”	1	1
Locker Rooms	1	1
Men’s Sleeping Area	1	1

Volunteer Duties

Dining Room Registration / Bed Assignment Desks

- Staff will start letting guests into the building at 6:45 p.m., until all of the tables are full.
- Registration begins as guests come into the building. Registered guests have a current PADS photo ID card or a temporary PADS ID. Volunteers will register

guests by having guests swipe their IDs in the ServicePoint computer at the registration desk, and making sure the computer registers them. For temporary PADS IDs, volunteers will manually transcribe their names and ID number. Registration volunteers will remain at the desk to register guests coming in throughout the night (curfew is 9 p.m).

- After announcements at 7 p.m., guests are called up to eat by their table. Before getting into the food line, guests will go to the bed assignment table, where volunteers will help them pick an available bed, then assign the bed number to the person. Write the bed number on a post-it note and stick the post-it note on the guest's ID before returning it.
- If the guest is new and UNREGISTERED, FIRST refer them to staff.
- If the guest is new but has NO ID, check with staff BEFORE REGISTERING THEM.
- PRINT guest's name on the bed assignment sheet. Ask if a wake-up call is needed; record it by the person's name and in the proper wake-up time area. Be sure to clearly mark it so that 3rd shift staff will see them. Missed wake-up calls can cause a person to lose a job.
- Swiping check-in time is VERY IMPORTANT! It can prove to police that our guest was at PADS instead of involved in wrong-doings elsewhere.
- When late arrivals check-in, swiping the time helps staff evaluate unauthorized traffic patterns.

Food Service

- We ask that groups bring, prepare and serve food for about 180 people. Dinner is served at 7 p.m.
- Before opening: Put out plates and cutlery on the counter. Distribute salt and pepper shakers to tables. Get food ready to be served at 7 p.m.
- Ovens are available in the kitchen. A warming oven is located next to the refrigerator.
- We ask groups to bring coffee (decaf for evening, regular for morning), sugar, and drink mix and prepare the beverages for the evening.
- Wear thin plastic gloves whenever handling food.
- Always be pleasant and polite, even if your courtesy isn't always returned.
- Please see that each guest is given a fair share so that all can be served. Keep in mind that many guests might still arrive later in the evening.
- **DO NOT** serve seconds until all have had a first helping.
- After the initial group of guests has been fed (probably after 8:30 p.m., but no later than 9 p.m.), food should be moved to the kitchen and stored properly.
- If newcomers arrive, the volunteer or staff at the registration desk will alert you to prepare a plate of food for them.

- It is a good practice to make about a dozen plates of food and wrap them with saran wrap, so that they are available for people on our late admit list. A microwave is also available for heating the food.

Laundry Lane / “The Store”

- Store hours are from 7 p.m. - 10 p.m.
- Dispense items from store to guests (towel, sheet set, soap, toothpaste, etc.)
- Assign laundry machines to guests. Guests may sign up for only one time slot (one load) per night with volunteers in “The Store”.
- Log and supervise the amount of medicine given to a guest. Medicine given should only equal a single dose. Requests for additional amounts should be referred to staff.
- Showers may be taken between 7 p.m. and 10:30 p.m. and in the morning after 4 a.m.

Locker Rooms

- A locker key will be given to the volunteer(s) assigned to the locker areas.
- Guests’ names are on the outside of the locker.
- Check ID before opening the lock. Guests are responsible for locking up.
- Lockers will be assigned by staff only. Guests asking about getting a locker should be referred to staff.
- NO GUEST items may be stored in “The Store” or in any office.
- Persons who don’t have lockers are required to keep their belongings with them until a locker becomes available.

Men’s Sleeping Area

- Turn down lights in sleeping area shortly after 7 p.m. Only use the recessed lights.
- When guests enter the sleeping area, they report directly to the volunteer desk.
- Guests give the volunteer their mat number (keep it) and their ID card (return it).
- Record name on bed assignment chart next to the proper number.
- Make sure guests get to the correct bed. If someone gets in the wrong bed, the sooner it gets straightened out, the better.
- If a problem develops about bed spaces tell staff ASAP.
- No outside food and drinks allowed in sleeping areas.
- Walk through the main hallway of the men’s sleeping area, from the desk to the bathroom, routinely. If you detect anything suspicious (like smoking in the bathroom, etc.), report to staff.

Women’s Area

- Turn major lights down after 8:30 p.m.
- Quiet time and all lights out by 9:30 p.m.
- No outside food and drink allowed in sleeping areas.

Sack Lunches

- Sack lunches are normally prepared on either the second shift (overnight) or the first shift (dinner), to be handed out in the morning.
- 75-100 lunches is typical and usually enough to cover the requests. Lunches are provided for those attending school or work, or those who won't be around for the PADS AM lunch or Soup Kitchen.

Answering Phones

- Please answer the phone by saying "Good evening, PADS (or Hesed House). May I help you?"
- Remember that information about who is staying at the shelter is confidential. You may offer to take a message, but do not reveal whether or not the person the caller is looking for is here.
- Use message book to record messages.
- Get staff or take message and give to staff.

Times to Note

- 8:30 p.m. – Groups can start to move food to the kitchen at 8:30-9 p.m. Before the main kitchen crew departs for the night, it is a good practice to make about 12 extra plates and wrap them in saran wrap for people on our late admit list working late shifts.
- 9 p.m. – Everyone quiets down (volunteers too!). Clear food from the dining room. Food for late arrivals may be prepared on an "as needed and as available" basis.
- Smoke Break Times -- There are smoking breaks at designated times (Women: 7:45, 8:30; Men: 7:55, 8:45). Staff will announce smoke breaks loudly, so that guests can hear. Volunteers can help announce smoke breaks at tables after staff makes the room announcement. Volunteers can also assist staff in supervising the smoke breaks.

**PADS OES Shift #2 - 11 p.m. – 3 a.m.
“The Overnight Shift”**

Shift 2 Volunteer Stations and Minimum Number of Volunteers

Volunteer Station	Minimum Number of Volunteers
Supervise Dining Room / Lockers / Lunches / Wash Towels, Answer Phones, etc.	2
Supervise Men’s Sleeping Area	1

9 p.m. Curfew

- Anyone arriving at the door after 9 p.m. must have staff approval to enter the shelter. It is incumbent upon staff to greet the late arrivals and check the late list.

Lunches

- Lunches will be prepared the previous night or overnight to be handed out in the morning.
- 75-100 lunches is typical and usually enough to cover the requests. Lunches are provided for those attending school or work, or those who won’t be around for the PADS AM lunch or Soup Kitchen.

Answering Phones

- Please answer the phone by saying “Good evening, PADS (or Hesed House). May I help you?”
- Remember that information about who is staying at the shelter is confidential. You may offer to take a message, but do not reveal whether or not the person the caller is looking for is here.
- Use message book to record messages.
- Get staff or take message and give it to staff.

Men’s Sleeping Area

- A quiet atmosphere should prevail.
- Throughout this shift, frequently check the area outside the south door and the south stairwell. Sometimes people sneak in the building and sleep on the landing. That area is an EMERGENCY FIRE EXIT and must be kept clear at all times.
- When a guest enters the sleeping area, they report directly to the volunteer desk.
- Guests give the volunteer their mat number (keep it) and their ID card (return it).
- Record name on bed assignment chart next to the proper number.

Women's Sleeping Area

- A quiet atmosphere should prevail.
- The women sleeping area requires ongoing supervision throughout the night.
- Volunteers need to monitor so women do not smoke in the bathroom or stairwell.
- Volunteers should check the area at least every hour.

Wake-up calls

- Please make every attempt to honor the request for wake-up calls. Many guests go to work, and rising early allows them time for showers and travel (usually by foot or bicycle).

Locker Rooms

- A locker key will be given to the volunteer assigned to the area.
- Guests' names are on the outside of the locker.
- Check ID before opening the lock. Guests are responsible for locking up.
- Lockers will be assigned by staff only. Guests asking about getting a locker should be referred to staff.
- NO GUEST items may be stored in "The Store" or in any office.
- Persons who don't have lockers are required to keep their belongings with them.

Optional Duties

- In working with PADS staff, volunteers could assist staff in cleaning duties including laundry, putting away leftovers, cleaning the serving line, kitchen, men's bathroom and other areas, refilling napkin dispenser, straightening up the store, disinfecting hand rails and walls, etc.

PADS OES Shift #3 - 3 a.m. – 7 a.m.
“The Breakfast Shift”

Shift 3 Volunteer Stations and Minimum Number of Volunteers

Volunteer Station	Minimum Number of Volunteers
Breakfast Food Prep, Service and Kitchen Clean-Up	5
Supervise Dining Room / Lockers / Laundry Area / Store	3
Supervise Men’s Sleeping Area	2

Breakfast

- Breakfast preparation should begin around 4:30 a.m., or however early it takes so that breakfast can be served at 5:30 a.m.
- Wear thin plastic gloves whenever handling food. Always be pleasant and polite even if your courtesy isn’t always returned.
- Breakfast is served from 5:30 a.m. until 6:30 a.m. At 6:50 a.m. (or earlier if the volunteers so decide) all food should be brought back into the kitchen and cleaning should begin.
- If your group has a surplus of food for breakfast, you may take extra food to the PADS FS Program. Volunteers are not needed to serve the food in PADS FS.
- A light breakfast should be served for those awaking to leave for work before 5:30 a.m.
- Please leave the kitchen area a little cleaner than you found it!

After Breakfast Clean-Up

- Make sure all serving dishes, utensils, salt/pepper shakers are returned to the proper place. Counters, sinks, and tables should be cleaned.
- All garbage should be disposed of.

Locker Room

- A locker key will be given to the volunteer assigned to this area.
- Guests’ names are on the outside of the locker.
- Check ID before opening the lock. Guests are responsible for locking up.
- Lockers will be assigned by staff only. Guests asking about getting a locker should be referred to staff.
- NO GUEST items may be stored in “The Store” or any office.

- Persons who don't have lockers are required to keep their belongings with them until a locker becomes available.
- Last locker call is at 6:45 a.m.

"The Store"

- Dispense items from store to guests (towel, soap, toothpaste, etc.)
- Log and supervise the amount of medicine given to a guest. Medicine given should only equal a single dose. Requests for additional amounts should be referred to staff.

Sack Lunches

- Sack lunches are normally made by either first shift (dinner) or second shift (overnight) volunteers. If there are no sack lunches available to hand out, see overnight staff for appropriate number of lunches to make. Generally expect to make between 75 and 100 lunches.
- Working with staff, hand out sack lunches to guests.

Smoking

- There should be no smoking before 5:00 a.m. After 5 a.m. there will be a smoke break.

Answering Phones

- Please answer the phone by saying "Good evening, PADS (or Hesed House). May I help you?"
- Remember that information about who is staying at the shelter is confidential. You may offer to take a message but not reveal whether or not the person the caller is looking for is here.
- Use message book to record messages.
- Post on message strip next to dining room, guest phone.

Wake-up Calls

- Please make every attempt to honor the request for wake-up calls. Many guests go to work, and rising early allows them time for showers and travel (usually by foot or bicycle).
- Everyone needs to be awake at 5:45 a.m. This includes individuals sleeping in the men's sleeping area, overflow area and women's sleeping room.
- Please double-check at 6 a.m. to see that all guests are awake and all sleeping areas are clear.

Showers

- Showers may be taken any time before 6 a.m. Those getting up early for work (2 a.m. or 3 a.m.) may take showers. Volunteers may need to unlock shower areas for this purpose. The coordinator key or locker chain key will open the shower room.

Laundry

- No laundry should be started after 8:30 p.m. If problems arise, please contact staff.

Time to Note: 7 a.m.

- All guests except those on the “sick list” are expected to leave the shelter no later than 7 a.m. (with the exception of those people serving on the maintenance or kitchen crew).
- Those staying inside after 7 a.m. are on the guest maintenance team, and are expected to help clean up.
- Staff will determine who is allowed to stay in and what areas they should be in.

Optional Duties

- In working with PADS staff, volunteers could assist staff in cleaning duties including laundry, putting away leftovers, cleaning the serving line, kitchen, men’s bathroom and other areas, refilling napkin dispenser, straightening up the store, disinfecting hand rails and walls, etc.



PADS FS

(Family Shelter)

Group and Individual Volunteer Opportunities

The PADS Family Shelter (PADS FS) Program at Hesed House provides a 24/7 safe emergency shelter environment with basic needs such as food, clothing, laundry, showers, etc... along with intake, initial assessment and crisis management to families with children. This program started October 2018.

We seek faith-based groups and community groups that can commit to recurring shift schedules (from two times per year to 12 times per year), and cover all of the volunteer services entailed in the shift. That volunteer group consistency is the foundation of Hesed House!

We also seek recurring weekly individual volunteers to serve in PADS FS.

Due to privacy and the well-being of our youth guests, we seek only adult

PADS FS

Group Volunteer Dinner Shift

Below is the shift breakdown for our PADS FS Dinner shift, starting with a table of the volunteer stations and minimum number of volunteers for each station, then a description of the volunteer duties entailed in each station. Other volunteer duties and pertinent information are also included, such as times of the evening to note during the shift. At this time, there is no volunteer overnight or breakfast shift for PADS FS.

PADS FS Dinner Shift: 5 p.m. – 8 p.m. (Adult volunteers only!)

Volunteer Stations and Minimum Number of Volunteers

Volunteer Station	Minimum Number of Volunteers
Food Preparers/ Servers	3
“The Store” & Locker Room	1

Registration and Program Notes

- Upon arrival, please sign-in using the kiosk in the main lobby, Door B.
- Because FS is a 24/7 program, the families will already be in program when volunteers arrive. Bed assignments for the night will already be assigned by staff.
- If a family comes to the door, please refer to staff for intake and bed assignment.

Food Service

- We ask that groups bring, prepare and serve food for about 50 people. Dinner is served at 6 p.m.
- We have a full-service kitchen to prepare food, including an oven and a warming cabinet, or groups can bring in food already prepared.
- Before dinner time: Put out plates and cutlery on the serving counter. Bring food to the serving counter and have volunteers ready to serve buffet style just before 6 p.m.
- We ask groups to bring drink mix, and prepare the beverages for the evening.
- Wear thin plastic gloves whenever handling food.
- Staff will call guests up to be served dinner. Children 10 and under should remain at their table while parents, staff or volunteers bring plates to their tables.
- Always be pleasant and polite, even if your courtesy isn't always returned.
- Please see that each guest is given a fair share so that all can be served. Keep in mind that some guests might still arrive later in the evening.
- **DO NOT** serve seconds until all have had a first helping and plates have been set aside for late arrivals.

- During the school year on Tuesday and Thursday evening, serve dessert after children have been dismissed to the Harvesting Hope children's program at 6:30 P.M.
- Food should be taken from serving counter and put away by 7 p.m.
- It is a good practice to make about five plates of food and wrap them with saran wrap, so that they are available for people on our late admit list. A microwave is also available for heating the food.
- Please clean, sweep, and mop the kitchen and leave the kitchen and service counter a little cleaner than you found it, by the end of shift at 8 p.m.!

"The Store"

- Log and supervise the amount of medicine given to a guest. Medicine given should only equal a single dose. Requests for additional amounts should be referred to staff.
- NO GUEST items may be stored in "The Store" or in any office.

Locker Room

- Volunteers can help families open their lockers
- Volunteer groups receive keys, including a locker key to open lockers for families.
- Families are responsible for locking up.
- Lockers will be assigned by staff only. Guests asking about getting a locker should be referred to staff.
- DO NOT unlock lockers upon children's request.

Family Sleeping Area

- Help transition dining room to sleeping area by cleaning, taking down, and putting away tables and chairs, and sweeping and mopping the sleeping area. The families and staff will set up sleeping arrangements.

If you see something, say something

- For the safety and security of our families and children, DO NOT take any photos or recordings of our guests.
- If you see or hear of any suspicious activity, report it to a staff member on duty immediately.

Optional

- Feel free to spend time with (even bring simple activities for) the children if time allows before or after dinner.

Times to Note

- 5 p.m. – Food preparation time (groups can come in earlier, or bring in the food already prepared!). If your group plans on arriving after 5 P.M. please communicate that to Bruce at volunteer@hesedhouse.org or Karen at kswandby@hesedhouse.org
- 6 p.m. - Dinner is served!
- 7 p.m.: - Dinner is finished! Please help clean up and transition dining room into sleeping area.
- 8 p.m. – Volunteer shift ends; please leave the kitchen area a little cleaner than you found it!

Child and Volunteer Safety

- Never be alone with a child.
- Never go into the bathroom with a child.
- Volunteers should use the Volunteer/Staff bathroom only.
- Never have a child on your lap.
- Confidentiality – never share a family's information and do not give out your personal information to a family.
- Avoid giving excessive attention or favoritism to any one child.
- Alert staff to unsafe behaviors, mounting tensions, etc.
- Video cameras are used in PADS FS to help ensure family, child, and volunteer safety.
- Never take or share pictures or recordings of any sort of our guests staying at Hesed House.

PADS FS

Daytime Individual Volunteer Shift

Below is the shift breakdown for our PADS FS daytime individual shift. One adult volunteer is needed per weekday for the shift duration. We seek volunteers who may be able to make a one day per week commitment.

PADS FS Daytime Individual Shift: 10 a.m. – 1 p.m.

(Adult volunteers only!)

Program Notes

- Upon arrival, please sign-in using the kiosk in the main lobby, Door B.
- The families will already be in program when the volunteer arrives; please engage with the families throughout your shift!
- Volunteer should check in with PADS FS staff for assignments for the day shift. Shift assignments differ may on a day-to-day basis.

Food Service

- We ask that the volunteer works with staff to prepare and serve lunch for 10-25 people. Lunch is served at noon. We have a full-service kitchen to prepare the food.
- Before lunch: Put out plates, cutlery, salt and pepper shakers on the serving counter. Bring food to serving counter and the volunteer should be ready to serve food at noon.
- Wear thin plastic gloves whenever handling food.
- Always be pleasant and polite, even if your courtesy isn't always returned.
- Please see that each guest is given a fair share so that all can be served.
- Food should be taken from serving counter and put away by 12:40 p.m.
- For cleanup, follow the after meal cleaning checklist that us posted in the PADS FS kitchen.

Organizing and Cleaning in PADS FS

- We ask that the volunteer takes initiative to organize our PADS FS food storage room as well as the baby supplies storage room, receiving guidance from staff.
- When organizing the PADS FS food storage room, be sure to check expiration dates while grouping items on shelves that go together.
- We ask that the volunteer takes initiative to disinfect kitchen surfaces as well as cabinets in the PADS FS kitchen, as well as disinfecting doors and walls in PADS FS.



PADS AM

(And More! Daytime Drop-In Center)

Group and Individual Volunteer Shifts

The PADS, And More! Daytime Drop-in Center (PADS AM) Program at Hesed House provides a safe drop-in center environment with basic needs such as food, clothing, laundry, showers, etc. ... along with crisis management, daily living skills, access to job skills, and empowerment tools.

We seek faith-based groups and community groups that can commit to recurring lunch service schedules. We also seek individual volunteers who can commit to recurring service schedules. That volunteer consistency is the foundation of Hesed House!

Experienced volunteers in PADS programs also have the opportunity to join our volunteer case management or advocacy programs, such as the Advocacy Volunteer Corps working with PADS guests, the Working for Success jobs ministry program, or the Faith and Justice Alliance for the Homeless advocacy group.

PADS AM

Group Volunteer Lunch Shift

PADS AM runs every day from 9 am. to 3 p.m. at Hesed House, except Mondays and Fridays. On Mondays and Fridays, Hesed House hosts the community soup kitchen from 11 a.m. to 1 p.m.

Below are the opportunities and duties for a volunteer group to take on a PADS AM lunch shift.

PADS AM Group Lunch Shift: 10 a.m. – 1 p.m.

- On Tuesdays, Wednesdays and Thursdays, Saturdays and Sundays, lunch is served promptly at Noon. Volunteer groups normally arrive at Hesed House around 9:30am-10am to start preparing the meal in our full-service kitchen, unless they decide to prepare off site in their own kitchens which allows them to arrive around 11:00am-11:30am.
- We ask our groups serving lunch to bring and prepare enough food to serve around 100-150 people. On average a lunch meal will cost groups around \$300 to \$350. Lunch meals normally consist of: 1 entrée, 1-2 side dishes (salad, fruit, mash potatoes, soup, etc...), 1 dessert, and something to drink. We have a big Gatorade Dispenser that volunteer groups normally fill with some type of juice mix that they bring in. If you are unable to provide the food we would still love to have you come and serve for PADS AM. We will make arrangements so that there will be a lunch that day for your group to serve.
- Please bring around 5-10 volunteers for a lunch service if you are bringing food. If not bringing food, you will not need as many volunteers, but can still help serve lunch and help with staffing with about 5-7 volunteers.
- Wear thin plastic gloves whenever handling food.
- Always be pleasant and polite, even if your courtesy isn't always returned.
- Please see that each guest is given a fair share so that all can be served.
- **DO NOT** serve seconds until all have had a first helping.
- We also ask that the volunteer group stay to help us clean up afterwards which normally takes about 30 minutes after lunch.

PADS AM Individual Volunteers Services Shifts

PADS AM runs every day from 9 am. to 3 p.m. at Hesed House, except Mondays and Fridays. On Mondays and Fridays, Hesed House hosts the community soup kitchen from 11 a.m. to 1 p.m.

Below are the opportunities and duties for individual volunteers to take part in PADS AM.

PADS AM Individual Volunteer Opportunities (Individuals or Family)

Volunteers are needed from 8:45 a.m. – 12:00 p.m. & 12:30 p.m. – 3p.m. for PADS AM. Volunteers will interact with guests directly and help staff with their needs. Tasks for volunteers include, but are not limited to:

- Passing out toiletries in “The Store”
- Opening lockers for guests
- Helping with laundry
- Cleaning tables, mats, handrails, etc.

Strong preference will be given to volunteers who can come on a consistent basis!

Experienced volunteers in PADS programs also have the opportunity to join our volunteer case management or advocacy programs, such as the Advocacy Volunteer Corps working with PADS guests, the Working for Success jobs ministry program, or the Faith and Justice Alliance for the Homeless advocacy group.



Appendices

- Hesed House Staff
 - Hesed House Programs
 - PADS Warming Center Guidelines
 - PADS OES / AM Emergency Procedures
 - PADS FS Emergency Procedures
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Hesed House Staff

Directors

Director of Finance & Human Resources.....	Tom Janeteas
Hesed House Executive Director.....	Ryan Dowd
Hesed House Managing Director	Joe Jackson
Hesed House Associate Director/Division Director of Programs .	Neil McMenamin
Division Director of Resources	Lauren Jernigan
Director of PADS AM, PADS OES, The Harbor	Carolyn Sprawka
Director of PADS Family Shelter.....	Karen Swandby
Director of SEED LIGHT-House	Karen Whitney
Director of LIGHT-House.....	Hollie Nilles-Ohme
Food Ministries Coordinator	Robert Cook
Aunt Martha's Medical Clinic Coordinator	Ann Mansour
Director of Information Technology	Chris Cox
Director of Grants	Jerry Ratz
Director of Volunteers	Bruce Bachmeier
Director of Facilities	Jim Krzmarzick

PADS Shelter Staff:

PADS AM Program Director	Carolyn Sprawka
Associate Director of PADS AM	Lynne Saidac
PADS OES Program Director	Carolyn Sprawka
Associate Director of PADS	Hugo Saltijeral
Assistant Program Director	David Bauer
Assistant Program Director	David Green
Assistant Program Director	Steven Santoro
Assistant Program Director	Leigh Condon
Assistant Program Director	Kat Craney
Assistant Program Director	Brian Coffey
Assistant Program Director	Jeremiah Romero

PADS FS Program Director..... Karen Swandby
Assistant Program Director..... Amber Scott
Assistant Program Director..... Alicia Bolden
Assistant Program Director..... Sade Hamilton

Hesed House Programs

The three PADS programs at Hesed House included in this manual are the foundation for over 20 total programs offered by Hesed House:

1. PADS Overnight Emergency Shelter (PADS OES) Program: provides a safe emergency shelter environment with basic needs such as food, clothing, laundry, showers, etc... along with intake, initial assessment and crisis management. A low-threshold shelter, PADS OES at Hesed House is the second largest homeless shelter in Illinois, with 150-200 guests per night.
2. PADS, And More! Daytime Drop-in Center (PADS AM) Program: provides a safe drop-in center environment with basic needs such as food, clothing, laundry, showers, etc. ... along with crisis management, daily living skills, access to job skills, and empowerment tools.
3. PADS Family Shelter (PADS FS) Program: provides a safe emergency shelter environment with basic needs such as food, clothing, laundry, showers, etc... along with intake, initial assessment and crisis management to families with children. This program started in November, 2018.
4. The Harbor Program: provides 12 (eventually 16) on-site permanent supportive housing units at Hesed House, along with individualized case management and supportive services, for the absolutely most vulnerable chronically homeless individuals in the greater Aurora community. The program is for individuals who have the most severe qualifying disabling conditions that have caused them to live on the streets and in shelters for numerous years.
5. SEEDS Case Management Program: offers both crisis and long-term case management including assessments, referrals, in-house programs and services, and transportation. SEEDS offers services to anyone in a Hesed shelter or residential program, as well as those at risk of losing their housing in the community.
6. LIGHT-House Program: provides permanent supportive housing at scattered sites in the greater Aurora area, to guests who are chronically homeless and have a qualifying diagnosed disabling condition.
7. Aunt Martha's Medical Clinic: provides medical help to guests and residents of Hesed House through their offices on the Hesed campus. However, *volunteers are not plugged into this program.*
8. NIU Health Advocacy: a partnership between Aunt Martha's and Northern Illinois Legal Clinic, provides Health Advocacy for guests and residents.
9. Substance Abuse Counseling: Breaking Free provides substance abuse counseling to guests and residents.
10. Mental Health Screening and Community Support: Association for Individual Development (AID): provides mental health screening and anger management classes, as well as case management for guests and residents. AID's Community Support Team (CST) focuses on coming to Hesed House when one of our guests or residents is in a mental health crisis.

11. Job Skills Training: Working for Success is a volunteer-run program helping guests and residents with soft skills, resume building, job searches, mock interviews and more!
12. Individual and Family Counseling: Brun & Associates Counseling provides counseling for individuals and families.
13. Homeless Prevention: Carpenter's Homeless Prevention provides assistance to residents in the neighborhood at risk of losing their housing.
14. Legal Counseling: Prairie State Legal and the Northern Illinois University Legal Clinic provide counseling to guests and residents.
15. Homeless Liaison for Students: Hesed provides office space for the District 129 Homeless Liaison.
16. Veteran's Housing: offers case management and housing options for veterans experiencing homelessness.
17. Aurora Soup Kitchen: offers a hot lunch to both residents of Hesed House and the Fox Valley Community every Monday and Friday.
18. Lorentzen Education & Advocacy Program (LEAP): Hesed House's philosophy is to meet today's needs of the underprivileged and underserved and to work toward systemic solutions that prevent future problems from occurring. In 1995, Hesed House led the nation in the movement to petition its legislative leaders to make it mandatory for schools to educate homeless children and provide bus transportation to and from their schools. Now national law, Hesed House is proud to note that it all began here. Today, the LEAP program continues to advocate, through creating Hesed's Faith and Justice Alliance for the Homeless, as well as community organizing with the Fox River Valley Initiative.
19. Clothes Closet: Our volunteer-run clothes closet is open every Monday and Thursday night from 5 to 7 p.m., so that guests and residents can get the clothes they need.
20. Children's Programs: We work with professional organizations and programs in the area, and also have several volunteer-led children's programs, including Harvesting Hope, a therapeutic play program that runs Tuesday and Thursday nights during the school year after dinner, and a children's summer camp program.
21. Mercy Van Program: Through the Mercy Hospital funded & dignity focused "Hesed Mercy Transportation Ministry," our local Police, Fire, EMS, and Emergency Room personnel can call our Transport Van Team (Mon.-Fri. 5pm-9:30pm) when they come into contact with any of our guests who have the most chronic & complex medical and health issues, and when appropriate, we will pick them up and bring them back to Hesed House, as both a diversion from costly Ambulance Transports and Emergency Room stays, as well as a way to further build stronger relationships with them.

PADS Warming Center Guidelines

When it is brutally cold outside, Hesed House PADS OES becomes a 24-hour warming shelter. PADS FS is open 24/7 7 days a week. Below are the guidelines Hesed House uses as temperatures to come inside during non-program hours:

Using *Weather.com* and zip code **60506**, we go by the "*feels like temp.*"

45 and below,

- 62 and older can come inside.
- Physically handicapped individuals that have been approved by a Program Director or above can come inside.

25 and below,

- All guests that are not on "Do Not Admit" lists can come inside.

15 and below,

- Local community members (non-guests) can come inside.

*Day to Day circumstantial changes can be made by Program Director and above.

*There will be times that guests will be asked to go outdoors for a half hour for indoor clean-up. (7-7:30 am), (3:00 -3:30 pm), (9:00 -9:30pm)

**No services (no lockers or store) during Warming Center. Water, Coffee and Restrooms will be available. (Revised 11/17)

PADS Cooling Center Guidelines

Temps to come inside, during non-program hours:

Using *Weather.com* and zip code **60506**, we go by the "*feels like temp.*"

85 degrees

- 62 and older
- Physically handicapped if approved by a program Director or Neil/Ryan.

90 degrees

All guests that are not DNA can come inside.

95 degrees

Local community members.

*Day to Day circumstantial changes can be made by Program Director and above.

*There will be times that guests will be asked to go outdoors for a half hour for indoor clean-up. (7-7:30 am), (3:00 -3:30 pm), (9:00 -9:30pm)

**No services during Cooling Center. Water, Coffee and Restrooms will be available. (Revised 05/18)

PADS OES / AM Emergency Procedures

FIRE

In case of fire, EXTREME CAUTION NEEDS TO BE TAKEN TO ENSURE EVERYONE SAFELY EXITS THE BUILDING. Err on the side of caution when handling a fire emergency.

BEFOREHAND:

- KNOW THE LOCATION OF FIRE ALARMS AND EXTINGUISHERS.
- KNOW WHAT EXITS ARE AVAILABLE FROM DIFFERENT PARTS OF THE BUILDING.
- FIRE EXITS MUST NEVER BE BLOCKED either by bodies looking for sleeping space, personal belongings (including bicycles on the stairs), or items used by any ministry.
- Fire Exits should be checked frequently and immediately cleared.
- There are emergency floor plans posted throughout the building and by each exit.

EVACUATION:

WHEN A FIRE ALARM SOUNDS (whether or not it is a false alarm), volunteers/staff need to make sure that everyone immediately leaves the area in an orderly manner. All doors and windows must be closed. People must not try to gather personal belongings, but may take the blankets from beds as some protection from weather. The Hesed Staff or lead volunteer coordinator should talk with Fire Department personnel once the building is cleared.

USE ALL EXITS AND GO DIRECTLY OUT THE NEAREST DOOR AND ACROSS THE PARKING LOT. The meeting point will be along the fence line on the south side of the parking lot.

People need to move away from the building, allowing plenty of room for emergency vehicles. Try to keep everyone together (a difficult task) in case there are questions about who did/did not get out of the building.

DO NOT ALLOW ANYONE TO RETURN TO THE BUILDING UNTIL SOMEONE IN AUTHORITY INDICATES THAT THE EMERGENCY IS OVER.

PADS OES / AM Emergency Procedures

TORNADO

TORNADO WARNING RECEIVED

When the weather is threatening, staff will listen for tornado warnings on the weather radio. When a warning siren is heard (a tornado has been sighted), all persons in the building will be notified to quickly move to designated tornado shelter areas. Using the stairwell on the west side of the dining room, everyone in PADS must immediately move to the 1st floor Women's Sleeping Rooms (tornado shelter signage is posted in the rooms).

Persons outside (in the parking lot or on the property) should be told to come inside during the warning period.

METHOD OF **EVACUATION** TO TORNADO SHELTER AREAS

For PADS OES/AM and Aurora Soup Kitchen Areas, staff and volunteers should spread out with adequate supervision throughout the PADS bathrooms, dining room, and sleeping rooms. Without spreading panic, instruct everyone to go down the stairway on the west side of the dining room and into the 1st Floor Women's Sleeping Rooms (tornado shelter signage is posted in the rooms). Some persons, especially children, may need assistance in following instructions.

A volunteer and/or staff should be the last one down, checking the building from the men's sleeping room all the way down, including the washrooms. The outside dining room door should be locked.

Everyone should remain **away from windows and glass doors** until the tornado warning is lifted.

RETURN TO MINISTRY AREAS

Once the Weather Service has announced the "all clear", everyone may return to their area of the building. The return route should be the Reverse of the evacuation route. Again, adequate supervision along the way will assure an orderly transition.

THUNDER OR LIGHTENING

At any time, if thunder or lightning is seen, have any guests outdoors move indoors.

TORRENTIAL RAIN

When determined by staff, if torrential rain occurs, all guests may stay inside.

PADS OES / AM Emergency Procedures

POWER FAILURE

In case of an unexpected power failure, the following procedures should be followed:

- Locate locker of emergency **lanterns, flashlights, etc.** The box is kept in the PADS OES/AM Office.
- **Emergency lighting** in the building will provide safety-level lighting for about 45 minutes to one hour. Don't use other lights (lanterns, etc.) until the emergency lights fail.
- **Hesed phones** will be useless during a power failure. If volunteers are around and have cell phones, ask them to keep one handy for emergency use.
- **Sewage back-up** will occur if too much water is used in the building. **No showers or dishwashing. Flush toilets only when absolutely necessary. Anything that goes out our drains will eventually return via floor drains if these practices are not observed.** 1st floor staff should locate mops, rags and squeegees to contain sewer back-up.
- **Movement of guests/residents** should be minimal for everyone's safety. Encourage low-level activities (cards, puzzles, etc.) to keep people occupied.
- **Freezers and refrigerators** must be kept closed to preserve temperatures.
- **Don't assume** that folks will remember what they are supposed to do: not flush, no showers, no refrigerators, etc. Remind them and have others monitor.
- **Smoking** is banned inside. Staff may consider allowing more smoke breaks as needed during power failure.
- **Heat** will not work making it difficult to keep the building warm. Keep doors closed as much as possible. Check for open windows. **DO NOT USE OVENS/STOVES FOR HEAT!** Make sure adequate blankets are available. People should have access to coats, hats, etc.
- **WHEN THE POWER IS RESTORED:**
 - Gather lanterns, flashlights, etc., and return them to the PADS OES/AM office.
 - GRADUALLY restore power or use of power, especially for motorized equipment that causes major power draws.
 - Report any equipment problems or building safety problems to staff.

PADS FS Emergency Procedures

FIRE

In case of fire, **EXTREME CAUTION NEEDS TO BE TAKEN TO ENSURE EVERYONE'S SAFE EXIT FROM THE BUILDING.** Err on the side of caution when handling a fire emergency.

BEFOREHAND

- **KNOW THE LOCATION OF FIRE ALARMS AND EXTINGUISHERS.**
- **KNOW WHAT EXITS ARE AVAILABLE FROM DIFFERENT PARTS OF THE BUILDING.**
- **FIRE EXITS MUST NEVER BE BLOCKED,** either by bodies looking for sleeping space, personal belongings, or items used by any ministry.
- **Fire Exits should be checked frequently and immediately cleared.**
- **There are emergency floor plans posted throughout the building and by each exit.**

EVACUATION

WHEN A FIRE ALARM SOUNDS (whether or not it is a false alarm), volunteers/staff need to make sure that everyone immediately leaves the area in an orderly manner. All doors and windows must be closed. People must not try to gather personal belongings, but may take the blankets from beds as some protection from weather. The Hesed Staff or lead volunteer coordinator should talk with Fire Department personnel once the building is cleared.

USE ALL EXITS AND GO DIRECTLY OUT THE NEAREST DOOR AND ACROSS THE PARKING LOT. The meeting point will be along the fence line on the east side of the parking lot.

People need to move away from the building, allowing plenty of room for emergency vehicles. Try to keep everyone together (a difficult task) in case there are questions about who did/did not get out of the building.

DO NOT ALLOW ANYONE TO RETURN TO THE BUILDING UNTIL SOMEONE IN AUTHORITY INDICATES THAT THE EMERGENCY IS OVER.

PADS FS Emergency Procedures

TORNADO

TORNADO **WARNING** RECEIVED

When the weather is threatening, staff will listen for tornado warnings on the weather radio. When a warning siren is heard (a tornado has been sighted), all persons in the building will be notified to quickly move to designated tornado shelter areas. In the event of a Tornado Warning, all PADS FS staff and guests are required to take refuge in the guest bathrooms or just outside of them if they are full. This area is located on the bottom level of the building and is the safest area away from windows and flying debris.

Persons outside (in the parking lot or on the property) should be told to come inside during the warning period.

METHOD OF **EVACUATION** TO TORNADO SHELTER AREAS

Staff/Volunteers should spread out with adequate supervision throughout all areas of the PADS FS program. Without spreading panic, instruct everyone to take refuge in the guest bathrooms or just outside of them if they are full (tornado shelter signage is posted outside the bathroom doors). Some persons, especially children, may need assistance in following instructions.

A volunteer and/or staff should be the last one in the refuge area, after clearing all required areas.

Everyone should remain **away from windows and glass doors** until the tornado warning is lifted.

RETURN TO MINISTRY AREAS

Once the Weather Service has announced the “all clear”, everyone may return to their area of the building.

PADS FS Emergency Procedures

POWER FAILURE

In case of an unexpected power failure, the following procedures should be followed:

- Locate box of emergency **lanterns, flashlights, etc.** The box is kept in the PADS FS office.
- **Emergency lighting** in the building will provide safety-level lighting for about 45 minutes to one hour. Don't use other lights (lanterns, etc.) until the emergency lights fail.
- **Hesed phones** will be useless during a power failure. If volunteers are around and have cell phones, ask them to keep one handy for emergency use.
- **Sewage back-up** will occur if too much water is used in the building. **No showers or dish washing. Flush toilets only when absolutely necessary. Anything that goes out our drains will eventually return via floor drains if these practices are not observed. CLEAR ITEMS** from floor, as much as possible (personal belongings, mats, etc.). Staff should locate mops, rags and squeegees to contain sewer back-up.
- **Movement of guests/residents** should be minimal for everyone's safety. Encourage low-level activities (cards, puzzles, etc.) to keep people occupied.
- **Freezers and refrigerators** must be kept closed to preserve temperatures.
- **Don't assume** that folks will remember what they are supposed to do. Please remind everyone and help each other monitor: no flushing, no showers, no refrigerators, etc.
- **Smoking** is banned inside. Staff may consider allowing more smoke breaks as needed during power failure.
- **Heat** will not work making it difficult to keep the building warm. Keep doors closed as much as possible. Check for open windows. **DO NOT USE OVENS/STOVES FOR HEAT!** Make sure adequate blankets are available. People should have access to coats, hats, etc.
- **WHEN THE POWER IS RESTORED:**
 - Gather lanterns, flashlights, etc., and return them to the PADS FS office.
 - GRADUALLY restore power or use of power, especially for motorized equipment that causes major power draws.
 - Report any equipment problems or building safety problems to staff.