



Temporary Day Shelter Operations

Although outdoor settings may allow people experiencing homelessness to increase distance between themselves and others, sleeping outdoors does not provide protection from the environment, nor quick access to hygiene and sanitation facilities, or connection to healthcare. An established Day Shelter is an emergency response that allows for caring communication and assessment of disease along with access to meals, showers, and laundry facilities that are no longer available in the community.

Capacity: 70 guests (Maximum 63 at any one time)

Location: Safe Harbor 517 Wellington Street
Traverse City, MI 49685

Hours: Daily 1-4pm

Services

- Warm seating area
- Restrooms
- Showers
- Laundry
- Cell phone charging
- Computer access
- Mail
- Communication of emergency information

All Volunteers will have their temperature taken and asked the "9 Health Questions" at the beginning of the shift by the Goodwill Staff.

"COVID-19 Safety Tips Handout"

Protect Yourself from COVID-19

- **WASH YOUR HANDS OFTEN** with soap and water for 20 seconds or use hand sanitizer.
- Stay 6 feet away from others. Don't share cigarettes or drinks, shake hands or hug.
- Avoid touching your eyes, nose and mouth.
- **CALL FOR HELP** if you or someone you know has a new cough, fever or severe body aches.
- **GO TO EMERGENCY ROOM OR CALL 911** if you are gasping for air, can't breathe or have blue lips.

Call for Help if You Are Sick

MUNSON
NURSE
HOTLINE

231-935-0951
option 5 for
virus questions

PRIMARY
CARE
PHYSICIAN

if you have a doctor,
call their office if
you have symptoms

NORTHERN LAKES
COMMUNITY
MENTAL HEALTH

833-295-0616
if you are in crisis, call
any time, every day all day

Telemedicine is also available.

CALL STREET OUTREACH 231-995-7721.
WE WILL GET THROUGH THIS TOGETHER.

Job Performance Guide for Volunteer Day Shelter Hosts

- **Primary Responsibilities:**
 - Report to the Day Facility Manager for assignment to work the door, tent or dining area
 - Tent and Dining Area hosts ensure guests are behaving appropriately.
 - Door (Gate) host conducts a sign in and ensures that guests are using the hand sanitizer. They will also screen for anyone who has been COVID tested.
 - Be part of creating a welcoming, caring, and safe atmosphere
 - Maintain a 6 - 10 foot distance from anyone at the day shelter.
 - Use gloves and promote hand washing to other hosts and guests
 - Monitor the shelter for safety. Some things to watch for are the use of drugs or alcohol on-site. If that occurs, encourage them to go outside and away from the building to meet their needs.
 - Be a listening ear for guests; your warm eye contact can compensate for the safe distance we are required to maintain. The guests feel dignity in being listened to, and we all have something to learn from each guest
 - Listening at a safe distance can mean a loss of privacy. Invite the guest who would like to talk with you at length to step to the side with you; if their back is to the group, they will have more privacy and you will be able to keep one eye on how things are going with the other guests.
 - **Day Facility Manager** - The shelter facilities and guest needs in this day sheltering environment and will act as your trainer and supervisor: follow their directions and **turn to them with questions and concerns.**
 - **Day Leader** - Able to help with clients who may have behavioral or health issues, **turn to them with questions and concerns, or if you sense an escalating situation with a guest or guests.**
- **Door Host Role (Supplies: Face shield, Gloves, mask, Pad of paper, 10 pens, hand sanitizer, paper towels, GT Health Department Questions Sheet, walkie talkie)**
 - The Door host will communicate in a calm and assuring voice to the guests.
 - The Door Host will explain our 6 - 10 foot distancing and to only 3 to a table policy. They will ensure that the guests stay 6' while waiting to enter the shelter.
 - The Door host will ask the guest the GT Health Department questions (on laminated sheet that is provided).
 - If the guest answers "NO" to all questions, the Door host will record the guest's name on a yellow pad (please wear gloves and use the hand sanitizer to clean the pen or pencil) and they are admitted.
 - **If a guest answers "YES" to any of the questions, or has a cough, the Goodwill Staff should be contacted via walkie talkie. The guest will be escorted to the Chapel for a telemedicine call. Sign the guest in, but add "Sent to Chapel".**
 - ALL Guests are required to use hand sanitizer before entering.
 - Continue maintaining 6 feet of distance while sharing conversation and information.
 - Encourage guests to comply with Health Department guidance:
 - Hand out the "COVID-19 Safety Tips" handout
- **Tent and Dining Area Host Role (Must Wear Gloves)**
 - Perform the "Primary Responsibilities"
 - Hand out the "COVID-19 Safety Tips" handout

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- **Ethical Standards:**
 - Every guest has the right to safety, healthy food, and sanitary conditions.
 - Every guest has the right to privacy and confidentiality.
 - Guests should not be judged for their situation.
 - Guests have the right to make their own choices, and are required to accept the consequences.
 - Our warmth and kindness help them feel safe, lessen alienation, and build trust – whether they are able to return our kindness or be easy for us to like.
 - Boundaries in Our Relationships with Guests
 - As Volunteer Hosts we work to treat all guests with respect and dignity inside and outside the shelter.
 - Avoid any relationship with a guest that may be viewed as unprofessional
 - Refrain from business, sexual, financial, or personal relationships with guests.
 - Do not provide rides for guests, or give or accept favors.
- **Tips on Respect, Professionalism, and Listening**
 - DO:
 - DO welcome guests as they enter the shelter, with a smile and warm eye contact.
 - DO offer your first name as you greet them, and they may give you theirs to remember.
 - DO show tolerance for differences and be aware of your own biases so you can appreciate every guest.
 - DO be consistent in carrying out these procedures and policies; consistency lowers tension.
 - DO respect personal boundaries
 - DO provide all the help you can within your assignment; direct or accompany the guest to the Day Facility Manager if there are other requests.
 - DO listen with an open mind; stay away from judgments or opinions.
 - DO provide nonverbal cues as you are listening; maintain comfortable eye contact, “mm-hmm,” ask for help to understand if we do not understand.
 - DO share any concerns with Safe Harbor Day Facility Manager or Day Leader
 - DON'T
 - DON'T challenge or reprimand guests. Take any concerns to the Day Facility Manager or Day Leader
 - DON'T share any information about a guest with other guests. Respect their privacy!
 - DON'T take guest behaviors personally or be offended by them if they are negative.
 - DON'T be overly casual or tease or try to amuse.
 - DON'T get distracted; the place can be busy and noisy, and to be listened to is precious.

Here is a great “make at home” surgical mask kit.

<https://about.kaiserpermanente.org/our-story/news/our-perspective/making-masks-to-support-our-nonclinical-personnel-and-guests>