

SAFE HARBOR

Of Grand Traverse Volunteer Workbook

v2019.1c revision 12/6/2018

"I assure you, when you did it for one of the least of these my brothers and sisters; you were doing it for me." Matthew 25:40

Our thanks to churches that have provided teams of volunteers hosting weeks of welcome and service, along with our community volunteers:

BETHLEHEM LUTHERAN CENTRAL UNITED METHODIST CHURCH CHURCH OF CHRIST CHURCH OF THE LIVING GOD CHURCH OF THE NAZARENE CHRIST THE KING CHURCH FAITH REFORMED CHURCH FIRST CHRISTIAN CHURCH FIRST CONGREGATIONAL CHURCH GRACE EPISCOPAL CHURCH IMMACULATE CONCEPTION CHURCH KENSINGTON CHURCH	NEW HOPE COMMUNITY CHURCH NORTHERN LAKES COMMUNITY CHURCH PRESBYTERIAN CHURCH OF TRAVERSE CITY REDEEMER LUTHERAN CHURCH ST. FRANCIS CATHOLIC CHURCH ST. PATRICK'S CATHOLIC CHURCH ST. JOSEPH CATHOLIC CHURCH SOJOURN CHURCH TRAVERSE BAY UNITED METHODIST UNITARIAN UNIVERSALIST CHURCH OF GRAND TRAVERSE WEST SIDE COMMUNITY CHURCH
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TRAINING IS REQUIRED FOR ALL VOLUNTEERS

VOLUNTEERS: SATURDAYS 9-11AM 10/27, 11/17, 12/8, 12/29,
1/19, 2/9, 3/9, 4/6



MISSION AND HISTORY

MISSION STATEMENT

Safe Harbor is a faith-based ministry offering love and service to those experiencing homelessness in the Grand Traverse region, through emergency shelter, meals, and encouragement to move forward toward permanent housing.

We do this through our Church Network and our Community Volunteers.

- Rotating weeks, by church, November - April.
- Providing evening and morning meals.
- Organizing volunteers who make themselves available to talk to, socialize with, and serve our guests.
- Working to improve our organization and base of support.

HISTORY

In 2003, the TC Nazarene Church opened their doors and began offering an emergency shelter on the coldest nights of the winter to our homeless population. That first year, they housed as many as 26 people per night, and ended up running for 45 straight nights.

The following year, several other churches became involved and the program became a rotating shelter throughout the winter months.

The need is real. Over the course of the past 10 years, the average number of men and women served each season has more than doubled, reaching over 300 in recent years. The program runs from the beginning of November through mid-April.

YOUR PART IN OUR CONTINUING HISTORY

Safety and consistency are the goals from day to day to ensure the success of the program and the safety of volunteers and homeless guests. So, we appreciate the time you take with the following training material, and thank you again for committing to volunteering at Safe Harbor.

Safe Harbor of Grand Traverse Inc (A 501c3 Non Profit Organization)

517 Wellington Street
Traverse City Michigan 49686

Mailing:
P.O. Box 403
Traverse City Michigan 49685

Administrative Phone (231) 642-2435
Guest In Take Phone (844) 900-0500 (people seeking shelter call this number)

<http://GTSafeHarbor.org>



VOLUNTEER POSITIONS: DESCRIPTIONS OF SHIFTS AND TASKS

(FOR DETAILS SEE PERFORMANCE GUIDES)

Serving as a volunteer for Safe Harbor is a very rewarding experience. *All volunteers are required to attend training or be paired with an experienced volunteer to serve safely, effectively, and enjoyably.*

Dinner Leader

4PM - 8PM. Assists the Coordinator in all duties needed to plan and purchase food and recruit, schedule, and coordinate the team of Dinner Volunteers to prepare and serve it.

Dinner Volunteers - A team of at least 5-6 people to procure, prepare, and serve dinner

4PM - 8PM or so. Individual churches may adjust for shifts or end time. (Volunteers needing access to the shelter earlier may contact their church coordinator) Usually conducted by a pre-organized group of people. This shift requires that you prepare a hot meal for as many as 70 guests (typically 55). Soups, Stews, and other "buffet" style meals work best. In an effort to not repeat main dish menu item, your church's leader will coordinate meals. Your team will serve the meal, wash and put away dishes, clean and sanitize the kitchen and serving area, and take care of any leftover food. Detailed kitchen info will be provided to meal crews. **Dinner is served from 6:15 - 7:15**

Evening Leader

5:15PM - 10PM This trained leader assists the Goodwill Staffer and Coordinator in welcoming Evening Volunteers and seeing that they are aware of their duties. Assists as needed to see that evening procedures are followed. Supervises the removal to storage of totes of absent guests at 7:30. GWStaffer will provide the list of absent guests.

Evening Volunteers - 4 people

5:15PM - 10PM Evening volunteers are the voices, ears and hearts of the shelter. Volunteer assist staff with the operation of the shelter, share dinner with guests, and often enjoy playing cards and games, listening to guests and providing companionship

Overnight Volunteers - 4 in all, at least 1 man and 1 woman

10PM- 6AM Overnight hosts assist with the "winding down" of the evening and take turns monitoring the shelter overnight, making an hourly "sweep" of the area and light cleaning, laundry, facility duties and taking out trash. In the morning, volunteers prepare coffee for the breakfast. Overnight volunteers sleep in shifts. **A safe, private sleeping area is provided for overnight volunteers and a Goodwill Staffer is on duty at all times the guests are present. Bring your sleeping bag and pillow.**

Morning Leader

5:45AM - 9:30AM The Morning Leader provides coordination of the breakfast and cleaning volunteers and helps with tote management and assists the Goodwill Staffer as needed.

Breakfast Volunteers - 2 people

6AM - 8AM The breakfast crew manages the continental breakfast. Duties include setting up, monitoring, and putting away breakfast foods, washing and putting away dishes, cleaning up kitchen & dining tables.

Cleaning Volunteers Sunday-Friday - 2 people

7:30AM - 9:30AM Volunteers help ensure guests are up and ready for departure by 7:45AM and clean the facility

Saturday Cleaning Volunteers - 4-6 people

8-11AM A more thorough weekly cleaning is done after the guests have gone.



EXPECTATIONS OF SAFE HARBOR GUESTS (Found at the entrance of the shelter)

The following expectations are for anyone staying as part of the overnight shelter program. The purpose of these expectations is to create a safe, comfortable environment for both guests and volunteers. Violation of expectations may result in termination of your participation in the Safe Harbor program. **ALL ITEMS BEING BROUGHT INTO THE SHELTER MAY BE SUBJECT TO SEARCH.**

1. The shelter will open each evening at 6:00pm. Doors are locked at 7:00pm, with "Lights Out" at 11:00pm. The shelter will then be secured until 6:00am (special arrangements will be made for guests working later). Be prepared to leave by 8:00am.
2. **ABSOLUTELY NO WEAPONS OF ANY KIND ARE PERMITTED!** If you have one; please check it in with a volunteer at sign-in time.
3. **SAFE HARBOR IS A SAFE, RESPECTFUL ENVIRONMENT.** Please refrain from abusive/profane language and/or disruptive behavior.
4. Once signed in, you may leave the building only during scheduled smoke breaks. Leaving after sign in will result in not being permitted re-entry for any reason until the next evening.
5. *Upon entering on their first night, guests will receive **ONE** blanket and and **ONE** tote for belongings; they must fit with the lid able to close securely. Totes may be searched for contraband at any time by staff. **ONE** bunk will be assigned weekly but reassigned if the guest is absent.*
6. *Your tote is to be stored neatly under your bunk. If you do not return your tote will be placed in storage for up to one week. If you are not at the shelter for more than seven consecutive nights your tote will be emptied and contents disposed of.*
7. Men and women are assigned separate sleeping areas.
8. *For showers during scheduled times, one towel will be provided to you to be returned after your shower.*
9. **SMOKING** is permitted in designated area only, during supervised 10 minute smoke breaks at 7pm, 8pm, 9pm, 10pm, and 11pm. Access to vehicles is not permitted during smoke breaks. ***Please note - new this year: Monitored morning smoke breaks will occur at 6am and 7am. Guests leaving at any other time may not re-enter the building until evening.**
10. **ALCOHOLIC BEVERAGES and ILLEGAL DRUGS/ SUBSTANCES are not permitted on shelter property.**
11. Prescription medication, *including medical marijuana*, must be turned in at check-in. Access to medication upon request during awake hours. *Smoking marijuana (including vapor), for those with a state issued medical marijuana card, may be consumed only during separate designated outdoor consumer breaks in the area designated. Please see staff if this pertains to your medical needs.*
12. Safe Harbor staff and volunteers are in charge of the building. Please direct any questions to them.
13. All media devices are expected to be enjoyed with headphones.
14. Prior to breakfast each morning, please spray and wipe down your own mattress.

***IMPORTANT NOTE: Failure to adhere to guest expectations may result in a guest being exited from the shelter.**



OPERATING POLICIES & PROCEDURES (CONTINUED ON NEXT PAGE)

As Safe Harbor has grown, a number of policies and procedures have been established to create a positive, safe, and restful experience for our Safe Harbor guests and volunteers.

GUEST ADMISSION POLICY

In an effort to ensure safety for both guests and volunteers, Safe Harbor will conduct a public records background check on all guests. Guests will not be denied shelter solely based on the results of the background check, rather the purpose of the background check is for Safe Harbor staff to have a basic understanding of guest backgrounds.

- Individuals experiencing homelessness are admitted to the shelter nightly.
- Guests will be admitted after signing in nightly. By signing in, guests agree to rule compliance.
- All items brought onto shelter property are subject to search by staff.
- Guests may be exited for not adhering to rules. This is determined and managed by the Safe Harbor Steering Committee and/or Goodwill Staffer.

PRESCRIPTION DRUGS POLICY

- All medically urgent prescriptions (inhalers, nitro tablets, etc.) may be kept by the guest. All other prescription medication is given to check-in volunteer at sign-in time. Prescriptions will be placed in a bag with the guest's name on the label, and kept in a locked area. There is no inventory list or receipts for locked medication.
- *Guests that are registered, qualified patients can use their medical marijuana on site under specified guidelines (see Goodwill Staffer for details). Guests must have documentation of Michigan Medical Marijuana registration status (Green Card) on file.*
- Keys will be made accessible to leader volunteers
- Guests will be allowed to independently take medications as per labeling and then return medications to secured area. Volunteers will not dispense medications from containers. *No talking with other guests will occur during this time.* Guests may retrieve any or all medications in the morning when leaving.
- The evening sign-in sheet will include a disclaimer which states; 'By signing this sheet I acknowledge that I have turned in all prescriptions. I acknowledge that I am fully responsible for any prescriptions not turned in, and that any sales, distribution or misuse of these will be grounds for expulsion from Safe Harbor'.

FIRST AID KITS AND OVER-THE-COUNTER MEDICINES

- *First aid kits, found in the Command Center, should be readily available and well stocked; including latex gloves. Volunteers should always wear gloves when dealing with open cuts or wounds. Please inform Goodwill Staffer or Coordinator if something needs to be replaced.*
- *Over-the counter medications, such as aspirin, cough drops, etc., are available at the counter. Guest requesting OTC medications must sign the control sheet with name and items received.*

ALCOHOLIC BEVERAGES POLICY

If guests arrive with any alcoholic beverage, it will be turned over to Goodwill Staffer and disposed of immediately. There is no alcohol allowed anywhere on shelter property as per rules of Safe Harbor. If a guest is in possession of alcohol in the building, they will be exited for the night and subject to suspension.

YOUTH VOLUNTEER POLICY (NO YOUTH UNDER 12!)

Youth 12-17 must be *accompanied* by a parent, guardian, or youth group director and have a signed permission form. Youth volunteers will read and observe the following rules:

- No youth volunteers are allowed in sleeping areas at any time.
- Youth volunteers should remain in social area. Any youth leaving social area for any reason must inform adult supervisor before leaving.
- Available hours for 12-17 year old volunteers will be from 5:00 p.m. - 10:00 p.m.



OPERATING POLICIES & PROCEDURES (CONTINUED)

FACILITIES POLICY

- All guests must use the designated shelter entrance and exit and adhere to the boundaries or “out of bounds” areas clearly identified with signs.
- The primary entrance should remain locked until volunteers are in position to welcome guests. (Unsupervised access to the shelter prior to formal opening invites problems.)
- Opening and closing times, 6PM - 8AM, should be well publicized and strictly adhered to.

BED, BLANKET, AND TOTE POLICIES

- *Upon entering on their first night, guests will receive **ONE** blanket and and **ONE** tote for belongings, which must fit with the lid able to close securely. Totes may be searched for contraband at any time by staff. **ONE** bunk will be assigned weekly but reassigned if the guest is absent.*
- *Tote is to be stored neatly under the assigned bunk. If the guest does not return the tote will be placed in storage for up to one week. If they do not return to the shelter for more than seven consecutive nights their tote will be emptied and contents disposed of.*

TOTE CHECK POLICY

Goodwill Staffer will perform a random weekly tote inspection, with the assistance of the Evening Leader or Coordinator. Guests will be reminded of weekly tote inspections and be offered the opportunity to be present. Totes will be checked to ensure the following:

- No Food, No liquids, and maximum of 3 books
- Lid snaps securely to tote with no “bulge”
- Each questionable tote should be weighed to ensure it is under 40 pounds.
- Ensure each tote has one Safe Harbor issued blanket (brown)
- Any items that do not meet the inspection requirement shall leave with the guest on Saturday or be disposed of.

Shelter Standards of Care

Ethics are a system of moral principles shared by a group. These principles define fair treatment and good behavior. Within the shelter system these principles provide standards for employees and volunteers serving the homeless population. These standards define a code of conduct that is humane, fair and caring.

Ethical standards we stand by:

- Individuals have the right to safe shelter, adequate food and sanitary conditions.
- All residents should be treated with dignity and respect.
- Guests are not blamed for their situation or for attempting to meet their needs.
- Guests have the right to privacy and confidentiality.
- Guests have the right to make their own choices and those choices should be respected. However, we must try to let guests know the consequences of those choices.
- Guests deserve to have services provided competently and fairly.
- All guests deserve the same quality of service and not get special treatment because they are liked or disliked.
- Guests should be treated with warmth and friendliness to decrease alienation and to build trusting relationships, which will increase their chances of obtaining housing.

Code of Conduct

This Code of Conduct is a set of behaviors to establish and specify relations between staff and Guests. Not all behaviors and circumstances can be foreseen. This Code is meant to give staff knowledge of appropriate behavior between Guests and staff. Any questionable situations that arise between staff and Guests that do not seem covered in this Code of Conduct should be addressed with a supervisor to obtain clarification and guidance.

1. Staff will always treat residents with respect and dignity. No guest should be a victim of verbal, emotional or physical abuse by staff.
2. Staff will behave in accordance with all applicable safety policies and procedures. The safety of all residents and staff shall be held at the highest value.
3. Staff are mandated reporters and will report any abuse or suspected abuse of children or vulnerable adults.
4. Staff must refrain from alcohol or drug use while on duty. They should never come to work under the influence of alcohol or drugs.
5. Staff must refrain from any relationship with a Guest that could be viewed as unprofessional. Inappropriate types of relationships include, but are not limited to:
 - a. Sexual relationships
 - b. Business relationships
 - c. Sale or use of drugs and alcohol
 - d. Gambling
 - e. Financial assistance (acting as payee or conservator)
 - f. Personal relationships outside of the work environment
6. Staff will always apply rules and regulations fairly and equitably to all residents.
7. Staff will not provide favors for, or accept favors from, Guests.
8. Staff will never give or take money from a Guest.

9. Staff will not use any language that is offensive or discriminatory.
10. Staff will dress in a way that reflects positively upon their role as professionals working in shelter or social services.
11. Staff will refrain from any communication with Guests that may be interpreted as sexual or flirtatious, including inappropriate jokes, self-disclosure or touching.
12. When in doubt about any course of action or behavior with residents, staff should consult their supervisor.

Respect:

When a Guest enters shelter, they bring all of their life experience with them. It is impossible for staff to understand, or fully imagine, the total experience of each individual as they come to the shelter for services. Staff need to keep this in mind and suspend their assumptions, judgments or opinions about a Guest or why the Guest may currently be homeless. By not judging Guests, staff can communicate better with them and offer basic human dignity and respect.

DO'S AND DO NOT'S to showing respect for each and every Guest:

1. Do welcome a Guest when they come to the shelter. Make eye contact and greet them warmly with a smile.
2. Do introduce yourself when meeting a Guest for the first time. Do this even before you ask them for their name at check in. It communicates that you are not just interested in getting their name for identification purposes but also to know them as a person.
3. Do put the Guest's needs above your own while working. Never make a Guest wait for service when it isn't necessary. For instance, social conversations with other staff should stop when a Guest needs assistance.
4. Do not wait for a Guest to come to you. When you see a Guest with an obvious need, whether it's an extra blanket, information or the need to have someone to talk to, approach them with assistance. By anticipating a Guest's needs you are showing them that they are important.
5. Do not discuss a Guest's business in public areas where other Guest's may overhear. Provide privacy (whenever possible) for a Guest to discuss sensitive information. Always ask the Guest if they would like a more private place to talk or where they would be more comfortable talking.
6. Do show concern for a Guest's personal belongings. When a Guest enters a shelter, they usually have everything they own with them. Showing an understanding of the importance of these belongings to the Guest communicates an overall sense of respect.
7. Do show tolerance for differences. These differences may include religious, spiritual, political and cultural beliefs. For example, a Guest who identifies as transgendered may wish you call them something other than their legal name.
8. Do not blame or reprimand a Guest in front of other Guests. You may not always have the luxury of enforcing expectations in private to a Guest who is not compliant. By refraining from loud or obvious criticism of a Guest in front of others, you may maintain the dignity and cooperation of the Guest.
9. Do treat all Guests equally. It is common for a resident to ask you to bend a rule for special treatment to meet their unique circumstance. Staff need to be very careful when approaching this situation as they may appear to be showing favoritism.

Show respect to the Guests. Model respect in your actions and you can watch it grow throughout the shelter. Shelter residents look to the staff for assistance and guidance. When Guests see that staff has respect for the shelter and its procedures, they are more likely to respect you and each other.

DO'S AND DO NOT'S to showing respect for institution, policies and procedures:

1. Do maintain a clean and orderly environment. Remember, the shelter is not only a workplace, it is someone's home.
2. Do treat your coworkers with respect. Refrain from keep personal conversations with other staff when in a Guest's presence. Never share personal information about other staff with Guests.
3. Do not interrupt other staff's interactions with a Guest. Unless there is urgent need, allow other staff to fully concentrate on the Guest with whom they are working with. If you must interrupt, do so respectfully. Say, "Excuse me, I am sorry to interrupt, but..."
4. Do not blame or "bad mouth" the institution, your coworkers or supervisors in front of Guests. When staff has a complaint, criticism or suggestion for improvement, they should address this in their staff meetings or with their supervisor. When Guests have complaints or criticisms of the facility or staff, listen and provide them with information on the appropriate means of filing a grievance or complaint.
5. Do follow policies and procedures consistently. Reinforce to Guests that staff can be relied upon to carry out their duties and enforce the rules and regulations of the facility in a consistent, competent and fair manner.

Professionalism:

Always use sensitivity and professionalism when talking or dealing with a Guest. Whenever staff works with a Guest, they must keep the best interest of that Guest in mind. Maintain a professional boundary and do not let personal feelings or emotions affect the interaction.

DO'S AND DO NOT'S of taking responsibility for professional behavior towards Guests:

1. Do not take it personally. Even when a Guest is in a blaming or angry mood, remind yourself that by not reacting emotionally you are able to better assess and respond.
2. Do know the policies and procedures of your facility. This knowledge allows you to be a resource for Guests. When confronted with a question or situation where you do not know the answer, seek supervision to get the information you need before assisting Guests.
3. Do enforce expectations equally with all Guests. You are more likely to gain the respect of Guests who see your actions as fair and balanced than if you treat one Guest differently from another.
4. Do know and live up to professional ethics and boundaries. Never ask for something such as money or services from a Guest. Remember you are there to serve the Guest. They are not there to serve you.
5. Do your job even though no one is watching or reminding you. For example, staff may not be supervised during the late hours and overnights. This may provide temptations to skip rounds or bed checks, surf the internet, or not do chores. The Guest's sense of safety may depend on the idea that someone is checking the area where they sleep and they need to trust that staff is looking out for their well-being. Additionally, coworkers need to trust that all staff is contributing equally to the roles of their positions.
6. Do not promise a Guest something that you cannot deliver. If you make a commitment to a Guest, even a small one, live up to it! Most Guests have a difficult time trusting "the system." When they are promised something that is not fulfilled, it reinforces the idea that the system cannot be trusted. Furthermore, it may damage the trust the Guest had in you. In those unavoidable instances when a commitment or service cannot be provided, do not try to make excuses or lay blame elsewhere. Take responsibility and apologize to the Guest.
7. Do know emergency procedures and respond to a crisis situation immediately to ensure a Guest's safety. It is the responsibility of every staff member to know their facility's emergency protocols and know when to call a supervisor for outside help.

8. Do not let dangerous situations or interactions go unattended. A Guest's feeling of safety determines whether or not they will use a shelter. If staff is aware of drug dealing, intimidation or extortion they need to respond immediately to maintain the safety of Guests and staff.

Listening to Others

To understand other's meanings we need to have good listening skills. When providing service to shelter residents, listening is our most important communication skill. Good listening increases our understanding of a Guest's needs and helps us meet those needs. Listening is more than just hearing. It is seeing, feelings, and interpreting messages from others. When we are faced with a Guest whose needs are greater than we can meet, listening is one gift we can give them. If we cannot listen, we should not be in this line of work. Listening requires self-control. It requires that we ignore our own needs and concentrate on the person speaking. Good listening requires that we give cues that we are hearing what is being said and that we are working hard to understand the meaning.

DO'S AND DO NOT'S of being a good listener:

1. Do be open to what is being said: Stay away from judgments or opinions while you are listening and be patient while the other person is talking. Take the approach that everyone has something to teach us.
2. Do let go of your own needs: Avoid the temptation to start thinking about a response until you have heard the entire message or story. Listening is more than waiting for the other person to finish.
3. Do show that you are trying to understand: Remember, understanding someone's point of view does not mean that you have to agree with it. Try and see the other person's point of view despite how you may feel about it.
4. Do give signals that you are listening: Nodding your head, maintaining eye contact or simply uttering "uh huh" as the other person makes a point lets them know you are paying attention. However, do not become a parrot. Guests will quickly pick up on a routine or patronizing response. Be genuine, present and clear.
5. Do respond in an interested way: Show that you are trying to understand the issue being presented. Ask questions to make sure you understand the message and show that you are interested in what they are saying. The phrase, "So what I hear you saying is..." is often an effective tool to have in your toolbox. By simply saying this and paraphrasing what the Guest has just shared, the Guest knows that you are actively listening to what they are saying.
6. Don't ignore nonverbal cues: Listen to the emotional message as well as the spoken message. Be aware of nonverbal cues, facial expressions and body language, not just words. Listen between the lines.
7. Don't pretend to understand: It is okay to say, "I'm not sure I understand what you mean, can you explain what you are thinking to me more." The fact that you are working to get the other person's meaning is important. It is another way of showing you are listening and concerned. Pretending to get someone's meaning when you don't only creates further confusion and frustration.
8. Don't control the conversation: The only time you should interrupt the other person is to clarify your understanding with a question. If you find yourself trying to figure out what you are going to say next while the other person is talking, stop. Listen to what they are saying so that you can respond to their message instead of just trying to get your own message across.
9. Don't get distracted: When possible, try to give the other person all of your attention. Avoid answering phones or talking with others when you are listening. This is not easy and sometimes impossible in the shelter but try your best. When you do have to be interrupted, apologize and make a mental note of the last thing they other person said so when you return to the conversation you can say, "I'm sorry about that, now you were saying..." This is a great way to show how well you were listening and helps the conversation pick up where it left off.

TRAUMA IN THE HOMELESS POPULATION

Becoming homeless is a traumatic experience and for some, the psychological response may be severe enough to endanger the Guest's life. Individuals with trauma disorders have been exposed to a traumatic event. Trauma disorders limit a person's ability to respond to their environment in productive ways. Each person experiences trauma differently and what may cause trauma to one person, may not to the next.

Some causes of significant trauma can stem from childhood physical or sexual abuse, combat experience, domestic violence, loss of an individual's supports or even loss of their job or home.

People with trauma disorders may relive the traumatic event in nightmares or have intrusive recollections and may startle easily. They may also have:

- Feelings of being numb
- Difficulty communicating their feelings
- Difficulty developing personal relationships and keeping friendships
- React to others as if they are the abuser or enemy
- Appear depressed and lethargic
- Have physical symptoms, including sleeplessness and physical complaints
- Have difficulty concentrating
- Repeatedly pick partners who abuse them
- Use drugs and/or alcohol to help numb difficult feelings
- Need additional support to reside in the shelter environment

DO'S AND DO NOT'S when working with people who may have experienced significant trauma:

1. Do not expect to discuss central traumatic events in the shelter environment. Traumatic experiences are often deeply disturbing and difficult for the person to share with others.
2. Do remain supportive and accepting.
3. Do recognize that although individuals with a trauma disorder may not always respond the way you wish them to, they are not acting out at you.
4. Do not raise your voice if a Guest does not seem to understand what you have just said. Instead, approach them quietly and gently.
5. Do validate the person's experience. If a shelter guest tells you of a personal traumatizing event, say: "Given what has happened to you, it is understandable that you feel that way." Validation is an important support and you may be the only person able to offer it at that moment.
6. Do not blame or suggest the Guest is at fault for the traumatic event. Do not blame the victim.
7. Do recognize that a first-time shelter guest may find the experience traumatizing. Take extra time with that person, perhaps explaining to them how the shelter operates, even if they have already been through intake. Traumatized people may need things explained to them several times before they fully understand them.



UNDERSTANDING AND RESPONDING TO BEHAVIORAL CHALLENGES

There are **always** reasons for an individual's behavior.

- Safety, security and dignity for the individual and others are of primary consideration.
- Be able to look at a challenging behavior from that individual's point of view.
- Support, structure, and fairness will help you and the individual interact positively.

Behavioral changes that signal a problem may occur

<ul style="list-style-type: none">• Pacing, fidgeting, or rocking• Talking loudly or excessively• Repeating things over and over• Not talking or communicating	<ul style="list-style-type: none">• Refusal to participate• Crying• Self-injury• Any noticeable change in behavior
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Intervene early by communicating with Goodwill Staffer - on site continuously this year, evening through morning close. Trust your intuition (gut feeling). It's always easier to solve a problem before it gets out of hand. **Remember that the Goodwill Staffer is on duty!**

What to do if agitation is just beginning:

- Remain calm and lower the pitch and tone of your voice - be steady in your emotional response.
- Speak slowly, clearly and concisely - KEEP IT SIMPLE - their processing is limited when agitated.
- Ask or find out the problem - communicate interest and a desire to understand.
- Stay with/monitor the person until he/she begins to calm down.
- Invite them to sit down with you - Do NOT demand or order them to sit.
- Show concern about how they are feeling - explore options for problem solving.
- Do NOT argue, get angry, be disrespectful, promise what you can't deliver, or use bribery.
- Do NOT corner the person physically or psychologically.

Questions to ask yourself or observe of the individual handling the situation

- Is my voice low and calm?
- Is my face and body relaxed?
- Am I showing a concern for the person?
- Am I being respectful?
- Am I being polite and matter-of-fact?
- Am I standing or sitting in the right place; Can the person escape if they need to?
- Are other volunteers *and Goodwill Staffer on duty* aware of the situation?

Take your time. Control of your emotions, actions, voice, and body language are keys to avoiding a confrontation. Remind yourself to stay calm. Debrief with Goodwill Staffer (*this year on site from evening through morning close*) or lead volunteer after a difficult encounter.

Problem solving should

- Focus on the person and communicate acceptance
- Change the energy level - slow it down
- Reduce the demand on the person - give them space and time
- Change the expectations - make them simple if possible
- Provide choices - this involves the individual and gives them some control
- Add humor if appropriate

Don't be afraid to ask for help when needed! **Goodwill Staffer is on duty from open to closing.**



TEAM LEADERS: GENERAL RESPONSIBILITIES

*This sheet is in
the website
"Coordinator
Resources" for
easy duplication*

Leaders of each group of Volunteers (Dinner, Evening, and Morning) provide you as Coordinator with a number of benefits:

- First, trained/experienced Team Leaders save you from being needed all the way through the week, so exhaustion doesn't keep you from enjoying the guests and your volunteers.
- Second they provide another level of learning and mentoring so your volunteers grow and Safe Harbor procedures get better and better with volunteer feedback.
- Finally, these Leaders may be capable of becoming Coordinators themselves!

This Coordinator's Workbook proposes that you recruit these three key leaders for each day. Overnight shift will be led by the Goodwill Staffer.

1. Beginning your shift:

- a. Make sure that all volunteers have signed in and received a name tag and their specific Job Performance Guide and Emergency Procedure Sheet.
 - b. Confirm that each volunteer has completed orientation. If no orientation, make sure that rules and appropriate shift duties are reviewed before they start their shift.
 - c. *If your shift includes Community Volunteers, please make a special effort to meet them and introduce them to your Church Volunteers so they don't feel like outsiders!*
 - d. *Introduce your volunteers to the Goodwill Staffer who they will know to be present throughout their shift.*
2. Review the incident/briefing log online in an effort to be aware of any guests who have been struggling, exited or will be arriving late due to work, etc.
 3. Maintain the daily log book by noting any issues with specific guests, challenges, and blessings. By capturing these experiences, other lead volunteers may learn from those before them. In an effort to maintain confidentiality, this log book should be kept in a secure area away from guests.
 4. Act as liaison to Safe Harbor paid staff for the shift and communicates with Church Coordinator regarding issues or concerns that arise during a shift.
- ### 5. Prepare your volunteers for an emergency:
6. Guest Entrance automatic lock unlocks at 6pm relocks at 7pm, unlocking again at 6am.
 7. Collaborate with Goodwill Staffer to ensure completion of duties.
 8. Participate in the briefing of all volunteers at each shift change noting issues with guests, making sure that medication and master facility keys are passed to the new team leader.
- ### 9. At end of shift:
- "Debrief" new volunteers before they leave to clarify questions or help put their experience into positive context if needed. *Encourage them to fill out a Volunteer Feedback Form and drop it in the feedback box.* **THANK all volunteers for their time at least once during the shift.**



TEAM LEADERS: DAILY CHECKLIST OF RESPONSIBILITIES

Date of Service _____

Dinner Shift 4PM* - 8PM Dinner Leader Signature _____ (share this with the Evening Leader whose shift overlaps yours)

*Exact start time to be determined by group's kitchen use needs. Church coordinator may grant access to the kitchen earlier in the day if needed *by consulting with the Kitchen Supervisor.*

- _____ Prepare meal following safe food handling procedures.
- _____ Serve meal and properly take care of leftovers (put a couple meals aside for late arrivals if needed).
- _____ Clean and sanitize the kitchen, serving, and dining areas.
- _____ Wash and put away dishes and equipment.
- _____ Show evening crew what is available to put out for evening snack.

Evening Shift 5:30PM-10PM. Evening Leader Signature _____

- _____ Team Leader volunteers are identified to Goodwill Staffer, volunteers and guests at the beginning of the shift and by designation on the name tag.
- _____ Team Leader identifies which volunteers are responsible for clearing each area of the facility if an evacuation of the building is required.
- _____ Team Leader introduces any Community Volunteers to the church volunteers
- _____ Review Fire Safety Plan. In case of fire, the emergency meeting location should be the Arrow Roofing parking lot directly across the street from shelter.
- _____ Smoke detectors are functional in all areas.
- _____ Emergency exits are clear of ice, snow or other hazards.
- _____ New guests signing in are informed of emergency exits and emergency meeting location in the event of a fire (see above).
- _____ Volunteers perform cleaning as described on their Job Performance Sheet

Overnight Shift 10PM - 6AM. Goodwill Staff Signature _____

- _____ Goodwill Staffer and overnight expectations briefing
- _____ Review Fire Safety Plan with outside meeting location being the Arrow Roof parking lot across street.
- _____ Emergency exits are confirmed clear of hazards or obstruction.
- _____ New volunteers are oriented to emergency exits, extinguishers, and exit plan.
- _____ Identify "awake schedule" during the hours of 11pm - 6am *Note: at least one volunteer must be awake at all times.
- _____ Identify sleeping area for volunteers not on "awake" duty in case any needs arise.
- _____ Hourly "sweep" of shelter area to be sure no issues arise
- _____ Volunteers perform cleaning as described on their Job Performance Sheet

Breakfast Shift 6AM - 8AM Morning Leader Signature _____

- _____ Put out, monitor, clean up and put away food for continental breakfast.
- _____ Wash and put away dishes and kitchen equipment.
- _____ Check to ensure dishwasher is off and drained, and area cleaned.
- _____ Confirm that stove, oven, toasters, and coffee/tea makers are off.
- _____ Clean and sanitize kitchen and dining tables.
- _____ Saturday only: clean refrigerator and stove, as necessary. Remove any leftover food.

Morning Cleaning Shift 7:30 - 9:30AM Morning Leader Signature _____

- _____ Leader - confirm that the sleeping areas are empty of guests and exits are locked.
- _____ Leader - monitor dining area, hand out medication, as requested - check ID! Return key at end of shift!
- _____ Clean bathroom, sleeping rooms, T.V.room and entry.
- _____ At end of shift, put keys and Safe Harbor phone (plugged in) in center drawer of check in desk, and lock check-in room.

Detailed instructions, procedures, and help will be provided to meal crews and notes posted in kitchen. If you arrive early, and guests are waiting, please do NOT allow them access to the facility before 6:00 pm.

Pre-planning

- Talk with your church coordinator other volunteers to plan menu items for your date AND which of you will help coordinate for your shift.
- Confirm that your menu is not a duplicate of another meal that week.
- Plan to PREPARE, SERVE and CLEAN UP your meal at the facility.
- Plan with your coordinator what time you will need access to the kitchen on the date you will be preparing and serving the meal.
- Discuss any questions with the church coordinator during the planning process.
- Keep meals healthy and bear in mind that many of our guests have dental issues. Avoid hard to chew items such as fresh apples and nuts.

Serving Day Your church coordinator will have the code. Please connect with coordinator prior to serving day to plan what time you would like your team to have access to the kitchen.

Volunteer arrival time: TBD by coordinator and meal team. Church coordinator may grant access to the kitchen earlier in the day if needed. Please plan in advance and allow yourselves plenty of time to prepare and cook meal to ensure dinner is ready to serve at 6:15pm!**

- Make sure you have signed in, have a name tag and clarify questions with your team leader before the opening of doors to the guests at 6:00 pm.
- Prepare coffee and set out coffee condiments. Decaf coffee only for this shift and the rest of the evening!

6:00 pm Guests arrive and are checked-in by staff. Set up serving area and be ready to begin serving dinner at 6:15.

- Serve dinner following safe food handling guidelines (see separate document). Guests do not serve themselves!
- Provided there is extra food, seconds on meals are allowed after all guests and volunteers have been served, beginning at 6:45 p.m..
- **IMPORTANT:** Check with Goodwill Staffer/team leader to see if any plates should be made and left in fridge for guests arriving late due to work schedules.
- Start dishwasher and wash prep equipment.
- Dishwashing should begin approximately 15 minutes after serving time.

7:15 pm Check to see if guests who may have just come in are still in need of dinner, then end service and begin cleaning up serving area.

- Check with Goodwill Staffer to see if any guests will be coming in late and needing a meal. If so, save a plate of food in refrigerator.
- Unless directed, with the exception of dessert, all leftover food is taken home by volunteers.
- Any leftover dessert can be left as a "snack" for the evening.
- All dishes, utensils, and equipment should be washed, allowed to dry and put away.
- Clean and sanitize kitchen and serving areas.
- Clean coffee area and replenish coffee condiments.
- Show evening crew what foods are available as snacks.
- Check in with Team Leader before leaving to be sure all duties have been completed.

Thank you for sharing your time, talent and treasure in making this ministry successful!

This shift begins at 5:30PM, unless your coordinator has asked you to come earlier. The shift ends at 10PM, after the overnight staff has arrived. If you arrive early, and guests are waiting, please do NOT allow them access to the facility before 6:00 pm.

5:30PM Evening volunteers arrive; Check in with the Evening Leader.

- Sign in on the volunteer log and make a name tag- FIRST NAME ONLY
- Team Leader checks in with Goodwill Staffer and obtains med key, if appropriate.

volunteers to assist the Goodwill Staffer with the check in process (general guidelines, subject to needs:)

- **1 volunteer (Team Leader) for medication drop off** - guest first name and last initial on Ziploc bag and meds placed and sealed inside. There is no inventory and no sorting. Ziploc bags go into the secured med cabinet.
- **1 volunteer for sign in book** - assist as instructed by the Goodwill Staffer
- **1 volunteer of each gender to support Tote access.** at 7:30 the Team Leader will supervise the removal of totes of absent guests to be taken to the storage shed.
- **If an altercation/confrontation occurs**, the SIGN IN process STOPS immediately while the Goodwill Staffer (and possibly Evening Leader) deals with it. In such situations, the other sign in volunteers assist as directed and make sure that no guests that have not yet signed in move past the sign in area.

8:00PM Put out evening snack.

Remainder of the Evening

Once the main group for sign in has finished, you are encouraged to eat and visit with the guests. Card games, board games, watching movies and conversation with guests is encouraged. *If there is a salty snack available in the kitchen, it may be put out any time. The Evening Leader should be available to Goodwill Staffer for any guests needing medication throughout the evening.

Please remember that the Evening Leader and Goodwill Staffer are your resource people for questions or concerns. Please do not hesitate to ask them for clarification or refer a guest to them regarding rules, behavior, or other issues. **Relax and enjoy the company of the guests and other volunteers!**

Please remember to check in with Evening Leader before leaving to be sure all duties have been completed and overnight team has arrived!

Thank you for your time and talent making this ministry successful.

Goodwill Staffer will be on duty onsite all through the night

10:00PM Dispose of any snacks that have been left out, rinse serving bowls and dishes and stack by dishwasher. Water is the only thing left out during the night.

Doors: Doors are locked at 7:00pm and open only for 10 minute supervised smoke breaks at 7pm, 8pm, 9pm, 10pm and 10:50pm.

11PM Lights Out and all guests in bed for the night! *Goodwill Staff will ensure that all guests are in bed.* Volunteers are not to transport guests to the hospital in personal vehicles.

No guests are admitted after 11pm, even if brought by the police. The Goodwill Staffer will handle any such situations.

After lights out, wash and sanitize dining room table and wipe chairs, as necessary. Sweep kitchen floor and mop, as necessary. Reload shower gel and toilet paper in bathrooms.

Doors remain locked until 6:00AM If a guest leaves after the doors are locked, they are NOT to be re-admitted until the next evening at 6:00pm. If someone chooses to leave, remind them of this policy, draw a line through their name on the guest sign in book if they leave. and make a note in red binder indicating that they left.

Medication: Prescription and non-prescription medication can be given out during the night. Water only with meds during the night.

Sleep/Wake: Lights out and all guests to bed by 11pm. Splitting the shift between the volunteers works well for maintaining alertness. 1 volunteer may sleep while 1 remains awake. Overnight volunteers are asked to respect the need for guests to get restful sleep. No loud talking or electronics, please. If guests wake before 5am, encourage them to go back to bed and rest.

Overnight Clean-Up/Laundry Instructions

Wash and sanitize dining room table and wipe chairs

- Get towels and red bucket labeled sanitize from Kitchen
- Follow instructions on sanitize bucket to make up sanitizer
- Wipe down all table tops and chairs in Dining Room
- Return bucket to Kitchen. Put dirty towels in dirty towel container under triple sink in Kitchen.

Sweep Kitchen floor and mop as necessary

- Use broom and mop/bucket by exit door in Kitchen
- Fill bucket in janitor's closet (first door on right past men's bathroom) include a bit of all purpose cleaner (simple green) from bottles in janitor's closet in water
- Sweep and then mop Kitchen floor. When mopping, please DO NOT put floor mats on carts, counters or dishwasher.
- Empty mop bucket in janitor's closet
- Return broom and mop/bucket to place by exit door when finished
- DO NOT use Kitchen broom or mop/bucket elsewhere in the building

Reload shower gel/shampoo, hand soap and toilet paper in bathrooms

- Toilet paper is in supply cabinets across from Women's Shower Room, lower right corner
- Key for toilet paper holders in on shift team leader's key lanyard
- Shower gel/shampoo and hand soap is in supply cabinets across from Men's Bathroom. Trash bags are there too.

Launder and dry Kitchen towels and Aprons (if needed)

- Dirty Kitchen towels and aprons are in the laundry basket under the triple sink in Kitchen. Only launder if you have a full load (at least three quarters full laundry basket). Wash towels and aprons separately. Instructions on laundry basket.
- Use Kitchen washing machine/dryer in locked cabinet for Kitchen towels and aprons.
- Pods (soap) for washers are in the white wall cabinet in the laundry room.
- When dry, fold and return to Kitchen.
- Lock cabinet for Kitchen washer and dryer when finished
- DO NOT use Kitchen washer and dryer for other laundry

Launder and dry guest towels and cleaning towels (if needed)

- Laundry instructions are posted on the wall in the laundry room.
- Use guest washer/dryers for these loads. Do not mix guest towels and cleaning towels in same load.
- Dirty guest towels should be in laundry carts in the laundry room.
- Dirty cleaning towels should be in janitor's closet
- Make sure you have a full load of each
- Pods (soap) for washers are in the white wall cabinet in the laundry room.
- When dry fold and return guest towels to cart by Control Desk and cleaning towels to blue clean up cart in janitor's closet

5:30AM Make 2 airpots of regular coffee. Check coffee condiments and replenish if necessary. If a guest needs breakfast before leaving early for work or needs food before taking meds, they may have cereal and milk, granola bars, etc.

6:00AM Overnight volunteers are allowed to leave, once Breakfast/Cleaning Volunteers have arrived. In order to maintain adequate supervision, please do not leave until next volunteer team has arrived. IF THEY DO NOT SHOW UP, CALL YOUR CHURCH'S COORDINATOR or the Morning Leader (due to arrive at 5:30) for help.



MORNING VOLUNTEERS PERFORMANCE GUIDE

BREAKFAST & CLEANING Detailed instructions, procedures, and help will be provided to meal crews and posted in kitchen. Please note that showers are not permitted in the mornings.

6AM Morning Team Leader arrives, checks in with Goodwill Staffer, takes Team Leader Checklist and medications drawer key, and puts on name tag. Morning Leader handles any medications distribution. Supervise Smoke Breaks at 6AM and 7AM.

6AM Breakfast Volunteers arrive. Sign in *with Morning Leader* and put on name tags - first name only. Coffee should already be out for guests to enjoy as desired. *Make more if needed during breakfast.*

- Put out continental breakfast per detailed instructions *provided on sheets posted in the kitchen*
- Start dishwasher. When it is hot, begin washing dishes from evening snacks, followed by breakfast dishes. Wash and put away all equipment and dishes. When finished, drain dishwasher, clean area.

7:45AM Breakfast items except for coffee and juice are put away.

- Clean and sanitize kitchen, serving, dining and coffee areas.
- Make sure coffee maker, dishwasher, stoves and oven are turned off.
- Make sure supply cabinets and Kitchen washer/dryer cabinet are locked.
- Return key lanyard to center drawer of built in cabinet in check-in room. Take out trash, as necessary and reline trash cans.

Cleaning Volunteer Responsibilities Sunday - Friday

7:30 AM Cleaning Volunteers arrive. *Sign in with Morning Leader; put on name tags - first name only.*

Clean Bathrooms (Men's, Women's and Unisex)

- Cleaning materials are on blue cart in janitor's closet (first door on right past men's bathroom)
- Use all purpose cleaner (simple green) to clean counters with cleaning towels from blue cart. DO NOT use towels from Kitchen for this purpose.
- Use all purpose cleaner and toilet brush to clean toilets
- Use window cleaner and squeegee to clean mirrors
- Hose down shower areas with hose on hook in janitor's closet; use floor squeegee to remove water.
- Connect hose by pulling up on second ring on quick connect in bathrooms, inserting hose and let second ring down. Disconnect by pulling up on second ring again

Clean sleeping rooms, hallways, T.V. room, dining room and guest entry (kitchen is cleaned by Breakfast Crew)

- Sweep these rooms with broom and dust pan from janitor's closet
- Mop any of these areas that have had a major spill (not necessary most days.) Use mop/bucket from janitor's closet with a small amount of Simple Green. Fill and empty bucket in janitor's closet
- **DO NOT use broom and mop/bucket from Kitchen for this purpose**

Finish up and close down (Saturdays only - hand off to the deep-cleaning crew will come in at 8AM.)

- Return all cleaning tools and blue cart to janitor's closet, turn out closet light and lock door
- Turn out lights in Kitchen, T.V. room, chapel.
- Return key lanyard to center drawer of built in cabinet in check-in room
- Turn out lights and lock door to check-in room
- Take a trash bag and pick up any trash and/or litter around outside of building and/or around front and back of Jentees' building next to our building.
- Go Home and rest. Thank you!



SATURDAY MORNING CLEANING PERFORMANCE GUIDE

(Begins after guests have departed and crew has unencumbered access. Check in with the "Cleaning Hosts that started at 7:30 so you don't duplicate effort! They finish at 9:30.)

Clean Bathrooms (Men's, Women's and Unisex)

- Cleaning materials are on blue cart in janitor's closet (first door on right past men's bathroom)
- Use all purpose cleaner (simple green) to clean counters with cleaning towels from blue cart. DO NOT use towels from Kitchen for this purpose.
- Use all purpose cleaner and toilet brush to clean toilets
- Use window cleaner and squeegee to clean mirrors
- Hose down shower areas with hose on hook in janitor's closet
- Connect hose by pulling up on second ring on quick connect in bathrooms, inserting hose and let second ring down. Disconnect by pulling up on second ring again
- Mop all floors using mop and bucket from janitor's closet (see below)

Clean sleeping rooms, hallways, T.V. room, chapel, dining room and guest entry

- Sweep these rooms with broom and dust pan from janitor's closet
- Mop all of these areas. Use mop/buckets from janitor's closet. Fill (including a small amount of simple green) and empty bucket in janitor's closet
- Dust control center in dining room
- DO NOT use broom and mop/bucket from Kitchen for this purpose

Kitchen clean-up

- Use broom and mop/bucket by exit door in Kitchen
- Fill bucket in janitor's closet (first door on right past men's bathroom) include a bit of all purpose cleaner (simple green) from bottles in janitor's closet in water
- Sweep and then mop Kitchen floor. When mopping, please DO NOT put floor mats on carts, counters or dishwasher.
- Empty mop bucket in janitor's closet
- Return broom and mop/bucket to place by exit door when finished
- DO NOT use Kitchen broom or mop/bucket elsewhere in the building
- DO NOT use mops/buckets from janitor's closet in the Kitchen
- Wipe out refrigerator, as necessary; clean stove and microwave, as necessary.
- Dispose of any leftover foods from the week.
- Make sure kitchen is neat and clean for the next week's meal crews.

Finish up and close down

- Return all cleaning tools (other than those in Kitchen) and blue cart to janitor's closet, turn out closet light and lock door
- Turn out lights in Kitchen, T.V. room, chapel.
- Make sure supply cabinets and Kitchen washer/dryer cabinet are locked
- Return key lanyard to center drawer of built in cabinet in check-in room
- Turn out lights and lock door to check-in room
- Take a trash bag and pick up any trash and/or litter around outside of building and/or around front and back of Jentees' building next to our building
- Check in with Team Leader prior to leaving to be sure all tasks have been completed. Team Leader to be sure keys and Safe Harbor phone are returned to center desk drawer to check in room and door to check in room is locked.
- Go Home and rest

Thank You!!