

Church of the Mountains & United for Action Cold Weather Emergency Warming Center

Guidelines & Procedures Updated October 2017

Our guidelines are open to revision by the EWC coordinator and UFA leadership based on best practices, community input, and lessons learned in operation.

This guide is based upon the best practices and guidelines of successful warming centers nationwide and our experiences during the last two seasons.

It's important that all volunteers read these guidelines and attend a training to help ensure that our guests and you as a volunteers have a safe and successful experience each time we're open. Volunteers and staff have clearly defined roles with varying levels of responsibility, and we're committed to giving you the coaching to do these roles well and with confidence.

I welcome your suggestions and questions so that we can improve and update these guidelines along the way. Please email or call Cathie Foley our EWC Program Coordinator, with your input: comumc@sbcglobal.net or 775-690-7694 (cell).

Thank you for your support and cooperation in this endeavor to keep our neighbors safe and warm this winter season.

Much appreciation,

Emergency Warming Center Coordinator & Steering Committee

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Volunteer Information

A Shift Supervisor will be present on every shift, along with one or two hosts. Two volunteers will be in the EWC at all times, ideally one of whom will be male. The EWC will not open if these staffing levels can't be met.

- Wear warm, modest, comfortable clothing (layers are helpful due to fluctuating temperatures). Closed-toe shoes.
- Bring sleeping bag/blanket or whatever you want to be comfortable for overnight shifts. The couches are available for your use or may use a cot if you are the volunteer taking a nap.
- Park on the North side of the building if you will be leaving by 10pm. Overnight Volunteers may park in front of the building if space is available otherwise please use the parking lot across Donner Pass Road next to the Beacon gas station.
- Bring NO valuables!
 - No jewelry
 - Little or NO cash
- Books / Magazines/ Computer/ Phone can be used after lights out; store in safe area designated in the kitchen.
- Hand sanitizer and Kleenex will be placed around EWC for you and our guests to use.
- Ask permission before touching a guest or any of their belongings
- **Listen** to guests for cues on what they may need or want. (clothing, referrals to services)
- **Listen** and allow guests to set the pace of conversation and interaction
- Treat guests in a calm manner and require them to follow the rules as these are rules that both guests and volunteers will be following.
- You must maintain the confidentiality of all volunteers, guests, and EWC supporters about whom you have personal or identifying information.
- You must not participate in and will report any and all instances of any sort of harassment, exploitation, and/or intimidation.

Above all, in every way you can, please sustain an atmosphere of physical and emotional safety for everyone associated with the EWC, including guests, volunteers, and church members or other groups using the church.

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

First Name _____ Last Name _____

Mailing Address _____

Phone Number(s) _____

Email Address _____

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

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

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

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

How did you hear about the EWC? _____

Have you volunteered here in the past? _____

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

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

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

Would you be interested in being one of our core volunteers and make it a goal to spend 5-10 shifts with us this season?

Date _____ Signature _____

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

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

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

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

In consideration of my participation in the Church of the Mountains/ United for Action Emergency Warming Center, I shall hold all of the participating churches, volunteers, and coalition members free and harmless from any claim or liability that may arise through my participation in the program. If photos are taken while you are spending time at the EWC, may those be used for purposes of grant writing, advertising and marketing to support this program.

Date _____ Signature _____

OPERATING SCHEDULE

Check In for Guests is from 6:00-8:00 p.m.

10:00 a.m.	EWC Program Coordinator, after discussion with leadership, decides to activate the EWC; begins contacting trained volunteers to identify those available for service.
By 12:00 p.m.	Coordinator announces the opening of the EWC through all channels – if and only if sufficient volunteers have committed to serve.
5:00 p.m.	Volunteers gather for a brief team meeting, then begin EWC set-up.
6:00 -8:00 p.m.	Guests can Check-In and set up sleeping area.
6:30 – 7:30 p.m.	Dinner served. NO SUGAR OR CAFFINE for guests after 7:30 p.m.
7:30 – 9:30p.m.	Clean Up begins, then movies and games. OVERHEAD LIGHTS DIMMED AS SOON AS POSSIBLE
9:30 – 10:00 p.m.	Quiet time.
10:00 p.m.	Lights out; doors closed & locked for the night. (Police agencies and hospitals are always welcome to bring or send a guest to the EWC, regardless of time.)
6:00 a.m.	Wake-Up call.
6:15 – 7:00 a.m.	Breakfast & Clean-Up.
7:00 a.m.	Guests depart.
7:15 – 8:30 a.m.	Volunteers clean and deactivate EWC.

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

Typical Staffing Needs

*Ideally at least one male volunteer per shift

- 5:00 – 10:00 p.m. Evening Shift (Check-In and Set Up)
 - Shift Supervisor
 - 1 Hospitality Hosts
- 5:00 – 8:00 p.m. Dinner Kitchen Host
- 10:00 p.m. – 6:00 a.m. Overnight Shift
 - Shift Supervisor
 - Hospitality Host
- 6:00 – 8:00 a.m. Breakfast Kitchen Host
- 6:00 – 8:30 a.m. Morning Shift (Clean-Up and Deactivation)
 - Shift Supervisor
 - Hospitality Host

SERVICES WE CAN OFFER OUR GUESTS

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

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

Pets

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

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

Emergency Warming Center ~ WELCOME FORM

Volunteer must Complete this Form

Please ask each guest each question each time they come into the EWC.

Guest Name _____

Age _____ Gender _____ Home City _____

What contributed to your need for shelter? _____

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

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

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

Date _____

EWC Volunteer Signature _____

Date _____

EWC Volunteer Signature _____

Date _____

EWC Volunteer Signature _____

Date _____

EWC Volunteer Signature _____

Date _____

EWC Volunteer Signature _____

NOTES:

GUEST RULES

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

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

_____ Guest Signature

_____ Date

_____ Date

_____ Date

_____ Date

_____ Date

_____ Date

_____ Date

_____ Date

_____ Date

_____ Date

_____ Date

_____ Date

_____ Date

_____ Date

GUEST RELEASE OF LIABILITY

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

I understand this document, and my agreement will remain in effect each time I use this Warming Center during the 2017-2018 season.

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

_____ Guest Signature

_____ Date

KITCHEN HOSTS

The EWC Program Coordinator will have supplies in the kitchen and volunteers lined up to provide meals. Some volunteers may choose to bring the meal and then serve from 5:00 – 8:00pm, others may come in and use a meal that is available in the cupboard or freezer.

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

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

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

Dinner Shift: 5:00 p.m. – 8:00 p.m.

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

Breakfast Shift: 6:00 – 8:00 a.m.

- Some volunteers may choose to bring a breakfast casserole or something special for the guests but this is not necessary, there will always be food available to serve in the kitchen. This is a conversation you can have with the coordinator when you sign up or when your shift is confirmed.
- Ensure that coffee is ready at 6:15 a.m. and begin serving breakfast. Unusually the night shift will start the coffee so there is one pot ready when you arrive. If there is a large group of guests you will want to empty that into the thermos and start another pot.
- Breakfast is served 6:15 to 6:45. This time may extend slightly, especially if there is a large group.
- Use white ceramic plates, bowls, utensils, and mugs.
- Check refrigerator for leftovers, eggs, cheese, muffins, milk
- In plastic bin you will find oatmeal, cream of wheat, black tea, hot chocolate
- Wash dishes in hot soapy water, dry, and put away.
- Wipe serving areas down with a bleach cleaner or Clorox wipes after breakfast concludes.
- Empty trash can in dining room or kitchen if needed.
- Once breakfast and clean up is complete, please provide assistance to hosts, supervisor, and guests as needed.

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

KITCHEN LOG

Date & Time	Name	Log Entry (Use additional lines as needed)	Follow-Up Action
12/10/16	Cathie	We served 7 guests and 4 volunteers. Went smooth Need paper towels Served Chicken, Mashed Potatoes, Green Salad & Cookies	<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed
			<input type="checkbox"/> Required <input type="checkbox"/> Completed

HOSPITALITY HOSTS

Evening Shift: 5:00 – 10:00 p.m.

1. ARRIVAL and TEAM MEETING: 5:00 - 5:15 p.m.

2. SET UP: 5:15 – 6:00 p.m. (If set up early and all volunteers are ready you may open at 5:45)

- **Welcome Area:** Place large table at base of ramp; 2 chairs behind it for Hospitality Hosts; 1 chair beside it for guest to use if desired.
- **Dinner Table:** Set up two folding tables in the middle of the room, in front of the TV; place chairs around it. More folding chairs and tables are in the closet)
- *Move short, U-shaped table on the tile area in front of the animal cabinet. This will be used for games, toiletries, previous guests bedding and extra bedding*
- **Cots:** They are in the closet. Set up 5 to start. Also, some guests prefer sleeping pads
 - ◆ Place 1 cots on North wall (with linoleum) for women guests. (NOT USED if NO FEMALE ARRIVES)
 - ◆ Place 4 cots along South wall for male guests.
 - ◆ Place 1 chair to right of each cot by the head, separating it from the next one.
- **Dog crate:** 2 will be in the closet ready to be used when necessary. 2 others available next door

3. CHECK-IN: 6:00 - 8:00 p.m. (late check-in's may be available with prior permission, or referral from the police, hospital or first time guest)

- Greet guests in a friendly, businesslike manner. Ask to wait in folding chairs until turn to check in. Offer hot drink, if available.
- Work together to manage traffic flow. Guests must check in one at a time. If there is a line to check in and a returning guest it is OK for them to go set down their bag, use the restroom or grab a warm drink before formally checking in.
- If the guest has an animal, uses a wheelchair/walker, or appears to be overly intoxicated or sick, acknowledge their need and offer assistance. You may need to refer him/her to the EWC Shift Supervisor for further help.

Check-in Host: Handles paperwork (this can be shared by both volunteers)

1st step is to make initial assessment when a guest walks in:

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

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

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

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

Complete check-in paperwork and place in binder:

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

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

- Talk with guests in a friendly, businesslike manner.
- Help as needed so that each guest finds a cot or sleeping pad and their duffel bag OR new bedding if staying for the first time.
- All their excess gear must fit under their cot or on the chair beside their bed. If the guest has excess gear, ask guest to remove nighttime necessities (clothing, bathroom supplies, bedding) and place the rest of their belongings in a large blue bag. Secure with a zip tie, write their name on the bag, and set it in the downstairs closet or by the entryway for them to retrieve in the morning.
- As time permits, interact by sharing dinner, games, and movie time with guests.
- Supervise smoke and pet care breaks. Very important that guests use quiet speaking voices when outside so neighbors don't complain.
 - Smoking allowed in front and sometimes side of the building. Guests must remain within sight and dispose of their cigarette butts in designated bucket.
 - Dogs may be taken out front of the building, within sight of the front door unless a volunteer is willing and able to accompany them on a slightly longer walk. All dog waste must be picked up by the owner and disposed of in designated area.
- Give advance notice of Quiet Time at 9:30, and be consistent with Lights Out at 10:00. Sometimes a movie may run long so exceptions to this rule can be made by the shift supervisor.

**ALWAYS work as team with the Kitchen Host and Shift Supervisor,
asking for and giving help whenever needed.**

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

1. Lock the front doors when the evening volunteers have left at 10pm.
2. The EWC Cell Phone will be left with the overnight volunteers so that the police or hospital can call if they will be dropping off a guest, or sending someone by taxi after 10 p.m.
3. At the discretion of the night volunteers, a new guest who is unfamiliar with the rules MAY be allowed to enter late, one time only, if he/she is not presenting a problem. **ALL late arrivals must be checked-in via the regular screening process.**
4. The Cell phone can be used for emergency calls in addition to a land-line phone that is in the kitchen on top of the microwave. Don't hesitate to call 911 in the event of any emergency.
5. Both volunteers should have a flashlight either on their phone or found on the counter in the kitchen.
6. Main lights out at 10 p.m, there will be 2 nightlights for the guests to navigate to the bathroom. Volunteers may keep kitchen light and lights by the couches on for their use.
7. At the beginning of the shift the volunteers should discuss how to best structure their night. One volunteer may nap while the other is awake if both agree that is safe.
8. Volunteers must do wellness checks on the guests. If we have a small group this can be done visually from where you are seated as you'll hear coughs, breathing, see movement ect. On occasion you may need to walk near a guest to evaluate.
9. Make sure coffee is started at 5:30 a.m. if there is a large group of guests consider pouring the first pot of coffee into a thermos and starting a second pot. Recipe: 1 TBS coffee for each cup of water ;)
10. At 5:50 am, unlock front door for morning volunteers to be able to enter.
11. Lights on at 6:00 a.m. when morning shift arrives which will wake most of the guests.
12. Other instructions may be given to you by the shift supervisor leaving at 10pm or will be found written on the white board in the kitchen.

MORNING SHIFT: 6:00 – 8:30 a.m.

1. Talk with guests in a friendly, but businesslike manner
2. Wake any guest at 6:15 and again at 6:30, rouse all guests who are still sleeping
3. Announce “last call” for breakfast/coffee etc. at 6:45 a.m.
4. Encourage guests to help with breakdown & clean up
5. Guests should depart by 7a.m. This can be adjusted by the volunteers if there are times of very severe weather, we have a large group of guests or other unique guest needs that may delay this departure.
6. There will be someone trained and available to help guests with connections to services or unique needs by 7am each morning.
7. Work as part of the team to clean and deactivate the EWC and return the space to normal functioning
 - a. Sweep/mop/vacuum sleeping, dining and kitchen area
 - b. Wipe down all areas with bleach solution or Clorox wipes
 - c. Collect sheets, blankets, towels & washcloths from guests that will not be returning and set in the kitchen next to the washer.
 - d. Returning guests will have a duffel bag that they can put their bedding, pillow, sleeping pad etc. to be used again on their next stay. (We wash these items every 5-7 stays unless needed before that)
 - e. Use D2 to sanitize the cots and sleeping pads (bottle on the kitchen counter)
 - f. If we know we are going to be open again, and there are not other groups needing this space during the day, we are able to keep the center set up. Guests can make their bed, clean up their sleeping area so it is waiting for them at night.
 - g. Guests may not leave bags of belongings in the center without approval of Cathie.
 - h. Empty all garbage cans if needed (kitchen, dining, bathrooms) and place bags in hallway outside side door to the kitchen. *Trash Day is Wednesday morning; bags may not be put outside before then.
 - i. Restock paper supplies in rest rooms (toilet paper & paper towel) and kitchen (paper towel)
 - j. Fold cots and return them to storage (if we know we will be open again that night they may be left set up)
 - k. All dog crates should be wiped out with bleach solution or Clorox wipes. If the bedding used is soiled remove it to be washed. Crates should be returned to storage

INCIDENT REPORT

Location _____ Date & Time _____

INCIDENT NARRATIVE: (Be Specific)

ACTIONS TAKEN OR RECOMMENDED:

SUBMITTED BY: _____ DATE: _____

SHIFT SUPERVISOR REVIEW: _____ DATE: _____

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

EMERGENCY WARMING CENTER LOG

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

Frequently Asked Questions ~ FAQ

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

List to be expanded as questions arise!

**If there is ever a question you cannot answer, please call EWC Coordinator:
Cathie Foley @ 775-690-7694**

SHIFT SUPERVISOR

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

This position is for someone who is comfortable with all of the operations of our center and has the ability to handle different situations, questions and challenges that come up. Must have volunteered 5 times in the center and have participated in training.

- Must be comfortable interacting with guests and volunteers and willing to deciding on best practices that might be outside of our printed guidelines.
- Must be comfortable deciding if a guest is well enough to stay with us (physically healthy, mentally healthy and sober enough to safe and group appropriate)
- Must be comfortable leading the newer volunteers in their jobs and stepping in to help if necessary.
- Must be aware of the items & ways we can help our guests. This includes knowledge of what supplies and items are available in the closet AND basic knowledge of services we can refer the guests to. Most important would be to get information from them about what they need/want (long term shelter, medical attention, drug rehab, transportation....) and let EWC Coordinator know by text or email that she or someone else should be prepared to address this with the guest in the morning.
- You will have access to a private "Google Doc" that shares personal information about guests and any incident reports that have been filed.
- Never hesitate to call for help if needed. For medical emergencies or violent behavior call 911 first. Then let the EWC Coordinator know.
- If there are non emergency but important questions, clarifications needed EWC Coordinator is the first call unless she has left specific instructions to call someone else such as Pastor Donna or another Shift Supervisor.

• For each night we are open:

You will have had a conversation (verbal or by email) with the coordinator about anything that is unique for the night you are serving.

- There will be a schedule posted on the refrigerator that lists all the volunteers for the evening, overnight and morning shift.
- Cell Phone will be on the counter with the binders, start answering calls after the center is set up and ALL calls after 6:00 p.m.
- For newer volunteers show them where the binders are and point them to the guidelines. Answer questions; decide on responsibilities during the shift. Remind them to reach out to you with any questions or concerns.
- During the night, as needed, check in with volunteers to see if they have questions or concerns.
- Keys are in the cabinet above the counter in the kitchen on the bottom hook. Flowered key for front door, blue key with stars & moon for closet and extra storage house next door.
- Check supplies and condition of facility; note any gaps/problems; contact EWC Program Coordinator if necessary.
- Set up the center and help welcome & check in guests starting at 6:00pm. On a stormy night you can start check in at 5:45 if center is set up and guests are waiting.
- If an incident comes up that should be passed on to the next shift and other volunteers please fill out an incident report and file it in the back of the supervisor binder, text Cathie that it is there. If another volunteer brought this situation to your attention, have them fill out the report and give it to you.
- At the end of your shift, hand off binders and any important information to the incoming shift supervisor in the kitchen.
- Use White Board to leave necessary notes

RESOURCES

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

- **EMERGENCY 9-1-1 from the landline if possible.**
- **If a family arrives (children under 18) or someone unable to stay with us because of ADA accessibility issues use the “All for One” After-Hours Emergency Shelter System. Details on the next 2 pages.**
- **24 Hour Helpline Domestic Violence & Crisis Intervention Tahoe SAFE Alliance 800-736-1060**
- **24 Hour Social Service Help 2-1-1**
- **24 Hour Suicide Hotline (Nevada County) 530-265-5811**
- **Medical & Mental Health**
 - Tahoe Forest Hospital - Truckee 530-587-6011
 - Sierra Mental Wellness Group – Tahoe 530-581-4054
 - Community Clinic – Kings Beach 530-546-1970
 - Placer County Behavioral Health 916-872-6549
 - Nevada County Behavioral Health 530-582-7803
- **Family Resource Centers** (Help with housing, legal, jobs, social services)
 - Truckee FRC 530-587-2513
 - North Tahoe FRC (Kings Beach) 530-546-0952
 - Tahoe Family Solutions (Incline) 775-298-0004
 - South Lake Tahoe FRC 530-541-6818
- **Apply for Benefits**
 - Placer County Health & Human Services 530-546-1900
 - Nevada County Health & Human Services 530-582-7803
 - Washoe County Department Human Services 775-328-2700
- **Food and Resource Support Center:** All are welcome to a hot meal, showers, laundry, Internet, telephone, and other support services. No qualifications or information required. **Located near the Emergency Warming Center at 10111 E Street in downtown Truckee. 530-582-4493.**
Days and times: Tuesdays: 9:00 a.m.-12:00 p.m. and Thursdays: 11:00 a.m.-2:00 p.m. A hot lunch is served Thursdays 12:00-1:30 p.m.
- **Hunger Relief /Nutrition Support: Project MANA 775-298-4161.** Most distributions begin at 3pm and end at 3:30 sharp. The line begins at 2:30 p.m.
 - Tahoe City: Fairway Community Center ~ 330 Fairway Drive, Tahoe City
 - Truckee Distribution: Tuesday 3:30-4:00 p.m. Truckee Donner Senior Apartments, Community Room, 10040 Estates Dr, Truckee, CA
 - Kings Beach Distribution: Wednesday: Community House ~ 265 Bear Street, Kings Beach
 - Incline Village Distribution: Thursdays: St Patrick’s Episcopal Church ~ 341 Village Blvd
- **One Stop Business & Career Center:** Help with job applications, interviews, and computer access. Monday-Friday 9:00 a.m.-5:00 p.m. 10075 Levon Ave, Truckee. 530-582-5881.
- **SHELTERS**
 - Volunteers of America Shelter Reno (Men’s, Women’s and Family) 775-329-0485
 - Reno –Sparks Gospel Mission 775-329-4141
 - FISH (Carson City) 775-882-FISH
 - Hospitality House Grass Valley: 530-271-7144
 - Volunteers of America in Auburn: 916-265-3400
- **North Tahoe/Truckee Transport 530-550-7451**
- **For language barriers try Google translator. For Spanish translation you can try one of our volunteers: Anne Rarick: 503-348-4421 Rose Green: 530-582-2540 or David Escobar: 530-386-3723**

