**Room at the Inn**

Volunteer Handbook

*(Revised 11/4/16)*



*Hosted by*

Columbia Area Faith Communities

**Mission Statement**

*Room at the Inn winter shelter will provide a warm and safe place to sleep during the winter months from 7 PM 7 AM.*

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**Congregational Host Sites**

**Unitarian Universalist Church (UUC) December 9 – December 22, 2018**

2615 Shepard Blvd, Columbia, MO 65201

573-442-5764

Church Contacts: Molly Housh-Gordon [minister@uuchurch.net](mailto:minister@uuchurch.net)

Ruth Milledge [ramilledge@gmail.com](mailto:ramilledge@gmail.com)

**Fairview United Methodist Church (FUMC) December 23, 2018 - January 5, 2019**

3200 Chapel Hill Road, Columbia, MO 65203

573-445-5391

Church Contacts: Jamie Kochert [office@frontyardchurch.org](mailto:office@frontyardchurch.org) 573.445.5391

Gary Moreau [garydmoreau@gmail.com](mailto:garydmoreau@gmail.com)

**Broadway Christian Church (BCC) January 6 – January 26, 2019**

2601 W. Broadway, Columbia, MO  65203

(573)445.5312

Church Contacts: Debby Graham [dgraham@broadwaychristian.net](mailto:dgraham@broadwaychristian.net)   573.489.2252

                           Marilyn McCreary [marilynkm@centurytel.net](mailto:marilynkm@centurytel.net)       573.268.4876

**Missouri United Methodist Church (MUMC) January 27 - February 9, 2019**

204 S. Ninth St., Columbia, MO  65201

573.443.3111

Church Contacts: Connie Carpenter  [wolfgang65202@gmail.com](mailto:wolfgang65202@gmail.com)   573.264.6583

**First Presbyterian Church (FPC) February 110-February 16, 2019**

16 Hitt Street, Columbia, MO 65201

573-442-1164

Church Contacts: Kay Metcalf [kaymetcalf1023@icloud.com](mailto:kaymetcalf1023@icloud.com) 573.239.1870

**First Baptist Church (FBC) February 17-March 3, 2019**

112 E. Broadway, Columbia, MO  65201

573.442.1149

Church Contacts:  Michael McEntyre [mmcebtyre@fbc-columbia.org](mailto:mmcebtyre@fbc-columbia.org)   573.330.4829

***Sunday Morning Warming Station - each Sunday from 7:00 -8:30 a.m. throughout the season***

**First Christian Church**

10th & Walnut

Church Contacts: Sarah Storm [marions@centurytel.net](mailto:marions@centurytel.net) 573.289.0072

**STAFF**

**Room at the Inn Shelter Operations Coordinator (SOC)**

Jim Jantz [dirrati@gmail.com](mailto:dirrati@gmail.com) or 573.355.7151

**Room at the Inn Administrator**

**Terri Tatum** [**RATIadmn@gmail.com**](mailto:RATIadmn@gmail.com)

**On-Site Managers (OSM)**

Amelia Lewis-Allen

Marzell Allen

Virgil

Marie Stone

**Assistant Overnight Manager (AOM)**

Aaron Tatum

**In-Take Coordinators (ITC)**

**Support Teams/Volunteer Leadership Team**

**Transition Team Leader**

**Supplies and Inventory Team**

Jeanette Keeler (Broadway Christian) [jeanettekeeler@yahoo.com](mailto:jeanettekeeler@yahoo.com)

Laura Bolerjack

Linda Presley

**Laundry Team Leader**

**Ruth Milledge (Unitarian Unviersalist Church)**

**Transportation Team Leader**

Gary Moreau (Fairview UMC) [garydmoreau@gmail.com](mailto:garydmoreau@gmail.com)

**Training Team**

**Debby Graham** [**dgraham@broadwaychristian.net**](mailto:dgraham@broadwaychristian.net)

**Electronic Communication & Volunteer Sign-Up**

Zak (Missouri United Methodist) [cvc18b@netzero.**net**](mailto:cvc18b@netzero.net)

**Background Checks Team Leader**

Doug Bolerjack

**Fundraising**

**Roxiie Alden (Olivet Christian Church)** [mrjalden@yahoo.com](mailto:mrjalden@yahoo.com)

**Community Presentations Team**

**Laura Bolerjack**

**Yvonne Chamberlain**

**Rockie Alden**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| December 2018 | | | | | | |
| Sunday` | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|  |  |  |  |  |  | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 UU  Opening Day for RATI | 10 UU | 11 UU | 12 UU | 13 UU | 14 UU | 15 UU |
| 16 UU | 17 UU | 18 UU | 19 UU | 20 UU | 21 UU | 22 UU |
| 23  Transition to  Fairview UMC | 24 FUMC  RATI Open from 7 pm on 12/24 through 7 am on 12/26 | 25 FUMC | 26 FUMC | 27 FUMC | 28 FUMC | 29 FUMC |
| 30 FUMC | 31 FUMC  RATI Open from 7 pm on 12/31 through 7 am on 1/2 |  |  |  |  |  |

**Set Up Crew 5:30 pm-6:30 pm (need 5)**

Evening Hosts 6:15 pm-9:30 pm (need 2)

**6:15-11:30 pm (need 4)**

**Overnight Hosts 11:15 pm-5:30 am (need 2)**

**Morning Hosts 5:15 am-7:30 am (need 4)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| January 2019 | | | | | | |
| Sunday` | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|  |  | 1 FUMC  RATI Open from 7 pm on 12/31 through 7 am on 1/2 | 2 FUMC | 3 FUMC | 4 FUMC | 5 FUMC |
| 6  Transition to Broadway CC | 7 BCC` | 8 BCC` | 9 BCC | 10 BCC | 11 Bcc | 12 Bcc |
| 13 BCC | 14 BCC | 15 BCC | 16 BCC | 17 BCC | 19 BCC | 19 BCC |
| 20 BCC | 21 BCC | 22 BCC | 23 BCC | 24 BCC | 25 BCC | 26 BCC |
| 27 MUMC  Transition to Missouri UMC | 28 MUMC | 29 MUMC | 30 MUMX | 31 MUMC |  |  |
|  |  |  |  |  |  |  |

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**6:15-11:30 pm (need 4)**

**Overnight Hosts 11:15 pm-5:30 am (need 2)**

**Morning Hosts 5:15 am-7:30 am (need 4)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| February 2019 | | | | | | |
| Sunday` | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|  |  |  |  |  | 1 MUMC | 2 MUMC |
| 3 MUMC | 4 MUMC | 5 MUMC | 6 MUMC | 7 MUMC | 8 MUMC | 9 MUMC |
| 10 FPC  Transition to First Pres | 11 FPC | 12 FPC | 13 FPC | 14 FPC | 15 FPC | 16 FPc |
| 17 FBC  Transition to First Baptist | 18 FBX | 19 FBC | 20 FBC | 21 FBC | 22 FBC | 23 FBC |
| 24 FBC | 25 FBC | 26 FBC | 27 FBC | 28 FBC |  |  |
|  |  |  |  |  |  |  |

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|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| March 2019 | | | | | | |
| Sunday` | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|  |  |  |  |  | 1 FBC | 2 FBC |
| 3 FBC | 4  Room at the Inn closes at 7 am | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 31 |
| 31 |  |  |  |  |  |  |

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**Room at the Inn**

Volunteer Job Descriptions & Shift Responsibilities s



**To All Room at the Inn Volunteers:**

First of all, thank you!! Room at the Inn is fortunate to have a staff of Managers, Assistant Mangers and In-Take Coordinators for the shelter; but the shelter could not operate without our volunteers!

This Volunteer Handbook is a tool that was developed to protect our Shelter Guests and volunteers. Before you arrive for your first shift at Room at the Inn (RATI), please take a few minutes to read through this material. If you have any questions, do not hesitate to contact the Room at the Inn Shelter Operations Coordinator, or the On-Site Manager during your volunteer shift.

**Remember that consistency in the enforcement of all RATI policies and procedures, regardless of the shelter’s physical location, is key to the successful and safe operation of Room at the Inn.**

# Confidentiality of Information

Personal information regarding our Guests should be shared only with workers and volunteers at Room at the Inn and is to be held in the strictest of confidence and shared otherwise only with the permission of the affected Guests or in cases of emergency.

**Volunteer Screening**

In keeping with our mission statement, it is incumbent upon the organizers of the Room at the Inn to do all we can to keep our guests safe, including protecting them from potential exploitation and/or physical harm.

To the best of our ability, all volunteers will be screened prior to their assigned shift. Screening will consist of a check of the Missouri Judiciary’s CaseNet web site, and a review of the Boone County Sex Offenders Registry. All volunteers will be required to give their full names and year of birth to the volunteer coordinator. The Shelter Operations Coordinator, the Room at the Inn Board or the pastor of a host church may remove an individual from the volunteer list, if he/she refuses to provide the information necessary for screening.

# If the screening reveals evidence of a violent or drug-related criminal conviction, the volunteer has the option of completing a full criminal background check (at their own expense); however, he/she will not be allowed to volunteer at Room at the Inn until the results of the background check are known. If CaseNet or the Boone County Sex Offenders Registry reveals that a volunteer has been convicted of a violent crime (including domestic assault), he or she will be removed immediately from the list of volunteers.

# Disruptive Behavior Policy

Room at the Inn has adopted a Disruptive Behavior Policy to preserve the safety of the Guests, and volunteers, as well as the integrity of the Shelter. It is very important that all policies and procedures regarding unacceptable behaviors and the consequences are followed **consistently.** It is a disservice to Shelter volunteers and Guests to allow a behavior one day, but remove a Guest the next day for the same behavior.

Upon arriving at the shelter for the first time, each Guest is given the Guest Guidelines to read and sign. Guest Guidelines are also posted promintently at each RATI host site.

**Automatic Expulsion from the Shelter**

**In the event any Guest physically attacks another Guest or Volunteer, the police will be called** and he or she will be told to **leave immediately**. Likewise, destruction of property will result in a call to the police and an order to leave the Shelter and facility property. This rule is non-negotiable. RATI reserves the right to permanently suspend a Guest’s access to the Shelter, if that Guest was expelled due to a physical altercation with another Guest, a volunteer or a Staff member.

**In the Event of Fire, exit the building immediately and call 911.**

**Medical or Police Emergency:**

Call 911.

Police Non-Emergency Number: (573) 442-6131

**Guidelines for Room at the Inn Volunteers**

Thank you for taking part in this important ministry. Your friendly and respectful welcome to our Guests will make a genuine contribution to a successful ministry.

* Acquaint yourself with the Room at the Inn Hospitality Code (below).
* Review the job description for your volunteer position.
* Wear your name tag (first name only) at all times so our Guests can easily identify you. Guests will not wear name tags.
* Shelter volunteers must be age 18 or older.
* Youth volunteers aged 16-17 must be under the direct supervision of an adult. The adult-to-youth ratio will be 1:5. No youth volunteers under the age of 16 are allowed.
* Overnight hosts must be age 23 or older.
* The Room at the Inn will adhere to a “two deep” leadership guideline – there should be at least two volunteers onsite and awake at all times.
* The On-Site Manager (OSM) supervises all RATI staff, volunteers and Guests. He/she will assign volunteers as needed for specific duties, especially during the check-in process and the morning exit process.
* Review each host site’s emergency procedures.

**Room at the Inn Hospitality Code**

1. Do not be judgmental.
2. Be a good listener. It may seem simple, but the ability to listen and have a meaningful conversation with an individual requires skill and is important to help an individual feel respected, accepted and understood.
3. We all like to be called by name. Make an effort to learn the names of our Guests and call them by name.
4. Remember to say “our Guests” not “the homeless”.
5. Do not discuss a guest’s situation outside the need to know of Room at the Inn volunteers or pastoral staff. Confidentiality is of the upmost importance.
6. Everyone can use a little privacy. The Room at the Inn will be a temporary home for our Guests. Respect each individual’s need for quiet time by him/herself.
7. Allow Guests space to deal with their emotions. Be prepared to forgive outbursts without judging the guests as ungrateful.

**Guest Guidelines for Room at the Inn**

During the check-in process, Guests are given a copy of the Guidelines to read and sign. Each Guest is also given a copy to keep.

1. **Drugs and Alcohol Policy**
   1. No drugs or alcohol are allowed on host site property. Guests should discard these items before coming to any host site.
   2. A violation of this policy will result in a suspension of **at least** one night from the Room at the Inn.
2. **Cigarettes and Smoking Devices**
   1. All smoking materials (including e-cigarettes and vaping devices) must be surrendered at the check-in desk.
   2. A smoke break will be taken each evening at 9:00 p.m.
   3. Smoking inside a host site will result in a minimum of a one-night suspension from Room at the Inn.
   4. If a Guest leaves the shelter to smoke prior to the designated smoke break at 9:00 p.m., he/she will not be re-admitted.
   5. Nicotine patches are available at the Volunteer Desk.
3. **Checking In & Reservations**
4. Upon arrival at Room at the Inn, each Guest will received a numbered card to indicate their order in line.
5. Check-in begins at 7:00 p.m. and ends at 8:00 p.m.
6. If a Guest leaves the shelter after doors are locked at 8:00 p.m. for any reason, he/she will not be re-admitted that night.
7. Guests will reservations will be admitted first.
   * 1. **Reservations**: Reservations made by made each morning for that night.
     2. Reservations are held until 7:30 p.m. If the Guests is not at the shelter by that time, the reservation expires.
     3. The only exception to the reservation deadline is late arrival due to employment, which must be pre-approved by the Shelter Coordinator or On-Site Manager.
8. **Guest Bags & Personal Belongings**
   1. All Guests bags, including backpacks and purses, will be checked-in for storage. Bags will be labeled with the Guest’s name and cot number.
   2. Guests will not have access to their stored bags, except under the supervision of a volunteer or staff member.
   3. ALL bags must be taken by Guests the following morning.
9. **Food and Beverages**
   1. No outside liquids may be brought in the shelter. This includes unsealed and sealed containers.
   2. All host sites will have coffee, water, sandwiches and snacks available each night. Food must be eaten in the designated area only.
   3. No food and beverages are allowed in the sleeping area.
   4. Breakfast items will be available at 6:30 a.m. after sleeping area is picked up.
   5. Guests may take food with them in the morning, if desired.
10. **Guest Conduct Expectations** 
    1. **No weapons** or Items that can be used as weapons are permitted on the property.
    2. Volunteers, other Guests and Staff are to be treated with respect and courtesy.
    3. **There will be NO threatening or abusive language directed at any Guest, volunteer or Staff member.**
    4. **There will be NO racial, gender or ethnic slurs; NO sexually-explicit, threatening or offensive language directed at other Guests, Volunteers or Staff members.**
    5. Guests will be expected to assist with simple housekeeping, set up and any morning removal or storage of cots.
    6. Guests will have access only to areas designated for shelter use by the host facility.
       1. Guests are not permitted in the kitchen.
       2. Guests are not permitted in the storage areas unless accompanied by a Room at the Inn volunteer.
11. .Guest may use phones, tablets and laptops at their cots until 10:00 p.m.
12. **Lights Out is 10:00 pm.**  All guests are encouraged to be in bed at lights out.
13. Pets are not allowed at Room at the Inn.
14. Room at the Inn and our host sites are not responsible for lost or stolen items.

**A Guest will be suspended from the Shelter**

**for the following behaviors:**

* Physically assaulting a Volunteer, Staff Member or another Guest while on Room at the Inn host site property, both inside and outside of the shelter.
* Physically assaulting a volunteer, Staff Member or another Guest while using bus/van transportation provided by Room at the Inn.
* Vandalism or intentional property damage to ANY host site property, both inside and outside the shelter. This includes Room at the Inn bus/van transportation.
* Threatening Guests, Volunteers or Staff.
* Verbally threatening or using abusive and/or racially-charged and/or language toward any Guest, Volunteer or Staff.
* If the Guest poses a health or sanitation concern to other Guests, Volunteers or Staff; such as open wounds, obviously contagious medical conditions such as staph, measles, etc.

**Room at the Inn Volunteer Job Descriptions & Responsibilities**

**Set-Up Volunteers**

The Set-Up Crew is very important to a smooth Room at the Inn opening. This is a good shift for a volunteer who is new to Room at the Inn, or prefers to have little Guest interaction.

**Set-up Responsibilities: 5:30 p.m.-6:30 p.m. (need 5 people)**

1. Upon arrival, the doors to the shelter will be locked. You will need to knock or ring the doorbell to gain access to the building. If you are unsure which door to use, the Super Volunteer will be already on-site, and likely outside with early-arriving Guests.
2. Check with the Super Volunteer or the Host Site Liaison for any special instructions.
3. Prepare decaf coffee, lemonade or water jugs as needed.
4. Stock the food tables with available snacks and food.
5. Set out games, cards, books and other entertainment materials provided.
6. Set/Check Cots.
   1. At some host sites, the cots will already be set up from the previous evening.
   2. Check cot numbers against the cot map (copy will be the registration table). Numbers should be in sequential order – if a number is out of place, notify the On-Site Manager (OSM).
   3. Linens are changed for returning guests every 3-4 days. Check at the registration table for a list of guests who will need fresh linens. Each guest will make his/her bed upon arrival.
   4. Pull linens from any cots that are not reserved. **Be careful to look for drinks or food that may have been hidden in the linens or under the cots.**

**Set-up Checklist**

\_\_\_Sign in and put on your name tag (first name only).

\_\_\_Review your shift responsibilities in the Volunteer Handbook

\_\_\_ Help set up cots and blankets from storage area.

\_\_\_ Make sure that cot number match the cot map. If there a cot that is out of place, notify the OSM.

\_\_\_ Put out cards, dominoes, games, etc.

\_\_\_ Make decaf coffee – remember, it’s just COFFEE.

\_\_\_ Set out water and other beverages, snacks and paper products, etc.

**Evening Host**

These volunteers will have the most Guest interaction during the 12 hours of Our evening hosts are the “faces” of Room at the Inn for many Guests. RATI operation. Evening hosts participate in the check-in process, and then have the opportunity to visit, play games or watch movies with Guests.

**Evening Host Responsibilities:**

**Shift 1: 6:15 p.m. – 9:30 p.m. (need 2); Shift 2: 6:15 p.m.-11:30 p.m. (need 4)**

Evening hosts should arrive no later than 6:15 p.m. and now have two shifts options: a 9:30 or an 11:30 p.m. end time.

1. Upon arrival, check in with the On-Site Manager (OSM) and receive any pre-opening instructions.
2. Familiarize yourself with the shelter layout. Locate any supplies needed for the check-in process (such as envelopes).
3. At approximately 6:30 pm, the OSM will unlock the doors and volunteers will begin the check-in process.
4. Welcome Guests
   1. Greet and help guests sign in as they arrive per check-in procedure..
   2. Assist guests, as needed, to set up their sleeping area.
5. **Facilitate Check-In Process (see below)**
6. Interacting with Guests
   1. Guests may play cards, games, watch television, etc. until 9:45 pm.
   2. Be sure to let the OSM know about any unusual or disruptive behavior. He/she will track this information in the Shelter Log.
   3. Make yourself available to guests for conversation, games, etc.; however, **do not give any guest your personal information**, such as home address or phone number.
   4. **Never give a Guest another volunteer’s personal information, including a last name.**
   5. Be friendly, but professional, with guests. **Please do not give any guest money or gifts – this will cause problems and illicit accusations of favoritism**. If you believe that a guest has a genuine need, please consult with the On-Site Manager.
   6. Romantic relationships with shelter Guests must also be avoided while you are a volunteer at the shelter. Please talk with the OSM or Room at the Inn leadership if you wish to discuss this issue.
7. When Guests are out for the smoke break, it is a good time to clean up the food tables. Remove any food debris from the table. Clean the table surface with disinfectant. Monitor tables in the designated area for evening snacks, water, etc.
8. Transition to Overnight Hosts
   1. When The Assistant Onsite Manager (AOM ) arrives at 11 pm, give him/her an overview of the evening’s activities, including any unusual incidents or behaviors. Any incidents or disruptions should also be entered in the Shelter Log
   2. Watch or listen for members of the Overnight Hosts team to arrive around 11:15 p.m. Unlock the door to admit them; however, remind any Guests that may see this as an opportunity to exit the building that they will not be re-admitted.
   3. If police assistance has been requested, a volunteer will need to open the door for the police after doors are locked.
   4. TO-DO as time allows: sort and bundle clean laundry, discard old or stale food from the snack table and refrigerator, check supplies and communicate any upcoming needs to OSM.

**Guest Check-In Process & Guidelines**

Evening Hosts play a very important role in the Guest check-in process. Adherence to Room at the Inn procedures will help us to keep the shelter safe for Guests and volunteers.

## Guest Admission and Screening

As a condition of entry, Guests must surrender all backpacks, purses, bags and luggage and non-clothing items to Room at the Inn volunteers for secure storage during Shelter hours. Guests will be allowed to keep personal items, such as medications and toiletries that they may need or wish to use during Shelter hours. All personal belongings will be returned to Guests upon exiting the Shelter the following morning. No storage of personal items will be allowed during hours the Shelter

Guests must also consent to the use of a metal-detecting security wand, which will be used by the On Site Manager or other RATI staff . is closed.

## Registering Guests at Room at the Inn

***On Arrival***

Guests will begin arriving before the Shelter opens its doors at approximately 6:30 p.m. Often, the vans from Loaves and Fishes will begin dropping off 8-10 guests at a time, so be prepared for a line to form early.

When the SuperVolunteer arrives, he/she will issue numbers to Guests who are waiting outside. The Guests will be admitted in order; and Guests with reservations will be given priority. The Super Volunteer will admit the Guests to the shelter in small groups. At the OSM’s discretion, Guests may be allowed to enter the facility to avoid standing outside during screening procedures, but only if procedural integrity can be maintained.

***The Registration Process***

Guests who have made a reservation will be given priority during the registration process. Guests will be checked in, one at a time, by the In-Take Coordinator (ITC), a paid staff member. The Guest will be asked his/her name, date of birth, gender and veteran’s status. The ITC will assign a cot to the Guest.

If a Guest does not have a reservation, and there is a surplus of beds (i.e., more cots than we have reservations for), these Guests may be checked in and assigned a cot before the reservation deadline (7:30 p.m.). Reserved cots will be held for returning Guests until 7:30 pm per our Reservation Policy.

***Secure Storage of Guest’s Backpacks, etc.***

It is at this time that the Guest will also check in any backpacks, luggage, etc. that needs to be placed in the secured storage area. The Guest’s name and cot number will be written on the tape attached to the Guest’s belongings. Once belongings are secured for the night, Guests will be allowed access to secured belongings only at the discretion of the Manager or designate volunteer. These exceptions should be ***minimal***, and the Site Manager will note incident and cause in the Log. Instructing Guests in advance to remove any items they think they may need before morning will reduce the need for exceptions.

Any Guest who accesses a stored bag should be monitored by a volunteer or staff member.

***Screening of Pocket Contents***

After registering, the Guest will be directed to the next station or table, where he/she will be asked to empty their pockets and remove their coats for the contraband screening process. Guests will be asked to remove all contraband from their persons and to secure the items safely inside their backpacks. Each Guest will be offered a small bag (Ziploc or grocery bag, etc.) in which to place any items that the Guest may want or need during the night and/or in the morning prior to departure. Such items may include, but are not limited to, hygiene products, books, extra clothing and games. Remind the Guest to take any medications that may be needed either during the night or in the morning. Be sure that Guests understand that they will not receive secured backpacks and non-clothing items until just prior to departure from the Shelter the following morning.

Guests will be asked to remove coats or any other heavy clothing to allow for an accurate metal detection reading. The On Site Manager or a designated volunteer will then conduct a head-to-toe “wanding” of the Guest and the items of removed clothing. Any items of contraband identified will be removed by the Guest and placed into his/her backpack by the Guest. **No volunteer will be asked to have any contact with any item of contraband belonging to a Guest**. The Manager or designated volunteers will also review the contents of the small, overnight bag, if necessary, to ensure the absence of contraband therein.

## *Contraband Items Not Allowed in the Shelter*

* Weapons or items that can be used as weapons-including knives.
* Alcohol.
* Illegal drugs.
* Prescription drugs that were not prescribed to the Guest.
* Pornography.
* Containers filled with liquid, even if seals are unbroken.
* Other items as determined by the On Site Manager and/or a police officer.
* Matches
* Cigarette lighter
* Lighter fluid

During the first days of operation, the On Site Managers will explain the screening procedures to Guests prior to opening the Shelter so that Guests know what to expect when they enter the facility.

**Evening Checklist**

**\_\_\_** Sign in and put on your name tag **(first name only).**

\_\_\_Review your shift’s responsibilities, especially the Check-In Procedures in the Volunteer Handbook

\_\_\_ Check in Guests as they arrive, using procedures in Handbook.

\_\_\_ Make sure that all outside doors are locked at 8 pm

\_\_\_ Assist Manager, as needed, with supervision for 9:15 p.m. smoke break.

\_\_\_ Encourage Guests to retire at 9:50 pm

\_\_\_ Turn out lights at 10:00 pm.

\_\_\_ As time allows after 10:00 p.m., check for needed supplies and note for Supplies Coordinator.

\_\_\_ Transition to Overnight Hosts and provide report of evening’s activities.

\_\_\_ Enter any unusual behavior or disruptions in the Shelter Log Book.

**Overnight Hosts**

**11:15 p.m. – 5:30 a.m. (need 2)**

The Evening Hosts will now work alongside the Assistant On-Site Manager, a new staff position at Room at the Inn. By 11:15 pm, most of RATI Guests will be asleep, but it is important that two Overnight Hosts (with the AOM) be awake during the night to respond to Guests’ needs and maintain Shelter security for our Guests.

1. Interactions with Guests
   1. Do not give any guest your personal information, such as home address or phone number.
   2. Be friendly, but professional with guests. **Please do not give any guest money or gifts – this will cause problems and illicit accusations of favoritism**. If you believe that a guest has a genuine need, please consult with the OSM.
   3. Romantic relationships with shelter guests must also be avoided while you are a volunteer at the shelter. Please talk with the OSM or shelter leadership if you wish to discuss this issue.
2. Responsibilities
   1. If the Assistant Overnight Manager concurs, Overnight Hosts may work out a nap schedule, as long as two adults (including the AOM) are awake and alert.
   2. Hosts may wish to bring their own pillows and blankets. Shelter sites may be cool at night.
   3. There should always be adequate lighting to allow for safe movement in the sleeping area.
   4. The OSM should be awakened if there are any behaviors or incidents that you need assistance in handling.
   5. Be sure to inform the AOM if there are any incidents during the overnight shift.
   6. If police are dispatched to the shelter, a volunteer will need to open the door for them.
   7. When Morning Hosts arrive, report on overnight activities including any unusual incidents or behaviors.

**Overnight Checklist**

\_\_\_ Sign in and put on your nametag **(first name only).**

\_\_\_ Review shelter procedures in the Volunteer Handbook

\_\_\_ Participate in turnover report with Evening Hosts.

\_\_\_ Review the Shelter Log for incident reports.

\_\_\_ Two volunteers or staff must be awake at all times.

\_\_\_ If directed by the Assistant Overnight Manager, unlock outside doors at 5:00 a.m. for Morning Hosts.

\_\_\_ Transition to Morning Hosts and provide report of overnight shift.

\_\_\_ Work with the Assistant Overnight Manager as needed to handle any unusual behavior or disruptions. Provide information for Log Book entries.

**Morning Hosts 5:15 a.m.–7:30 a.m. (need 4)**

This is a VERY important shift, and a very busy one! In less than 3 hours, these volunteers prepare breakfast items, help to wak up the Guests, return Guests’ personal belongings, clean the shelter area and possibly remove cots from the shelter space.

1. Awaken Guests
   1. Turn on lights in sleeping area at 6:00 a.m.
   2. Guests should be encouraged to help move cots (if necessary) to appropriate storage, bag up linens, etc.
   3. All Guests should be out of the building no later than 7:00 a.m.
2. Food
   1. Make caffeinated coffee – and lots of it.
   2. Breakfast can be served beginning at 6:30 a.m., or as soon as cots and linens are stored. *W*hile we do want to adequately feed our guests, please make sure that food is not being hoarded.
   3. Peanut butter, jelly and bread should be available for guests to prepare a sandwich for lunch, if desired.
3. Morning Clean-Up &U Restoration
   1. Guests should help with moving cots (if needed), placing linens in laundry receptacles, etc.
   2. The sleeping area floor should be swept and mopped.
   3. Bathrooms should be cleaned: toilets scrubbed, stall walls wiped down, sink areas cleaned.
   4. Restock bathrooms with paper supplies.
   5. .Remove any leftover food items from the food tables; wipe down eating tables, if needed. Dump out the coffee and rinse the coffee urn.
   6. If you see a need for more supplies of any kind (food, paper products, cleaning supplies), please notify the AOM or OSM.

**Morning Checklist**

\_\_\_ Sign in and put on your name tag (first name only).

\_\_\_ Review morning procedures and review the Shelter Log.

\_\_\_ Receive task assignment from Overnight Assistant Manager upon arrival al.

\_\_\_ Prepare *caffeinated* coffee and stock food area with breakfast items.

\_\_\_Turn on lights in sleep area at 6 a.m.

\_\_\_ Wake up Guests, as needed.

\_\_\_ Assist Guests in placing cots in storage area (if needed-per host facility)

\_\_\_ Assist Guests with linens to be laundered in designated container or bag.

\_\_\_ As Guest leave, return secured backpacks and personal items.

\_\_\_Remove and store any unused breakfast items.

\_\_\_ Dump any unused coffee and rinse the container.

\_\_\_ Sweep and mop sleeping and common areas as needed.

\_\_\_ Clean and disinfect the food table.

\_\_\_ Clean and re-stock bathrooms..\_\_

\_\_\_ Indicate any supply or special needs in the log book.

\_\_\_ Confirm that outside doors are locked before leaving.icy