

**HOLY ROSARY
OFFSITE WOMEN'S SHELTER**

**A HANDBOOK
FOR VOLUNTEERS**

Revised October 2019

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HOLY ROSARY OFFSITE SHELTER MISSION STATEMENT

Holy Rosary Shelter is committed to:

- Helping homeless women by providing safe, secure shelter
- Providing a needed resource in response to growing homelessness within Seattle
- Fostering the growth of the community through nurturing and respecting the need of those less fortunate
- Upholding the dignity and freedom of all persons
- Promoting active service to the wider community

*The biggest "problems" you are likely to experience
at the shelter are lack of sleep
and time away from your family.*

Thank you sincerely for those sacrifices!

*Enjoy the gift of God's diversity in humankind and infect others
with your good cheer and spirit.
With basic "common sense" precautions,
your work will be highly rewarding.*

INTRODUCTION

In October 1999, Holy Rosary Parish began providing offsite emergency housing two nights per week for ten women each night. Due to the significant development in the Seattle area, condominiums and commercial buildings have replaced much low-income housing. This depletion of affordable housing, along with the low minimum wage (many homeless women do work), as well as other factors, have left many women with no other alternative but to live on the streets. These are mothers, sisters, daughters, and grandmothers every night in Seattle without homes.

Several local churches and synagogues are successfully contributing to the solution of homelessness by providing offsite emergency housing.

Holy Rosary provides offsite emergency housing for ten women, on Saturday and Sunday nights. Because Noel House (a women's homeless shelter in downtown Seattle, run by the Archdiocesan Housing Authority) can only provide beds for a limited number of women each night, the remaining women are referred to offsite shelters. Noel House only refers women to offsite shelters whom they have already screened for alcohol and drug abuse, and inappropriate behavior.

We depend on volunteers to provide this much-needed ministry to the homeless.

- Volunteer drivers transport the women to and from Holy Rosary in our parish van. They pick up and drop off the bedding as well.
- Two overnight volunteers stay at the shelter. They set out the food, greet the women, monitor lights out, and wake the women in the morning. They are the hosts for the night.
- Hospitality volunteers provide a light evening meal and breakfast items, such as fruit and yogurt, and make sure there is milk for the next morning's coffee and cereal.
- Another team of volunteers keeps the shelter organized, decorate, and ensure supplies are stocked.
- Laundry volunteers take the dirty laundry home each week and return it clean and ready to use.
- The facilities team keeps things running and helps with supplies.

To contact the volunteer coordinators, or committee members, or Noel House, please see the phone number section at the back of this manual. A volunteer coordinator will usually be available by phone.

The staff at Noel House is a resource for you at **any time of the night or day**. There is always someone awake and on duty ready to answer any question or just brainstorm on an issue you all may be experiencing. The staff may also be able to check in with a woman over the phone about an incident and they are also available to welcome a woman back to Noel House for the evening if a certain incident necessitates that she leave.

VOLUNTEER ROLES

Role	Description
Driver	Shuttle women to/from shelter in parish Van on: Saturday night and/or Sunday morning and/or Sunday night and/or Monday morning
Overnight Host	Spend the night at the shelter with another overnight volunteer hosting our guests. Set out food, visit with the women, lights out and then to bed. Awake in the morning to get the women on their way.
Hospitality	Bring hearty and light evening meal on Saturday or Sunday night and breakfast items and ensure there is milk.
Supplies/Facility	Keep the shelves/drawers stocked with sundries, non-perishable snacks, juice, and other food. Help clean and decorate the facility.
Laundry	Take home the dirty laundry, wash and dry it, and return it folded to the shelter before Saturday evening.
Leadership Team	Coordinate shelter efforts with Noel House, monitor training needs, maintain web page and sign up page, handle incoming and outgoing emails.

Drivers

The drivers are responsible for transporting the women to and from our shelter. Each Saturday and Sunday evening they drive the parish Bus to the downtown shelter, pick up the women, and then return them to the shelter.

On the Saturday evening run, they also collect the bedding from Noel House and the room assignments from Women's Referral Center. They read the room assignments to the women before they leave downtown in case there are concerns.

On Sunday morning they return the women from our shelter to the downtown locations. On Monday morning they return the women from our shelter to the downtown locations, return the bedding, and any leftover food to Noel House.

More detailed activities and times are included in the appendix for the role.

Overnight Hosts

The **overnight host team** is responsible for preparing for the arrival of the women and chaperoning them for the time they are there. An overnight team can be two women, a couple, and a mother daughter team if the daughter is 16 or older. Following is the main responsibilities for the **overnight team**.

Evening

- Set the food brought by the Hospitality volunteers out for the group presented in a way that would make the Heath Department proud. That means, for example, that foods are dished out or in individually wrapped portions. People who serve or prepare food should wear gloves if they are touching the food.
- Greet the women at the first-floor door.
- Pass out towels, washcloths and any extra bedding they need.
- Visit. Check doors and lights out at 10 pm before going to bed.

Morning

- Make coffee. Put out juice, milk, and hot and cold cereal and any other breakfast items for our guests in the morning.
- Begin knocking on doors and waking the women.
- Remind the women that they can create a snack bag and take any leftover food.

Monday only:

- Tell women to spray clean their mattresses and take the bedding in the sacks provided back to the van.
- Remind the women to put all Holy Rosary bedding and towels in the laundry bin at the end of the hall.
- Empty garbage cans and take garbage, recycle and compost to the parish center kitchen on the first floor and put in appropriate cans.

More detailed activities and times are included in the appendix for the role.

Lights Out/Wake Up/Departure

Lights are turned out in the hallway and social room by 10 pm. If you wish to leave a light on in the Hospitality Room, please use the energy efficient one above the snack area.

Guests may choose to keep the light on in their individual room. Night-lights have also been provided for them. All guests must be loaded on the Van and ready to leave by 7:30 am (Sun.) or 6:30 am (Mon.). Guests may leave earlier, e.g. if they have to get to work. Otherwise, all guests must return on the van. Please inform the driver of who left early so they don't wait for them.

Be sure to check all windows in each room to make sure they are closed and locked after our guests leave. Close the door to the host room so it is locked.

In case of snow or other events that may keep the driver or the van from taking the women back to Angeline House, please direct the women to the bus stop at California Ave SW and SW Alaska. Emergency bus fare is in the food storage closet (down the hall to the right of the host room) in a fancy box.

Hospitality

A **hospitality volunteer** is responsible for providing a light evening meal, such as boiled eggs, lunchmeats, or other non-sweets. During the cold, winter months, our guests really love it when there is something hot for them to eat at the shelter, i.e., warm soup or chili or even pizza.

Before bringing food, please check the shelter to see what is there. We need a ½ gallon of milk and some breakfast items. However, do not overstock the refrigerator as space is limited. Extra perishable food is taken to Noel House on Monday morning.

Volunteers may deliver the food before the guests arrive and store it in the refrigerator. Alternatively, you may arrive about the time the guests arrive so that you can socialize with them. Volunteers are welcome to bring family members during this ministry, but due to limited space and privacy issues we ask that all hospitality volunteers leave the third floor by 9:00 p.m.

RELATING TO OUR GUESTS

Focus On Simple Companionship

DO

Keep it simple. You're here to provide companionship and safe shelter. Be warm and friendly. Introduce yourself. Be yourself. Listen and give friendship, security, warmth, and acceptance. Know that the gift of your ministry helps our guests in some way.

DON'T

You are not a case manager or therapist. Don't try to save the world or solve an individual's life problems. Don't take on the role of "rescuer." Do not expect to meet every need. The needs of your guests will far exceed your ability to give.

Guests' healing, rehabilitation, or getting back on their feet takes a long time, much longer than the scope of your work at the shelter permits.

You can most graciously meet the needs of your guests by putting aside guilt over your relatively good fortune and being open to the gifts of the spirit that your guests bring.

Guest Participation

If guests offer to help out with clean up or food preparation, definitely include them. Doing things together is a good way to establish a connection.

The guests are expected to:

- Assist with unloading and loading the van and bringing linens to and from the third floor (with exception of those in poor health).
- Put Noel House bedding back in the sacks provided and help take them to the van.
- Put used Holy Rosary bedding and towels in the laundry baskets.
- Empty their room trash container into the one in the main break room.
- Wash down their bed with a spray solution of vinegar and water.

Mutual Privacy

Privacy is important to all of us. This shelter is ONLY for guests sent (screened) from Noel House, and volunteers. In order to establish a sense of community and safety for your guests and volunteers, do not allow anyone else in without proper screening. Unless they are shelter volunteers—if they don't have the code—DO NOT let them in.

DO

Welcome your guests' stories.

Outside the shelter, you may want to share your experiences from the shelter with friends and colleagues, but always maintain the privacy of your guest. This is a good way to promote understanding of the situations of people who are homeless.

DON'T

Don't probe into their private lives.

Don't allow your privacy to be breached. Don't give out your contact or other personal information.

Never use a guest's name or identity outside the shelter.

Giving or Receiving Gifts

It is unwise to borrow, lend or give money to your guests. Likewise, do not give or accept material gifts of more than token value, other than those provided by the Shelter at Christmas and other special occasions.

Contact Outside Shelter Hours

Do not arrange to see guests in private situations, especially at your home or work. This is for your guests' safety as well as your own. Your guests are frequently vulnerable to emotional or other exploitation, intended or unintended.

For your own security, you are meeting persons with potentially complex personalities, and issues. You will know them rather briefly in a certain emotional phase of their life. Often there is more involved in a given situation than meets the eye. A person's illness may cause them to change dramatically in private surroundings in ways that you cannot anticipate.

Within these boundaries, if you encounter guests outside the shelter respond as you feel comfortable. This includes anything from sitting down over a cup of coffee to crossing the street to avoid the encounter. Whatever you do, keep yourself and your homeless friend in a public situation. Do not give rides or go on shopping sprees, etc.

If you are unsure about what level of interaction outside the shelter is appropriate, talk it over with others in your host group or discuss it with someone at Noel House who knows something about the mental and emotional state of the guest.

Talking/Debriefing About Your Experience

The people you serve, as well as you those serve with, are all human, with human strengths and weaknesses. If a situation makes you uncomfortable, please discuss it with your co-volunteer or someone on the contact list (toward end of manual).

It is also true that you are in contact with people who are often in physical, psychic, and/or spiritual pain. Being a companion to someone in such a state can take its toll on your spirit. One of the best ways to help yourself deal with what you have witnessed is to talk about it with others. Sharing your stories, in ways that respect the privacy of your guests, can lighten your load. Sharing your insights can also be an important way to advocate for people who are homeless.

There may also be questions about how you should respond to someone or insights that might help the professionals who are working with one of your guests. Feel free to call and discuss the situation with Noel House staff as needed. They are very friendly, committed, and helpful.

RULES

The following rules are posted and enforced at our shelter

- **NO ALCOHOL/DRUGS OR WEAPONS**
- **NO VIOLENCE AGAINST PERSONS OR PROPERTY**
- **NO SEXIST OR RACIST REMARKS OR VERBAL ABUSE OR THREATS TO CAUSE INJURY**

- **NO SMOKING OR EATING IN ROOMS**
- **SMOKING ONLY IN DESIGNATED AREA IN BACK OF BUILDING BEFORE LIGHTS OUT AND AFTER MORNING WAKE UP CALL**
- **LIGHTS OUT BY 10 PM**

Violation of these rules and any of the activities listed below may result in a guest being asked to leave immediately.

- Theft or other illegal activities
- Destruction of property
- Contributing to conditions that threaten the safety of the program and its participants.
- Allowing anyone access to the Parish Center without staff knowledge. Only staff may open the front door.

The Rules Are Posted

Guests need to be clear what the rules and expectations are, as well as know that they are in a place where they will be safe. We have established a minimal set of behavior infractions, which result in a guest being asked to leave. The rules are posted in each room including the break room. You should direct guests to the rules if you feel they are being disregarded. You can advise the guest that you will call Noel House if the problem isn't resolved.

Smoking: Absolutely no smoking inside the building, INCLUDING ROOMS. The smoking area is on the first floor outside the kitchen area; doors must remain closed so that smoke does not return into the building. Smoking is not permitted between 10 pm and 6:30 am on Sundays and 5:30 am on Mondays. Guests must ensure that cigarettes are extinguished and disposed of properly in the metal container provided.

Enforcing Rules

Enforce the rules conscientiously. Consistency is important in instilling safety and fairness for the whole group. Provide a shelter with enough structure that your guests can relax.

If a guest breaks the rules, you have a choice to expel them, or allow them to stay depending on your judgment and the seriousness of the infraction. If a guest appears remorseful after breaking the rules, it may still be emotionally difficult to expel them, even for a major infraction.

Remember, the eviction is more about providing the group (hosts and guests) with a sense of protection and security than it is about punishment for the infraction. Remember, too, that acting out and apologizing is an escalating cycle to which some people are addicted.

Call Noel House if you need help making a decision on expulsion or how to deal with the situation. Also, report any violations to Noel House, by phone if necessary, and ALWAYS in the Holy Rosary Logbook.

INTERVENTION

NOTE: THIS SECTION AND THOSE FOLLOWING ARE INCLUDED AS A 'WHAT IF' CONTINGENCY. WE HAVE HAD NO SERIOUS PROBLEMS OR INSTANCES AS DESCRIBED BELOW.

There may be instances in which a guest becomes agitated or angry with you, another staff, or one of the other guests. First and foremost, remain calm. Do not hesitate to call Noel House or 911 and ask for backup if you feel the situation is getting out of hand or if anything is being used as a weapon.

When intervening in a crisis situation, try to seek the good of the individual while seeking the good of the whole community. Remember to RESPOND, NOT REACT, to the situation.

Most crisis situations do not occur without some warning. Early interventions with women who appear distressed or agitated will prevent a crisis from happening. The most important part of your responsibility is to BE AWARE AT ALL TIMES.

Verbal Response

- Low, calm voice
- Short sentences
- Use the woman's name

Body Posture

- Feet planted firmly
- Hands open and visible
- Get eye-contact (use your best judgment)
- Use slow movements
- Move in a way showing you are in control (move deliberately; never run)

NEVER

- Point your finger at a woman, shout, ridicule, be condescending or challenging
- Lose your temper, intimidate, or use threats
- Engage in a physical confrontation with a woman
- Embarrass a woman no matter how abusive she is
- Do not block your guest's access to an exit--"storming out" can be a necessary

face-saver and you do not want your guest to feel trapped

ALWAYS

- Give the woman the space (physical and psychological) to back off. Have patience and confidence.
- Be clear and stay focused on the behavior at hand that is causing a problem. Do not get sidetracked into a discussion of who started what, but focus on what you observed and what you need the woman to do.
- Acknowledge their anger or distress, i.e. “I understand you are upset...”
- Give the woman choices. For example: “You may stay and lower your voice, or you may leave. It is up to you.”
- Actively listen but keep repeating what you want the woman to do. Use “I need” statements. (“Lower your voice” or “I need you to leave the shelter”).
- Back up your coworker during an intervention.
- Let others know if you have set any limits on a woman or given a warning.

If a guest decides to leave the shelter and you are unsuccessful at changing her mind, you may give her bus fare (located in the food storage closet in a fancy box). If a guest does leave, please make sure to record that fact in the logbook so that Noel House will be informed. **No guests may re-enter the shelter after they have left for the evening.**

Again, volunteers may call Noel House or 911 at any time, and particularly if any confrontation arises and they can help with the situation.

Suicide Threats

Address all suicide threats or comments by asking if they have a plan to carry it out. In general, the more specific they are, the more serious the situation is. One volunteer should be questioning the person, while the other calls Noel House (206-456-3450), and if it seems imminently serious, the Crisis Line as well (461-3222). Get the person on the phone with trained staff (Noel House or Crisis Line) as soon as possible.

Also, if a person is acting or behaving despondently, it is appropriate to ask them if they are considering harming themselves.

In either case, if they have a plan, find out how specific they have gotten in their thinking and how soon they plan to take action. Secure a firm commitment, in writing if possible, that they will not harm themselves within the next 24 hours.

If they are considering suicide with a tool they have in hand, ask them to allow you to take it into custody for their protection. Ask them if they want to be hospitalized for their own protection. Follow the directions given you by the staff at Noel House.

Questions To Consider When With Guests

When in doubt about your response to a guest, here are some questions to ask yourself:

- If I do this, how will it make our guest feel?
- What will this person expect after this? What will other guests expect? Am I starting something that shouldn't be started or that can't be carried out due to circumstances?
- Will this empower our guest?
- I see my role in this, but what role do our guests see me in?
- What are my limits, and have I made them clear?

HEALTH, HYGIENE, & SAFETY

Many homeless are in poor health due to the stress of their living conditions, poor nutrition, and exposure. In fact, they are more vulnerable to your illnesses than you are to theirs. Protect them and yourself by using common sense health precautions such as covering your mouth if you cough or sneeze. Wash your hands frequently when you are on duty. During flu season, get a flu shot yourself.

Medications

Because of possible liability, do not directly administer medications to the guests. Over-the-counter medications like Tylenol, cough drops, and Advil are available at the shelter. You may offer them to guests in the recommended dosage, but don't put them directly in their hand. Place the dose or pill in a paper cup, and let the guest take it herself.

Bodily Fluids

ALWAYS use latex gloves in situations involving bodily fluids. Be very careful not to contaminate yourself or your clothing in such situations. Always use bleach to clean up areas that have been contaminated with bodily fluids. Always use gloves when handling used bedding and towels, even if bodily fluids do not appear to be involved.

Bugs

Lice and other cooties can pass to others who come into intimate contact with clothing, bedclothes, hats, or hairbrushes of people who have the pests. Lice can be a real problem for guests in a shelter situation. All mattresses are covered with impermeable waterproof material to prevent the spread of lice.

Linens/Beds/Pillows/Towels

Noel House provides sheets and one blanket for each guest. Holy Rosary provides a bed and a pillow with a pillowcase for each guest. Guests are responsible in the morning for wiping down the mat/pillow with a spray solution of vinegar and water that is in each room. Guests should also place their used Noel House linens in bags to be returned to Noel House. All Holy Rosary linens (pillow cases, towels, washcloths and extra blankets from storage) should be put in the laundry baskets at the end of the hall. In the morning, guests are required to leave their rooms in a clean and orderly state.

Towels and washcloths can be set out in the hallway or handed out as needed. If the women want extra blankets, there are more blankets in the storage closet at the top of the stairs. There are also sheets and pillowcases in the closet in the host room.

Health

The following precautions should be adhered to at all times:

- Be aware of emergency exits. Emergency supplies and first aid kits are stored in the host room closet.
- When handling dirty blankets, sheets, towels or soiled clothing, always wear latex gloves and hold the items away from your body.
- Always wash your hands and wear gloves when handling any food. If you switch tasks, from handling food to taking out garbage, always change your gloves.

FACILITY ISSUES

Security

Allow no one in the building that is not connected with the shelter. If someone rings the doorbell and wants in, they do not belong there. If they belong, they will have the code to get in. We want to keep everyone safe.

No one but Holy Rosary and Noel House should know the location of our guests.

All doors are locked and should stay that way. In the summer months, you should check to see that first floor windows are closed. Check doors before lights out in the evening and before you leave in the morning.

The firewall doors at each end of the hallways need to be closed at all times. (It's obviously okay to prop them open as people come in and out, but as people get settled, please close them.)

No children under 16 years of age are permitted to stay overnight in the shelter. Daughters age 16 or older may stay with their mothers as the overnight hosts.

Telephone

Overnight volunteers are encouraged to bring their cell phones if they have one. Please make sure the overnight coordinator has your cell phone number. The shelter telephone is on the third floor by the north door. Guests are free to use the phone, with a ten-minute limit on calls. Guests may not give out the shelter telephone number unless a volunteer gives permission. We do not want the line tied up with incoming calls, unless they are for volunteers. The number is 937-1488, ext. 233. Long distance and 1-800 numbers are blocked.

Plumbing & Heating

Shelter workers report that every once in a while, huge amounts of toilet paper or other objects are found crammed into toilets. Monitor the toilet scene and be prepared with plungers and rubber gloves. If you know who has done the damage, it is appropriate to ask them to clean up.

If you need to adjust the heat, use the round dial on the underside of each room's radiator. Do not adjust the lever.

Rooms

The Holy Rosary Shelter provides 7 rooms for guests. The volunteers' host room is clearly marked. Guests are not to be in the volunteers' host room. Each room is numbered. Noel House staff assigns room numbers to guests before loading the van.

Room assignments come from Noel House and the women are to follow those assignments without questions. If anyone is unhappy with their room, they are welcome to leave.

Extra Supplies

The food supply closet is located down the hall on the right. The key to open it is on the host room desk. If you need an item, please take it. Please lock the door when you are finished.

Sheets, towels and pillowcases are in the host room closet. In the closet on the south end of the building across from the main stairwell are extra blankets and toiletries. Also refer to the list in the staff room for other items that might be needed, such as sheets.

PHONE NUMBERS / EMERGENCY INFORMATION

Cynthia McGee	House On-Call Supervisor	206-437-7448
Essie Campbell	Noel House Manager	206-355-9382
Diane Redenbaugh	Overnight and Hospitality	206-375-3952
Russell White	Driver Coordinators	206-719-3591
Judy Johnston Ellen McGovern	Ministry Supply Team (supplies, etc.)	206-932-1488 206-937-8658
Scott Stoefen	Maintenance and Facilities	206-409-0355

EMERGENCY

Emergency Medical, Police or Fire	911
Holy Rosary Rectory	206-935-8353
Noel House	206-456-3450
Crisis Line	206-461-3210
Women's Referral Center	206-770-0156

ADDRESSES

Shelter address and phone number	4152 42nd Ave. SW 206-937-1488 ext. 233
Holy Rosary Church	4210 SW Genesee Street
Noel House	118 Bell Street

MEDICAL EMERGENCIES

In the case of medical emergency, one staff person calls 911 to request an Aid Car, then waits at the first-floor door for the medics to arrive. Also notify Noel House at 206-456-3450.

Another staff person should stay with the guest until help arrives. In a case involving, or potentially involving, bodily fluids, immediately put latex gloves on so that you can be free to use your touch to calm and help the person without putting yourself at risk.

EMERGENCY

IMPORTANT: MAINTAIN SILENCE DURING ALL EMERGENCY EVACUATIONS.

- EVERYONE remain calm and quiet; hysteria prevents clear thinking.
- Act as quickly as possible.

FIRE:

Assess the situation.

In the event of a small fire:

- | | |
|-------------|---|
| Volunteer 1 | Call 911.

Attempt to put out the fire with fire extinguisher (by middle staircase).

If fire is under control, close windows and doors to minimize oxygen flow.

Exit the building to church lawn. |
| Volunteer 2 | Grab the sheet with the room assignments and volunteer roster.

Lead guests out the exit staircase by the staff room or down the main stairs.

Congregate on the church lawn across the street.

Take attendance. |

In the event of a larger fire, or a fire that appears to be getting out of control:

- | | |
|---------------|--|
| Volunteer 1 | Lead guests out the exit staircase by the staff room or down the main stairs. |
| Volunteer 2, | IF POSSIBLE, grab the room assignment log and volunteer roster.

IF POSSIBLE, close windows and doors to minimize oxygen flow

Follow the others out the same staircase. |
| Everyone: | Gather across the street on the grass, next to the Church. |
| Volunteer 1 - | Make emergency phone calls. |

Volunteer 2 - Take attendance

EARTHQUAKE:

Immediately **STOP, COVER, and HOLD**. Take cover under tables and beds, as far away from windows as possible. Cover your head with your arms as a protection against falling debris.

STOP - Do not run – avoid the instinct to “take flight”

COVER - Quickly move to a safe place, under a door jam or table, etc., away from windows and mirrors and/or cover your head with your arms.

HOLD - Be sure to hold onto a table or brace yourself in a safe place

After the earthquake, turn on the radio to assess the situation. Leave the building only if you have reason to believe it has become unsafe. There is danger of falling debris outside. Call Noel House to ask for further directions.

FAQs

1. What if We Suspect Substance Abuse?

Assess the situation. If the woman is coherent, try to find out what she took or drank.

- If it's only alcohol and the guest is slightly impaired, use your judgment whether she should stay. Ask them for any remaining alcohol or drugs they have in their possession and confiscate it.

- If it's any other substance, and/or the woman is barely, or not coherent, see advice (below) from Noel House (NH).

Note: Typically, substance abuse means the woman will not be invited back to our shelter.

A volunteer wrote: One morning we had a woman obviously on the nod from some drug. We could barely get her dressed and down the stairs as she was a large woman and couldn't stay conscious. Then she disappeared! And we finally found her passed out on the toilet; how she got back upstairs I don't know. If we hadn't had a snowy morning, the van would have been ready to take off before we were able to locate her and might have left her behind.

NH Response: “First, we try not to send you women who tend to overdose on substances as this can be quite scary and labor intensive. Call NH immediately.

When NH runs across someone who is dozing and not responsive, we try to get their attention by speaking loudly and letting them know we need a response to know that they are all right. We then ask the woman to stay awake and speak with us for at least five minutes so that we can further assess her. If the drugged person is not able to do this, it is a sign that she may have overdosed on a drug and therefore needs to be seen by medical personnel. Call 911.

Many people do not like it when an ambulance is called because the medics give a shot to help bring people to sobriety that is quite unpleasant. It is very important to call the medics in this situation no matter how much the person may protest as this can be a life-threatening situation and we are not trained to know whether someone's state of toxicity is too dangerous to maintain.

Please, always keep in mind that the staff at Noel House is a resource for you at any time of the night or day. There is always someone awake and on duty ready to answer any question or just brainstorm on an issue you all may be experiencing. The staff may also be able to check in with a woman over the phone about an incident and they are also available to welcome a woman back to Noel House for the evening if a certain incident necessitates that she leaves your space."

2. Snow and Ice?

Every so often we cannot drive the van due to weather conditions. Please do NOT drive your personal car downtown for your safety, as well as for liability reasons. We will try to always keep a stash of bus money on hand, it is in the food storage closet in a fancy box. If not, please give our guests bus fare money and HR will reimburse you.

3. Tardy volunteer?

When this happens, it usually means someone forgot. We all do our best but sometimes things happen. We are very thankful for all that our volunteers do.

Evening: If the van has not left by the time the overnight hosts arrive, the overnight hosts should call the driver to investigate why they're not there yet. If you can't reach the driver, please call one of the team listed in the host room.

If the driver arrives and no overnight hosts are there, please call the overnight hosts listed on the roster in the host room. If you can't reach the overnight host, please call one of the team listed in the host room.

Morning: If the van has not arrived by the scheduled time, call the driver listed on the roster. If you can't reach the driver, please call one of the team listed in the host room.

4. Missing bedding and towels.

Sometimes the women forget to put the beddings and towels they get from us in our laundry bins. Please remind the women on Sunday night and Monday morning to return our bedding and towels to the laundry bins.

5. Anti-Sweet Tooth? Can't imagine it, but...

During the holidays, some guests vehemently complained about extra sweets we offered, including packets and baked goods the HR students lovingly prepared. If this happens, don't take it personally and just remind them they don't have to take it or eat it, and that we have only good intentions.

6. Too Hot? Too Cold? Just Right?

Each room has a knob on the bottom of the heater that the women can adjust. They are not easy to find but they are there.

7. Who You Gonna Call? Building Busters

For plumbing, radiator, flooding, or other building related problems, call Scott Stoen (206-409-0355).

8. What do you do if a guest wishes to leave during the night?

At times, a guest may want to leave the Holy Rosary Shelter. Reasons may include, but are not limited, that she is sick and requires treatment in a hospital, she may not be satisfied with her room assignment, or that she has other plans for the evening. (All of these are reasons that have been given in the past!)

If a guest leaves the shelter for any reason, medical or otherwise, she must understand that she will not be re-admitted. If an ambulance takes her to a hospital, it is important to let the aid workers that she will not be re-admitted to Holy Rosary. If a guest does choose to leave the Holy Rosary Shelter, and wants to return to another shelter, she can return to Angeline's: 2030 3rd Ave after 9pm.

If there are any questions about re-admittance, please contact the staff at Noel House.

APPENDIX A - Drivers Timeline & Activities

Saturday & Sunday Evening Activities & Schedules:

GOAL: Collect women ~8:00 PM at Angeline House (YWCA) and return to HR Shelter by ~8:15 PM.

>> NOTES:

- (a) Times & routes may be impacted by weather and/or traffic conditions. Therefore, Drivers are requested to monitor current conditions and if necessary, modify their schedule to achieve the pickup and drop-off timing goals. All routes are suggested, so please adjust as traffic and weather conditions warrant.**
- (b) The black bus document box (cabin, right front) will contain a copy of this handbook and Archdiocese insurance documentation**

(1) Leave Holy Rosary with the bus ~7:30 PM

- The Bus keys are located in the Parish Center – 3rd floor Host Room closet, (Need building code and Host Room code). The key ring includes **4 keys**: Bus key (ignition and driver's door); side lift door key; swing-out passenger door key; and Noel House Cage key
- New Shelter procedures have Angeline Staff providing Drivers with a filled out Room & Bed Assignment sheet.
 - As a backup, a blank copy of the sheet will be available in the black bus document box (cabin, right front).
- Add your name to the Overnight Log
- Put on the safety vest for your safety. They are located in the bus center console and several sizes are available.
- **(NEW)** Remove inside locking pin from rear emergency door handle
- When you leave, take the pylons (cones) from the front of the Bus and block its parking spot off in front of the Rectory.
 - On Saturday's the Bus is used to transport Parishioners to and from the Saturday 5PM Vigil Mass. Normally, the bus will be returned before 7:30 PM. If it is not back, please be patient as it will arrive shortly. If not available by ~7:45PM, please contact Russell White or Diane Redenbaugh.

(2) 1st Stop - Angeline House, a YWCA Facility at ~8 PM

- **Address:** 2025 3rd Avenue (on 3rd between Virginia & Lenora)
 - a. Use Upper West Seattle Bridge & take right side HWY 99 exit (Northbound).

- b. On HWY 99, use right lane and take exit “Alaska Way South”
 - **[Option 1]** continue North on Alaska Way South and turn Right at Main St., then Left onto 3rd Ave. S. (bus only street). Continue to Angeline House.
 - **[Option 2]** turn Right onto S. Dearborn St., then Left onto 1st Ave. S.; Continue North on 1st Ave S., then turn Right onto Virginia St. From Virginia St. turn Left onto 3rd Ave. S.
- Use Load/Unload Zone in front of Angeline. If it is taken, then park in the street and assure front passenger door opens between parked cars.
- **Turn on Emergency Flashers** when stoped at Angeline

(3) Collecting Shelter Guests at Angeline House:

- Turn on bus dome lights and open swing-out passenger door.
- At Angeline front desk, identify yourself as from Holy Rosary Parish and request the Room and Bedding assignment sheet.
 - If they don’t have one, offer them a blank one to fill out.
- Assist our guests with loading their luggage via the bus’s back door.
- **Before leaving Angeline**, use the Assignment Sheet to announce the room & bed assignments to the guests and verify all guests are on board.
- NOTE: sometimes a guest will get off the van if they do not approve of their room & bed assignment. That is OK and it is NOT the Driver’s responsibility to work out an alternative solution.

(4) 2nd Stop – Noel House (Saturday night only)

- **Address:** Noel Hose @ 18 Bell Street, between 1st & 2nd Avenues:
- Head North on 3rd Ave to Bell Street
- Turn Left onto Bell St. and cross 2nd Ave and 1st Ave.
- Turn Right into alley.
- At the end of 1st building will see a chain-link room on the right - the “Cage”.
- Use the “Cage” key to unlock the door and Collect clean bedding.
 - **Per NEW Procedure**, collect two large yellow or white cloth bags, sheets in one, blankets in the other. **Alternatively**, Drivers may find 10 bags (muslin or plastic) with sheets and bedding in each bag.
 - If there is not enough bags/bedding, go to Noel Lobby on Bell St. and ask for additional bedding.

- o **Note** that the HR Shelter has extra blankets and sheets, so do not worry if bags look incomplete.
- Before leaving, be sure the Cage door is closed and locked.

(5) 3rd Stop - Return to Holy Rosary

[Option 1] surface streets South to HWY 99

- As you leave the Cage, exit Left through parking lot onto 1st Ave.
- Right onto 1st Ave. (Northbound)
- Right on Battery St.
- Right on 2nd Avenue (now Southbound) and follow to Madison St. (or Columbia)
- Right onto Madison St. and follow downhill to Alaska Way
- Left on Alaskan Way (Southbound) and follow onto HWY 99
- Right onto West Seattle Bridge ramp and eventually to Holy Rosary

[Option 2] route North to take HWY 99 Tunnel South

- As you leave the Cage, exit Left through parking lot to 1st Ave.
- Right onto 1st Ave. (Northbound)
- Right onto Battery St.
- Left onto 6th Ave.
- 6th Ave. will curve to the Right and eventually meet the Southbound entrance to the HWY 99 Tunnel.
- Turn Right onto HWY 99 Tunnel entrance (keep to right as approach exit to tunnel)
- Follow HWY 99 to West Seattle Bridge, and eventually to Holy Rosary

(6) Back at HR Shelter

- Pull the Bus in front of the Parish Center, turn on dome lights, help the women exit, and assist with their luggage and the bedding.
- Give Room & Bedding Assignment Sheet to Overnight Host
- Return the Bus to the parking stall in front of the Rectory after putting the pylons (cones) from the parking spot in front of the Rectory back into the Bus.
- **(New)** Re-insert inside locking pin on rear emergency door handle
- BE SURE ALL bus lights – inside and out - are turned off.
- Remove your safety vest and leave it in the Bus.
- Return the Van Key chain to the Host Room closet

- Note any anomalies and/or issues on the Overnight Log

Morning Schedules: with goal to depart by 7:30 AM Sunday & 6:30 AM Monday

(1) Arrive at the Parish Center ~7:15 AM Sunday or ~6:15 AM Monday

- The Bus keys are located in the Parish Center – 3rd floor Host Room closet.
- On Monday, collect Safeway Fuel Gift card in closet.
- Put on the safety vest for your safety. They are located in the van and several sizes are available.
- **(NEW)** remove inside locking pin from rear emergency door handle
- When you leave, take the pylons from the front of the bus and block the parking spot off in front of the Rectory.
- Drive the bus around the block and pull up in front of the Parish Center.
- Assist the women and their luggage into bus.
- ON MONDAYS - load used bedding and any bagged leftover food

(2) SUNDAY Morning - just one stop:

- **Angeline House/YWCA:** (2025 3rd Avenue, between Virginia & Lenora)
- **Refer to directions above in “Evening Schedule”.**

(3) MONDAY Morning Stops:

(1st) Mary’s Place (1830 9th Ave, between Stewart and Howell and opens at ~7am)

- Recommend driving East on Virginia St. and turn right onto 9thAve. Mary’s Place is on **left side of 9thAve.**
- Pull into left-side parking lot entrance just past Mary’s so women do not exit into traffic.
- Driver should exit Bus 1st to assure women walk around front of van to sidewalk (vs. into traffic on outside of bus).
- When leaving, stay in left lane and turn on Howell St.; then turn left onto Boren Avenue, and finally left onto Stewart. Follow Stewart all the way to 3rdAve. on the way to Angeline’s.

(2nd) Angeline House/YWCA (3rd Ave. address and directions above)

- While Angeline does not open until 8am, some guest like to go and wait

(3rd) Noel House: (118 Bell Street, between 1st & 2nd Avenue per above directions)

- Return bedding to Noel's ally-located "Cage" basement room on Monday mornings
- If any food, take it to Noel's front (push button to get access)

(4th) Women's Wellness Center: (1900 2ndAve) OPTIONAL – if any women want off there

- Wellness Center is on left side of 2ndAve. BUT drivers must drop Women off on right side on 2ndAve, close to sidewalk before Stewart.

(5th) Return to Holy Rosary

- Return the bus to the parking stall in front of the Rectory after putting the pylons (cones) from the parking spot in front of the Rectory back into the bus
- **(New)** Re-insert inside locking pin on rear emergency door handle
- Remove your safety vest and leave it in the van.
- BE SURE ALL bus lights are off.
- Return the van key chain to the host room closet
- Note any anomalies and/or issues on the Overnight Log
- Make sure the Parish Center door closes & locks when you leave.
- **Monday AM drivers - please remember to fill the gas tank.**
- Use Safeway fuel gift card (from Shelter Host closet).
- Before returning to Holy Rosary head up to The Admiral Safeway Gas Station (Across from the Metropolitan Market) and top the gas tank off, the tank is on the driver's side. Note that we decided not to use a locking gas cap, i.e., it is better to lose gas than get a punctured gas tank.
- Please leave the gas receipt and the card in the logbook and note that the tank was filled.
- If the fuel card is running low (less than \$20 remaining) email Russell White so that a new card can be provided.

APPENDIX B – Overnight Hosts Timeline & Activities

7:45 pm Arrive at shelter

- Lights on (hall and hospitality room)
- Get your bed ready
- Confirm pillows and pillowcases are on each woman's bed
- Set out/up hospitality food if not already done (check refrigerator)
- Review the last few entries in the HR logbook regarding pertinent information from volunteers
- Extra time? – Review manual

8:00 – 8:30 pm Van Arrives

- Driver brings log sheet with room assignments and bags of bedding (1 blanket and 1 sheet per woman)
- Greet/ welcome women– one volunteer will greet them at first floor door and the other will stay on the third floor and greet them there
- Remind guest of Rules and Responsibilities posted in hall and in each room.
- Remind them of times – lights out at 10 pm, wake-up 7:00 am on Sundays, 6:00 am on Mondays, van leaves at 7:30 am on Sunday and 6:30 am on Monday and enjoy their stay!

10:00 pm

- Set up coffee for breakfast
- Parish Center Door Check – After all smokers are inside, make sure all outside doors in the parish center are locked. Check the first-floor windows to be sure they are closed and locked. You might want to take the Floor Plan and a flashlight (staff closet shelf) with you.
- **SET ALARM CLOCK FOR 6:45 am (SUNDAY) / 5:45 am (MONDAY)**
- LIGHTS OUT in hall and hospitality room - Leave bathroom light on

MORNING

6:45 am on Sunday / 5:45 am on Monday

- Wake Up
- Start coffee
- Set out breakfast food

7 am on Sunday/ 6 am on Monday

- Turn on hall lights
- Start waking up women (may take several tries). Some women prefer to sleep an extra 10-15 minutes and skip breakfast.

- Breakfast time! Encourage women to take snacks from the snack drawer and any left-over food from the previous evening.
- Let guests know driver will be here at 7:25 am/ 6:25 am to start loading - van leaves at 7:30 am / 6:30 am
- Remind women to check responsibility list in their rooms (trash, clean mats, let mats dry against wall but away from heater). They must take their personal belongings with them even if they are staying Sunday night.
- On Sunday morning, they may leave their bedding on the bed
- On Monday morning, the women put Noel House bedding back in Noel House bags

7:15 am on Sunday / 6:15 am on Monday

- Check rooms again and make sure all guests are awake and aware the van will be leaving in 15 minutes
- Driver will come to get van keys if necessary (If the AM and PM driver are one and the same, he/she might have kept the keys overnight)
- Van arrives. It is your responsibility to make sure the guests are ready, and van loaded by 7:30 am / 6:30 am.
- On Monday, bag up any perishable food that is left and send it with the driver to Noel House.

7:30 am on Sunday/ 6:30 am on Monday

- Guests depart
- Make sure beds are away from heaters with ALL windows closed
- Clean up kitchen area. Put any dirty kitchen towels in the laundry. Turn off the coffee pot.
- Write notes in log books
- Make sure storage room key is on the staff room desk
- On Monday, make sure all rooms are free of trash and take all garbage, compost and recyclables to the 1st floor kitchen.
- Close Host room door. Please do not leave it open.
- **Time to go home! Thank you for all your help!! God bless!!**

The outside door will lock upon closing.

APPENDIX C - Hospitality Timeline & Activities

The responsibility of **Hospitality** is to bring light evening meal as well as something to add to the cereal provided for breakfast. The women get dinner at Angeline's but sometimes they choose not to eat it, and they are often still hungry.

Remember some of the women have dental issues so foods that are easy to chew are appreciated. Some ideas:

- Soup or chili (something hot is appreciated especially on cold nights)
- Sandwiches, or meat and cheese trays
- Quesadillas and salsa
- Crackers and cheese
- Hummus and vegetables (softer vegetables work best)
- Casseroles, pizza, baked potato bar
- Cookies, brownies or other light dessert
- Fruit (softer fruit is better like bananas, grapes, berries or oranges instead of apples)
- Hard boiled eggs
- For the morning, please bring something to add to the cereal the shelter provides.
 - Yogurt
 - Coffee cake or small donuts or muffins
- In addition, please be sure there is 1/2 gallon of milk.

Timeline

Earlier in the day

- **Please check the fridge.** Sometimes there are supplies from the previous evening or weekend or from the school milk donation. If you bring more than can fit in the small fridge, it will go to waste.

Deliver the food (by 7:30 pm before guests arrive)

- Put the snacks on the table in the kitchen area on the third floor or in the fridge if needed.
- Go to the host room and log your name and what you brought
- We ask that you leave a note, so the overnight hosts know all the things to look for - and where they are.

Volunteers are welcome to bring family members during this ministry, but due to limited space and privacy issues we ask that all hospitality volunteers leave the third floor by 9:00 pm.

APPENDIX D – WHAT TO DO IF....

There are no drivers

If the van has not left upon your evening arrival (at or before 8:30 PM), call that evening's driver right away.

If driver cannot be reached or is not able to drive, call Russell White to see if they can quickly pick up the women at Angeline House.

If you cannot reach them, call Russell White. If no drivers are available, call Noel House, so they know the women will not be collected that night.

There is no hospitality:

Call that evening's hospitality volunteer right away if the food is not there upon your evening arrival.

If the hospitality volunteer cannot be reached or is not able to deliver, call Diane Redenbaugh to see if she can quickly get something delivered. If not, please use what you have. There are limited supplies in the closet. Some people choose to make a run to the store but that is your choice.

There are no overnight hosts:

If overnight hosts are not on hand when the driver delivers the women to the shelter, then the driver will call that night's overnight hosts and stay until one of the hosts has arrived.

If the overnight hosts cannot be reached, then the driver will contact Diane Redenbaugh, and wait with women until an overnight host has arrived.