

The following is an example of a Standard Operating Procedure for an Emergency Shelter and will need to be amended to apply to your facility/location

Community Lifeline

Inclement Shelter Standard Operating Procedures

Effective July 1, 2018

Responsibilities & Procedures Prior to Guest Check-In:

Shelter Manager

- Responsible for overseeing all shelter staff, ensuring overall functionality and safety of the facility prior to receiving any guests.
- Distribute facility keys to the Fireside Room and Great Hall Team Leaders.
- The Shelter Manager will serve in a role as either the Fireside Room or Great Hall Team Leader in coordination with the other team members.
- Report any incidents of violence and/or major disruptions to the Executive Director.
- Ensure copies of timesheets are available for all staff.
- If there are guests that volunteered with dinner (up to 5), they will be allowed to remain in the building early before the 8pm check-in time commences.
 - Volunteers should be treated as guests and not staff members and therefore should not be given access to any keys or property of Community Lifeline.
 - Volunteers are required to have their belongings searched.
 - All volunteers from dinner should be processed first and their bedding issued as quickly as possible. If they desire a shower they should also be the first served.
- Stacking tables to clear the room for guests will be at the direction and discretion of the Shelter Manager.

Fireside Room Team Leader (12 hour shift)

- Responsible for overseeing Fireside Room Assistant and ensuring overall functionality and safety of downstairs operations in the shelter.
- Retrieve the following items from the fireside closet:
 - Shelter Log Book
 - Notebook with Shelter Sign-in Sheets
 - Ensure that there are at least 10 copies of Shelter Sign-In Sheet, Night-Time Shower Sign-In Sheet, and at least two copies of the Shelter Consent Form.
 - HMIS (Homeless Management Information System) forms
 - Red Trespass Notebook
 - Review Trespass Notebook to see if there are any new additions
- Open kitchen and set-up coffee and snacks for guests.

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Fireside Room Assistant (4 hour shift)

- Ensure fireside room is swept and clean.
- Set-up shower(s)
 - Clean shower rooms
 - Empty towel bins if necessary
 - Put towels for shower on bannister in hallway w/ soap, shampoo, and conditioner as needed
- Assist the Fireside Team Leader as needed to remove any trash or baggage that is left in the fireside room after dinner.
 - All bags that do not belong in the fireside room should be placed outside and if not retrieved by a guest, should be thrown away the next morning.

Great Hall Team Leader (12 hour shift)

- Responsible for overseeing Great Hall Assistant and ensuring overall functionality and safety of upstairs operations in the shelter.
- Ensure the Great Hall is clean and that the following items are easily accessible and orderly:
 - Cots, mats, blankets, excess clothing and guest belongings
- The Team leader must organize the Great Hall if it is found in disarray and report the condition of the Great Hall to the Shelter Manager. Any major incidents should be reported to the Executive Director.
- Oversee the cleaning and maintenance of the women's area.
- Set-up TV and movie if available. TV and DVD player should be kept under lock and key in the Great Hall.

Great Hall Assistant (4 hour shift)

- Stock trash bags and keep a pen to write names on client bags
- Locate lysol and latex gloves
- Clean upstairs landing area as well as the women's area
 - Stock upstairs bathroom with toilet paper and paper towels as needed

Responsibilities & Procedures During Guest Check-In:

Shelter Manager

- Check-in of all guests should begin at 8pm and be conducted until 10pm. If there are any emergencies that occur prior to the shelter opening, all emergencies should be dealt with accordingly prior to receiving any guests.

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- If a guest appears in crisis and is causing a disturbance, then the Shelter Manager should call 911. During the call the Shelter Manager may suggest that Telecare be notified if the disturbance occurs before 10pm.
- Any guests that check-in after 10pm must have a police escort. If a guest approaches the shelter in crisis, then someone from the staff should call 911.
- Oversee entire operation of shelter to ensure that the environment is safe for all staff and guests.

Fireside Room Team Leader

- Check-in one person at a time
 - Write down the guest's name legibly on the sign-in sheet and the nighttime shower list (if guest desires a shower).
 - Ensure that ALL clients sign the new Shelter Consent Form, even if they have stayed in the shelter prior to this season.
- Ensure that every guest reads the Community Lifeline (CLL) Rules.
- Inspect ALL bags that clients decide to keep with them through the night.
 - Clients are authorized to check in ONE additional bag into the Great Hall, but it must be removed the next day. Any bags that are checked into the Great Hall do not require inspection.
 - Any contra-banned items found in guest belongings should be confiscated and locked in the Fireside Room closet. All items should be returned to the individual upon check-out, unless the item or items are illegal to possess in the State of Washington. Said items should be confiscated and turned over to the police or disposed of by shelter staff.

Fireside Room Assistant

- Manage the nighttime shower list and ensure that the shower is clean throughout the check-in process, to include changing the towel bag and the garbage as necessary.
- Assist the Fireside Room Team Leader as needed.
 - If there is a disturbance of Any kind during check-in, the Fireside Room Assistant should immediately come to the aide of the Fireside Room Team Leader.
- No smoking breaks should be taken by either the Fireside Room Team Leader or their Assistant during the check-in process. Once all guests have been checked-in, then either team member may take a smoking break, but never at the same time to ensure that the shelter is properly supervised.
- In the absence of a Fireside Room Assistant, the Fireside Room Team Leader assumes all responsibilities of checking in guests as well as the nighttime shower program.

Great Hall Team Leader

- Receive guests that have been checked-in by the Fireside Room Team Leader

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- All staff needing to check-in prior to the opening of the shelter should be situated immediately after the dining room has been cleaned following dinner.
- Any staff that desires a shower should do so immediately after they have set up their sleeping area for the night.
- The Great Hall Team Leader should ensure that there is never more than a one to one ratio of staff/guest in the Great Hall at any given time. For example, if the Great Hall Team Leader and their assistant are both in the Great Hall, then there can be two guests checking in at the same time. If one of these team members leaves the room for any reason, then there should be no more than one guest in the Great Hall Room.
- At 10pm the Great Hall should be locked and only be opened to retrieve the belongings of a guest that has decided to check out early. All other access to the Great Hall after 10pm or the women's sleeping area is forbidden.

Great Hall Assistant

- Label all client tubs and store in an orderly manner
 - Guests who regularly stay in the shelter will be given access to a Tub/Tote. Each guest that frequently visits the shelter will be given two blankets (and no more), as well as a pillow if available.
- Label trash bags with names on clients and store alphabetically with the client name facing outward.
 - Guests who do not frequently utilize CLL shelter facilities will be given a white garbage bag to store two (and no more) blankets. No other personal items should be stored in the bag given to each guest.
- Assist the Great Hall Team Leader as needed.
 - If there is a disturbance of Any kind during check-in, the Great Hall Assistant should immediately come to the aide of the Great Hall Team Leader.
- No smoking breaks should be taken by either the Great Hall Team Leader or their Assistant during the check-in process. Once all guests have been checked-in, then either team member may take a smoking break, but never at the same time to ensure that the shelter is properly supervised.
- In the absence of a Great Hall Assistant, the Great Hall Team Leader assumes all responsibilities of issuing guests their bedding for the night.

Responsibilities & Procedures During Shelter Operation:

Shelter Manager

- Oversee entire operation of shelter to ensure that the environment is safe for all staff and guests.

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- The Shelter Manager should be on-call to handle any critical issues brought to their attention by the other team leaders or their assistants. Any issues of violence or potential violence should be reported immediately to the Shelter Manager, who should report to the Executive Director.
- If the Shelter Manager is serving in the capacity of one of the team member positions, then they will assume all responsibilities of the that team member.

Fireside Room and Great Hall Team Leaders

- Manage the operations of the shelter for the entire 12-hour shift in coordination with each other.
 - Each Team Leader will be given an hour break for rest, which may be taken in the office or in the Fireside Room.
- It is the duty of each team leader to inform each other of their whereabouts throughout the entire shift to ensure that the shelter remains adequately supervised.
- Both team leaders are authorized to watch movies or conduct gaming activities after guest check-in, however they must be facing the perimeter of the building to ensure that they maintain good situational awareness.
 - The Shelter Manager should oversee all activity in the Fireside Room periodically to ensure that the noise level does not reach a point to disrupt the sleeping of guests, nor the functionality of the shelter as a whole.
- No unauthorized guests should be allowed to linger or sleep in the fireside room after guest check-in.
 - Guests will be allowed to charge their phones in the Fireside Room, however it should be made clear to all guests that Community Lifeline does not assume any liability for lost or stolen property during their stay in the shelter.
 - It is therefore incumbent upon the shelter staff to ensure that the Fireside Room remain a secure area at all times, utilizing video surveillance as needed.
- No public display of affection is authorized by any staff or guests during shelter operating hours.
- At random times during the 12-hour shift, it is required that each team member conduct a security check of the shelter grounds; this includes the outside perimeter. These checks should be conducted every hour.
 - At least one outside perimeter check should be conducted by each team leader during their 12-hour shift.
 - Should a person be found on the grounds, the team leader who discovers the trespasser should try to encourage the trespasser to go to the police station and retrieve an escort. If the trespasser is unwilling to go to the police station, then the staff person should ask them to leave the property immediately. If the trespasser resists the staff member for any reason, then the staff member should call the police immediately.
 - No guest or trespasser should be pursued beyond the boundaries of the shelter.

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- Should any guest baggage be found on the property, it should be removed and thrown in the garbage.
- The women's area does not require an hourly check and should only be investigated if there appears to be a disturbance amongst the female guests.

Responsibilities & Procedures During Shelter Check-Out:

Shelter Manager

- Responsible to oversee entire check-out process of the shelter, ensuring that the environment is safe for all staff and guests.
- The Shelter Manager should be on a roving patrol once they complete the assigned duties of whichever team lead position they are functioning in.
- Responsible for ensuring that staff complete all tasks assigned.
 - Tasks include:
 - vacuuming all carpeted areas upstairs and downstairs
 - washing dishes
 - sweeping and moping shower, fireside room, and bathrooms (in that order)
 - cleaning all bathroom surfaces (upstairs and downstairs) with bleach water as well as railings and tables
 - restocking upstairs and downstairs bathrooms with supplies as needed
 - emptying all trashes and replace with clean liner
 - returning fireside room to the condition it was found – ready to host meetings with outside agencies.
 - securing all windows and doors
 - retrieving all keys from team members and locking them in the fireside room closet
- Wake-up should begin at 6:30am. All guests should be cleared from the building by 7:30am, unless they volunteer for clean-up. All volunteers (up to 5) will be given an extra half hour to exit the building with the staff at 8am.

Fireside Room Team Leader

- At 6am begin to prepare the downstairs for check-out.
 - Start coffee, retrieve bleach bucket and fill with water and bleach (only 1 cap full of bleach should be used). Dishwasher should also be started.
- Responsible for turning on lights in dining room at 6:30am and announcing to the guests that it is time to wake-up.
 - It is important for staff to utilize patience and gentleness when trying to arouse guests.
- Recruit as many volunteers for rearranging tables and cleaning as possible (up to 5).

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- Ensure that guests clean-up their area before leaving the facility.
- Have overall good situational awareness to avoid theft of guest belongings.
- Clean off the front porch and remove all bags and trash.
 - The trash bag on the front porch should be emptied and the bag replaced as needed.

Fireside Room Assistant

- Begin work at 6am and assist the Fireside Room Leader as needed.
- Clean and restock downstairs bathrooms.

Great Hall Team Leader

- At 6am begin to prepare the upstairs for check-out.
 - Retrieve bleach bucket and fill with water and bleach (only 1 cap full of bleach should be used).
- Responsible for turning on lights in the women's area at 6:30am and announcing to the guests that it is time to wake-up.
- Receive guest blankets, cots, and mats and ensure that they are stored in an orderly manner.
 - All client tubs/totes and bags with blankets should be stored in alphabetical order and neatly arranged utilizing the shelving system.
- Spray down cots and fabric mats with Lysol and store unfolded in the Great Hall.
- Ensure guests wipe down plastic mats with bleach water.
- Ensure that women's area is clean and tidy and no guest belongings are left in the area.

Great Hall Assistant

- Assist Great Hall Team Leader as needed.
- Supervise guests and ensure that they wipe down their mats with bleach water outside the Great Hall.
- Clean and restock upstairs bathroom

Handling Disturbances:

- Should any type of emergency arise, the team leader who witnessed the occurrence should assess the situation to determine whether the disturbance can be handled without alerting an outside agency.
 - If the situation becomes potentially violent for any reason, the team leader should employ good de-escalation techniques and call the police if necessary.
 - It is imperative that staff try to avoid using violence to resolve any issue that they may face while on duty. Staff should always try to protect themselves and others and must strive to interact in a professional and courteous manner towards guests and other staff members.

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- Should a guest display violence at any point, the staff member who witnessed the violence should immediately call the police.

Violations of the Rules:

- Any guest that refuses comply with the rules set forth by Community Lifeline at any point during their stay should be asked to leave the facility. Guests asked to leave will be subject to a one-day revocation of Community Lifeline services during all nighttime shelter activities.
- If any guest is asked to leave, the staff member who witnessed the infraction should notify the Shelter Manager immediately. Depending upon the severity of the infraction, the Shelter Manager should notify the Executive Director.
- Any guest may be trespassed for more than one day and/or have all privileges revoked to include the day-time shower and meal program depending upon the severity of the infraction; the duration and severity of punishment for any guest will be under the discretion of the Shelter Manager and the Executive Director.
- Reminder: if a client shows violence at any time, the staff member who witnesses the incident should immediately call the police. The client who shows violence will be immediately trespassed from the facility and have ALL privileges revoked, including any daytime program activities. The duration of the client trespass will be determinant upon the Executive Director.

Note: All local authority hotlines should be readily available in the Fireside Room closet, as well as in the Shelter Sign-In Notebook. Emergency numbers should include the Shelton Police Department and Telecare.