



Volunteer Training

2020 – 2021

Welcome

- Please sign the Training Register

-
- Sign-Up Genius link for St. Paul's :

<https://www.signupgenius.com/go/30e0f45a9ad2ba5fa7-outofthe22>

Contact:

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History

2020-2021: Season 10

www.ootc3.org

Our 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.

Mission



Eligibility for Admittance to OOTC³

- **Residents of Centre County** who find themselves in immediate need for temporary overnight shelter are invited to register for this program.
- **Persons from outside Centre County** who find themselves in immediate need for temporary overnight shelter are limited to a **30 days** stay. Extensions will be given to guests **actively** seeking permanent residency within Centre County and working with an agency or case worker to obtain housing. **No out of county guests without direct referral during COVID-19 pandemic.**

Eligibility for Admittance to OOTC³

- Persons who come from a medical facility must be evaluated prior to entrance into OOTC³
- Persons may not simply be dropped off or stop in at a host site expecting an overnight stay.
- The evaluation is to be completed by an OOTC³ approved agent or agency serving the medical/mental health community

Guest Registration

- Guests call our Program Manager, at: 814-852-8864
- Guests must call before 7:00PM to register for same-night overnight stay
- Guests who are already registered with the program may sign up for the following night before leaving the host site
- Guests must call the registration phone if their plans change and they are not coming that evening

Guest Initial Intake

- The first time a guest stays they go through an Intake Process.
- If guest is not on list and there is room for additional guests, ask the Program Manager to do the intake process
- New guests must complete the intake process before they can arrive late due to working

Contact Phone Numbers

- Guest Registration / Program Manager: **814-852-8864**
- Host Phone (used during overnight): **814-470-5228**
 - This phone travels with the shelter. Please use this number NOT the phone number of the host church
 - Guests working past 10:00PM will need this number for a taxi ride to the host site or to be admitted after hours
 - Program Manager or designee will use this number to communicate with host site. **OOTC Overnight Staff** will have this phone during their shift in case of emergency.

COVID SAFETY PROCEDURES

- Sign In Procedure for all volunteers, staff, and guests (accurate accounting of people in building)
- Guest Welcome includes a temperature check and questions about general health
 - 100.4 degrees F
- Masks are required by staff, guests, and volunteers, except when eating, or on cots
- Extra masks will be available for use
- All (Guests, Volunteers, Staff) are encouraged to wash hands frequently
- Social Distancing (3-6ft) to be maintained at all times, cots are spaced 6ft apart
- Extra cleaning of dining and serving and restroom areas
- Out of the Cold has hired and is paying overnight staff to stay with the shelter

COVID SAFETY PROCEDURES

- Must not attend or enter the building if they have experienced one or more of the following symptoms:
 - i. Cough
 - ii. Fever
 - iii. Chills
 - iv. Muscle Pain
 - v. Shortness of breath or difficulty breathing
 - vi. Sore throat
 - vii. New loss of taste or smell
- ☐ Must not attend or enter the building if they have been in contact with someone who has tested positive or may be positive for Covid-19 within the past 14 days,

Overnight Staff Person – OOTC Employs an overnight staff who will stay each night

- OOTC now provides an Overnight Staff person(s) who handles all overnight duties.
- This OOTC Staff person arrives between 10pm and 11pm each night.

Safety Guidelines

- During their registration with the Program Manager, guests will be asked:
 - if they have a criminal background (are they a Megan's Law offender and/or been incarcerated). Guests who are Megan's Law offenders may be asked to leave early in the morning if the host site runs a daycare center.
 - if they have any physical or mental health issues that we should be aware of or anything that would be helpful for the staff and volunteers to know.
 - 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.

Safety Guidelines (continued)

- OOTC³ will run a Warrant Check on all out of county guests.
- All volunteers will be invited to attend additional program training sessions such as Mental Health and Safety training.
- The Program Manager will be called when a new guest arrives so that an In-take assessment may be completed.

Safety First Protocol

1. **CALL 911 if the crisis is life threatening or there is any fear for the safety of a volunteer or guest**
2. **If a situation is not life threatening call:
Program Manager: 814-852-8864**

OOTC³ Guest Safety Code & House Rules

See Volunteer Manual for Rules, Code, Consequences

Each guest is required to sign that they agree to abide by the Safety Code and House Rules each night during their stay

Typical Site Logistics

Volunteer Recruitment

Equipment Arrival – (4 volunteers)

- Cots and Blankets
- Security LockBox
- Binder, Site Checklists
- Cellphone
- Food Bank Supplies

Nightly Hosting – (Many volunteers!)

- Check-in
- Meals
- OOTC Overnight Staff

Morning Volunteers

- Breakfast
- COVID Cleaning Protocol

Equipment Departure – (4 volunteers)

Typical Night

Volunteer Arrival Times

Guest Arrival Time

Welcome/Check-In, **Temperature Check**

Guest Daily Registration process

Food/Activities

Quiet Time/Lights Out

Wake-up Times for Volunteers and Guests

Volunteer Roles

02/28/2021 (Sun.)

Morning Volunteer (2)

06:30AM - 08:00AM -- Set Up Breakfast & Clean Up

Sign Up ☐

Volunteer Host (3)

8:00pm - 11:00pm -- Welcome & check in guests, serve & cleanup dinner, interact with guests

1 of 3 slots filled

 Matt Ishler

Sign Up ☐

Supper Provider

8:00pm-8:15pm -- Bring a READY-TO-SERVE supper for 20 guests; Deliver to Calder Entrance

Sign Up ☐

OOTC Staff Host

*Only OOTC staff should sign up for this role!

Sign Up ☐

OOTC Overnight Staff

*Only OOTC staff should sign up for this role!

Sign Up ☐

Morning Volunteers (2 needed)

- Set up and serve breakfast
- Clean and Sanitize common and dining areas, and restrooms, remove trash (trash discarded into bins along back of Education Building)
- Arrive 6:30am and depart approximately 8am
- Arrive at Calder Way Entrance or door between elevator and gym (also along Calder Way)

Volunteer Hosts (3 needed)

- Welcome and Check In Guests
- Serve dinner meal
- Interact with guests
- Arrive shortly before 8pm and depart approximately 11pm

Supper Provider (1 needed)

- Prepare a meal for 20 guests
- Only known allergy at this point is Mushrooms
- Deliver meal between 8pm and 8:15pm, Calder Way Entrance
- Welcome to stay and assist in serving meal if desired

Guest Arrival Times

- Guests arrive at site between 8 pm and 10 pm
- No re-entry after 10 pm (except if special arrangements have been made for work hours)

Welcome and Check-In

- Men and women will be assigned separate sleeping areas
- A cot, blankets, meal/snack and drink will be supplied to each guest
- No visitors are allowed in the site during guest stays
- If 1st-time guest, initial intake required

Guest Daily Registration Process

- Guests must sign in upon arrival at OOTC³ that night
 - “OOTC Guest Sign-In” clipboard – **Temperature Check (> 100.4F)**
- Guests must call the OOTC³ Guest phone to reserve a cot for the night or reserve their cot before they leave in the morning
 - “Next-Day Sign-Up” clipboard
- Guests must sign the Safety Code and House Rules form every night
 - “Safety Code / House Rules”, “**COVID Guidelines Form**” clipboard
- Weapons are stored in a lock box

Food/Meals

- Coffee, Tea and Soft drinks are provided for guests
- Volunteers set up and serve meals and drinks
- Meals should be Ready-To-Serve. Wear gloves when serving.
- Volunteers clean up food service area and prepare for breakfast in the morning.
- Guests are responsible for their own medications (even OTC)

Typical Activities

- Conversation
- Checkers/Cards/Board Games
- Reading
- No cell phone pictures are to be taken on site

Quiet Time/Lights Out

- Quiet time begins at 11 pm every night.
- Only quiet & dim cell phone or other electronic devices should be used after this time
- No unaccompanied wandering around church

Morning Time/Lights On

- Wake up begins at 6:15 am every morning. Responsibility of the OOTC Overnight Staff
- Breakfast Volunteers arrive at 6:30AM set out breakfast foods and drinks
- Guests sign-up if they will be returning in the evening, if they have not already signed up the night before
- Note any 2nd-shift or late work requiring after hours admittance
- Guests are required to leave by 7:30am. Morning volunteers perform a COVID Clean-Up and sign the log sheet.

Do's and Don'ts

Do...

- **Use “2-Deep” Interactions** – stay in common space and common view. If you need to be outside common spaces, bring along a 2nd volunteer.
- **Use your first name**
- **Invite guests back**
- **Engage the guests in conversation**
- **Feel free to bring the newspaper, magazines or books for the guests. But please remove any address labels from magazines before you bring them to the site.**

Do's and Don'ts

Don't...

- Don't give out money
- Don't use your last name
- Don't share your address
- Don't give out any medications, including over-the-counter medications
- Don't transport guests and/or offer rides to guests
- Don't give out the personal cell phone number and only give the host site cell phone number (814) 470 - 5228 to guests who are working late.

Particulars Related to Your Church

- **Safety – Alarms (CO), Exits, Fire Extinguishers, Night Lights, Phone Charging - Power Strips**
- **Site Layout, Male/Female areas, Dividers, Food Prep, Storage**
- **Parking in front of Education Building (7 spots)**
- **Other Site-specific Items as needed**

Q&A

- See “OOTC Volunteer Manual 2020-2021_4.pdf” for information regarding:
 - Common Questions
 - Transportation Policy
 - Service Animals
 - Community Resources
- Please fill out the Word document “Volunteer Disclosure Agreement” on the Sign-Up Genius website and email to J1L@comcast.net

Why OOTC³ Needs Volunteers Like You

Thank you for volunteering!!

- Out of the Cold: Centre County depends on volunteers like you to staff the sites. 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.