



*Delta County
Hope
At The
Inn*

*...I was a stranger
and you invited me in...
Matthew 25:35*

Hope at the Inn

Operations Manual

September 2016

Table of Contents

Introduction/Overview	4
Philosophy	4
Mission	5
Core Values	5
Section 1 - Shelter Structure:	6
Shelter Facility Requirements & Layout	6
Parish Participation Levels	7
• Host	7
• Dedicated Support	8
• General Support	8
• Service Organizations / Agencies	9
Shelter Supplies	10
Shelter Roles & Shift Responsibilities	12
• Coordinator	13
• Meal Coordinator	14
• Moving Crew Volunteers	15
• 1st Shift - Intake	15
• 2nd Shift	16
• 3 rd / Last Shift	16
• Laundry Volunteers	17
• Pack Up / Clean Up Volunteers	18
Section 2 - Shelter Operations	
Shelter Schedule	
• Seasonal Schedule	19
• Early Closing - No Guests	19
• Flu Illness	20
Volunteer Management	
• Recruiting Volunteers	21
• Training Volunteers	21
• Scheduling Volunteers for Shelter Shifts	21
Intake / Admission Procedures	
• Basic Intake Flow	22
• Intake Shift	22
• 2nd Shift	26
• 3rd / Last Shift	28
• Evening Meal / Breakfast Volunteers.....	30

- Laundry Volunteers 31
- Pack Up / Clean Up Volunteers 32

Guest Screening Procedures

- Criminal Background (W&W) Screen 33
- Public Sex Offender Registry Screen 33
- Breathalyzer Screen 34
- Pat Down / Personal Belongings Search 34
- Metal Detector Wand 35

Law Enforcement Assistance

- Emergency Medical Situation 36
- Requesting Police Assistance 36
- Emergency Assistance 37
- After-Hours Admissions 37
- De-escalation Techniques 38

Other Services

- Transportation 39
- Hair Cuts 41
- Shower Facilities 41
- Guest Laundry 42

Communication Plan 43

Section 3 - Shelter Policies:

- Breathalyzer Testing Policy..... 45
- Do-Not-Admit List Policy..... 47
- Guest Privacy Policy 48
- Hotel/Motel Voucher Policy.....49
- Mail Policy..... 50
- Personal Searches51
- Registered Sex Offenders Policy..... 53
- Removal of Abandoned Property Policy 54
- Shelter Guest Criteria Policy..... 55
- Smoking Policy..... 56
- Substance Abuse Policy..... 57
- Wants & Warrants Policy..... 58
- Working Outside the Scope of Volunteer Services Policy.....59

Introduction / Overview

Faith-based rotating emergency homeless shelters have been meeting the needs of individuals who are homeless and displaced in communities across the country for decades.

The **Hope at the Inn** (HATI) has been developed utilizing the knowledge and experience gained from similar shelters already in existence. In addition, the HATI Board and Committees are working to ensure the HATI community is one in which no individual who is homeless is without an opportunity to obtain emergency shelter, suitable housing, and the services and the support essential to becoming self-sufficient. **Hope at the Inn** will strive to honor the dignity and diversity of each person served.

Philosophy

The function of **Hope at the Inn (HATI)** is to provide a secure shelter for individuals who are homeless. The underlying goal of HATI is to enable Guests to find or maintain employment, secure housing, and save funds for those expenses.

To help Guests work toward independence, member congregations provide two meals per day, personal hygiene kits, and transportation. For the safety of Guests and Volunteers, the following are conditions for admission to the shelter: a personal search, alcohol breathalyzer testing, and a criminal background check.

In this setting, Volunteers must bear witness to Christ's love to children of God by welcoming Guests, treating them with warmth and respect, listening to them with a sincere generosity of spirit, and treating them as brothers and sisters in Christ, worthy of our concern.

Churches and Volunteers must seek a balance between ensuring safety and preserving dignity, between compassionate care-giving and encouraging responsibility, and between maintaining authority and allowing personal choices.

HATI boards and committees shall encourage communication and input from participating churches and volunteers. HATI is not an agency of trained professional social workers, but a collaboration of churches and individuals ***who wish to make a difference.***

*** Hope at the Inn ***

Mission Statement

The mission of **Hope at the Inn** (HATI) is to provide support for those who are homeless in Delta County, Michigan, through the cooperative efforts of an interfaith coalition and various social service agencies by offering a safe emergency shelter *and* an opportunity for these individuals to choose a path of successful transition to independence.

Core Values

COMPASSION: We strive to honor the dignity and diversity of every individual. Aware of our responsibility to others, we shall serve and care for them as we would ourselves.

INTEGRITY: We will say what we do and do what we say.

LEADERSHIP: We serve as leaders in our community by serving those who are homeless. Accomplishing our goals requires vision, creativity, integrity, and fortitude.

COLLABORATION: To ensure our effectiveness, we practice internal teamwork and work with others in a cooperative and respectful manner.

COMMUNICATION: We will present our opinions, listen to others, and ask for clarification to reach a common understanding.

ACCOUNTABILITY: We value and effectively manage the financial and non-financial assets that have been entrusted to our care.

Above All Else... Be Kind - Be Caring - Be Modest

Section 1

Shelter Structure

HATI Executive Committee is responsible for ongoing recruiting and collaboration efforts to develop a network of facilities, congregations, agencies, and individuals necessary to support the **Hope at the Inn**.

*** Shelter Facility Requirements & Layout ***

Parishes interested in becoming a Host Site can contact an Executive Board member to set up a meeting and walk-through of your facility. Basic requirements are as follows:

- A **Social Area** should be stocked with refreshments, reading materials, games, puzzles, television/movies, etc.
- The **Dining Area** should allow for basic preparation and serving of meals, and storing of any leftovers.
- **Separate Sleeping Areas are needed for male and female Guests**. Smoke detectors must be in all sleeping areas - portable shelf units are available in the shelter supplies if needed.
- **Separate Rest Rooms** are required for male and female Guests.
- The designated outdoor **smoking area** should be easily assessable and monitored.
- Secure **daytime storage** area for shelter files and supplies.
- **Fire route evacuation signs** must be clearly posted and reviewed during Guest orientation.

Guests should generally be accounted for at all times. If possible, Guests should be kept together in a few larger rooms rather than in many smaller rooms.

One **entrance** should be designated for Guests and Volunteers. Traffic patterns should be determined by Coordinator and other areas should be marked off-limits to Guests and Volunteers by locking or blocking unused rooms and corridors and by posting Do Not Enter signs. Laminated, reusable signs are in the shelter supplies.

The **Intake Station** should be near the Guest entrance (room, hallway, or lobby area that serves as a barrier allowing only screened, checked-in Guests access to the shelter. Guests will need supervised access to a designated smoking area during the Intake Shift. The layout should be planned so the maximum number of Guests can be monitored by a minimum of Volunteers.

* Parish Participation Levels *

Local parishes have a number of ways they can support Hope at the Inn. Each can evaluate their strengths and interests to decide how best to participate in the HATI network.

Host Church: A weekly shelter schedule will be developed by rotating the physical shelter among the Host Churches. Each Host Church must have:

- Two (2) Coordinators
- Shelter Shift Volunteers
- Evening Meal Volunteers
- Laundry Volunteers (*for non-personal items*)
- Moving & Take-Down Volunteers

- Separate Sleeping Areas (*for male & female Guests - each with two means of egress*)
- Separate Rest Rooms (*for male & female guests-showers optional*)
- Intake / Screening Area
- Meal Serving Area
- Social / Commons Area (*optional*)
- Designated Outdoor Smoking Area
- Smoke and Fire Alarms / Fire Extinguisher

- Evening Meals / Snacks / Packed Lunches when possible
- Personal Hygiene Items (*soap, shampoo, toothpaste/brushes, deodorant, shaving*)
- Bedding and Linens (*washcloths, hand & bath towels, twin sheets, pillowcases, blankets for up to 15 beds*)
- Puzzles, Games, Movies, Reading Materials
- Discretionary Fund (*optional*)
- Communication channels for shelter needs and events.

Dedicated Support Church: Congregations not able to be a physical shelter site **may team up with an existing Host Church** to cover shifts and meals for certain days during the assigned week by providing:

- One to Two (1-2) Coordinators
- Shelter Shift Volunteers
- Evening Meal Volunteers
- Laundry Volunteers (*for non-personal items*)
- Moving & Take-Down Volunteers

- Evening Meals / Snacks
- Personal Hygiene Items
- Puzzles, Games, Reading Materials
- Discretionary Fund (*optional*)
- Shelter Supplies (*bedding, linens*)
- Communication channels for shelter needs and events.

General Support Church: Congregations not able to be a physical shelter site **may help existing Host Churches** to cover shifts and meals as needed throughout the shelter season by providing:

- One to Two (1-2) Coordinators
- Shelter Shift Volunteers
- Evening Meal Volunteers
- Laundry Volunteers (*for non-personal items*)
- Moving & Take-Down Volunteers

- Evening Meals / Snacks
- Personal Hygiene Items
- Puzzles, Games, Reading Materials
- Discretionary Fund (*optional*)
- Shelter Supplies (*bedding, linens*)
- Communication channels for shelter needs and events.

Service Organizations / Others: Similarly, Service Organizations, Agencies, and Groups, as well as individuals from the community, may support HATI in a number of ways by providing:

- Point of Contact Person for Group or Organization
- Shelter Shift Volunteers
- Evening Meal Volunteers
- Laundry Volunteers (*for non-personal items*)
- Moving & Take-Down Volunteers
- Housing Needs Services & Supports (*professional*)
- Professional Social Services and Supports
- Communication channels for shelter needs and events.
- Evening Meals / Snacks
- Personal Hygiene Items
- Puzzles, Games, Reading Materials
- Discretionary Fund (*optional*)
- Shelter Supplies (*bedding & linens*)

* Shelter Supplies *

Hope at the Inn has supplies that rotate each week with the shelter schedule. Coordinators responsible for the picking up and setting up for their host week should verify the following items were transferred.

Contact an Executive Committee member for supplies that are low or equipment that is not working properly.

ROTATING SUPPLIES			
Item	Qty	Check	Notes
Mattresses / Pillows	15		Some may be stored at TSA
Guest Totes & Stickers	30		
Locked Forms Box	1		
PBT Machine & Tubes	1		
Cell Phone & Charger	1		
Laptop Computer	1		
Lock "Bag & Tag" Box	1		
Medical Cards Box	1		
Metal Detector Wand	1		
Smoking (butts) Receptacle	1		Check outside for this !!!
Program Manuals / Forms:			
• Guest Sign-In Log	1		
• Intake Forms	Multiple		Stapled packets / notify Sec. for more
• Operations Manual	1		
• PBT Log	1		
• Shift Log Book	1		
• Transportation Log Book	1		
• Guest Files	1		
Shelter (laminated) Signs:			
• Do Not Enter	Multiple		
• Early Closure	Multiple		
• Outer Door & Rules	Multiple		
• Rest Rooms	Multiple		

• Sleep Areas	Multiple		
• Social Area	Multiple		
Other Supplies			
• Cleaning Supplies	Multiple		
• First Aid Kit	1		
• Flashlights / Lanterns	2		
• Incontinence Supplies			
• Name Tags / Holders	Multiple		
• Night lights	Multiple		
• Paper clips / Scissors / Rubber bands	Multiple		
• Pens / Markers	Multiple		
• Phone Book			
• Plastic bags (zip lock)	Multiple		
• Trash bags / tote bags	Multiple		For personal laundry & belongings
• Rubber Gloves	Multiple		
• Sharps Receptacle	Multiple		
• Smoke Detectors	Multiple		
• Tape (all types)	Multiple		

Host Site Supplies:	Non-Rotating		
• Bedding	15		Twin size sheets, blankets, pillowcases
• Linens	Multiple		Wash cloths, hand & bath towels
• Additional Signs	Multiple		Evacuation Routes, others as needed
• Game / Reading Tote	Variety		Books, magazines, puzzles, movies, games
• Miscellaneous clothing items	Variety		Gloves, hats, scarves, socks, totes
• Snacks / Refreshments	Variety		Readily available in Social area
• Toiletries Tote	Multiple		Soap, shampoo, toothbrush, toothpaste, shaving razors & gel, combs, lotions, etc.

*** Shelter Roles & Shift Responsibilities ***

Coordinator

Volunteers:

Moving (Pick Up & Set Up) Shift

Intake Shift

2nd Shifts

3rd / Last Shift

Evening Meals / Breakfast

Laundry

Pack Up

Coordinator: at least two (2) for each church

Hours: Variable

Duties: The Host Church Coordinators play the role of host or hostess for their church, and are responsible for organizing and managing all aspects of their assigned shelter week. All Coordinators shall work to ensure collaboration and communication among all those involved in the shelter network.

Responsibilities:

- Attend monthly Coordinators Committee Meetings.
- Serve as the liaison to ensure needs and expectations are communicated between church leadership (pastors and church councils), volunteers and parishioners, and HATI boards and committees.
- Recruit and schedule Volunteers.
- Evaluate Volunteer training needs.
- Oversee Volunteer shelter schedule: post, update, and communicate schedule as needed. *(A current schedule should always be available on site with Volunteer contact information.)*
- Contact Volunteers a minimum of 1-2 days prior to shelter week to confirm their participation.
- At least one (1) Coordinator must be present at each Intake Shift, and one (1) must be on-call during the other hours of shelter operation.
- Arrange for unlocking/opening and locking/closing of facility.
- Check for phone messages and review Intake and Shelter procedures with Volunteers during the 5:30 to 6:00 p.m. period.
- Serve as contact person for problem management and crisis issues that arise during the week.
- Communicate crisis issues immediately to Public Safety and/or HATI Executive Board members, and complete and submit Incident Report forms as needed.
- Monitor, restock, and request shelter supplies *(forms, PBT tubes, gloves, name tags, etc.)*
- Coordinate the Sunday shelter transfer with next hosting church's Coordinator.

- Monitor Guest transportation schedules and issues.

Coordinators must:

- ***be at least 18 years of age,***
- ***complete Volunteer Registration to allow a criminal background screen, and***
- ***attend a Volunteer Training.***

Meal Coordinator: *strongly recommended* for each church

Duties: The Meal Coordinator(s) is responsible for recruiting Volunteers to cover meals for the assigned week. It is also important to share the menu plans for those providing with all Meal Volunteers to help ensure a variety of dinner items will be served.

The Meal Coordinator will also contact Meal Volunteers a couple days ahead of time with an estimate of the number of Guests and Volunteers expected for the meal.

Volunteers are needed for the following shifts:

Moving Crew Volunteers: 3-4 Persons / Sunday morning/afternoon

The Moving Crew is responsible for picking up the shelter beds and supplies from the previous Host Church and transporting them to the new shelter location.

The **current** and **next** hosting Coordinators will set a time for when the shelter supplies will be available for pick-up. The next hosting Coordinator will pass this information to the Moving Crew Volunteers.

The Coordinator is responsible for setting up their shelter site. After retrieving the shelter supplies:

- prepare the sleeping areas by inflating mattresses, setting out totes, chairs, end tables, night lights, and lamps.
- set out linens, towels, laundry hamper, and toiletries.
- set up Intake Area and check shelter supplies and equipment.
- check rests room supplies and status.

Moving Crew Volunteers are encouraged and welcomed to attend a Volunteer Training, but are not required to do so. Minor children may assist with moving shelter supplies as long as they are supervised by an adult.

Intake Volunteers: Hours: 5:30-10 or 10:30 p.m.

3-4 workers per shift (1 Coordinator, 1 male, 1 female)

This shift is responsible for preparing the shelter location for opening promptly at 6 p.m., at which time Guests are welcomed and screened for admission. Other duties include overseeing shift activities such as the evening meal, smoke breaks, and games/entertainment.

The Intake Volunteers must:

- ***be at least 18 years of age,***
- ***complete Volunteer Registration to allow a criminal background screen, and***
- ***attend a Volunteer Training.***

Individuals lacking certain capacities may serve as a "Support Volunteer" provided both male and female volunteer positions are filled for the shift.

2nd Shift Volunteers: Hours: 10 or 10:30 p.m. to 2 or 3 a.m.
2 workers per shift (1 male, 1 female)

Volunteers for this shift supervise the evening activities which typically include games/entertainment, smoke breaks, and light-out. Volunteers must remain awake to monitor the sleep areas and shelter phone for possible late admissions.

The Shift Volunteers must:

- ***be at least 18 years of age,***
- ***complete Volunteer Registration to allow a criminal background screen, and***
- ***attend a Volunteer Training.***

Individuals lacking certain capacities may serve as a "Support Volunteer" provided both male and female volunteer positions are filled for the shift.

3rd / Last Shift Volunteers: Hours: 2 or 3 a.m. to 8 a.m.
2 workers per shift (1 male, 1 female)

Last Shift Volunteers must remain awake to monitor the sleep areas and shelter phone for possible late admissions. Based on Guest departure times, Volunteers determine when to awaken Guests by turning on lights and putting out breakfast items. After supervising the pre-arranged transportation and Guest departures, Volunteers shall clean up the shelter area and lock up equipment and files. Each location will determine if the shelter location needs to be locked.

The Shift Volunteers must:

- **be at least 18 years of age,**
- **complete Volunteer Registration to allow a criminal background screen, and**
- **attend a Volunteer Training.**

Individuals lacking certain capacities may serve as a "Support Volunteer" provided both male and female volunteer positions are filled for the shift.

Laundry Volunteers: 1-3 Volunteers (weekly)

Guests are responsible for laundering their personal items. See Laundry Policy in Section 3.

Shelter bedding and towel supplies are typically picked up on Sundays to be laundered. Each Hosting Church shall have their own bedding and linens that will be laundered and stored until their next hosting rotation.

The Laundry Volunteers are responsible for picking up, washing, and returning the bedding to the church or designated location for storage.

The cost of laundering the bedding and towels is typically the responsibility of the Laundry Volunteers, but may be covered through a fund as established by the Host Site.

*NOTE: Infection Control standards recommend the **use gloves** while handling laundry items. Use the hottest water temperature setting, and dry very thoroughly.*

Laundry Volunteers are encouraged and welcomed to attend a Volunteer Training, but are not required to do so.

Pack Up / Clean Up Volunteers: 2-5 People / Sunday after breakfast

Some packing activities can begin the last (Saturday) night for that week and location. Guest should be instructed the night before to have their personal belongings in totes ready to be placed in the transition area.

Final packing can continue as Guests arise the last morning at that shelter location. Volunteers and Guests sanitize and deflate beds, collect shelter laundry, clean floors, and move all rotating supplies to the transition area for pick up by the next shelter crew.

Pack-Up Volunteers are encouraged and welcomed to attend a Volunteer Training, but are not required to do so. Minor children may assist with packing and cleaning as long as they are supervised by an adult.

Section 2

Shelter Operations

* Shelter Schedule *

Seasonal Schedule: Shelter start and end dates as well as the host site rotation schedule will be reviewed and finalized by the Coordinators during a monthly meeting and email communications.

Once approved by all host sites, schedule will be posted on website, newspaper, and Facebook. Schedule flyers will be printed and emailed to HATI Coordinators and those on the HATI distribution email list.

Early Shelter Closing - No Guests

If **no Guests** present at the shelter by 9:00 p.m.:

1. **Notify Public Safety** (786-5911) that Hope at the Inn has no Guests and will be closing for the night.
2. **Call off all Volunteers** scheduled for overnight and morning shifts.
3. Post "**Closed for Tonight Only**" sign on main shelter entrance(s) - lock up shelter supplies and the facility.
4. Lead Coordinator is to **take shelter cell phone home** to monitor for calls through the night.
5. **Call pre-arranged transportation** source that the morning pick-up will not be needed *just for the next morning*.

Flu Illness

If there is concern of a communicable disease in the shelter the following flu procedures should be enacted:

- Signs warning Guests and Volunteers of risk will be placed in log book and check-in table.
- Hand sanitizers will be placed in community areas and bathrooms.
- Individual hand sanitizers will be made available to guests.
- Face masks will be available to guests and volunteers for use.
- Sick guests will be isolated as much as possible within the shelter.
- Status of flu infected Guests will be logged in the communication log.
- Notify Coordinator, Executive Board member, and/or Salvation Army social worker (during day hours) the Guest appears to require hotel lodging or a medical appointment.

Note: Hotels do not always accept sick Guests.

* Volunteer Management *

Recruiting Volunteers

Churches are asked to place announcements in parish bulletins, bulletin boards, websites, and Facebook pages regarding opportunities for individuals to register and attend upcoming trainings.

Verbal announcements by pastors, shelter coordinators, experienced shelter volunteers, or shelter executive committee members are strongly encouraged. Shelter representatives may also be available before or after services, or at parish social events to provide additional information and answer questions.

Training Volunteers

HATI Coordinators Committee and Executive Board members will discuss and determine Volunteer Training schedules for each season. Trainings will typically be held once a month, rotating Gladstone and Escanaba locations. Additional trainings can be scheduled as needed. The training schedule will be widely publicized as outlined in the Communication Plan in this section.

Scheduling Volunteers for Shelter Shifts

A software program provides a real-time, on-line option for Volunteers to sign-up for shifts. Coordinators can integrate information from printed sign-up sheets and phone requests into the on-line system.

The links for each host site schedule are easily found on the shelter website: www.hopeattheinn.org.

Coordinators will have access to review and manage their own dashboards on [Sign-Up Genius](#). Training, support, and assistance will be readily available for all Coordinators.

* Intake / Admission Procedures *

Basic Intake Flow *(all Guests)*

- 1.) **Have all Guests Sign In & Collect ID/Dr. License for new Guests**
- 2.) **Call Public Safety for Criminal Background Screen**
- 3.) **Check online Public Sex Offender Registry**
- 4.) **Breathalyzer Screen**
- 3.) **Personal Search** (metal detector wand, check belongings)
- 6.) **Provide new Guests with Name Tag, Tour, Totes, & Evening Agenda**

Intake Shift:

Hours: 5:30-10 or 10:30 p.m.

3-4 workers per shift (1 Coordinator, 1 male, 1 female)

Upon Arrival - 5:30

- Write first name only on a Volunteer name tag
- **Turn on cell phone and check for messages.** Check battery and determine which Volunteer will carry the cell phone ***at all times***.
- **Review the Log Book** for reminders, notes, and summaries from previous shifts.
- **Set up Check-in Area** with 1.) Guest Sign-In Logbook, 2.) name tags and markers, 3.) PBT unit, tubes, and logbook, 4.) search gloves, 5.) search bins, 6.) metal detector wand, 7.) laptop, 8.) lock box, and 9.) Forms and Files tote.
- Meet with lead Coordinator to **review Intake process and procedures**, and receive other updates.
- Check Shelter areas and rest rooms for lighting and supplies.
- Unlock doors (if needed) at 6:00 p.m. for Guest arrival.

Intake Duties - Returning Guests: 6 to 10 or 10:30 pm

- **Welcome** Guests to the Hope At The Inn.
- All Guests record *Name* and *Arrival Time* in **Guest Sign-In Logbook**. Remind Guests that once admitted, they cannot leave and return to the shelter that evening.
- Issue **Guest name tag** with first name only.
- Administer **breathalyzer test** and enter reading in PBT Logbook.
- Conduct a **search** of personal items and **metal detector screening** as described in the **Personal Searches Policy** in Section 3.
- Pull Guest file and ask if there are 1.) any changes to their file information, 2.) plans for discharge, or 3.) morning transportation needs.
- Allow Guests entry into the shelter.
- Criminal background and Public Sex Offender checks are done once each week, and can be preformed anytime during Intake Shift.

Intake Duties - New Guests:

- **Welcome** Guests to the Hope At The Inn. Inform them of the Intake Procedures that include Wants & Warrants check, Public Sex Offender Registry check, breathalyzer limit, person and belongings check, and paperwork.
- Verify Guests are **18 years or older** - (for minors, call: Voices for Youth 24-hour helpline 1(877) 641-5437 or (906) 225- 5437)
- For **families with minor children**, call Public Safety and request they be evaluated for a motel voucher. Remind the family to contact Salvation Army the following business day for further assistance.
- All Guests record *Name* and *Arrival Time* in **Guest Sign-In Logbook**. Remind Guests that **once admitted, they cannot leave and return to the shelter that evening** (unless approved for employment).
- **Review *Summary of Guest Guidelines*** prior to initiating screenings.
- New Guests will **complete first page only** of Admission form which gives permission for background checks.
- Collect **driver license** or other IDs. Guest may be seated in the Intake / Waiting area - **not** in the Shelter area.

- **Call Dispatch** (786-5911) for criminal background checks. Record screening dates on Admission form. Public Safety will send an officer to remove Guests not suitable for admission.
- Screen for Guest name in the Public Sex Offender Registry by using the laptop or calling another Coordinator with Internet access.
- Issue **name tag** (first name only) to Guests approved for admission.
- Administer **breathalyzer test** and enter reading in PBT Logbook.
- Conduct a **search** of personal items and **metal detector screen** as described in the **Personal Searches Policy** in Section 3.
- Set a time to have Guests complete the **remainder of the Admission forms** that evening, and issue and review **Welcome Packets**.
- Allow approved Guests entry into the shelter. New Guests will **be given a tour** of the shelter area, emergency evacuation plan, and issued bedding and totes either before or after the Evening meal, as determined by the Coordinator. Inform Guests of times for meals and lights out.
- It is recommended that Coordinators hold a general informational meeting with all Guests on the first night of each new how week (*right after dinner may be a good time*). Coordinators will have the opportunity to cover any rules or procedures unique to each host site and field questions from Guests.

Intake Duties - ALL Guests

- Monitor Guests during smoke breaks - each church determines their smoking areas and times (typically "on the hour" prior to lights-out)
Note: Guests must be monitored closely either outside in the smoking area or clearly through a window.
- Assist Evening Meal Volunteers as needed
- Complete New Guest Intakes as needed
- Ensure calls have been made to Public Safety for criminal background checks, and on-line public sex offender registry (PSOR) searches are completed for **ALL** new and returning Guests **weekly**.
- Lock shelter doors at 9:00 p.m.
- Create Bed Map for bed assignments / selections.
- Discuss morning transportation which typically requires drop-off at the Hope for the Day and meeting with social worker.
- Turn out lights in sleeping areas between 10 & 11 p.m. - enforce "quiet time." Lights out in social area as determined by Coordinator.
- Enter notes in Shift Log Book at the end of shift.
- Assist in cleaning and maintaining shelter area and supplies.
- Let in Volunteers for next shift and offer debriefing comments.

Intake Volunteers must:

- ***be at least 18 years of age,***
- ***complete Volunteer Registration to allow a criminal background screen, and***
- ***attend a Volunteer Training.***

Individuals lacking certain capacities may serve as a "Support Volunteer" provided both male and female volunteer positions are filled for the shift.

Shelter Volunteer- 2nd Shift: (2-3 Volunteers , 1 male & 1 female)
10 pm-2 am -or- 10:30 pm to 3:30 am

Upon Arrival:

- Volunteer name tag - first names only.
- Receive a de-briefing from the exiting Volunteers, and review notes from the Shift Log Book.
- Confirm: 1.) the shelter cell phone is on, charged, and carried by a Volunteer, 2.) location of flashlights, and 3.) review bed map.

Shift Responsibilities:

- Let in Guests who have been authorized to arrive late. Have Guest **sign-in**, conduct a **search** of personal items, and perform **metal detector screen** as described in the Personal Searches Policy in Section 3, and administer the PBT.
- Refer to "After-Hour Admissions" policy for any new Guests (Section 3).
- Monitor Guests during smoking breaks.
Note: Guests must be monitored closely whether outside in the smoking area or clearly through a window.
- Turn out lights in the sleeping areas between 10 & 11 p.m.
- Enforce "quiet time" in social areas. Lights out in social area as determined by Coordinator.
- Assist Guests in finding the rest rooms during the night if needed - particularly when the rest rooms are located a distance from the sleeping area where a Guest may be disoriented finding it in the middle of the night. Strategically placed night lights are recommended.
- **Volunteers must remain awake** and stationed near the sleeping area - **no need** to enter sleeping area unless a disturbance is detected.
- Attend/visit with any Guests who may have difficulty sleeping
- Complete an Incident Report form to document any unusual incidents during shift and record in Shift Log Book - call Public Safety and/or Executive Committee member if needed.
- Enter notes in Shift Log Book at end of shift
- Assist in cleaning and maintaining shelter area and supplies.
- Let in Volunteers reporting for next shift.

The 2nd Shift Volunteers must:

- ***be at least 18 years of age,***
- ***complete Volunteer Registration to allow a criminal background screen, and***
- ***attend a Volunteer Training.***

Individuals lacking certain capacities may serve as a "Support Volunteer" provided both male and female volunteer positions are filled for the shift.

Shelter Volunteer- 3rd / Last Shift: (2-3, 1 male & 1 female)
varies: 2 a.m. thru 8 a.m.

Upon Arrival:

- Volunteer name tag - first names only
- Receive a de-briefing from the exiting Volunteers, and review notes from the Shift Log Book.
- Confirm 1.) the shelter cell phone is on, charged, and carried by a Volunteer, 2.) location of flashlights, and 3.) review bed map.

Shift Duties:

- Let in Guests who have been authorized to arrive late. Have Guest **sign-in**, conduct a **search** of personal items, and perform **metal detector screen** as described in the Personal Searches Policy in Section 3, and administer the PBT.
- Refer to "After-Hour Admissions" policy for any new Guests (Section 3).
- **Volunteers must remain awake** and stationed outside the sleeping area - no need to enter sleeping area unless a disturbance is detected.
- Attend/visit with any Guests who may have difficulty sleeping.
- Assist in cleaning and maintaining shelter area and supplies.
- Assist Guests in finding the rest rooms during the night, if needed - particularly when the rest rooms are located a distance from the sleeping area where the guest may be disoriented finding it in the middle of the night. Strategically placed night lights are recommended.
- Wake Guests with "lights on" between 6:30 and 7 a.m. (~~if applicable~~).
- Provide and/or assist with serving of breakfast. Offer and pack lunches for Guests if leftovers are available.
- Monitor Guests during smoking breaks after "lights on" (if applicable)
Note: Guests must be monitored closely whether outside in the smoking area or clearly through a window.
- Oversee and log Guest transportation to approved drop-off site.
- Remind Guests of shelter hours, changing locations, pickup site and time from mall.

- Inform Guests of lunches at The Salvation Army on Monday, Tuesday, Thursday, Friday, and Saturday (12-1). Lunches at St. Vincent DePaul on Wednesdays. Sunday lunch cards are issued by warming center Caseworker on Friday morning. Some may be on-hand for weekend admissions.
- **Last shift** (after Guests depart)
 - 1.) **Turn off cell phone.**
 - 2.) **Lock: cell phone, PBT & log, Guest Sign-In Log** into the Shelter Forms & Files tote.
 - 3.) **Lock Lap top and metal detector wand** in Bag & Tag safe.
- If Sunday morning, begin to pack up office and other shelter supplies, and assist with general clean-up after breakfast.
- Enter note in Shift Log Book.
- Let in Breakfast Volunteers and returning Coordinator, if applicable, and provide debriefing.
- Lock facility if so instructed by Coordinator.

The 3rd and 4th Shift Volunteers must:

- ***be at least 18 years of age,***
- ***complete Volunteer Registration to allow a criminal background screen, and***
- ***attend a Volunteer Training.***

Individuals lacking certain capacities may serve as a "Support Volunteer" provided both male and female volunteer positions are filled for the shift.

Evening Meal & Breakfast Volunteer: Arrival time is determined by Coordinator and Meal Volunteers.

The Evening Meal is typically served at about 6:45 p.m.

The Breakfast Meal is served shortly after "lights on" - about 6:30 to 7 am.

The dining area should be arranged so as to encourage fellowship between Volunteers and Guests. The Meal Volunteers are also responsible for clean-up and storage of leftovers. Shift Volunteers and Guests should be invited to assist in the meal clean-up. Guests should be offered and packed lunches if leftovers are available.

Prior to Arrival:

- Coordinator will contact Meal Volunteers a day or two prior with the number of Guests expected for their evening's meal. Include for the Intake Shift Volunteers plus Meal Volunteers in the count.
- Coordinators and Meal Volunteers should strive to have a varied meal menu throughout the week.
- Determine the extent of the cooking/kitchen facilities at the church site.
- Plan for special dietary needs. Low-salt, sugar-free (diabetic), and vegetarian are the more common considerations. Guests must declare any serious food allergies.

Upon Arrival:

- Volunteer name tag - first names only
- Volunteers should **wear clear-plastic food service gloves, and hair nets or hat while preparing and serving meals and snacks.**
- **Kitchen counters, tables, and chairs should be cleaned and sanitized** before and after every meal using a solution of 1 tablespoon of bleach per gallon of water - allow to set for 2 minutes.
- Latex or non-latex gloves should be used when washing dishes or cleaning up surfaces.
- For any **manual dishwashing:**
 - 1 - Remove excess food and wash in hot soapy water
 - 2 - Rinse with hot water

- 3 - Sanitize for 5-10 minutes in a solution of 1 teaspoon of bleach per gallon of water
- 4 - Air dry as towel drying can introduce germs/contaminants

Shift Duties:

- Set up and serve the meal as discussed with Coordinator.
- Clean up and store leftovers if leaving with shelter. Date and label leftovers.

Meal Volunteers are encouraged and welcomed to attend a Volunteer Training, but are not required to do so.

Minor children and Support Volunteers may assist with the Evening Meal as long as they are supervised by an adult.

Laundry Volunteers: 1-3 Volunteers (weekly)

Coordinators shall advise Laundry Volunteers when and where the host site laundry will be ready, and where to return the laundered items when finished.

Laundry Volunteers are advised to customary precautions (disposable gloves and bleach or other disinfectant solutions) when handling laundry items.

Pack Up / Clean Up Volunteers: 2-5 People / Sunday after breakfast

- Instruct Guests to:
 - strip beds and where to place bedding
 - place personal items in totes labeled with their first name
 - move totes to staging area for the pick-up location.
- Disinfect the beds by wiping vinyl areas down with bleach solution or some other type of disinfectant. Allow to dry completely before deflating and placing in totes.
- Place laundry in a convenient area for the Laundry Volunteers to pick up. Have laundry labeled and separate from the other materials being moved to the next Hosting Church.
- Totes of non-returning Guests should be moved to the next site. Coordinators shall make attempts to contact Guest to retrieve their items. If no contact or arrangements can be made, abandoned items will be removed from hosting church mid-week.
- Place locked Files & Forms tote, office supplies totes, and all other shelter totes in the designated staging area for pick-up by the next hosting church.
- Retrieve cigarette butt receptacle from the smoking area to be moved to the next site.
- Reset rooms back to original setting (tables, chairs, etc.)
- Clean and disinfect designated shelter areas such as rest rooms, sleeping areas, kitchen, and common area.
Note: Use gloves for infection control
- The Coordinator shall return at the pre-arranged time to assist the next Hosting Church's Moving Crew in loading totes and supplies for transport.

* Guest Screening Procedures *

Criminal Background Screen (Wants & Warrants)

Intake Volunteers call Public Safety at 786-5911 to provide the names and date of birth of new and returning Guests and end the call. Central Dispatch has been given HATI eligibility criteria, and will dispatch officers for any individuals not appropriate for admission.

See **Wants & Warrants Policy** in Section 3.

Public Sex Offenders Registry Screen

Websites:

- <http://www.nsopw.gov/> (Dept of Justice site)
- <http://www.communitynotification.com/> (MI St Police site)

It is the policy of HATI not to accept any Guest who appears on the PSOR. See **Public Sex Offender Policy** in Section 3.

Breathalyzer Screen

1. Wearing gloves, attach straw to top of unit
2. Press and Hold "READ" button to show Guest .000 reading
3. Press "SET" and ask Guest to blow steadily thru straw
4. After at least 3 seconds (*while Guest is still blowing*), press and hold "READ"
5. Show reading to Guest and record in PBT Log book

** Refer to PBT Policy in Section 3 of this Manual for acceptable reading levels

Pat Down / Personal Belongings Search

Guest must:

1. remove coats, hats, some sweatshirts, and shoes - place in bin or on table
2. empty all items from pockets and place in bin
3. remove all items from bags, suitcases, backpacks, purse and place in bin.

Volunteer will wear gloves and:

1. visually inspect loose items in search bins
2. pat-down outer wear that has been placed on the table
3. closely inspect shoes, hat rims, other empty bags

Proceed with metal detector screen (below)

If metal detector wand is unavailable, a pat-down of arms, legs, back, and waist lines will be necessary. Ask Guest to stand with arms out and legs slightly apart. Same-gender searches are done from behind the Guest.

Metal Detector Wand

Power Switch

Three (3) positions: **Beep Alert / Off / Vibrate Alert**

Body Scan

Ask Guest to stand with arms and legs slightly apart.

Hold wand 1-2 inches from Guest during search

Scan front and back in the pattern shown to the right →

Hits Alert

If a beep or vibrate alert detects an "unknown" item, ask Guest to remove item in a Cross Body method (right hand for left side of body, etc.)

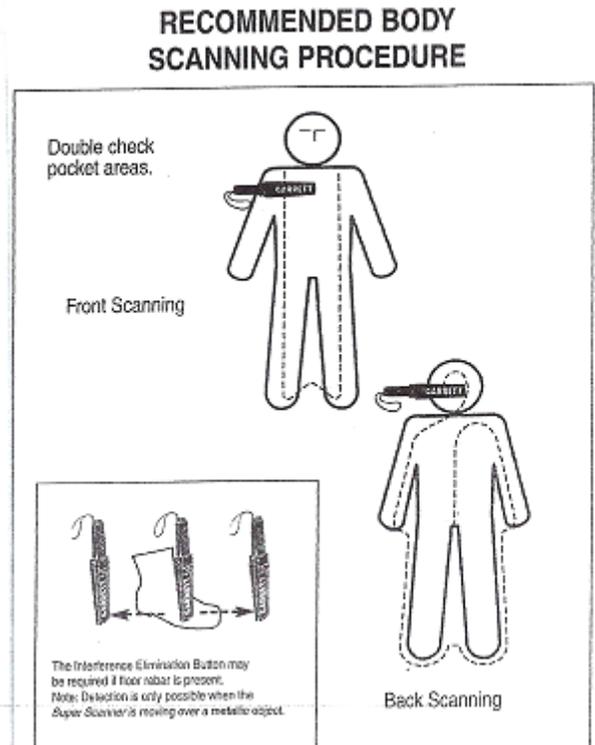
Zippers and other normal clothing items will alert a "hit." The Volunteer may feel it necessary to do a same-gender pat-down of isolated areas picking up a hit.

Interference Elimination Button may be utilized when approaching most flooring, and/or the Guest may raise their foot for scanning.

Guests must still remove shoes and boots.

Amber light = low battery

Always have one other Volunteer present during all searches



* Law Enforcement Assistance *

There may be other situations where Volunteers will call the Public Safety Dispatch Center asking for help with security or medical situations as follows:

Emergency Medical Situation

Volunteers experiencing an emergency medical situation with a Guest, shall immediately call 9-1-1. Volunteers should provide EMT personnel with the Guest Medical Card created at initial Intake session.

Volunteer must also contact a Coordinator and/or Executive Board member, and complete an Incident Report and make notation in the Shift Log Book.

Requesting Police Assistance

Refusal to Leave

If a Volunteer asks a Guest leave due to behavioral or policy violations, and the Guest refuses to vacate the shelter, Public Safety will be called to escort for the Guest from the area.

Volunteer must also contact a Coordinator and/or Executive Board member, and complete an Incident Report and make notation in the Shift Log Book.

Guest Evaluation

If a Guest is exhibiting questionable behaviors but not in clear violation of any HATI policy, a Volunteer may call Public Safety to request an officer perform a basic assessment, and possibly assist with the Guest's removal if warranted.

Volunteer must also contact a Coordinator and/or Executive Board member at the earliest opportunity, complete an Incident Report, and make notation in the Shift Log Book.

Emergency Assistance

Volunteers must immediately call Public Safety for any violence or safety concerns.

Volunteer must also contact a Coordinator and/or Executive Board member, and complete an Incident Report and make notation in the Shift Log Book at their earliest convenience.

After-Hours Admissions

After shelter doors are locked at 9 p.m., only current Guests with prior approval to arrive late (usually for work), and new Guests with prior approval by local law enforcement agencies, the Salvation Army, or other Social Services agencies may be admitted.

If anyone appears at the shelter after 9 p.m., the Volunteer should first (***before opening door***) call Public Safety to stay on the phone while the door is opened and ID is requested.

Those calling after hours should be advised of the admission criteria and instructed to go to Escanaba Public Safety office at 1900 3rd Ave, N, Escanaba. Arrangements may be made with approved taxi service if needed.

It is preferred that Public Safety perform a Wants & Warrants check and then call the Shelter Cell Phone so Volunteers can obtain Guest full name and date of birth in order to check the Public Sex Offender Registry PRIOR to sending the potential Guest to the shelter.

If the initial Public Safety and PSOR screens are completed satisfactorily, the Guest may be accepted into the shelter and the remaining Intake Steps (forms, PBT, and personal search) must be completed by Volunteers.

De-escalation Techniques

- **Stand at an angle and at least four (4) feet** from the person who is upset. Straight on and in close proximity can be perceived as threatening.
- **Maintain a relaxed stance, gestures, and facial expressions, and soften eye contact.**
- **Avoid actions** that may make the individual **to feel cornered.**
- **Do not touch the individual**, unless it is necessary to manage extreme behavior.
- **Acknowledge the individual is upset** - it is not necessary to agree with or fully understand the situation.
- **Allow the person to vent**, but with boundaries.
- **Actively listen** to the individual and **respect their feelings.**
- **Repeat/summarize** the individual's points of concern.
- **Indicate a willingness to resolve the situation** - do not make promises that cannot be kept.
- **Do not make threats** or set limits that cannot be enforced.
- **Ignore challenges.**
- **Address the person's behavior** - NOT the person.
- Attempt to **address the individual away from other Guests**, but never alone or in a secluded area.

A Shift Volunteer should be prepared to call 9-1-1 if these measures do not de-escalate the situation or if there appears to be a danger to other Guests or Volunteers.

* Other Services *

Transportation

HATI will provide transportation to get Guests to and from the shelter sites. **Guests are responsible to their own transportation needs during the day and may discuss these needs with warming center social worker for possible assistance.**

DATA Bus (786-1187) is the most cost efficient option and attempts should be made to utilize this service whenever possible.

Escanaba Taxi (786-4448) and J & N Taxi (786-1122) are the other approved transportation services for when DATA Bus is not available.

Evening Transportation Arrangements

Coordinators or Volunteers should **check the shelter cell phone promptly at 5:30 p.m.** for messages regarding rides to the shelter. Return calls as needed to discuss times and locations for pick-ups.

Guests needing transportation to the shelter must be at the Delta Plaza Mall food court entrance and public library back entrance at 5:45 pm each night. Taxi may be called for a first-time Guest. After arriving at the shelter, new Guests will be advised of pick-up sites and times, and are expected to utilize this for all future shelter nights.

Call Escanaba Taxi J&N Taxi (see rotating schedule) if DATA Bus is not running routes that would include the current shelter location.

Rides must be recorded in the Transportation Log Book and generally noted in the Shift Log Book.

Weekday Morning Transportation Arrangements

The Coordinator shall decide when best to survey all Guests for morning transportation needs, either at Intake or after dinner. HATI Executive Committee will coordinate and announce approved **weekday drop-off locations**.

Call DATA and leave a message only if it appears no pick-up will be needed the next morning. Stress in the message that pick-ups should resume as scheduled the following day unless there is another call from the shelter.

DATA tokens are issued in the morning and record details in Transportation Log and Shift Log.

DATA staff will advise how many tokens the Guests will need - usually:

- 1 token for Escanaba churches
- 1 or 2 for Gladstone churches

Weekend Morning Transportation Arrangements

HATI Executive Committee will coordinate and announce approved **weekend drop-off locations**.

Weekend / Holiday Transportation Arrangements

Escanaba Taxi or J&N Taxi (see rotating schedule) are used for Saturday and Sunday morning transportation, or other situations when DATA is not an option.

Coordinators should refer to the Transportation Schedule to see which transportation options they are working with for their host week. It is recommended to call and confirm coverage on holidays

Record arrangements in Transportation Log and Shift Log books.

Hair Cuts

Debbie Curran has offered to give haircuts to shelter Guests.

Guests may call 786-9450 or 420-0105 to either come to her salon during the day (Address)

Or meet at the shelter location between 7 and 9 p.m.

Shower Facilities

Weekdays:

Hope for the Day warming center has shower facilities, towels, and toiletries for Guests. See Shower Policy in Section 3.

Weekends:

AnyTime Fitness - Delta Plaza Mall

Guest may sign-out a pass key to utilize showers on weekends. This should be entered in Shift Log.

Guest must have their own (provided by HATI) towels and toiletries, and exit the facility quickly so as not to interfere with paid members.

Guest Laundry

See Laundry Policy Section 3.

HATI Communication Plan

Elements of the HATI Communication Plan are to ensure shelter activities, efforts, and plans are regularly disseminated and readily available to Delta County residents, churches, agencies, and potential Guests.

Guests

Shelter Schedules with dates, locations, and contact information approved by the HATI Coordinator Committee and Executive Board will immediately be distributed as follows:

- E-mail distribution list or faxed to businesses and agencies
- Emailed to HATI Coordinator group to be shared and posted throughout their parish and other contacts
- Posted to HopeAtTheInn.org followed by Facebook announcement
- Work with The Salvation Army to place schedule on bulletin boards at stores, gas stations, laundry mats, libraries, and other such locations where Guests may visit
- Submit press releases to the Daily Press weekly to bi-weekly

Shelter Business Cards shall include shelter hours, phone numbers, website address, and basic Guest screening criteria. Supplies shall be maintained at many of the agencies and locations receiving shelter schedules. Small, clear holders should be posted on bulletin boards next to the shelter schedule sheets.

Community

HATI Brochure

Supplies of brochure shall be maintained throughout the community, at special events, and other opportunities to share HATI's purpose and mission, and to recruit additional host churches, support churches and agencies, volunteers, and donations.

Operations Manual

Copies of the HATI Operations Manual should be provided to leadership/pastors of churches looking to make decisions on becoming host or support churches.

HATI Coordinators will be provided current copies at Committee meetings, and a current copy always in shelter supplies and posted to the website.

Social / Print Media

Website

Website content shall be maintained with current information on the following:

- Purpose / Mission / Vision
- Shelter Schedule
- Volunteer Opportunities
- Volunteer Trainings
- HATI Events
- Donation Suggestions
- Shelter Statistics
- Local Homeless Statistics
- Links to Media Coverage / Other Appropriate Documents, Photos, Videos

Facebook

Coordinators, Volunteers, Church Leaders, other interested individuals will be encouraged to "Follow" Hope At The Inn on Facebook so as to receive current announcements on schedules, volunteer and donation opportunities, and other related events.

Daily Press

Press releases will be sent to the Daily Press at least monthly to announce shelter schedules, Volunteer training opportunities, and statistics/progress reports.

Radio

Local radio stations will be approached for PSA's and opportunities for coordinators and Executive Board members to appear on talk show programs.

Cable

Shelter schedules and announcements will be sent to the Community Calendars and other such television channels posting community news and events.

Email Lists

HATI will maintain email databases for:

- Delta Co. Churches
- Shelter Schedule Distribution
- Trained Volunteers
- HATI Coordinators

Coordinators are encouraged to create email lists for their own parish volunteers.