



*Delta County
Hope
At The
Inn*

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

Hope at the Inn

Operations Manual

Sections 1 and 2 Approved: September 2016

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*** Section 3 ***

Shelter Policies

Admission Criteria Policy

To ensure the safety of all Guests and Volunteers, Hope at the Inn has the following screening requirements. Failure to comply with any of the following will result in the individual being denied admission or being removed from the shelter program:

1. **Individuals must be 18 years of age or over.**
2. **Shelter Hours:** Hope at the Inn is an overnight shelter. Guests must comply with the 6 to 9 p.m. check-in hours. Guests are required to leave the hosting church by 8 a.m. each morning, and are not permitted on Host Church property during the day. Guests looking to gain access to the shelter outside of the 6 p.m. to 8 a.m. hours, will be considered as trespassing, and may result in removal from the program.
3. **Background Screens:** Individuals will be screened through Public Safety for excluded Wants & Warrants upon admission, weekly, and after an absence of a week or more. Individuals must not appear on the Public Sex offender Registry (same screening frequency).
4. **Personal Belongings:** Guests will be provided/allowed two (2) storage totes or storage containers of comparable size. Arrangements must be made to store excess personal belongings elsewhere.
5. **Personal Searches:** Guests and all their belongings will be searched each night before entry is permitted into the shelter area.
 - a. **Alcohol, unlabeled drugs, and drug paraphernalia** will be confiscated and may result in removal from the Program.
 - b. **Guns are not permitted – with or without concealed carry permit**
 - c. **Marijuana is not permitted – with or without card**
 - d. **Animals are not permitted – including service animals and emotional support animals**
 - e. **Knives, screwdrivers, straight razors, scissors** (i.e. any object that can be deemed a potential weapon), will be labeled and held in a locked box and may be retrieved when leaving each day.
 - f. **Inappropriate or excessively violent movies, video games, or print materials** will be labeled and held in a locked box and may be retrieved when leaving each day.
 - g. **No food or beverages** can be accepted into the shelter, and may be labeled at held in the Intake Area.
 - h. **No space heaters or cooking devices** are allowed in the Shelter.
6. **Alcohol Screen:** Guests must submit to a breathalyzer screen each evening upon entry into the shelter. A tolerance standard will be set by HATI boards and posted at the check-in station. Hope at the Inn reserves the right to change this standard at any time. Guests may be subject to additional breathalyzer screens during the evening if behavior warrants.

7. **Prescriptions & Medications:** Prescription medications and over-the-counter medications shall be recorded in Guest file but **not held or dispensed** by shelter Volunteers or Coordinators.
8. **Behavior Expectations:** Personal displays of affection, lying together, or other intimate behaviors are not permitted in the shelter. Threatening/aggressive behavior, obscene language/gestures will not be tolerated and may result in removal from the program. Use of weapons, acts of violence, or destruction of property will result in **IMMEDIATE** removal from Program.
9. **Private Internet / Phone Systems:** Access codes to secure church or shelter Internet systems or phone systems will not be disclosed to Guests or other unauthorized users.
10. **Sleeping Areas / Rest Rooms:** Sleeping areas and rest rooms are separated by gender. Guests are not permitted in opposite gender areas. Lights-out will be at about 10 p.m. in the sleeping areas. All electronics (cell phones, computers, and music players) must be turned off by this time or only used in the separate designated social area. **Guests are responsible for keeping their assigned sleeping area clean and orderly.**
11. **Late Arrivals (after 9 p.m.):** Only Guests who have prior approval by shelter staff will be permitted late entry. New or unapproved late Guest admissions may be accepted with interventions from a social service worker, clergy, or Public Safety officer.
12. **Hope for the Day Case Management Services:** Individualized case management is offered free to all shelter Guests to assist with what is needed to return to independent living. Guests must make contact with HFTD case worker within two (2) business days of entering/reentering the shelter, and then regularly thereafter. Guests refusing to see or satisfactorily work with the HFTD caseworker or another case manager will be issued a Program Participation Notice with conditions and timelines they must meet in order to continue in the shelter program.
13. **Smoking:** Smoking is not permitted in **any** of the Hope at the Inn hosting church buildings or Hope for the Day. Guests will be informed of designated smoking areas and times. Smoke breaks will be supervised by shelter Volunteers.
14. **Personal Hygiene:** All Guests are required to maintain personal hygiene standards that are conducive to communal living. Hope for the Day offers shower and laundry facilities. Guests refusing to comply may result in dismissal from the program.
15. **Physical & Emotional Wellness:**
 - a. Guests must be clear of any communicable illnesses/disease and may be offered transportation to the local emergency room for evaluation. Guests must have written medical clearance before returning to or being admitted to the shelter.

- b. Guests must be able to walk and navigate stairs independently, as well as lower and raise themselves from the inflatable beds. Guests must not require any assistance with their activities of daily living (dressing, eating, grooming).
 - c. Guests experiencing an emotional or mental health crisis shall be provided transportation to the local emergency room. Public Safety may be called if warranted. Hope for the Day case worker will determine if the individual may return to the shelter.
 - d. Guests must be emotionally stable and able to live in communal environment. HATI reserves the right to request a discharge plan for individuals coming from MGH Psych Unit, and they must have a two-week supply of medications needed for stabilization.
- 16. Personal Injury:** Hope at the Inn and the Host Churches are not responsible for personal injury to Guests or their property. All Guests are required to sign a Waiver of Liability prior to admission to Hope at the Inn.
- 17. Transportation Services:** Guests are expected to utilize the pick-up schedule and adhere to the drop-off locations arranged by the Shelter. Transportation arrangements outside of the posted times must be approved and arranged by the Hope for the Day Case Worker. Guests suspended from any of the transportation companies, agencies, or locations used by the shelter will also be immediately suspended from the shelter program.
- 18. Videos & Photos:** No videos or photos shall be taken without the written consent of Guests, Volunteers, or Staff.

Guests are expected to follow all rules and regulations of Hope at the Inn, Hope for the Day, and **each Host Church.** Shelter Volunteers, Coordinators, Case Workers, and Staff reserve the right to deny admission and/or have Guests removed from the Shelter for failing to follow rules, closing of the program, limited space, etc.

Guests removed from the Hope at the Inn program may request Executive Committee review through the Hope for the Day case worker. See ***Do Not Admit Appeal Process Policy.***

Exec. Comm. Approved: November 29, 2017

Breathalyzer Testing Policy

Hope at the Inn performs a Personal Breathalyzer Test (PBT) as part of the nightly Intake Process. It is used as a tool to help determine a Guest's condition when they are entering the shelter. Alcohol and illegal substances are not permitted at any shelter or warming center location.

- **Guests must register a .08 or lower alcohol level** in order to be admitted into Hope at the Inn. Shelter admission policies include behavior-based evaluation, and Guests may be refused admission or asked to leave the shelter for inappropriate behavior.
- **If Guest registers higher than .08**, ask Guest to be seated in the Intake area in order that they may be retested after 15 minutes to see if their number is climbing or lowering. Residual alcohol in the mouth can register a false high number.
- If a Guest registers at **.08 or lower when retested** AND their behavior is appropriate, they may be admitted into the shelter.
- **If the retest reading is above a .08**, inform the Guest they are welcome to come back before 9 p.m. to retest, or to return the next evening. Coordinators will inform the Guest that they cannot be admitted, and may contact Public Safety for assistance and to ensure the individual has left the premises.

Make notations on Intake form and Shift Log.

Contact Public Safety for Guests with high intoxication readings (over .250), unable to self-manage, or with other concerns. Public Safety officers routinely perform "wellness checks" and are willing to evaluate situations of concern.

Original Approved: November 13, 2014

Revised Approved: December 10, 2015

Do-Not-Admit Appeal Policy

Guests removed from the shelter program and some individuals denied admission will be placed on the HATI “Do-Not-Admit” List.

Executive Committee members are responsible for reviewing circumstances and adding names to the list. Coordinators will be advised by email that a new name was added to the list (names are not to be included in an email as it is not considered a secure method of communication.) Coordinators should regularly review the Do-Not-Admit List kept in the front of the Shift Log.

Individuals and Guests on the List, can request admission or re-admission through the Hope for the Day caseworker.

If a person from the “Do Not Admit” List comes to the shelter, the Coordinator will:

- advise them that they cannot be admitted without review by the Hope for the Day caseworker and the Executive Committee.
- advise them to present to The Salvation Army to be assessed by the Hope for the Day caseworker.

Hope for the Day caseworker will make a recommendation to the Executive Committee based on the assessment. The individual will be advised within 3 business days of their request whether they can be admitted to the shelter or will remain on the Do Not Admit list.

Exec. Comm. Approved: June 27, 2017

Revision Approved:

Families With Minor Children Needing Shelter Policy

Hope at the Inn can only admit individuals 18 years of age and older.

If a family with minor children calls or presents at the shelter, they should be instructed to contact Public Safety.

The Coordinator may make one-time-only transportation arrangements to get the family either to Public Safety.

The family should also be advised to go to The Salvation Army the next morning for further assistance.

Executive Committee Approved: June 14, 2017

Guest as Volunteer Policy

Any Shelter Guest wishing to become a HATI Volunteer after transitioning to an independent living situation, must wait until the next shelter season before requesting doing so.

As with any shelter volunteer, an individual's capacities to perform the duties will be evaluated by the Executive Committee.

Coordinator Comm. Approved: December 8, 2016
Revision Approved:

Guest Privacy Policy

Hope at the Inn is committed to protecting the privacy of all past and current Guests.

- Hope for the Day's Caseworker is the designated person to assist Guests through sensitive situations and to help Guests choose a path of successful transition to independence.
- Should the shelter receive a call or in-person inquiry about a Guest, the caller should be informed that Guest identity cannot be disclosed, and that a message can be left for the Hope for the Day Caseworker at the Salvation Army by calling (906) 786-0590.
- Coordinators and Volunteers must respect Guest privacy at all times and shall not discuss a Guest's situation, disclose a Guest's name or disclose other personal information in the community. Doing so is grounds for dismissal as a shelter Volunteer.
- All Volunteers, Coordinators and Officers are to sign a confidentiality agreement at least annually to protect the privacy of Guests.

Exec. Comm. Approved: October 30, 2017

Revision Approved:

Incident Response Policy / Emergencies Policy

HATI will insure prompt and appropriate response to incidents that occur during shelter hours.

- **Volunteers must immediately call 911 for any of the following incidents:**
 - Medical Emergencies- Volunteers provide Guest medical card to EMT personnel
 - Severe or Uncontrolled Bleeding
 - Acute Pain
 - Vomiting
 - Disorientation / Impaired Consciousness
 - Severe Breathing Problems e.g. (asthma attack)
 - Serious Injury
 - Chest Pain
 - Any other observed medical issues that appear out of the ordinary
 - Conduct Issues
 - Illegal items found during intake that create safety concerns for Guests and/or Volunteers (e.g. suspicious unlabeled pills)
 - Illegal activities of any kind
 - Threats of harm to self, others, or property
 - Any behavior problems that create safety concerns for Guests and/or Volunteers
 - Shelter policy violations that create safety concerns for Guests and/or Volunteers
 - Guest refuses to vacate the shelter when asked
- Volunteer must also contact Hope for the Day caseworker after 911 has been called
- Volunteer must complete an Incident report.
- Volunteer must make a note in the shift log book.
- Cab rides are only available for Guests after they have been medically cleared.
- If a Guest is removed from the shelter, they are not eligible for re-admission until they are cleared by the Hope for the Day caseworker.

Exec. Comm. Approved: October 30, 2017

Revision Approved:

Laundry Policy

The Escanaba Salvation Army has a laundry facility available from 8 am to 11:30 am Mondays-Fridays (except holidays) for HATI Guests to utilize as follows:

- **Individuals must contact Hope for the Day Caseworker ahead of time to schedule date and time for doing laundry.**
- **Individuals must receive instruction on how to use the equipment *prior* to attempting to do laundry.**
- **Guests must clean the dryer filter and general area when laundry is completed.**

Exec. Comm. Approved: June 14, 2017

Mail Policy

HATI Guests may only use The Salvation Army address as a personal/ return address for documents such as housing applications, MSHDA paperwork, and others as approved by Hope for the Day Case Caseworker.

In addition:

- Guests must check with shelter Caseworker on a weekly basis for any mail that may have arrived for them.
- Unclaimed mail will be destroyed after 30 days.
- Guests are expected to obtain a private address at their earliest opportunity, and must provide verification to shelter Caseworker that a Change-of-Address has been filed with the Post Office.

The Salvation Army reserves the right to refuse Guest mail and return to Post Office and/or sender should the Guest not take responsibility for their mail.

(Guest Name)
c/o The Salvation Army
PO Box 424
Escanaba, MI 49829

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Revision Approved:

No Pet / Service Animal Policy

Hope at the Inn is not able to accommodate pets or service animals due to the nature of the shelter locations. In accordance with regulations, **churches are exempt from the Americans with Disabilities Act (ADA) law that otherwise allows service animals in most other places.**

- Guests presenting with an animal should be advised of this policy.
- If the Guest chooses to remain at the shelter, they must make arrangements for the animal before returning to the shelter.

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Revision Approved: November 29, 2017

Personal Searches Policy

All Guests seeking admission to Hope at the Inn must agree to a search of their person and personal belongings.

Guests should remove **all their own belongings** from bags, pockets, and purses, **unless they give permission** for the Volunteer to do so.

Guest searches must be done in a manner that is respectful and discreet. Large groups should not gather in the Intake / Personal Search area. However, Volunteers shall have at least one other Volunteer present during all searches.

The metal detector shall be used as described earlier in **Section 2: Guest Screening Procedures**. Be mindful that Guests may have "personal contact" issues, and the search process shall be as non-invasive as possible.

Process: Ask the Guest to lay out their belongings on a table or bin. The Guest shall self-direct most of the search to ensure Guest privacy and general infection control.

Note: Volunteers shall use clean gloves for each person searched

SEARCH ACTIONS	SEARCH ITEMS
Performed by Guest:	Guests must display or empty Carry-In items:
Pockets	Cigarette packs
Inside rim of hats	Purses – inside
Inside collars	Wallets – inside
Along beltline / waist / back	Bags & Backpacks
Inside shoes / sock cuffs	Coats

If the metal detector is unavailable, not operating, or indicates an area of concern, **pat-downs** shall be performed by a shelter Volunteer of the same gender.

Note: Always "pat" - do **NOT** run hands over clothing

Shelter will ACCEPT	Shelter will LOCK UP	Shelter will DISCARD
Asthma Inhalers	Box Cutters	Alcohol
CD Players Ipods with Headphones	Food & Beverages	Pornography
Cell Phones / Pagers	Inappropriate movies, video games, other media	Spoiled Food
Cigarettes, Cigars, Loose Tobacco & Papers		
Cologne / Perfume	Hammers & Other Tools	Shelter will Call Public Safety
Lighters / Matches	Knives	
Over Counter Medications	Metal Files	Drug Paraphernalia
Rx Medications / Herbal Meds	Nail Clippers (lg w/file)	Pills not in Rx labeled bottles
Shaving Razors (1-piece)	Scissors	Unidentified Powders /Substances
TV sets – only the small pocket size with headphones	Screwdrivers	
** CANNOT Accept at Shelter		
Marijuana – with or without card	Individual must be turned away. Then can return without the drug to be considered for admission. Under <u>no circumstances</u> is marijuana to be locked up or allowed on the premises.	
Guns – with or without permit	Individual must be turned away. Churches are <u>exempt</u> from the concealed carry permits. Attempt to quietly call 9-1-1 when the weapon is discovered. If the individual leaves promptly, lock all doors and call 9-1-1.	
Pets – including service animals	See No Animal Policy	

Original Approved: November 13, 2014
 Exec. Comm. Revised: November 29, 2017

Registered Sex Offenders Policy

Registered Sex Offenders will NOT be admitted to Hope at the Inn.

New Guests:

Coordinators and Volunteers must perform a search of the Michigan State Police and National Public Sex Offender Registries (PSOR) on the websites as forwarded by the Executive Committee and bookmarked on the shelter laptop computer. Those Host Sites without Internet access must call another Coordinator to complete the screen on their home computer or mobile device.

Prior to other Intake activities, inform new Guests that they will be screened in the PSOR's as well as Criminal Background Activities as posted in the Summary of Guest Guidelines and Guest Contract. If the Guest is agreeable to the screens, ask them to complete and sign the first page of the Admission Packet - Shelter Admission Form - and request their driver license or state photo ID.

After the screens have been completed, initial and date the back of the Shelter Admission form. Proceed with other Intake activities as appropriate.

Returning Guests

Returning Guests shall be screened weekly. Initial and date the back of the Shelter Admission form when completed.

Original Approved: November 13, 2014

Revision Approved:

Removal of Abandoned Property Policy

Personal property left longer than 1 week will be considered abandoned and should be bagged for removal from the shelter and brought to The Salvation Army.

Hope for the Day caseworker will make attempts to contact the Guest.

After two (2) weeks, unclaimed items will be discarded or donated.

Any unclaimed weapons or prescription drugs will be taken to Public Safety.

Exec. Comm. Approved: June 27, 2017

Revision Approved:

Shower Policy

The Escanaba Salvation Army's shower facility is available from 8 a.m. to 11:30 a.m. Mondays-Fridays (except holidays) for HATI Guests to utilize as follows:

- Individuals are to enter the front doors of The Salvation Army and check in with Hope for the Day Caseworker to receive a towel and basic hygiene items.
- Those using the showers are responsible for cleaning up by way of returning towels to the designated hamper and removing all personal items from the shower rooms.

Exec. Comm. Approved: June 14, 2017

Tobacco Use Policy

No tobacco products (including cigarettes, e-cigarettes, and chew/spit tobacco) may be used in shelter facilities.

Tobacco use/smoking breaks are only permitted in designated areas at announced times. These breaks must be closely supervised by a Volunteer either in the designate area outside or through a window if the entire break area and Guests are visible.

Tobacco use/smoking breaks are typically offered on the top of the hour prior to “lights out,” and at 7 a.m. New Guests should be informed of this at Intake.

Volunteers must communicate with other shift Volunteers as they are leaving the main shelter area to supervise tobacco use/smoke breaks.

The shelter provides a cigarette butts and matches receptacle to prevent littering of the break area. Guests using chew/spit tobacco should be offered disposable containers for the same purpose.

Original Approved: January 8, 2015

Revision Approved:

Volunteer Scope of Service Policy

Hope at the Inn Homeless Shelter and its Volunteers shall provide:

- A warm place to sleep,
- A hot meal,
- A safe, welcoming, and supportive environment.

Other Guest needs and services (*medical care, personal care, counseling, or other therapies*) shall only be provided by the professionally licensed social workers at Hope for the Day - **NOT** Shelter Volunteers.

Volunteers Must:

- attend the New Volunteer Training session to learn and understand the scope of services that they would provide on behalf of Hope at the Inn.
- relay all concerns and relevant information about Guest issues and needs beyond their immediate need for safe shelter should to the Hope for the Day (HFTD) Caseworker.
- offer support for Guests beyond/outside the shelter services **only** through the supervision of the HFTD Caseworker to ensure Guest case plans are being followed. See Caseworker for HFTD Volunteer opportunities.
- offer material or monetary donations through the Salvation Army who serves as the HATI fiduciary. Donations can be earmarked for specific purposes. The distribution of material assistance **MUST** be handled by the HFTD Caseworker.

HATI Prohibits Volunteer-Guest Interaction Outside of the Shelter:

- Volunteers violating this policy will be given a warning that such action is prohibited.
- Volunteers who continue to assist Guests beyond the HATI Scope of Services will be advised by an Executive Committee member that they have been removed from the program and are no longer permitted to serve as a Volunteer.

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Revision Approved:

Wants & Warrants Policy

Individuals with certain Wants & Warrants will not be admitted to the shelter.

New Guests Prior to other Intake activities, inform new Guests that they will be screened for wants and warrants, Public Sex Offender Registry (PSOR), breathalyzer, and personal search as posted in The Summary of Guest Guidelines and Guest Contract. If the Guest is agreeable to the screens, ask them to **complete and sign the first page of the Admission Packet - Shelter Admission Form** - and request their driver license or state photo ID.

Returning Guests shall be screened weekly - typically Sunday nights, or immediately up returning from an absence of a week or more.

Intake Volunteers call Escanaba Public Safety (non-emergency number) to request a criminal background check for shelter Guests, and provide their full name and date of birth. The Volunteer ends the call and continues with the Intake Process.

If Public Safety discovers any wants or warrants, an Officer will be sent to the shelter to meet *privately* with the Coordinator and Guest. The officer will advise the Guest and Coordinator on the nature of the Warrant. **Guests with the following** types of Warrants **will not be admitted**, and the Officer will escort the Guest out of the shelter:

- Assaults
- Breaking and Entering
- Child Abuse
- Domestic Abuse
- Larceny and Theft
- Violence
- Weapons Charges
- Sexual Abuse or Pending Criminal Sexual Conduct

Admitting Guests with Warrants:

Coordinator will determine if the Guest with non-violent or minor warrants can be admitted into the shelter after observing Guest's behavior and results of the other required screens. For After Hours Admissions, the Volunteer on duty should call a Coordinator for guidance with the above procedure.

Notations shall be made on the Admission Form and in the Shift Log.

All Guests denied admission due to a serious warrant, should be placed on the "Do Not Admit List."

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