



MANITOWOC WARMING SHELTER

Located inside First Presbyterian Church

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NIGHT MONITOR PROCEDURES

Overview

Night Monitors help ensure that guests have a safe and peaceful stay at the Shelter. They answer Shelter-related questions, monitor the building, support proper guest entry and departure procedures, and document important information. The Line Monitor may assign additional tasks when those tasks do not interfere with monitoring responsibilities.

Schedule Details

Detail	Information
When	Every night
Shifts	Three shifts: 7:30 PM–12:00 AM, 12:00–4:00 AM, and 4:00–8:30 AM
Staffing	Two people per shift

Arrival Instructions

- Arrive 5–10 minutes before the scheduled shift.
- Enter quietly because guests may be sleeping.
- Meet the outgoing Night Monitors at the entrance when beginning the shift.
- Review the Shelter Guidelines and the designated notebook.

RESPONSIBILITIES AND TASKS

Responsibilities During Every Shift

- Stay alert throughout the shift.
- Keep at least one Night Monitor at the Monitor table at all times.
- Keep all guests within sight.
- Monitor guests and ensure that they follow the Shelter Guidelines.
- Enforce the 10-minute bathroom rule described in the Guidelines.
- Maintain a respectful and welcoming atmosphere.
- Respond appropriately to guest needs.
- Record medications given to guests in the designated notebook.
- Record incidents and questions in the designated notebook.
- Ensure that at least one Night Monitor has access to the Shelter phone.
- Use the Shelter phone for emergencies; emergency contacts are programmed into the phone.
- Meet the next shift's volunteers at the entrance at their scheduled arrival time.
- Advise the next shift of any issues.
- Ensure that there is no smoking after 8:30 PM.
- Bag soiled linens separately in a tied blue plastic bag and place the bag near the guest's assigned tote.
- Provide the guest with a clean set of linens.
- Complete Check-In for guests brought by law enforcement, if necessary.
- Update the cot sheet.
- Record relevant information in the designated notebook.

7:30 PM–12:00 AM Shift

- Set up the Night Monitor table.
- Take the Shelter phone from the office cabinet and place it on the Monitor table.
- Take the First Aid Kit and automated external defibrillator (AED) from the office cabinet and place them on the Monitor table.
- Receive the Sign-In and Tote Assignment clipboards from the Check-In volunteers and place them on the Monitor table.
- Complete the cot sleeping sheet.
- Place the Sign-In clipboard upside down on the Check-In table.
- Confirm with the Line Monitor that law enforcement was called at 8:30 PM with vacancy information.
- Tell guests who wish to smoke where they may smoke and explain the permitted timeframe.
- Allow guests to reenter the building, ensuring that they are inside by 8:30 PM.
- Turn off sleeping-area and dining-area lights at 10:00 PM.

- Keep lights on in the area where a Night Monitor is stationed, as needed.
- Assist guests who wish to leave early.
- Remind departing guests that they may not return until the following evening.
- Meet the second-shift volunteers at the entrance at 11:50 PM.

12:00–4:00 AM Shift

- Settle into the shift as quietly as possible.
- Assist guests who wish to leave early.
- Remind departing guests that they may not return until the following evening.
- Meet the third-shift volunteers at the entrance at 3:50 AM.
- Continue monitoring the Shelter and documenting issues as needed.

4:00–8:30 AM Shift

- Settle into the shift as quietly as possible.
- Meet the Breakfast Volunteers at the entrance at 6:20 AM.
- Begin waking guests at approximately 6:30 AM.
- Ensure that all guests are awake by 7:00 AM.
- Ask each guest to sign out when leaving the building.
- Assist guests who wish to leave early.
- Remind departing guests that they may not return until the following evening.
- Offer shower vouchers Monday through Friday.
- Provide additional vouchers if available.
- Explain that guests may not reenter the building after leaving.
- Explain that smoking is not permitted in the morning.
- Ensure that all guests have left the building by 8:00 AM.
- Remain at the Shelter until all other volunteers have left.

Clean and Secure the Shelter

- Assist with cleaning, including:
 - Vacuuming
 - Cleaning bathrooms
 - Wet-mopping as needed
 - Assisting Kitchen Hosts as needed
 - Spraying down cots
- Tip cots only if needed; cots do not need to be tipped, although tipping them may make it easier to vacuum the sleeping area.
- Ensure that guests do not leave personal items at the Shelter during off-hours.
- Label lost-and-found items and place them on the Monitor table.
- Ensure that all entrances are locked.
- Turn off the lights.

- Clean up the Monitor area.
- Return supplies to the office cabinet:
 - Place the AED and First Aid Kit on the bottom shelf.
 - Place all clipboards and the notebook on the top shelf.
- Turn off the Shelter phone.
- Plug in the Shelter phone when its battery is at 50 percent or less.

Prepare Linens and Totes

- On the designated morning, prepare linens for pickup by Froedtert Holy Family Memorial Hospital according to the detailed linen procedure.
- Place linens in blue laundry bags without sorting them.
- Exclude pillows, zippered pillow protectors, bed pads, and donated blankets from the laundry bags.
- Place filled laundry bags in the designated area.
- Spray totes with sanitizer.
- Reassemble totes using the available linens.