



MANITOWOC WARMING SHELTER

Located inside of First Presbyterian Church

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www.manitowocwarmingshelter.org

LINE MONITOR PROCEDURES

Overview

The Line Monitor prepares the Shelter each evening for guests and volunteers. The Line Monitor welcomes guests, explains Shelter procedures and Guidelines, coordinates evening activities, and confirms that the building is secure at closing.

Schedule Details

Detail	Information
When	Every night
Time	6:00–8:45 PM on weekdays; 5:00–8:45 PM on weekends and possibly holidays
Staffing	One person each night
Requirement	Must be over 18 years old

Arrival Instructions

- Arrive at least 10 minutes before the scheduled shift.
- Unlock and open the building.
- Turn on the lights.
- Plug in the coffee maker and hot water.
- Make decaffeinated coffee if it has not already been prepared.
- Turn on the dishwasher, if applicable.
- Check that the bathrooms have paper towels, toilet paper, and drinking cups.
- Turn on the porch lights as needed.
- Place the **Shelter—Enter Here** sign outside.

RESPONSIBILITIES AND TASKS

Prepare the Shelter

- Check the Shelter phone and respond to any voice messages.
- Read the Night Monitor notebook and note any issues related to Shelter Guidelines.
- Prepare the following clipboards:
 - New sign-in sheet
 - Tote assignment sheet
 - Guidelines
- Admit food volunteers.
- Direct food volunteers to place food in warmers, ovens, or the refrigerator as needed.
- Stack outdoor chairs if appropriate.

Admit Volunteers and Guests

- Admit guests at 6:30 PM on weekdays and 5:30 PM on weekends.
- Admit the following volunteers at their scheduled arrival times:
 - Two Evening Hosts at 6:00 PM
 - Two Night Monitors at 7:15 PM
 - Two Check-In volunteers at 7:15 PM
- Count guests at 6:45 PM on weekdays and 5:45 PM on weekends.
- If more than 12 guests are present, they will conduct a lottery.
- If feasible, contact the hotel and taxi service to arrange transportation for 7:45 PM.

Welcome Guests and Explain Procedures

- Read the Guidelines to guests.
- Explain Shelter procedures and schedules.
- Clearly identify the smoking location.
- Explain that smoking is permitted only until 8:30 PM and is not permitted during the night or morning.
- Answer guests' questions.
- Clarify any issues identified in the Night Monitor notebook.
- Distribute bus tokens to each guest according to the posted schedule.

Coordinate with Volunteers

- Advise the Evening Hosts of the number of guests dining.
- Advise Check-In volunteers of any issues and identify guests who are leaving and will not complete Check-In.
- Assist Check-In volunteers as needed.
- Permit Check-In volunteers to leave early if 12 guests have completed Check-In.
- Verify that all information is printed legibly.
- Advise the Night Monitors of any issues and identify guests who are leaving.

Support Guests Who Are Leaving

Guests who leave and are not going to a hotel may remain until 8:30 PM. For these guests:

- Allow them to stay until 8:30 PM.
- Allow them to eat and take up to one Ziploc bag of food.
- Offer hand warmers.
- Record guests who leave to ensure that the overnight population remains within the allowed count by 8:30 PM.

Monitor Smoking and Close the Entrance

- Monitor guests who are smoking.
- Allow guests to reenter the building.
- Ensure that all guests are inside by 8:30 PM.
- At 8:30 PM, verify that:
 - All smokers are inside.
 - All guests who are leaving have departed.
- Lock the entrance.
- Call non-emergency police at **920-683-4470** and report any vacancies.
- Bring the **Shelter—Enter Here** sign inside.

Complete Closing Tasks

- Verify that kitchen appliances are turned off after the Evening Hosts leave.
- Verify that coffee is set up before the Evening Hosts leave.
- Verify that garbage has been taken out.
- Leave a small amount of garbage inside until morning if it does not smell bad.
- Advise the Night Monitors that:
 - The entrance is locked.
 - The sign is inside.
 - Police have been called.
- Leave after completing all closing responsibilities.