

PADS® at Hesed House OVERNIGHT EMERGENCY SHELTER VOLUNTEER MANUAL 2007-2008



Hospitality includes the concept of equality and mutuality between guests and hosts.

The spirit of hospitality calls for more than protection from the outside elements and physical nourishment. Your presence at PADS is both an opportunity to share your gift of self and be gifted by our guests.

Public Action To Deliver Shelter, Inc.,
659 South River Street, Aurora, IL 60506, 630-897-2165
Email: [Jholmes \(at\) hesedhouse \(dot\) org](mailto:Jholmes@hesedhouse.org)

Dear PADS Overnight Volunteer:

Welcome to our team! PADS Overnight has been working in the community since 1982 to provide a response to the crisis of homelessness. The overnight shelter is one of eleven programs offered by Hesed House:

1. Overnight Shelter Program provides emergency shelter, food, clothing, and crisis management.
2. PADS AM Daytime Program provides food, clothing, crisis management, daily living skills, job skills, and empowerment tools.
3. Transitional Living Community Program provides transitional 24-hour shelter for 55 individuals and families for up to two years. Intensive living skills, budgeting, and case management are also provided.
4. SEEDS Case Management Program offers both crisis and long-term case management including assessments, referrals, in-house programs and services, and transportation. SEEDS offers its program to those living in PADS and TLC.
5. Rainbow Medical Clinic is a volunteer program that medically serves over 30 residents/guests each Wednesday evening. Volunteer doctors, nurses, and medical professionals staff the clinic. Prescriptions are also provided on an "as available" basis.
6. Aunt Martha's Clinic offers long-term medical attention and referrals to guests on a weekly basis.
7. Working for Success is a volunteer program that offers intensive resume writing skills, job searching tools, and computer assistance. With these tools, intensive mentoring and case management is provided.
8. Hope Legal Clinic is a volunteer program that offers legal referrals and support to residents twice a month.
9. Aurora Soup Kitchen offers a hot lunch to both residents of Hesed House and the Fox Valley Community every Monday and Friday.
10. Aurora Area Interfaith Food Pantry offers support to those in need in the Fox Valley Community. The Pantry assists with food and several other household items.
11. Lorentzen Education & Advocacy Program provides information to the community regarding poverty and homelessness.

Other than providing physical shelter and food, the most important thing we provide is a caring, humane encounter in whatever form it might take.

The spirit of hospitality, properly experienced, will remove the stigma of "charity" or "handouts" which is so damaging to human dignity. Through our compassion and service we can begin to return dignity and hope to those who need it most...

- PADS Overnight

WHY HESED????

HESED. . .

A movement of those concerned for the dignity, survival and reclamation of homeless, hungry and hopeless people.

HESED HOUSE. . .

A place for ministries:

- To feed the hungry
- To clothe the naked
- To shelter the homeless
- To give people the chance to hope again.

HESED HOUSE, INC. . . .

A not-for-profit coalition of religious ministries serving the very poor in the Fox Valley.

HESED HOUSE AND PADS PHILOSOPHY FOR VOLUNTEER PARTICIPATION

PADS is a collective ministry of faith-based communities of the Fox Valley. PADS and Hesed House are not just supported by the community, but rather are the very essence of the community's response to poverty. Volunteers are not just an integral part of PADS, but rather PADS is the volunteers from the community. PADS and Hesed House volunteers should feel the glory and responsibility of being individual members of the community's collective response to homelessness and poverty.

**You are not a volunteer of PADS.
You are Public Action to Deliver Shelter!**

HESED HOUSE AND PADS STAFF:

- Hesed House & PADS Executive Director: Ryan J. Dowd, Atty, MPA
- Aurora Area Interfaith Food Pantry Executive Director:Dorothy Schwartz
- Aurora Soup Kitchen Executive Director: Dorothy Peterson
- PADS AM Program Director:Danny Freeman
- SEEDS Case Management Co-Directors: Neil McMenamin
..... Karen Whitney
- Director of Transitional Living Community:Jillian Wills
- Rainbow Medical Clinic Director:Marilyn Scott
- Director of Finance:Judy Bush
- Director of Grants:Jerry Ratz
- Director of Development Erin Bauer
- Director of Volunteers: Barb Thurlby

PADS OVERNIGHT EMERGENCY SHELTER STAFF:

- Program Director:Jason Holmes
- Assistant Program Director: Randy Woods
- Assistant Program Director:Amy Strausberger
- Assistant Program Director: Kay Pepiot
- Assistant Program Director: Roger Patterson
- Assistant Program Director: Elise Manzie
- Assistant Program Director: Len Eickhoff
- Assistant Program Director: Tim Casson

UNDERSTANDING STRESS AND RESULTING BEHAVIORS OF BEING HOMELESS

The daily lives of homeless people are often filled with frustrations, tensions and weariness. At the end of the day, when one needs private time to relax and recuperate, the guest in an overnight shelter has to cope with the uncertainty of getting into a shelter, finding a seat for dinner, stressing over whether there will be a bed available or not, waiting to use the bathroom, and dealing with the moods and habits of other people crowded together for the night. In general, you should anticipate occasional outbursts of temper, and be willing to help the guests ease their tension. Among any group of people amassed in a shelter, irritation and conflict can be expected.

Some guests perceive the world as a violent place, and therefore little provocation is needed for them to react in an explosive or threatening manner. Often, their negative perception of the world is based on personal reality. Such a background may lead to an inaccurate perception of the intention and actions of others.

TENSION AND BUILD-UP IN A SHELTER

It is rare in overnight shelters for serious conflict situations to arise, but it is best to be prepared for any sort of situation.

Potential Tension Triggers:

A little squabble between guests is best dealt with immediately before it has a chance to escalate. The sheer presence of an engaging, attentive volunteer will diminish the chances of a verbal disagreement getting out of hand.

Environmental Triggers:

- Waiting time for meals or for use of the bathroom
- Waiting for a bed assignment or having to sleep in chairs
- Noise level when a group of guests are talking too loud when others are trying to sleep or watch TV
- Exit time in the morning when guests have nowhere to go
- The appearance of special favors to other guests or unfair treatment
- Ongoing conflict between guests who do not get along

In addition, there are tense times just before holidays, in extremely hot or cold weather, and when public assistance payments are delayed. Because volunteers spend only one night each month or every other month with the guests, it is important to keep one's perspective on the situation at hand and not to take their defensiveness personally.

INTERACTION WITH GUESTS

Preventing and Managing Conflict:

Interacting with the guests is an essential component of our shelter's philosophy. Providing food and a warm place to sleep addresses their physical needs; spending time with the guests communicates that someone cares.

Being homeless can be terribly frightening and stressful. On any given night, you will have 150 or more guests experiencing this high level of stress. When volunteers intermingle with the crowd, it helps to diffuse the anxiety.

How to Engage a Guest:

Having a cup of coffee, sharing a dessert or playing cards are all simple ways of interacting with guests. You are not expected to counsel them or solve their problems. Spending a portion of your time "hanging out" with guests is encouraged.

Active Listening:

Occasionally you will encounter guests who do want to talk in depth about what's going on in their lives. The role of the volunteer in this situation is just to listen, actively. That may sound simple, but it can sometimes be challenging to be an active listener while refraining from solving their problems.

Active listening involves two steps: 1) the listener has to answer the questions, "what is this person communicating to me? What thoughts are they expressing?" 2) The listener then has to communicate back to the speaker what they heard them say. Active listening is pure listening; it is not offering advice, problem solving, nor is it relating to a shared experience.

So in the event that someone wants to talk with you more in depth, just listen. So many times those whom we serve have never experienced the dignity of simply having someone **LISTEN** to them.

OVERNIGHT SHELTER RULES FOR ALL

No Alcohol or Drugs on the Property

PADS has zero tolerance for drug or alcohol use on the property. If any substance, not medically prescribed, is found, the individual will face consequences.

No Weapons on the Property

All personal items must be turned into staff when entering the building. Persons found to be concealing any weapon will face consequences.

No Fighting or Disorder (Including Verbal Abuse)

Fighting, as well as abusive and vulgar language will not be allowed. Volunteers and guests should be treated with respect. If a guest is asked to leave and they do not comply, the police will be called.

If Guests Leave for the Night, they may not return that night

Guests who leave the building after entering, other than during designated smoke breaks, are considered to be leaving for the night. They may not return to the program until 7 p.m. the following night. In case of a medical emergency, contact staff.

11 P.M. Curfew

All guests wishing to enter the shelter must arrive before 11 p.m. unless they are on the designated late arrival list. Staff are the only ones who can approve or deny a person entry into the shelter after 11 p.m.

Hat Policy

Hats are to be removed upon entering the building. All guests are expected to remove hats, headgear, bandanas, etc...

WHAT PADS EXPECTS OF THE GUESTS

To respect all aspects of the Overnight Shelter Program

Guests are told upon registration to be respectful of the shelter, volunteers, other guests, and the community in which the shelter is located.

Eat in Designated Areas only

No food can be removed from the dining area or allowed in the sleeping areas or restrooms.

No one Allowed in Off-Limit Areas

MEN are allowed only in the men's sleeping areas, men's restroom, smoking area, and eating area. **WOMEN** are allowed only in the women's sleeping area, women's restroom, smoking area, and eating area.

Children

Children under 18 years old will not be admitted alone and must be attended to by a parent or guardian while in the shelter. PADS is not responsible for the care or control of children. Parents assume sole responsibility for cleaning up after their children.

Personal Belongings

PADS assumes no responsibility for the loss of personal belongings.

Entrance to the Shelter After 11 P.M.

Staff (PADS and TLC) are the only people who can approve or deny entrance to the shelter to any guest(s) arriving after 11 p.m.

SAFETY AND SECURITY

Safety and security of guests, volunteers, and staff is of utmost importance. PADS Overnight seeks to provide a safe, nurturing, and dignified environment for guests, volunteers, and staff.

Please be aware of the following guidelines to ensure everyone's safety:

Professional Boundaries

Even though volunteers may not consider themselves "professionals" in their PADS ministry, it is important to observe professional behavior. Giving personal information (addresses, phone numbers, etc.) is **PROHIBITED**. Transporting guests should not be done without staff permission and with another adult present.

PADS Parking Lot and Outside Areas

Volunteers park on the upper parking lot, which is well lit, and by the PADS dining room door. Please make sure that you do not double park or park in the designated "NO PARKING" areas marked by signs. Always make sure that you are accompanied by another volunteer or staff when traveling to and from your vehicle. If inappropriate situations occur on the property outside, make sure staff is notified immediately.

Panic Buttons

Panic buttons are used in a **SERIOUS** emergency when **IMMEDIATE** police assistance is needed. These alarms are silent and connect directly to the Aurora Police Department. These buttons are located in the following areas:

- PADS kitchen under the phone
- PADS storeroom behind the door
- Men's sleeping area behind the volunteer desk
- Family Playroom on wall by telephone

Blood/Body Fluids

At any sign of blood or body fluids, please notify staff immediately. Never clean up any fluids without staff knowledge or assistance. Fluid cleanup kits are located in the following areas:

- PADS kitchen above utility sink
- PADS volunteer supply cabinet
- PADS storeroom

- Men's sleeping area under the volunteer desk
- Family Playroom on shelf

Medical Emergencies

Please contact staff at any sign of a medical emergency. Please call 911 if immediate life threatening attention is needed.

Fire/Tornado/Power Failure Procedures

Please become familiar with these procedures that are located in the logbook. These procedures are preventative and are designed to make these emergencies as easy as possible.

Random Metal Detection and Searches

Guests staying at the shelter are subject to random metal detection and searches of their person, property, belongings, locker, and vehicle.

Phone Locations Information

The shelter can be reached at 630-897-2165. This number rings in the PADS kitchen and should be answered by the VOLUNTEERS. The only phone that receives incoming calls is located in the kitchen. Other phones within the shelter can only call 911 and other extensions within the building. Phones are located in the following areas:

- PADS kitchen by the door
- Men's sleeping area
- Family Playroom

DO'S AND DON'TS FOR OVERNIGHT SHELTER VOLUNTEERS

PADS makes every effort to ensure that your volunteer experience is safe, secure, and meaningful. Here are some guidelines to keep in mind during your time with us. Your careful consideration and implementation of these guidelines will safeguard you, your co-workers, and our guests. Thanks.

DO socialize with the guests.

DO remain friendly and attentive with the guests.

DO arrive on time.

DO notify your Church Coordinator or the PADS office if you have any problem meeting your volunteer time.

DO alert staff at any sign of mounting tension.

DO be aware of the panic alarm locations, body fluids kits, and fire escape procedures.

DO keep guests out of the kitchen.

DO see that children are accompanied by a parent at all times, including in the restrooms.

DON'T give out your last name, telephone number, address, or such personal identification to guests.

DON'T carry valuables or much money with you to the shelter.

DON'T give or lend money to guests.

DON'T provide transportation to guests without staff permission or participation.

DON'T clean up body fluids (especially blood) unless assisted by staff.

DON'T acknowledge that guests are at the shelter, should they receive phone calls. Take information and offer to deliver the message, should that person come by.

WHAT IF???

What if a guest is abusive to a volunteer?

If staff is in the area, explain the situation to him/her. If staff is unavailable, you have the authority to remove the abuser from the shelter.

What if a guest won't leave when asked?

Seek help from staff. If danger is present, call 911.

What if a guest becomes vocal with another guest?

Contact staff immediately and make them aware of rising tension.

What if someone arrives after the 11 p.m. curfew?

It is incumbent upon staff to monitor the door. Please notify staff of late arrivals.

What if someone is smoking in the bathroom?

Notify staff. The guest will be asked to leave for the night.

What if you see a guest in an inappropriate area?

Ask them to leave that area and notify staff.

What if a guest calls and states they are going to be late?

Seek out staff. If staff is unavailable please take a message

What if the police come to the door looking for information or an individual(s)?

Find staff on duty.

What if you spot inappropriate sexual behavior?

Break it up! Contact staff.

What if you suspect a mother/father of child abuse?

Report the incident to staff.

What if you notice we are out of bread, detergent, sugar, etc.?

Please notify staff. All of these items are donated by volunteers.

What if you can't make your scheduled shift?

Please call your coordinator or the PADS office as far in advance as possible.

GENERAL VOLUNTEER INFORMATION

Volunteer Closet (a.k.a. "The Store")

Put coats and belongings in "The Store". The health department forbids us to leave clothing in the kitchen area. To be safe instead of sorry, do **NOT** bring money or valuables.

Name Tags

Name tags are optional, but recommended. Most churches will bring their own badges, but Hessed House may provide them upon request if available.

The Logbook

Record unusual happenings (police calls, paramedic calls, anything of note) in the staff/volunteer log. Include specific names and times!!! The logbook is kept at the sign-in desk.

Shift Assignments

Your Coordinator assigns volunteers to specific posts. See staff regarding any questions.

Confidentiality

The logbook and sign-in sheets should be kept secure. Anyone wanting to see them should be referred to staff. When answering the phone, never confirm if someone is staying at the shelter, simply take a message. For emergency phone calls, seek staff assistance.

Smoking Policy

There is smoking at designated times (8 p.m., 9 p.m., 10 p.m.) outside the PADS door. There is **NO SMOKING** between 10 p.m.-5 a.m. **THERE IS NO SMOKING ALLOWED IN THE BUILDING AT ANYTIME!**

Linen Policy

All guests are given linen upon registration with staff. They are responsible for the care and maintenance of said linen. Linens should not be provided by the volunteers. Anyone who misplaces their linen should contact staff.

Volunteer Stations: Shift #1 - 6 p.m. - 11 p.m.

| TASK | 6-9PM MINIMUM NUMBER OF VOL. | 9-11PM MINIMUM NUMBER OF VOL. |
|--|---|--|
| DINING ROOM REGISTRATION DESK | 2 | 1 |

| | | |
|-------------------------------------|----------|----------|
| FOOD SERVERS | 6 | 1 |
| LAUNDRY LANE "THE STORE" | 1 | 1 |
| LOCKER ROOM | 1 | 1 |
| MEN'S SLEEPING AREA | 1 | 1 |
| SMOKE BREAK SUPERVISOR | 1 | 1 |

DINING ROOM REGISTRATION DESK

- Staff will call guests for registration by randomly chosen tables.
- Registered guests have a current PADS photo ID card or a temporary PADS ID.
- If the guest is new and UNREGISTERED, FIRST refer them to staff.
- If the guest is new but has NO ID, check with staff BEFORE REGISTERING.
- **PRINT** guest's name and ID number. Indicate if guest is staying overnight (sleep) or just eating (eat only).
- Lunches may be prepared on this shift. 75-100 is adequate as lunches are intended for those attending school, work, or those who won't be around for the PADS AM lunch/soup kitchen.
- Marking check-in time is **VERY IMPORTANT!** It can prove to police that our guest was at PADS instead of involved in wrong-doings elsewhere.
- When late arrivals check-in, marking the time helps staff evaluate unauthorized traffic patterns.

FOOD SERVERS

- Before opening: Put out plates, napkins, cutlery, and trays on the counter. Distribute salt and pepper shakers to tables. Get food ready for opening doors at 7:00 p.m.
- Ovens are available in the kitchen. A warming oven is located next to the refrigerator.
- Churches need to bring decaf coffee, sugar, and drink mix and prepare the beverages for the evening.
- Wear thin plastic gloves whenever handling food.
- Always be pleasant and polite, even if your courtesy isn't always returned.
- Please see that each guest is given a fair share so that all can be served. Keep in mind that many guests might still arrive this evening.
- **DO NOT** serve seconds until all have had a first helping.

- After the initial group of guests has been fed (probably after 8:30 p.m., but no later than 9 p.m.), food should be moved to the kitchen.
- If newcomers arrive, the volunteer at the registration desk will alert you to prepare a plate of food for them. A microwave is also available for heating the food.

LAUNDRY LANE / "THE STORE"

- Store hours are from 7:00 p.m. - 10:00 p.m.
- Assign laundry machines to guests. Guests may sign up for only one time slot (one load) per night.
- Log and supervise the amount of medicine given to a guest. Medicine given should only equal a single dose. Requests for additional amounts should be referred to staff.
- Showers may be taken between 7 p.m. and 10:30 p.m. and in the morning **before** 6 a.m.

LOCKER ROOM

- A lock key on a large white chain will be given to the volunteer assigned to this area.
- Guests' names are on the inside and outside of the locker along with a photo.
- Check ID before opening the locker.
- Once you open the lock, open the locker door, and then re-lock the lock again.
- Lockers will be assigned by staff only. Guests asking about getting a locker should be referred to staff.
- NO GUEST items may be stored in "The Store."
- Persons who don't have lockers are required to keep their things with them until a locker becomes available.

MEN'S SLEEPING AREA

- Set up mattresses according to the map (located on the volunteer desk).
- Guests are assigned their own linen and they are responsible for its care.
- Pillows and blankets are located on shelves in the sleeping area.
- Turn down lights in sleeping area shortly after 7 p.m. Only use the recessed lights.
- When guests enter the sleeping area, they report directly to the volunteer desk.
- Guests give the volunteer their bed number (keep it) and their ID card (return it).
- Record name on bed assignment chart next to the proper number.
- Ask if a wake-up call is needed; record it by the person's name and in the proper wake-up time area. Be sure to clearly mark it so 3rd shift will see them. Missed wake-up calls can cause a person to lose a job.
- Make sure guests get to the correct bed. If someone gets in the wrong bed, the sooner it gets straightened out, the better.
- If a problem develops about bed spaces tell staff ASAP.

SMOKE BREAK SUPERVISOR

- There are 3 smoke breaks at night: 8 p.m., 9 p.m., and 10 p.m.
- Staff will announce smoke break loudly, so that guests can hear.
- Supervise the smoke break outside and notify staff of any unusual behavior.
- It should be no longer than 10 to 15 minutes.
- If a guest misses a smoke break, he/she must wait until the next one.

ANSWERING PHONES

- Please answer the phone by saying "Good evening, PADS (or Hesus House). May I help you?"
- Remember that information about who is staying at the shelter is confidential. You may offer to take a message, but not reveal whether or not the person the caller is looking for is here.
- Use message book to record messages.
- Post on message strip next to dining room, guest phone.

TIMES TO NOTE

- 9 p.m. - Everyone quiets down (volunteers too!). TV goes OFF. Clear food from the dining room. Food for late arrivals may be prepared on an "as needed and as available" basis.
- 10:30 p.m. - All guests retire to their sleeping areas. This will allow for a smoother transition for volunteers coming in at 11 p.m. Laundry Lane and showers must also be shut down at this time.

Volunteer Stations: Shift #2 - 11 p.m. - 3 a.m.

| TASK | MINIMUM NUMBER OF VOLUNTEERS |
|---|-------------------------------------|
| Supervise Dining Room / Lockers / Lunches / Wash Towels, Answer Phones, etc. | 3 |
| Supervise Men's Sleeping Area | 1 |

11 p.m. CURFEW

- Anyone arriving at the door after 11pm must have staff approval to enter the shelter. It is incumbent on staff to greet the late arrivals and check the late list.

LUNCHES

- Lunches will be prepared the previous night or over night to be handed out in the morning.
- 75-100 lunches is typical and usually enough to cover the requests. Lunches are provided for those attending school, work, or those who won't be around for the PADS AM lunch/soup kitchen.

ANSWERING PHONES

- Please answer the phone by saying "Good evening, PADS (or Hesed House). May I help you?"
- Remember that information about who is staying at the shelter is confidential. You may offer to take a message, but not reveal whether or not the person the caller is looking for is here.
- Use message book to record messages.
- Post on message strip next to dining room, guest phone.

MEN'S SLEEPING AREA

- A quiet atmosphere should prevail.
- Throughout this shift, frequently check the area outside the south door and the south stairwell. Sometimes people sneak in the building and sleep on the landing. That area is an EMERGENCY FIRE EXIT and must be kept clear at all times!
- Guests are assigned their own sheet and they are responsible for its care.
- Pillows and blankets are located on shelves in the sleeping area.
- When a guest enters the sleeping area, they report directly to the volunteer desk.
- Guests give the volunteer their bed number (keep it) and their ID card (return it).
- Record name on bed assignment chart next to the proper number.
- Ask if a wake-up call is needed; record it by the person's name and in the proper wake-up time area. Be sure to clearly mark it so 3rd shift will see them. Missed wake-up calls can cause a person to lose a job.

WOMEN/FAMILY SLEEPING AREAS

- A Quiet atmosphere should prevail.
- The women/family sleeping area requires ongoing supervision throughout the night.
- Volunteers need to monitor so women do not smoke in the bathroom or stairwell.
- Volunteers should check the area at least every hour.

WAKE-UP CALLS (MEN, WOMEN, AND FAMILIES)

- Please make every attempt to honor the request for wake-up calls. Many guests go to work and rising early allows them time for showers and travel (usually by foot).

SMOKING

- There should be no smoking between 10 p.m. and 5:45 a.m.

LOCKER ROOM

- A locker key on a large white chain will be given to the volunteer assigned to the area.
- Guests' names are on the inside and outside of the locker along with a photo.
- Check ID before opening the locker.
- Once you open the lock, open the locker door, and then re-lock the lock again.
- Lockers will be assigned by staff only. Guests asking about getting a locker should be referred to staff.
- NO GUEST items may be stored in "The Store".
- Persons who don't have lockers are required to keep their things on with them.

Volunteer Stations: Shift #3 - 3 a.m. - 7 a.m.

| TASK | MINIMUM NUMBER OF VOLUNTEERS |
|---|-------------------------------------|
| Supervise Men's Sleeping Area | 2 |
| Supervise Dining Room / Lockers / Laundry Area / Answer Phones | 6 |
| 5am-7am Prepare and Serve Breakfast; Clean kitchen And Dining Area | 1 |

SMOKING

- There should be no smoking before 5 a.m. After 5 a.m there will one

ANSWERING PHONES

- Please answer the phone by saying "Good evening, PADS (or Hesed House). May I help you?"
- Remember that information about who is staying at the shelter is confidential. You may offer to take a message, but not reveal whether or not the person the caller is looking for is here.
- Use message book to record messages.
- Post on message strip next to dining room, guest phone.

LOCKER ROOM

- A locker key on a large white chain will be given to the volunteer assigned to this area.
- Guest names are on the inside and outside of the locker along with a guest picture.
- Check ID before opening the locker.
- Once you open the lock, open the locker door, and then re-lock the lock again.
- Lockers will be assigned by staff only. Guests asking about getting a locker should be referred to staff.
- NO GUEST items may be stored in "The Store."
- Persons who don't have lockers are required to keep their things on them until a locker becomes available.
- Last locker call is at 6:45 a.m.

WAKE-UP CALLS (MEN, WOMEN, AND FAMILIES)

- Please make every attempt to honor the request for wake-up calls. Many guests go to work and rising early allows them time for showers and travel (usually by foot).
- Everyone needs to be woken at 5:45 a.m. This includes the men's sleeping area, overflow area, family room, and women's sleeping room.
- Please double-check at 6am to see that all guests are awake and all sleeping areas are clear.

BREAKFAST

- Breakfast preparation should begin around 4:30 a.m.
- Wear thin plastic gloves whenever handling food. Always be pleasant and polite even if your courtesy isn't always returned.
- Breakfast is served from 5:45 a.m. until 6:30 a.m. At 6:30 a.m. all food should be brought back into the kitchen and cleaning should begin.
- A light breakfast can be served for those awaking to leave for work before 5:45 a.m.

LUNCHES

- See overnight staff for appropriate number of lunches to make. Generally expect to make between 75 and 100 lunches.

AFTER BREAKFAST CLEANUP

- Make sure all serving dishes, utensils, salt/pepper shakers are returned to the proper place. Counters, sinks, and tables should be cleaned.
- Dining room and kitchen floors should be swept.
- All garbage should be disposed of.

SHOWERS

- Showers may be taken anytime before 6am. Those getting up early for work (2 a.m. or 3 a.m.) may take showers. Volunteers may need to unlock shower areas for this purpose. The coordinator key or locker chain key will open the shower room.

LAUNDRY

- No laundry should be started after 10:00 p.m. If problems arise, please contact staff.

7 a.m.

- All guests except those on the "sick list" (names written in log book to stay in) are expected to leave the shelter no later than 7 a.m.
- Those staying inside after 7 a.m. are expected to help clean up.
- After 7 a.m., families may either stay in the dining area or in the overflow room.
- Staff will assist in determining who is allowed to stay in and what areas they should be in.

HESED HOUSE FIRE PROCEDURES

In case of fire, **EXTREME CAUTION NEEDS TO BE TAKEN TO ENSURE EVERYONE'S SAFE EXIT FROM THE BUILDING.** Err on the side of caution when handling a fire emergency.

BEFOREHAND:

- KNOW THE LOCATION OF FIRE ALARMS AND EXTINGUISHERS.
- KNOW WHAT EXITS ARE AVAILABLE FROM DIFFERENT PARTS OF THE BUILDING.
- FIRE EXITS MUST NEVER BE BLOCKED; either by bodies looking for sleeping space, personal belongings (including bicycles on the stairs), or items used by any ministry. Fire Exits should be checked frequently and immediately cleared.

EVACUATION:

WHEN A FIRE ALARM SOUNDS (whether or not it is a false alarm), volunteers/staff need to make sure that everyone immediately leaves the area in an orderly manner. All doors and windows must be closed. People must not try to gather personal belongings, but may take the blankets from beds as some protection from weather. The director or Lead volunteer coordinator will wear the LIME GREEN vest identifying them as the official liaison between Hesed House and the fire department. The vest is located in the PADS Director office.

USE ALL EXITS AND GO DIRECTLY OUT THE NEAREST DOOR AND ACROSS TO THE PARKING LOT. Meeting point will be along the fence line on the east side of the main parking lot.

Staff / Volunteer must bring registration sheets or other sign-in forms to assist in determining who was in the building at the time of the evacuation.

People need to move away from the building, allowing plenty of room for emergency vehicles. Try to keep everyone together (a difficult task) in case there are questions about who did/did not get out of the building.

DO NOT ALLOW ANYONE TO RETURN TO THE BUILDING UNTIL SOMEONE IN AUTHORITY INDICATES THAT THE EMERGENCY IS OVER.

HESED HOUSE TORNADO PROCEDURES

TORNADO WARNING RECEIVED

When the weather is threatening, staff will listen for tornado warnings on the weather radio. When a **warning siren** is heard (a tornado has been sighted), **all** persons in the building will be notified. **Everyone** must immediately evacuate their ministry area and go to the TLC living room.

Persons outside (in the parking lot or on the property) should be told to come inside during the warning period.

METHOD OF EVACUATION

Staff/Volunteers should spread out, with adequate supervision throughout the hallways and stairs leading towards TLC. Without spreading panic, instruct everyone to go to TLC. Some persons, especially children, may need assistance in following instructions.

From Soup Kitchen-PADS-PADS A.M. area, the evacuation route is:

The hallway past the laundry area,
Through the doorways (**disarm the alarms**),
Down the stairway past the Hesed House office,
Through the Hesed House lobby,
And into TLC's Living Room.

A volunteer and/or staff should be the last one down, checking the building from the men's sleeping room all the way down, including the washrooms. The outside dining room door should be locked. The windows in the dining room and the women's/family sleeping rooms should be left open.

From Food Pantry and Women's Sleeping area, go through the inner halls connecting your areas to TLC. Staff should be the last through; checking to make sure everyone is out of the area. All doors should be locked. Outer windows should be open.

Everyone should remain **away from windows and glass doors** until the tornado warning is lifted. Men's and women's washrooms are available adjacent to the living room. Persons using this area need to be supervised. TLC staff will be available to assist in the supervision.

RETURN TO MINISTRY AREAS

Once the Weather Service has announced the "all clear", everyone may return to their area of the building. The return route should be the Reverse of the evacuation route. Again, adequate supervision along the way will assure an orderly transition.

EMERGENCY PROCEDURES - POWER FAILURE

In case of an unexpected power failure, the following procedures should be followed:

- Locate **lanterns, flashlights and candles** and check batteries. (Lanterns are located on top of the refrigerator in the kitchen and flashlights are located in offices)
- **Emergency lighting** in the building will provide safety-level lighting for about 45 minutes to one hour. Don't use other lights (lanterns, etc.) until the emergency lights fail.
- **Phones** will be useless during a power failure. If volunteers are around and have cell phones, ask them to keep one handy for emergency use.
- **Sewage back-up** will occur if too much water is used in the building. **No showers or dishwashing. Flush toilets only when absolutely necessary. Anything that goes out our drains will eventually return via floor drains if these practices are not observed.** 1st floor staff should locate mops, rags and squeegees to contain sewer back-up.
- **Movement of guests/residents** should be minimal for everyone's safety. Encourage low-level activities (cards, puzzles, etc.) to keep people occupied.
- **Freezers and refrigerators** must be kept closed to preserve temperatures.
- **Don't assume** that folks will remember what they are supposed to do: not flush, no showers, no refrigerators, etc. Remind them and have others monitor.
- **Smoking** is banned inside. Make provisions on a limited basis for folks to smoke outside or in an area where smoke will not overwhelm everyone.
- **Alarms** will go off and need to be silenced. Staff should know the procedure for this.
- **Heat** will not work making it difficult to keep the building warm. Keep doors closed as much as possible. Check for open windows. **DO NOT USE OVENS/STOVES FOR HEAT!** Make sure adequate blankets are available. People should have access to coats, hats, etc.

WHEN THE POWER IS RESTORED:

- Gather lanterns, flashlights, etc., and return them to a secure place.
- **GRADUALLY** restore power or use of power, especially for motorized equipment that causes major power draws.
- Report any equipment problems or building safety problems to staff.

THANK YOU!