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# Out of the Cold: Centre County

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## **Host Site & Volunteer Handbook**

# Host-Site and Volunteer Manual

## 2021-2022

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## **WELCOME**

Thank you so much for giving of your time and talents to serve Out of the Cold. This manual will describe the program, the hosting site responsibilities, the work of the volunteers, the guest registration process, safety code and other items of interest. We are excited to partner with you in this community ministry!

## **GETTING READY TO HOST**

**SignUp Genius and Volunteers:** Two weeks before hosting OOTC will create a sign up for your church. OOTC staff can do this for you or if you have your own account and like to post, that is fine too. In the weeks before hosting, we ask Site Coordinators to reach out and recruit volunteers in their church community. Please be sure to let us know of any new email addresses to add to your sign up list. Please also let us know where volunteers and guests should enter your building. All site coordinators should be able to access their sign-up genius so they can check regularly on volunteers slots and edit any information as needed. If you have any questions or struggles with Signup Genius, reach out to Steve at [ootcgiving@gmail.com](mailto:ootcgiving@gmail.com).

### **Typical Volunteer Needs (see section below on details for Site Coordinator and Host):**

**Host:** Welcome guests, take temperatures, help guests sign-in, orient new guests, interact with guests, help serve meals, etc. 2 hosts needed per night. On site from 7:45pm-10pm.

**Site Coordinator/Experienced Weekend Host** (Friday-Sunday)- At this time, OOTC can only provide hosting staff for 4 days a week. Hosting churches are responsible for having an experienced host on site for the nights that staff cannot be present. 1 needed Friday-Sunday. On site from 7:45-10pm.

**Meal Providers:** Prepares and drops off meals. May stay and help serve the meals if desired. Drop off meals at 7:45-8pm.

**Van Drivers:** Only needed if your site has a van. You would need drivers for the morning and evening.

**Transportation Plan:** How will guests get to and from your overnight shelter space? If they can walk (less than a mile) that is great! If there is public transportation that runs by your church, that is perfect too. Some bus schedules do not run seven days a week, so be sure to check on that. If your church has a van to transport guests, that can work really well. We would just add van drivers to the volunteer sign-up. OOTC staff can help you figure this out. Just be in touch with questions in the month before hosting.

**Food and Supplies:** Traditionally hosting churches provide breakfast and dinner to guests during their hosting times. Breakfasts can be simple, grab-and-go items. Muffins, milk and cereal, granola bars, yogurt, frozen breakfast sandwiches, etc. Paper products (plates, cups, bowls, utensils, hot coffee cups and lids) Coffee, Tea, Creamer and Sugar are needed every day. Evening meals can be any meal that serves a group well (casseroles, pasta dishes, chili and soups, etc.) If you need ideas, please reach out to OOTC staff. Also, we can create a signup genius donation page for your church to gather needed supplies or you may already have these items on hand at your church.

**Cleaning:** OOTC will provide cleaning supplies (simple green, bleach, disinfectant wipes, and gloves) for our overnight staff to wipe down surfaces in the mornings. If your church can provide access to a broom, dustpan, mop, plunger, toilet paper, that would be very helpful.

**Sleep In Sundays:** An option for churches is to allow guests to stay late on Sundays (or Saturdays) to allow them to get one day to sleep-in and have less time out in the weather.

For sleep-in days, churches typically allow guests to sleep until 9 and then serve a warm breakfast and have guests leave by 10am. Some things to keep in mind are that overnight staff would still leave at 8am. Therefore a church would need to have 2 volunteers on site on Sunday mornings to serve the meal, interact with guests, and clean up/lock up after guests leave.

## **VOLUNTEERS AND RESPONSIBILITIES**

**SITE COORDINATOR:** *The central contact person for the program while it is hosted at that congregation's site. This person can, but does not have to be, the site representative to the OOTC Board of Directors\*.*

*They agree to*

- Represent their congregation at monthly Board of Directors meetings\*
- Help recruit and schedule volunteers, with support and direction from the Shelter Coordinator, during the host period using Sign-Up Genius:
  - 2-3 hosts are needed each night
  - 1 dinner provider each night
  - Breakfast suppliers for each day or week
  - Information on set up, service, and cleanup for hosts and OOTC staff
  - 2-3 people to be present to unload the supply truck on the first MORNING at host site
  - 2-3 People to be present to load the supply truck on the last MORNING at host site
  - Overnight volunteers (only if your hosting site deems this a necessary in addition to OOTC Overnight Staff)
- Communicate with the OOTC staff regarding any difficulties recruiting volunteers as early as possible to allow time to find additional support or to provide training to new volunteers.
- Coordinate with the shelter coordinator about supply needs: cleaning supplies, tokens, wipes, trash bags, additional blankets, etc.
- Maintain a list of trained volunteers, contact information, and a copy of the Volunteer Disclosure form signed by each volunteer.
- Coordinate transportation as needed (buses, taxis, etc.) with the Program Manager at least one week prior to hosting dates to allow time to get bus route information, tokens, taxis, etc. arranged and guests informed of site changes.
- Agree to abide by all program guidelines, including overflow protocols. Overflow protocols will be established on a site by site basis based upon available space and as agreed upon by Site Coordinator and OOTC Staff.
- Suggested: Visit a host site before your congregation hosts the program, to feel informed about the program and current guests.

**HOST:** *Assists with getting the site ready for the guests each evening; facilitates guest registration and sign-in; serves as a support to the site coordinator and on-call staff. Helps from approx. 8:00-10:15 PM. and agrees to:*

***Prior to guest arrival:***

- Arrive between 7:45 & 8:00 PM
- Prep welcome area: Make sure there is a thermometer, masks, sign up sheets, and other registration materials, etc.
- Check on-site shelter phone for updates. (Please be sure the phone stays charged.)
- Update guest sign-in sheet as needed.
- The on-call staff will call the on-site shelter phone with updated registration information by 8 PM.
- Maintain the lockbox. Be sure there are ziplocks and a marker for guests to put belongings in.
- Move the OOTC sign outside the door where guests should enter.
- Ensure all volunteers and staff are familiar with facility and responsibilities.
- Make sure sleeping areas are prepared:
- Arrange cots, blankets (3 per guest), storage bins labeled with each guest's name for storage. If you have room and enough chairs, guests like having a chair by their cot.
- Set out hygiene and other guest supplies (cleaning materials, garbage bags, first aid, etc.)
- Alert site coordinator or shelter coordinator about any needs: blankets, supplies, etc. ASAP.
- Help with dinner service
- Prepare coffee/hot water, set out meals, tableware, trash cans, etc.
- Provide instructions, as appropriate, to overnight staff for cleanup, storage of leftovers, trash disposal, etc.

***Guest arrival:***

- Open doors and welcome guests.
- Have each guest sign in and register for the next day. Make sure they are wearing a mask.
- If a guest is not on the list and there is room, ask the on-call staff to make a determination for admittance (if intake is required they will arrange to do so).
- Place any guest weapons (pepper spray or knives) in a ziplock bag with their name on it. Put the bag in the lockbox.
- Once all guests have registered for the evening, lock the box, give the key to one of the overnight staff and determine where the key will be left the following morning.
- Show guests the facilities, particularly bathrooms and showers, if available.
- Once everyone is checked in, engage with the guests.
- NO VISITORS are permitted: only guests and scheduled volunteers.

## **DO'S AND DON'TS**

### *Do...*

- Introduce yourself, but use just your first name.
- Make guests feel welcome.
- Engage the guests in conversation.
- Feel free to bring a newspaper, magazines or books for the guests (please remove any address labels from magazines before you bring them to the site).

### *Don't...*

- Give out money.
- Use your last name.
- Share your address.
- Give out any medications, including over-the-counter medications.
- Transport guests and/or offer rides to guests.
- Give out any phone numbers except the OOTC main number or the host site phone number for guests who are working late.

## **COMMON QUESTIONS**

### ***What If ... ?***

What if a guest needs to use the phone?

Guests can use the on-site shelter phone for calls related to work or assistance or to reach out to family. Facility phones are off-limits. Volunteers are encouraged to bring their cell phones for personal use. Emergency telephone numbers can be found in the program notebook.

What if a guest needs medicine?

Volunteers are not authorized to dispense medicine. If a guest is not well, the volunteer will provide comfort care. The volunteer will dial 911 for all medical emergencies. Also, no over-the-counter medications (for example aspirin, tums, etc.) are to be given to the guests by the volunteers.

What if there is a medical emergency?

First Aid kits and rubber gloves are available for use by volunteers. If there is a medical emergency, volunteers are to contact emergency medical help by dialing 911. (Volunteers are not required to have CPR training.)

What if a guest is uncooperative, disruptive or combative?

It is recommended that the Center for Community Resources be called to intervene in any mental health crisis: 1.800.643.5432. However, the staff or volunteers may refuse to admit or ask a guest to leave who is not cooperative, or is disruptive or combative.

What if a guest needs to store something in the fridge?

If a guest needs to store medication or food in the refrigerator, they may do so, but the items should be labeled. Each facility will indicate what refrigerator space can be used by OOTC.

What if a guest is a late arrival?

If someone arrives after 11 PM the on-call staff should be contacted to determine admittance (if their late arrival was not because of work or preapproved). Centre Helps can be contacted at 814.237.5855 if admittance to Out of the Cold is not possible that evening.

### ***How ... ?***

How are guests separated?

We prefer that the men and women are put into different rooms. Trans guests are given an option of where they are comfortable staying. If separate rooms are not an option we ask that there are dividers to give the guests as much privacy as possible.

How is food prepared and served? When should food be dropped off?

Dinner is typically served buffet style and it is preferred that it is served by a volunteer(s). We ask that the dinner meal is dropped off from 7:45 PM - 8:00 PM. If breakfast or breakfast supplies will also be dropped off they can be delivered between 8 and 9pm.

How should volunteers engage and serve?

The hosting shift begins with setting up and then with welcoming guests and signing everyone in. Other volunteers can help with setting up the food to be served. While everyone is eating, the volunteers can interact more with the guests by sitting down and having conversations or playing games with them. Around 9:30 PM - 9:45 PM the food can be packed up and labeled with a date. Once everything is cleaned up, volunteers can interact more with guests. Volunteers are free to leave around 10 PM, when OOTC night staff arrive.

How are the cots set up? Are the cots broken down every morning?

Cots for the total number of current guests are set up the first day of arrival, and should be spaced out as much as possible in the sleeping area. We do allow the guests to have their cots and personal belongings stay on site for the duration, to give them a sense of normalcy. If the space is needed during the day, cots and belongings can be shifted to a designated area until the next night.

How many people can stay at the night shelter?

Our current limit of guests is 25, but typically we try to keep the number of guests we are serving to 20.

How does the morning typically run? Do we need to have a morning host?

Guests are awakened at 6:15 AM - 6:30 AM and asked to leave the shelter site by 7:30. Some churches have a morning host come in to help with breakfast, however it is not necessary.

How can OOTC access the host site?

It is helpful for OOTC staff to have a way to lock the doors at night and in the mornings. We ask for someone from the church to be there at 7:45 PM to unlock the doors for the volunteers and guests.

Thank you so much for volunteering! Out of the Cold: Centre County depends on volunteers like you. Your commitment to help the homeless in Centre County will ensure that all people in our community have a safe, warm place to stay when they need it. Please keep the ministry in your prayers and let us know if you're willing to serve at other sites.

*Please have all volunteers fill this agreement out and keep a copy for your church's records.*

**Volunteer Disclosure Agreement:** *(applicable to all OOTC volunteer activities)*

*I understand that while I am volunteering for the Out of the Cold: Centre County site program for any purpose, I may be exposed to persons:*

- Who have a prior felony or other misdemeanor charges and who have been incarcerated;
- Who have communicable diseases;
- Who have varying degrees of mental or physical health issues;
- Who are not religious, or who adhere to religions other than what I practice.

*While I am volunteering for OOTC, I agree that:*

- I will follow the guidelines provided by OOTC;
- I will keep guest and volunteer information confidential;
- I will keep the time commitments assigned for volunteering;
- Any expenses I incur are only reimbursed if the expense has received prior approval;
- I will call 911 in all emergency cases;
- I am at least 18 years of age;
- I will not transport any guest who arrives at the overnight sites;
- I will not offer or provide any over-the-counter medications.

*By signing this disclosure and agreement form, I understand that I could be suspended and/or removed from this volunteer opportunity if I am found to have violated any OOTC3 house or volunteer rules.*

Volunteer Name (PRINT)

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Volunteer Signature

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Volunteer Phone

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Volunteer Email (may we contact you about other opportunities to serve OOTC? **YES or NO**)

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Church or Organization

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Emergency Contact Name (PRINT)

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Emergency Contact Phone Number

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Today's Date:

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## HISTORY

On February 5, 2010, Ruth Donahue, the former Executive Director of Interfaith Human Services, called a meeting of the human service agencies and congregations in the State College area with the purpose of addressing the issue of homelessness in our county. The week before a man, who was homeless, died while in a tent, sleeping out in the cold. It was decided at that meeting to create a program that involved local congregations opening their doors to those experiencing homelessness in our area by providing a safe, warm place to sleep. From this meeting Out of the Cold: Centre County (OOTC) was born. Over the next year a group, the Centre County Community Safety Net, met to set up a structure for the program, set guidelines and ask for congregations to participate in the program as host sites.

- In November 2011, the program opened its doors for the first season with 4 participating congregations serving as host sites.
- In season 3 we had 10 participating congregations.
- In season 5 the program grew to include 13 congregations.
- For season 9 we have a total of 14 participating congregations.

In April, 2015, OOTC became a 501(c)3 non-profit organization. 2020 was the first year of year-round operation for the overnight shelter. In February of 2020 OOTC also started running a day shelter and community resource center 5-7 days a week. In 2022 OOTC plans to open the doors of a permanent day shelter and overnight shelter space at 318 South Atherton.

## MISSION

Out of the Cold is a community supported organization that answers the call to serve those experiencing homelessness in our community by providing shelter, food, and support services during the transition to permanent housing.

## GENERAL INFORMATION

- The overnight shelter is open from 8 PM to 7:30 AM everyday, year round. The day shelter and resource center is open 9 AM-2PM, 5 days a week from May-October. During the winter months and inclement weather, day shelter hours are extended as able and based on the weather policy.
- The overnight host site typically rotates every two weeks between hosting congregations.
- The day shelter is located at 318 South Atherton Street in State College.
- We serve adult guests over the age of 18 (children are served by Housing Transitions or the Youth Service Bureau), therefore no clearances are needed. But all volunteers are requested/recommended to attend a simple training session before they serve onsite.
- Residents of Centre County can use the shelter for as long as needed to get back on their feet (provided that they are working towards the goal of housing stability) and persons from outside Centre County who need shelter are limited to a 30-day stay. *Due to COVID, OOTC is not accepting out of county residents.*
- Extensions for out of county guests will be granted if a guest is employed or working with an agency or caseworker to obtain housing in Centre County.
- All guests go through an intake interview before they stay at the shelter with shelter staff.

- Oversight for OOTC is provided by the Board of Directors (with each participating congregation having one voting member on the board).

## **IMPORTANT CONTACTS**

### **OOTC Staff: 814-852-8864**

- Sarah Potter, Program Manager: [ootccentreco@gmail.com](mailto:ootccentreco@gmail.com)
- Ginny Poorman, Guest Advocate/Caseworker
- Steve Brown, Shelter Coordinator (Donations and Volunteer Coordination)

**OOTC Board:** Kendra Gettig, Board Chair: [kendra@calvarysc.org](mailto:kendra@calvarysc.org)

### **Guest Registration and OOTC On-Call Staff: 814-852-8864**

- Shelter staff will answer the phone between 9am and 5pm, Monday- Friday.
- On-call staff is available after hours and on weekends to do intakes for individuals needing shelter and other emergency guest needs.

### **Overnight Shelter Phone: 814.470.5228**

- Note: This is the direct number for the phone that travels with the shelter to overnight sites.
- Guests working past 11:00 P.M. will need to call this number for an Uber ride to the host site or to be admitted after hours.
- The on-call staff will use this number to communicate any guest updates or concerns to the host site. Volunteers and Overnight Staff should have this phone close by during their shifts so they are available for any updates or in case of emergency.

**Non-Emergency State College Area Police: 814-234-7150**

**Mount Nittany Medical Center: 814-231-7000**

**Centre Helps 814.237.5855, 410 S. Fraser Street, State College, 24/7 Hotline**

Emotional and crisis support, suicide hotline

Alcohol and other drug information and referral

Support group information

Emergency Food

Human services information and referral

Basic Needs case management

**Center for Community Resources (CRISIS) , 800.643.5432, 2100 E. College Avenue, Ste A, State College**

Crisis intervention

Emergency services - 24 hours

Mobile Crisis Units

Counseling and Mental Health services

## Information services

### PROGRAM GUIDELINES

- No guests under the age of 18 are permitted to sleep in the overnight site shelter.
- Guests must be registered and have completed an intake with OOTC staff before staying at the shelter.
- Guests arrive at the site of the overnight shelter between 8:00 – 10:00 PM. Dinner should be served between 8-9:30pm, unless a guest is coming in late from work.
- Once signed in for the evening, guests may not leave the property and then return without approval from OOTC staff and volunteers.
- Quiet time begins at 11 PM. Guests will not be accepted into the shelter after 11:00 PM, unless the person is working late and has noted this when they registered for the evening or has permission from OOTC staff.
- Men and women are assigned separate sleeping areas.
- Provisions: A cot, 3 blankets, dinner, snacks, breakfast and drinks will be supplied to each guest.
- No visitors are permitted; Only registered guests and volunteers.
- All guests must leave the overnight shelter site by 7:30 AM (or the requested time) each morning.
- No pets are allowed but approved service animals are permitted (see Service Animal policy).
- Churches and hosting sites help with providing a site coordinator, hosting volunteers and providing prepared meals.
- Overnight Staff are on site from 10pm-8am at the hosting sites.
- Volunteers are requested to receive training before they serve at the shelter for the first time.

### ELIGIBILITY FOR ADMITTANCE TO OOTC

- Residents of Centre County in need of overnight shelter are invited to register and use the ministry as long as necessary.
- Persons from outside Centre County who need shelter are limited to a 30 day stay. Currently OOTC is not accepting out of county residents due to the COVID pandemic. Extensions will be granted to guests employed, or working with an agency or caseworker to obtain housing in Centre County.
- Persons who come from a medical facility must be approved by the OOTC staff prior to an intake. A phone assessment will be conducted to ensure that the person is medically stable and has all necessary resources in place (medications, insurance, medical assistance application, etc.). Persons may not be dropped off or stop in at a host site expecting an overnight stay.

### REGISTRATION

The first time a guest stays at Out of the Cold, they will undergo an intake process. They will sign the House Rules and Safety Code agreement. Knives and other weapons that are brought onto a shelter site will be locked up for the night. Guns are not allowed at the host site and if a guest has a gun, a volunteer or staff will call 911.

- Potential guests may call OOTC at 814-852-8864 to register (by 7:00 PM for same night stay).
- Potential guests may come to the day shelter and resource center before 1pm to do an in-person intake.
- Current guests may sign up for the following night prior to leaving the host site.
- Current guests are asked to call the registration phone if their plans change and they are not coming to shelter.

### **SAFETY GUIDELINES**

Out of the Cold: Centre County is committed to the safety of its volunteers and guests. To this end, we have adopted the following Safety Guidelines:

- Overnight staff is awake and on site from 10 PM- 8 AM. The staff will be sitting in a place that allows him or her to see all sleeping areas, to monitor the movement of the guests all night.
- Guests will be asked if they have a criminal background. Guests will be assured that answering these questions will not exclude them from the program because participation is dependent upon behavior at the host site.
  - Guests who are Megan's Law offenders may be asked to leave early in the morning if the host site runs a daycare center.
- We will run a warrant check on all out of county guests.
- Guests will be asked if they have any physical or mental health issues or anything that would be helpful for the staff and volunteers to know.
- Staff and volunteers are invited to attend special training sessions when available: e.g. Mental Health or Safety classes.

### **SAFETY FIRST PROTOCOL**

- CALL 911 if a situation is life threatening or there is any fear for the safety of a guest or volunteer.
- If a situation is not life-threatening, call the on-call staff for support or guidance.

### **HOUSE RULES**

- Treat everyone with dignity and respect.
- Use the shelter space in a respectful manner.
- Be a good neighbor.
- No weapons are allowed in the shelter, and nothing may be used as a weapon at the shelter.
- Substance use is not allowed on the premises.

### **SAFETY CODE**

- **ADMITTANCE TO SHELTER:** To spend the night at the shelter site, guests must register by calling the guest registration phone number (814.852.8864) or register at the shelter site on the sign-up sheet. First time guests of Out of the Cold must participate in an intake interview with a staff member. If a returning

guest has not been at the shelter for more than 1 month, a new intake will be completed. If a guest requests an overnight stay, but doesn't show up for 3 nights, their space is forfeited.

- **ARRIVAL:** Guests must arrive at the shelter site between 8:00 p.m. and 10:00 p.m.
- **ADULTS ONLY:** All guests must be 18 years old to stay at the shelter. If a guest is underage, the police and other agencies will be contacted that can assist in finding shelter arrangements.
- **SLEEPING ARRANGEMENTS:** Men and women sleep in separate rooms or separate assigned areas. Guests are assigned a cot and given three blankets during their stay.
- **PERSONAL BELONGINGS:** Guests are responsible for their personal belongings. Some shelter sites may require guests to take belongings with them each day. OOTC and host sites are not liable for any lost or stolen personal belongings. There is limited but additional storage for personal belongings at the day shelter and resource center.
- **MEDICATION:** Medications must be kept with personal belongings. Volunteers and staff may not dispense prescribed medication. *OOTC will not be held liable for lost or stolen medication.*
- **QUIET TIME:** Quiet time begins at 11:00 p.m and ends at 6:30am. Do not use your phone or other electronic devices during these hours, unless you are using headphones. No phone conversations after 11pm. Guests should stay on cots until 5:30 am.
- **WAKE UP AND DEPARTURE:** Guests are asked to be up by 6:15am and leave the host site by 7:30 a.m (these times are site dependent and will be announced at each site). Before leaving each morning, guests should place belongings on their cots and help clean up around the shelter. No open food should be left behind. r
- **WEAPONS:** No guns are allowed on site. If a gun is found in possession, the police will be called. All other weapons will be put into a labeled bag and placed in a secure lock box. Items will be returned upon departure. If a volunteer finds that a guest is in possession of a weapon, there will be a formal consequence.
- **ALCOHOL/DRUGS:** No alcohol or drugs are allowed on the site. If a guest comes to the site with any alcohol or drugs, they will be given a formal consequence. Medical marijuana is allowed but must be used away from other guests and ID should be shown to staff (make a copy for file).
- **BEHAVIOR:** The shelter should be a safe and respectful environment. If a guest's behavior is unsafe or disrespectful (after being reminded), there will be a formal consequence.
- **VIOLENCE:** Physical violence toward anyone on the site is not acceptable. Any use of violence, will result in a formal consequence.
- **LANGUAGE:** Threatening or abusive language, bullying or harassing tones is not tolerated.

- **SMOKING:** The use of tobacco products is allowed only in designated areas at the shelter site. Guests must abide by the final smoke policy of the host site. It is not acceptable to leave or throw cigarette butts anywhere on site property except in the designated receptacles.
- **APPROPRIATE ATTIRE:** Guests should be clothed at all times. No changing of clothes in common areas.
- **PHOTOS or VIDEOS:** No photos or videos may be taken of other guests while on site.
- **SERVICE ANIMALS:** Pets are not allowed at the shelter sites. Service animals may be allowed to stay given the following: It is the guest's responsibility to clean-up and care for the service animal. If the service animal injures someone or causes damages, the service animal will have to leave the site.
- **SITE PROPERTY:** Damaging or defacing site property may be cause for exiting the program.
- **DESIGNATED CHURCH AREAS:** There are designated areas for Out of the Cold at each shelter site. Anything outside of those designated areas is off-limits.
- **STORAGE OF PERSONAL BELONGINGS:** OOTC can only hold personal belongings for 45 days after a guest exits the program. If a guest communicates with the staff and makes other arrangements, there could be a possible extension of up to 90 days. After the limit has been reached, guest items will be disposed of or donated.
- **COVID GUIDELINES:** Due to the continued risk of COVID- especially in a congregate shelter- all guests, staff and volunteers are requested to be masked for the safety of all. There are rules and policies specific to COVID-19 which can be found on a separate document. If an unvaccinated guest refuses to wear a mask when requested, there will be a formal consequence.
- **DAY SHELTER & RESOURCE CENTER:** All guests are invited and encouraged to utilize the day shelter space, located at 318 South Atherton Street. Hours are Monday-Friday from 9am-2pm and extended during cold and inclement weather. Guests are expected to set up regular meetings with day staff and work on their personal goals for housing and other resources. The day shelter and resource center offers showers, laundry, a mid-day meal, access to phone and computers/printer and other basic needs.

## CONSEQUENCES

Consequences vary depending upon infraction. Consequences will be enforced to guarantee the safety of guests, volunteers, and staff. The rules and consequences will remain consistent from site to site and will be enforced accordingly.

- If a guest brings a gun into the site, the guest will be expelled from the program for the season.
- If a guest physically harms another person on site, that guest will be expelled from the program for the season.
- If a guest is expelled from the OOTC3 program that guest may not be admitted to any OOTC program site for the season. We will provide basic needs case management by appointment only.
- If a guest has a knife or other weapon (other than a gun) and does not inform and give all weapons to the volunteer, the following will result:
  - 1: The guest will receive a verbal warning.
  - 2: The guest will be expelled from the program for 3 days.
  - 3: The guest will be expelled from the program for a month.
- If a guest brings drugs or alcohol to the site, the substance will be confiscated and the following will result:
  - 1: The guest will receive a verbal warning.
  - 2: The guest will be expelled from the program for 3 days.
  - 3: The guest will be expelled from the program for 2 weeks.
  - 4: The guest will be expelled from the program for a month.

*If a guest refuses to turn over the substance, the police will be called.*

- If a guest becomes verbally or physically aggressive, disrespectful or abusive, the following will result:
  - 1: The guest will receive a verbal warning.
  - 2: The guest will be asked to leave for one night.
  - 3: The guest will be expelled from the program for 3 days.
  - 4: The guest will be expelled from the program for 2 weeks.
  - 5: The guest will be expelled from the program for a month.

*If a guest is not able to be calmed down or continues to be aggressive, the police will be called.*

- Breaking any other house rule or safety code violation during the season will result in the following:
  - 1: The guest will receive a verbal warning.
  - 2: The guest will be asked to leave for one night.
  - 3: The guest will be expelled from the program for 3 days.
  - 4: The guest will be expelled from the program for a month.

*Return of any guest after a consequence should be dependent on the guest agreeing to meet with staff during the day and outlining a plan to avoid specific behaviors that have been causing the need for consequences.*