

Veneta Warm Shelter Volunteer Training

This document provides training for volunteers for the Veneta Warm Shelter and includes new guidelines for operations during Covid-19.

MISSION STATEMENT: To provide emergency shelter to our neighbors during times of extreme weather or disaster.

When the temperature is 28 degrees Fahrenheit (28°F) or below and during other hazardous conditions, the Community Warm Shelter operates 5:00 pm–8:00 am. Check the website for the activation status.



Valley United Methodist Church, 25133 E. Broadway, Veneta, OR 97487.
Website: www.venetawarmshelter.com

Contact Us

Please contact the Volunteer Coordinators for questions or to volunteer:

- Junie Gangle (Shelter Coordinator) 541-556-3336
- Isa Jennings 541-914-0644 (volunteer coordinator)
venetawarmshelter@gmail.com.

EXPECTATIONS

Even though a church is hosting the shelter, we are not here to evangelize. This is not a “church thing,” rather a “people thing.” Volunteers should show respect for all faiths and religious practices.

Hospitality

- Be welcoming. Smile! 😊
- Be flexible and teachable.
- Ask questions.
- Be willing to assist where asked or needed.

We are *not* expected to do the following:

- Drive or give rides to guests.
- Provide money.
- Judge or pry.

Rules of Respect

All volunteers and guests will treat each other with respect using appropriate behavior and language. Each person will:

1. Be Safe
2. Be Responsible
3. Be Respectful

Well-behaved pets are welcome. Food and water can be provided (check the pantry for dog food).

- Owners must keep pets leashed, crated, or have them in their control at all times.
- Service dogs **MUST** be leashed and under control of handler at all times.
- Owners must clean up after their pets.

Minors who are guests are welcome without a parent or legal guardian. Minors who are volunteering must be accompanied, at all times, by a parent or legal guardian.

Alcohol, Tobacco, or Drugs

Alcohol and substance abuse in itself is not a reason to exclude a guest. Sobriety is not required for our guests, but we do address bad behavior caused by drinking or substance abuse.

- Consumption of alcohol, marijuana, or other drugs (except prescriptions) is not allowed in the Church or on Church property.
- Drinking and use of marijuana and illegal substances are not allowed on church property.
 - Guests must leave the building and church property to use alcohol or marijuana.

- Guests may smoke tobacco outside at least 10 feet from any door.

When to Ask Guests to Leave

Shift/Team Leads and chaperones can ask guests to leave if they cannot show respect to other guests, volunteers, or themselves. Examples include the following:

- Refusal to wear a face covering when inside and not in their six foot square “home”.
- Refusal to follow social distancing guidelines by a disrespect of others six foot square “home”.
- Excessive shouting or disruptive verbal outbursts.
- Behavior that creates an unsafe environment.
- Verbal or physical threats to themselves or other people.

Three-strike rule. As of 12/17/18, there is a three-strike rule for serious behavior issues that result in a guest being asked to leave.

1. For the 1st incident, the guest can be asked to leave for that night.
2. For the 2nd incident, the guest can be asked to leave that night or for a series of nights, depending on the seriousness of the issue.
3. For the 3rd incident, the guest can be asked to not come back for the season.

Behavior related to substance abuse can be a reason to ask a guest to leave.

- Bad language, disruptive arguments, and fighting are not allowed on church property and may result in the guest being told to leave.
- If a guest is suspected of having or leaving inappropriate items, e.g., alcohol containers or drug paraphernalia, two people (either the Team Lead and another volunteer or the volunteers on shift) should talk to the guest privately and remind the individual about the policy of no alcohol or drugs on church property.
- If the guest cannot give a commitment to compliance to any of the guidelines, the guest can be informed that s/he will not be able to come to the shelter again.

Process for When to Ask Guests to Leave

1. First and foremost, ensure the safety and security of you, other volunteers, and all guests.
2. Directly address the behavior of the guest. If appropriate, you can try to de-escalate the guest with clear instructions, such as, “Please lower your voice.”
 - For the Warm Shelter, this would be the guest liaison.
3. If time allows during the incident, the guest liaison or chaperone should contact the Team Lead assigned for the night.
4. If the guest causing the disruption does not comply with verbal instructions to change his/her behavior inside the building, the guest can be asked to leave.
 - For the Warm Shelter, this would be the guest liaison.
5. If the guest refuses to leave, depending on the severity of the situation:

- Always call the Team Lead.
 - For non-emergency situations: call the non-emergency sheriff's line (541-682-4141).
 - For emergency situations: call police (911).
6. Follow up with the Team Lead after an incident occurs.
 - Immediately inform the Team Lead assigned for the night of unacceptable behavior if this hasn't already been done.
 7. Document the incident in the notes for the next shift regarding what happened.

DONATIONS

Warm Shelter accept donations via the website (www.venetawarmshelter.com) and checks can be made out to the Warm Shelter Fund.

Food used for Warm Shelter is provided by Food for Lane County and donated.

We can provide certain critical items, depending on donations.

- Paper products, trash bags, and coffee items.
- Family-friendly DVDs, games, and books.
- Blankets, gloves, socks, hats, and feet and hand warmers.
- Other clothing can be donated to and picked up at Lilies of the Field at Olivet Baptist Church, 25027 B Dunham Street, Veneta; open Tuesdays and Thursdays 2:00–4:00 pm.

VOLUNTEER RESPONSIBILITIES

All volunteers are expected to:

- Remain awake and attentive and demonstrate effective judgment through each shift on duty.
- Work with and within a diverse community network of resources, in a mature, responsible manner.
- Communicate respectfully and effectively with guests, staff and community partners.
- Demonstrate the ability to utilize necessary resources to safely facilitate emergency shelter.
- Keep the pantry door locked during the time our guests are in the Fellowship Hall.
- Leave notes for the next shift, including any problems, good things that happened, and food issues.

Training

Training is mostly virtual

- Watch the training video, send an e-mail to the volunteer coordinators at venetawarmshelter@gmail.com letting them know of your completion of watching the videos OR fill out the form on the website.
- Additional specialized training can occur one-on-one trainings with a trainer.
- Additional “On-the-job” training can be provided when you “shadow” a shift before you volunteer to work a shift.
- Sign up on the website and add “training” next to your name.
- For the safety and security of the program, Warm Shelter volunteers **MUST** be trained prior to working a shift.
- A family member who has not been trained **CANNOT** accompany a family member/volunteer who has been trained.

If interested in training, send an e-mail to venetawarmshelter@gmail.com

We appreciate you being on time for your shift.

- Please arrive **15 minutes before your shift** to:
 - Allow you and the volunteers on the previous shift to share information and transition.
 - Be prepared to start your shift right on time.
- If you are going to be late or are unable to fulfill your shift as soon as possible, please contact the Team Lead.

Youth Volunteers at Shelter

- All youth under the age of 18 must have a Youth Volunteer form filled out and signed by a parent or guardian.
- Youth under the age of 18 must be accompanied by an adult (for example, teacher, Scout leader, or volunteer mentor).

HOW TO VOLUNTEER

- **All Volunteers:** Sign up on the website: www.venetawarmshelter.com
- If questions, contact:
 - Warm Shelter Coordinator: Junie Gangle, 541-556-3336
 - Warm Shelter Volunteer Coordinator: Isa Jennings, 541-914-0644 or venetawarmshelter@gmail.com.

To Sign Up on the Website

1. From the Fern Ridge Community Dinners and Community Warm Shelter home page (www.venetawarmshelter.com) follow the steps. On the website page <https://venetadinner.org/warm.html> select the **Shelter** button. Examples below are the Veneta Warm Shelter sign-up page.



2. Add your name to one or more of the shifts. Each person should have his/her own entry (i.e., own row). Do not add names of other people in the same box as your name.

Add your name to the signup list					
Leader	Dinner	Overnight (1)	Overnight (2)	B-fast, close	
	Janet A.			Janet A.	
Submit (you may enter more than one shift)					

3. Select **Submit**.

Add your name to the signup list					
Leader	Dinner	Overnight (1)	Overnight (2)	B-fast, close	
	Janet A.			Janet A.	
Submit (you may enter more than one shift)					

4. Your name will appear on a row beneath the shifts for which you signed up.

Signup List (you can remove names)					
#	Leader	Dinner	Overnight (1)	Overnight (2)	B-fast, close
<input type="checkbox"/>			Ray (new)		
<input type="checkbox"/>		Maggie (training)			
<input type="checkbox"/>		Janet A.			Janet A.
<input type="checkbox"/>	Teri 503-502-4009				
Delete Selected					

Notes to add when signing up:

- If you are a new volunteer, please add “**new**” next to your name.
- If you are signing up for “on-the-job” training to “shadow” a shift before you volunteer to work a shift, add “**training**” next to your name.
- If you are a youth (under 18 yrs. old) add “**youth**” next to your name and make sure your adult guardian also signs up.
- If a service animal will be present, use “**+dog**” along with the volunteer’s name.

To Delete Your Sign-Up

If you are unable to fulfill your shift, please notify the Team Lead as soon as possible.

You can delete the shift(s) you signed up for by removing your name from the sign-up list. At this time, you cannot select a specific shift; you have to delete all of the shifts you signed up for and then sign up again for the correct shift(s).

1. From the home page, select the **Warm Shelter** button.
2. Select the day of the shift(s) you want to delete.
3. In the left column, select the check box beneath the # (number sign).
4. Select **Delete Selected**.

Signup List (you can remove names)					
#	Leader	Dinner	Overnight (1)	Overnight (2)	B-fast, close
<input type="checkbox"/>			Ray (new)		
<input type="checkbox"/>		Maggie (training)			
<input checked="" type="checkbox"/>		Janet A.			Janet A.
<input type="checkbox"/>	Teri 503-502-4009				
			<input type="button" value="Delete Selected"/>		

Please DO NOT remove another volunteer’s name from the sign up list.

- If you mistakenly delete someone else name from the list, please re-add it.
- If you accidentally delete a name and cannot re-add it or don’t remember who it was, please contact the Volunteer Coordinators immediately.

CIVIL RIGHTS TRAINING

According to the Civil Rights Training brochure from Food for Lane County (<https://foodforlanecounty.org/wp-content/uploads/2015/06/CRBrochure20101.pdf>), volunteers should understand that our program is required to:

- “1. Participate in mandatory annual civil rights training;
2. Have an outreach strategy in place that reaches all populations in your service area;
3. Maintain a file with samples of all outreach materials containing the nondiscrimination statement;
4. Have an LEP plan in place that all staff and volunteers are aware of;
5. Post “And Justice For All” poster (form AD-475c) and information on how to make a complaint;
6. Forward all discrimination complaints to OHCS’ complaint hotline and assist in follow-up;
7. Address/acknowledge all complaints and assist complainant if necessary;
8. Maintain a file of all complaints received.”

Nondiscrimination Statement

“In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720- 6382 (TTY). USDA is an equal opportunity provider and employer.”

Confidentiality

“As a staff person (or volunteer) of an Oregon Food Bank program, distributing federal commodities, you must agree to provide equal and consistent treatment to all potential eligible persons, applicants and beneficiaries (clients).

Protected classes for Food Bank programs are:

- Race
- Age
- Sex
- Disability
- Nation
- Origin
- Religion
- Political Affiliation
- Military Status
- Familial Status
- Marital Status
- Sexual Orientation/Gender Identity

Discrimination based on any of these federal and state protected classes is prohibited. Types of discrimination include, but are not limited to:

- *Differential Treatment*: i.e., refusal of service, using different eligibility criteria for certain clients, treating applicants different based on protected class.
- *Discriminatory Impact*: Discrimination that is not intentional, but has that effect. A rule, policy or practice may be neutral on its surface, but it may impact a protected class disproportionately.

Best Practices

- Be aware of your own personal assumptions and do your best to keep them to yourself when working with clients.
- In general, try to accommodate special dietary needs (diabetes, food allergies, etc.) and religious requirements (Kosher or Halal foods).
- Be prepared to provide program information in alternate formats for people with disabilities (e.g., reading materials out loud for the visually impaired)."

Tips for Faith-Based Organizations

- Proselytizing is not allowed.
- Be aware of actions/comments that could have a negative effect or create a barrier to service.
- Sharing information about religious programs is fine, but make sure the client understands that they do not need to participate in order to receive food (i.e., prayer service before meals).

VENETA WARM SHELTER OPERATING PROCEDURES

When the temperature drops **28 degrees Fahrenheit (28°F) or below** or during other hazardous conditions, the Warm Shelter provides a free place to take emergency shelter for the night. When activated, the Warm Shelter operates **5:00 pm–8:00 am** in the Fellowship Hall of Valley United Methodist Church at 25133 E. Broadway, Veneta, OR 97487. Check the Fern Ridge Community Dinners and Veneta Warm Shelter website: www.venetawarmshelter.com for the activation status.

Anyone coming in the door during the hours of operation will get a warm place to sleep up to church capacity (currently 12-14 inside), along with a hot dinner and take out breakfast. Once indoors is at capacity, outdoor shelters will be made available. Guests are often members of our community who are homeless or need to take shelter. Guests are welcome to leave and return as needed. Adult Chaperone(s) on duty will supervise behavior. (*This is not an Egan Center.*)

Along with a place to sleep, the shelter provides a hot meal (dinner) and a to go breakfast) and limited entertainment (music, movies, cards, games, etc.) to lift guests' hearts from the cold and darkness.

The Warm Shelter is made possible by coordination with Valley United Methodist Church and community partners such as the Community Emergency Response Team (CERT), Fern Ridge Service Center, other local churches, and—most of all—volunteers.

We thank everyone who volunteers their time and services. Without sufficient staff, the Warm Shelter cannot open safely.

- For an online version of this training manual, see www.venetawarmshelter.com

Contact List

The Warm Shelter Volunteer Contacts Google sheet lists the contact information of all volunteers. This list includes guests who provide their emails and phone numbers so they can be contacted upon activation. This list is only available to the Shelter Planning Team.

Overview of Shifts

- **4:00-7:30 pm:** Dinner (2 people)
- **4:45 – 9:00 pm:** Guest Screener (1 person)
- **4:45 – 9:00 pm:** Guest Liaison (1 person)
- **7:00-12 Midnight:** Overnight 1 (2 people)*
- **12-5:00 am:** Overnight 2 (2 people)*
- **5:00-8:00 am:** Morning/Takeout Breakfast/Cleaning (2 people)*
- **7:45 9:30 am:** Additional Morning Clean up (2 people)

*** One person must be willing to be the "Liasion" and interact with the guests in the common spaces, if needed, each shift.**

The other person will stay in the kitchen during the shift. Both wear masks, but the "Liaison" will wear additional PPE when going among the guests.

Detailed Schedule

Volunteering should be fulfilling and joyful. Come to the Warm Shelter ready to work and to enjoy fellowship with guests and other volunteers.

- 4:00 pm: Dinner shift arrives
- 4:45 pm: Screener and initial guest liaison arrive
- 5:00 pm: Doors open
- 5:30 pm: Dinner is served
- 7:00 pm: 1st shift of overnight chaperones arrive
- 10:00 pm: Quiet time
- 12:00 Midnight: 2nd shift of overnight chaperones arrive
- 5:00 am: Morning/Takeout Breakfast/Cleaning shift arrives
- 7:00 Wake up guests
 - Hand out breakfasts packaged for takeout & clean area
- 7:45 am – Additional cleaning staff arrives
- 8:00 am: Doors closed and locked
- 9:30 am final clean up complete

Volunteer Roles

Many volunteers are needed to operate the Warm Shelter:

- Team Leads (coordinate and oversee activated night shifts)
- Activation Communicator (posts signs and communicates opening to Sheriff and Fire Dept.)
- Shift Volunteers (cooks, entry screeners, guest liaisons, chaperones, and cleaners)

If you need to leave early or cannot complete a full shift, contact the Team Lead.

Activation Communicator will:

- Contact Sheriff Dispatch and Fire Department reader board.
- Place yellow ribbons on the gates at 8th St. and Territorial

Team Leads

Team Leads are responsible for overseeing the staffing of a Warm Shelter activation night and have access to a church key. Upon activation, responsibilities include:

- Being on call and reachable by phone in case of behavioral issues or a volunteer not showing up for a designated shift.
- Filling a shift if a volunteer does not show and another volunteer cannot fill in.

Team Leads are not necessarily assigned for the duration that the Warm Shelter might be activated. When different Team Leads are assigned for different nights, the activated Team Lead should pass along shift notes and sign-up information from the previous night(s) in the Warm Shelter notebook.

Activation

Activation of the emergency Warm Shelter depends on the following 3 factors:

1. **Extreme weather conditions or disaster** indicating a significant danger for neighbors to stay in their usual living environment. These include temperatures **28 degrees Fahrenheit or below** or may include consideration of successive days at below freezing temperatures.
2. **Availability of 2 Adult Chaperones** per shift to remain awake throughout the night and monitor and supervise the safety of those being sheltered and the church itself from 5:00 pm to 8:00 am.
3. **Activation decision is made** by the Warm Shelter Activation Lead.
4. **The timeline for making decisions about activating should try and follow the following guidelines as much as possible:**
 1. 96 hours before possible activation – Go on Standby status by 4pm; i.e. by 4pm Sunday, go on Standby for Thursday.
 2. 48 hours before possible activation – Go on Active status by 4pm.
 3. 24 hours before activation decide if we will continue to be active based on weather staying within criteria and enough volunteers are signed up to cover shifts. Make the decision by 4pm the day before activating.

All Shifts:

- When volunteers arrive, they must have their temperature taken (or take it yourself), sign in on the volunteer log and answer the Covid-19 questions.
- Face coverings must be worn at all times by volunteers when inside the building unless you are in the kitchen with a related family member and the door and front window is closed.
- Keep the kitchen doors closed.
- Unless you are the designated guest liaison, remain in the kitchen during your shift. (with the exception of bathroom use)
- Wear a name tag.
- If working with guests, wear proper PPE (mask)
- Encourage frequent hand washing/sanitizing
- The initial screener will ensure that every guest signs-in and understands the behavior expectations. Signs will be posted in the shelter with the expectations visible. If a guest arrives late (after 9 pm) and there is still room in the shelter, the guest liaison should screen the guest and direct them to their sleeping location.
- Provide beverages. If a guest needs a beverage, they will come to the kitchen window and request. The volunteer will pass the coffee, tea or water to the guest in the provided disposable cups. Single use packages of sugar/creamer will be available.

- If someone arrives hungry (including dogs), pre-packaged foods will be available.
- The guest liaison should do periodic walk throughs, e.g., check the bathrooms.
- Keep up with the cleaning (clean as you go)
- Remind guests that they cannot leave their belongings in the church. Everything they bring in must be removed when they depart in the morning.
- The morning shift should direct the guests to bag up their sleeping bag in the provided plastic bag and put their name on it. It will be stored until the next time the shelter is open. Sleeping mats are left in place.

Dinner Shift: 3:30 pm to 7:30 pm (cook, serve, clean up)

- Set up beverages in the kitchen.
- Cook dinner.
 - Food served at the Warm Shelter needs to stay separate from the food from the Community Dinner. The Warm Shelter food comes from direct donations.
 - This is not a 3-course meal. It's something hot and easy, e.g., soup, stew, pizza. Dessert is also served
 - Everything is provided in a "to go" fashion with everything being disposable.

BEFORE OPENING THE SHELTER PLEASE DO THE FOLLOWING:

- Spray the screener table, the door handles, and the front counter in front of the kitchen with the Microban. Let sit for 5 minutes, to disinfect, and then wipe dry with a paper towel.
- POST THE FOLLOWING SIGNS:
 - On the outside of the entrance door post with blue tape
 - You Must Wear the Mask Provided sign
 - A Volunteer Will Provide a Mask sign
 - Shelter Opens at 5:00pm sign
 - On the bulletin board and on the table post
 - The COVID symptom list
- Put the hand-washing station outside the door
- Put out masks on the screener table
- Put out hand sanitizer on the screener table
- **5:00 pm: Open doors.** The guest liaison will show the guest to their assigned sleeping location.

- o The LaMar room is a designated family or couple space. It should be the last space occupied by guests sleeping inside.
- o There are 7 spaces in the fellowship hall, 3 in the breezeway, 1 in the cry room, 2 in the LaMar Room. There will be 6 outdoor pallet shelters available for overflow. Those are to be filled last or with symptomatic people.
- **5:00 pm: Serve dinner.**
 - o Serve guests at the serving window.
 - o This is not a 3-course meal. It's something hot and easy, e.g., soup, stew, pizza. Dessert is also served.
 - o Guests may eat their dinner in their six foot "home" or outside.
 - o Document number of dinners served on the Meal Tally Sheet.
- **Breakfast prep** (if time): prep takeout/bagged breakfasts for the morning.
- Clean kitchen and wash dishes.

Initial Entry Screener Responsibilities (4:45 pm – 9 pm)

This individual is responsible for doing the initial Covid-19 screens with volunteers and guests as they arrive, briefing the guests on shelter expectations and passing them along to the guest liaison. The screener will wear proper PPE (mask/shield, gloves).

1. Either you or the Guest Liaison invite guests in one at a time, from outside, into the entry area.
2. Welcome the guests, **GIVE THEM A MASK AND HAVE THEM PUT IT ON**, write down their name, the date, and their cell phone # (if they have one) for possible contact tracing, and take their temperature. Record it on their Guest Check-In and Expectation Form.

IF THEY HAVE A TEMPERATURE - If it reads in the red zone (above 100) take it 2 more times to make sure they have a temperature

1. Ask them the Covid screening questions listed on the Guest Check-In and Expectations Form.
2. Have them sign the Guest Check-In and Expectations Form.
3. Have the Guest Liaison will escort them to a pallet shelter and tell them we will be bringing them a meal in a little while and we will be informing the doctor that they are symptomatic.
4. Once your shift is ending Contact Dr. Willey. His number is listed on our contact sheet. The doctor will most likely come in the AM.

IF THEY DO NOT HAVE A TEMPERATURE – It reads in the green or orange zone.

1. Hand them a guest expectations form and then read it through for them.

2. Point out the COVID symptoms list posted on the board behind you and ask them the three questions on the Guest Check-In and Expectations Form.
3. Assign them a sleeping space. Fill the main shelter area first, then the breezeway, then the LaMar Room, then the Cry room and lastly then the pallet shelters. If someone is symptomatic, they will automatically be placed in a pallet shelter.
4. Record where people are assigned on the layout form for the activation.
5. Remind them that they need to keep the mask on at all times in the shelter except when they are on their sleeping pad or eating.

At the end of your shift, write notes on the activation's Warm Shelter Notes log and clean the pens that were used with the designated disinfectant wipes.

Guest Liaison Responsibilities (4:45 pm – 9 pm)

The initial guest liaison arrives by 4:45 pm and works closely with the entry screener. The liaison will wear proper PPE (mask/shield, gloves).

The liaison will help greet people and have them come into the shelter one at a time.

Once guests have been screened, the liaison takes the guest to their sleeping space "home" and makes sure they have their sleeping bag. This includes taking people out to the pallet shelter.

Once a person is in the pallet shelter the liaison can bring a meal out to them when they are able to.

If the shelter has been open previously, the liaison helps the guest locate their sleeping bag and makes sure it gets to their sleeping space.

The liaison is also available to answer questions the guests have and to provide ongoing education to the guests about expectations (face coverings, where they can eat, respecting physical distancing, single person bathroom etc.)

Symptomatic person liaison – 1 of the volunteers per shift

Each shift will have one person designated as the guest liaison who will be available to the guests with questions and will do periodic walk throughs of the shelter. If a person comes to the shelter and is exhibiting a new onset of Covid 19 symptoms (fever, cough, shortness of breath, loss of taste or smell) they are presumed to be infected and need to be isolated. They should be directed to the outdoor isolation shelter which will be located to the north of the main church building. Dr. Willy Foster should be contacted, and he will arrange for the individual to be transported to a Covid shelter (most likely the next morning). This person (or persons) should have their meals brought to them outside. The individual working with this person(s) should not be someone at high risk for Covid complications and should wear proper PPE (mask, gloves, gown)

Overnight Shift 1: 9:00 pm to 12:00 Midnight (chaperone)

- Offer movies or games.

- **10:00 pm: Start of quiet time:** movie is quieted or turned off, lights are turned down, and voices are lowered.

Overnight Shift 2: 12:00 Midnight to 5:00 am (chaperone)

- Quiet time.

Morning/Cleaning: 5:00 am to 8:00 am (provide takeout breakfast at 7:00 am, clean)

- **Breakfast prep:**
 - Ensure that takeout/bagged breakfasts are prepped.
 - Items can include boiled eggs, pastries, or fruit.
- **7:00 am: Wake guests and provide takeout breakfast.**
 - It is vital that we keep records to report to the institutions that support the community program.
 - Document the number of takeout meals in the Warm Shelter notebook.
- Guests are responsible for bagging their sleeping bag only. They need to place a name tag on their bag. We will provide bags and name tags. The sleeping mats will remain until after cleaning.
- Ensure that all guests have removed their belongings. As necessary, remind them that they cannot leave their belongings on the property.
- **Cleaning:** Clean kitchen, dining room, and fellowship hall. Sweep and mop all floors. Take out trash and recycling.
 - Begin additional Covid required cleaning.
- **8:00 am: Close doors.**

Additional Clean up:

Use the provided check lists for what to clean and what items to use to clean with.

Kitchen should be cleaned by morning volunteers.

- Clean up beverage service (coffee, tea, water)
- Toss out any food not already consumed
- Toss out food that is questionable (e.g., moldy bread or hard noodles).
- Check the ovens and refrigerators for leftovers.
- Clean the stoves and counters. Wipe under the stove tops.
- Wash any dishes used—including pots, pans, roasters, and bowls.
- Put all dishes, cookware, and serving implements away.

- o Cabinets and drawers are labeled with the correct placement of dishes and utensils. Store the roasters and other cooking appliances.
- Fill hand soaps, bleach bottles, and
- Rinse out the dish tubs and wipe down the carts.
- Turn off the sanitizer and clean the drains.
- Run the garbage disposal and rinse the sinks.
- Make sure that all stoves and faucets have been turned off.

Hall/Breezeway Clean-Up

- Guests are responsible for bagging their sleeping bags. Sleeping pads remain until after cleaning, or if the shelter will be open the next night, cleaned and left in place.
- Ensure that all guests have removed their belongings. As necessary, remind them that they cannot leave their belongings on the property.
- Wipe down chairs.
- Wipe down sleeping mats
- Dry mop floor.
- Wet mop floor, especially if the shelter will not be open the next evening.
- Vacuum rugs by the entryway door to the Fellowship Hall and in the kitchen
- Vacuum breezeway, cry room and LaMar room if they have been used.
- If the shelter will not be open again that evening, take down and bring in the wooden Warm Shelter sign.
- Clean bathrooms – both the bathrooms in the hallway as well as the additional bathroom in the cry room if it has been used.
- Take out the garbage and recycle items. The garbage and recycling containers are located either outside of the north door (back entrance) of the Fellowship Hall or by the east driveway.
- TV and DVD remotes should be wiped down and placed on the first shelf in the box marked "TV and DVD remotes."

Last Person Out

- o Check the temperature on the thermostats, turn down to 65 degrees.
- Check that all windows are closed:
 - o Fellowship Hall
 - o LaMar Room
- Double check bathrooms.
- Turn off the lights.
- Lock the door(s) if not already locked. Check that all are shut and locked.
 - o Front and side doors to Fellowship Hall.

- o Door to Pantry

Changing the thermostat. The thermostat is located on the west wall. If the temperature needs to be adjusted, press the up or down arrows to temporarily change the temperature. (Last person will need to change temperature back to appropriate setting.)

Washing dishes. Instructions on how to run dishwasher are on the dishwasher.

Trash and recycling. The garbage and recycling containers are located outside of the east side of the church. Combine trash into single bag, if possible.