



INTERFAITH EMERGENCY WINTER SHELTER

VOLUNTEER MANUAL 2016 – 2017



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Introduction

The Interfaith Emergency Winter Shelter Volunteer Manual and Reference Guide is a training aid and reference book for the Interfaith Emergency Winter Shelter Volunteer. This guide cannot cover all situations that the Volunteer will encounter. It is a tool that, when coupled with advice and guidance from those Volunteers with experience, will allow you to perform well as a Volunteer. Remember that you are never alone. You can always rely on your fellow Volunteers who have the experience and the authority to assist you at all times and in any situation. The IEWS Governing Board thanks you for your service.

Mission Statement

Our mission is to provide a low-barrier winter shelter for homeless individuals in Monroe County from November 1st through March 31st, from 9:00pm to 7:00am, seven days a week. Our Purpose is to offer a warm, safe, place to those who have no place to go and do not meet admission requirements for other shelter sites in this community.

Laundry Services

The Shalom Community Center has partnered with IEWS to provide laundry service for all Shelter Sites this season. Site Directors will arrange drop off/pick up times with Shalom. Individual Site laundry will be kept separate by using color-specific laundry bags provided by the Governing Board.

Governing Board

www.interfaithwintershelter.org
btowninterfaithwintershelter@gmail.com

President	Daniel Watts, First Presbyterian
Vice President	Alan Backler, Unitarian Universalist
Treasurer	Sarah Wasserman, Beth Shalom
Secretary	Sam Troxal, First United Church
Member	Carol Watson, Church of Jesus Christ of Latter Day Saints
Member	Sarah Cochran, United Presbyterian Church
Member	James Skomp, Trinity Episcopal Church
Member	Dick Rose, First United Methodist Church
Member	Dwayne Gordon, Wheeler Mission Ministries
Member	Thomas Thompson, First Christian Church
Member	Jane Walter, St. Paul Catholic Center
On-Site Coordinators	Sopa Enari
On-Site Coordinators	Pat Evoy
On-Site Coordinators	John Adams

Rotating Site Schedule

SUNDAYS First United Methodist Church
219 E. 4th St. (E. 4th St. & Washington St.)

MONDAYS & TUESDAYS First United Church
2420 E. 3rd St. (E. 3rd St. & Woodscrest Dr.)

WEDNESDAYS Trinity Episcopal Church
111 S. Grant St. (Grant St. & Kirkwood Ave.)

THURSDAYS First United Methodist Church
219 E. 4th St. (E. 4th St. & Washington St.)

FRIDAYS First United Church
2420 E. 3rd St. (E. 3rd St. & Woodscrest Dr.)

SATURDAYS First United Methodist Church
219 E. 4th St. (E. 4th St. & Washington St.)

Administrative Structure

As an Interfaith Winter Shelter Volunteer, you are never alone. Management of the IEWS is accomplished almost entirely by other volunteers who have chosen to take on extra responsibilities to better support you as a volunteer and to fulfill our mission statement. Familiarity with the following leadership roles will help you know who to turn to for assistance and guidance as the season progresses.

Descriptions

GOVERNING BOARD

The Governing Board consists of representatives of participating faith communities and organizations, with at least 1 member chosen from each Host Site. The Governing Board holds the vision and sets policies and procedures for the Interfaith Emergency Winter Shelter in accordance with its Mission Statement.

ON-SITE COORDINATOR (OSC)

The On-Site Coordinator supports Site Directors by conducting wand screening and wand training and by representing and coordinating IWS Board Policies and Procedures. The OSC collects and compiles data and presents data compilations to the Board. The OSC is a member of the Behavioral Consequences Committee and is primarily responsible for implementing Committee decisions.

MORNING ON-SITE COORDINATOR (MOSC)

The Morning On-Site Coordinator supports Site Directors and shift leaders by representing and coordinating IEWS Board Policies and Procedures after the On-Site Coordinator leaves the Shelter, particularly during the morning 3rd and clean-up shifts. The presence of the MOSC is expected to make easier the tasks of Volunteers during the morning shifts.

SHIFT LEADER

The Shift Leader oversees the operations for one specific shift per Site. The Shift Leader reports to the Site Director of his/her particular Site and oversees the consistent application of IWS policies and procedures over the course of a specific shift.

VOLUNTEER COORDINATOR

The Volunteer Coordinator schedules Volunteers for shifts and ensures that slots vacant due to illness or emergency are filled as needed. The Volunteer Coordinator reports to the Site Director of his/her particular site.

CASEWORKER

The Shalom Community Center in some previous seasons has assigned a homelessness caseworker to the Interfaith Winter Shelter. The caseworker was available at the shelter 4 or 5 nights a week (Sunday-Thursday) from 9:00-10:30 PM. This year, we are not able to have a caseworker on site. However, we will endeavor to make referrals to caseworkers at Shalom or to other agencies particularly for new guests.

SITE DIRECTOR

The Site Director oversees nightly operations at a specific Site and on a specific night of the week. The Site Director works with the OSC and with Shift Leaders to implement IEWS Board policies and procedures. The Site Director is responsible for making arrangements to get the Logbook and wand to the next site.

Volunteer/Guest Ratios

Site Directors, with the assistance of Volunteer Coordinators, will strive to maintain a minimum ratio of 1 Volunteer per 10 Guests per Shift for Shifts 1 and 4 (cleanup), and 1 Volunteer per 12 Guests for Shifts 2 and 3. If needed, Volunteers who have agreed to be on “emergency call” may be contacted to maintain this ratio. Volunteers will be given the Volunteer Coordinator’s phone number when they sign-up for a particular night. During the Shelter Night, Volunteers will have access to the Site Director’s phone number if he/she leaves the site.

Rights and Responsibilities

FOR GUESTS AND VOLUNTEERS

At the Interfaith Winter Shelter we are a community assembled to provide a service to those in need of a place to sleep. As a community of both Volunteers and Guests, we each have certain rights and responsibilities to ensure fulfillment of our Mission Statement: To provide a warm, safe place to sleep from 9:00pm to 7:00am, November 1st – March 31st.

Volunteers have the responsibility to provide a safe environment for guests, volunteers and the host site by consistently and fairly following IEWS rules

Volunteers and guests have the responsibility to follow IEWS rules

Volunteers and guests have the responsibility to respect others' personal space, belongings, and the host site

Volunteers and guests have the responsibility to refrain from abusive or threatening words or actions

Guests have the right to expect consistent treatment across all sites

Guests have the right to expect consistent consequences for their actions

Volunteers and guests have the responsibility to respect the sleep of guests

Treating others with respect is the cornerstone of good service

All Guests must be at least 18 years of age; (on the exceptional occasions they may be present) children under 18 must be monitored by a parent/guardian at all times.

Confidentiality of Information

At each Site, we gather minimal amounts of personal data concerning our Guests. This information includes first and last name, age, race, gender, county of residence, veteran status, and special needs (medications, wake-up times, etc.). We also record behavioral issues that may arise, supply needs, Site-specific issues, and general observations. This information is stored in the IEWS Logbook, which will be maintained in a secure location onsite during operating hours. At the end of each night, the Logbook is then passed on to the next Host Site for continual updating.

This information will be used to ensure quality of service, to promote safety, and to secure funding for current and future IWS needs. Guest names will be removed when used for funding purposes. Data from this program will be seen in full only by the Governing Board, the OSC, MOSC, Site Directors, Shift Leaders, and by other trained Volunteers on a need-to-know basis. This information is to be held in the strictest confidence, and shared otherwise only with the permission of the affected Guests or in cases of emergency.

Typical Night Overview

The following schedule is provided to give you a basic overview of a typical night at the Interfaith Winter Shelter. Specific shift duties are provided in more detail in the next few pages of this manual.

Typical Night Schedule

PM

- 7:00** Setup/prep registration, food/coffee & sleeping areas.
(some sites may vary this time)
- 8:30** Guests may begin lining up at Shelter doors, 1st Shift arrives
- 9:00** Guests are admitted and registered
- 9:50** Group smoke break (see page 16)
- 10:00** Doors are locked
- 10:30** Quiet time begins and late admission policy begins (see page 14)
- 11:15** 2nd Shift arrives

AM

- 2:45** 3rd Shift arrives
- 5:00** 3rd Shift makes coffee/sets out juice/snacks
- 6:00** Cleanup Shift arrives – Guests are awakened
- 6:15** Group smoke break (see page 16)
- 7:00** Guests leave the shelter facility and off of host property
- 7:30** Space for the Interfaith Winter Shelter is returned to original setup

Volunteer Shift Duties

As an Interfaith Winter Shelter Volunteer, you are never alone. Administration of IEWS services is provided almost entirely by other volunteers like you.

Descriptions

KITCHEN SHIFT

Prior to, or at the same time as Set-up Shift, and at some sites extending into beginning of 1st Shift

1. Prepare (and at some sites, also serve) light meal for Guests.

1ST SHIFT (8:30PM - 11:30PM)

1. Sign in and hold a brief meeting of Volunteers, Read Logbook
2. Conduct initial perimeter check to make sure all doors and windows are secure
3. Distribute bags to Guests for personal items such as hygiene items and books that can be kept with them during the night (see page 18)
4. Maintain the integrity of the pre-screening and post-screening populations
5. Site Director may take opportunity to inform guests about expected respectful behavior and other Shelter rules, including while waiting in line
6. Register Guests at registration table
 - Enter the required information into the Logbook/computer
 - Ask each Guest to check in medications
 - Note name and time and mat number for any early risers on wake-up list
 - Secure backpacks and non-clothing items with tape and Guest names after safety screening
 - Keep registration area neat at all times
7. Receive, label and secure all medications that may be needed during the night
 - This includes aspirin, Tylenol, cough medicine, etc.
 - Assure Guests they may take medications as prescribed with Volunteer monitoring
 - Assure Guests that all medications will be returned upon departure

8. Make decaf coffee as needed
9. Continue with perimeter checks, including doors and windows throughout shift.
10. Monitor dorm, restrooms, and other Guest areas at all times
 - If short of staff, approximately every 20 minutes or more frequently dependent upon Guest temperament
11. Dorm sleeping area lights may be turned down starting at 9:30pm, but must be out by 10:30pm.
12. Enforce Quiet Time hours, electronic device and Late Arrival policies beginning at 10:30pm. (see page 14)
13. Shift Leader will brief 2nd Shift Volunteers on reporting incidents, wake-up calls, number of Guests, etc. at 11:15pm.
14. Sign out

3RD SHIFT (2:45 AM – 6:15 AM)

1. Sign in & receive briefing from 2nd Shift Leader, Read Logbook
2. Receive sleeping chart from 2nd shift in order to awaken early risers
3. Conduct perimeter checks to make sure all doors and windows are secure
4. Maintain registration table
5. Monitor coffee/snack area and restock, as needed
6. Monitor dorm, restrooms, and other Guest areas at all times
 - If short of staff, approximately every 45 minutes or more frequently depending on Guest temperament
7. Take inventory of cleaning supplies, snacks, etc. and report needs in logbook or on other lists that may be provided at the site
8. Continue with perimeter checks throughout shift
9. (Optional) Set out breakfast snack items, if available
10. Wake up Guests starting at 6:00 am; guests suggest that many would prefer a 5-minute warning before they need to be awake for the clean-up shift to begin.
 - Wake up early risers at indicated times
11. Make sure Guests collect and bag their linens for washing

12. Shift Leader will brief Clean-Up Shift Volunteers on cleaning needs, Guest temperament issues, etc. at 6:00 am.

- Note: at some sites it may be advisable at times for some Volunteers from the 3rd Shift to remain until all of the Guests have left the site. This need may depend on the number of Clean-up Shift Volunteers present.

13. Sign out

CLEAN-UP SHIFT (6:00AM – 8:00AM)

1. Sign in & receive briefing from 3rd Shift Leader, Read Logbook
2. Wipe down and put away mats, linens, tables, and chairs
3. Assist Guests in collection and bagging of bedding for laundry
4. Mop and/or vacuum floors
5. Clean and restock restrooms
6. Empty all trashcans and replace liners
7. Restore all areas for routine, daily use
8. Assist in returning Guests' sealed and stored backpacks and other personal items
9. Make sure all Guests have left the Site Facility and are off Site property by 7:00am
10. Sign out
11. Turn in Logbook and wand to Site Director

Operating Hours

In an effort to maintain the safety and integrity of the Guests, Volunteers, Facility, and other Sites, operating hours shall be strictly observed. All Sites shall open no later than 9:00 pm (when the outside temperature is 20 deg (F) or lower Site Directors may open the Site earlier). Guests are discouraged from lining up at designated Site entrances before 8:30 pm. Line-up time is restricted to maintain the integrity of Sites' nightly non-shelter services. The Sunday Site will open at 8:30 pm for meal service.

All Sites shall close at 7:00 am. Guests must leave both the Facility and Site property promptly at this time. Strict observance of closing time and total departure from Site property will help maintain the integrity of Sites' daytime services, which may include provision of daycare services. Guest personal belongings are not to be left or disposed of on Site property.

Quiet Time

Quiet time shall begin at all Sites no later than 10:30pm. It is recommended that each Site dim the lights at or before 10:30pm. in the main dormitory areas to create a quiet, calm environment for sleeping. Guests who wish not to sleep at 10:30pm. may remain up in designated non-dormitory areas; however, Guests and Volunteers should be mindful of their noise levels at all times during quiet hours. The foregoing option may not be available at all Sites due to Site limitations. Cell phone screens, video games, personal computing devices, or other light generating devices, must be turned off after 10:30pm. Volunteers must be alert to what is happening in the shelter. If using computers they must be neither so engrossed in the computer nor unable to hear (if using earphones) that they are unaware of what is happening.

Food and Drinks

So that Guests may know what to expect with respect to food and drink availability: each Site shall provide healthy snacks; and, individual Sites may provide additional food and drink service to Guests, provided the nature and extent of the service is consistent from week to week. Sites may choose to assign a Food Coordinator to ensure consistency. Sites are encouraged to provide decaffeinated coffee, water, juice and snacks between 9:00pm. and 10:30pm. and caffeinated coffee, water, and juices between 6:00am. and 7:00am. Food and drink provided by the Site should remain in the eating area.

Any food or drink brought into a Site by Guests must be stored in their secured backpacks at registration or consumed prior to Quiet Time. Food may not be consumed in the areas designated for sleeping. Guests will not be allowed to use microwaves at Sites, and Volunteers should refrain from offering to microwave Guests' food for them. Guests may not bring in food to be shared by other Guests.

Family Space

Sites that have the capacity to shelter a family (an adult or adults accompanied by one or more children) may do so subject to the following procedures:

1. The adult(s) will be informed that the police will be called in to ascertain the identities of the adult(s), his/her relationship to the children, and whether there is any evidence of child abuse
2. If the police interview rules out any outstanding warrants, Amber Alerts, or evidence of child abuse, the adult(s) will be informed that they must stay with the children at all times and keep them in the separate area designated for families, away from other Guests, until their departure from the Shelter at 7:00 am.
3. The only exception to the above will be if two (2) IWS Volunteers are available to watch the children in order for the adult(s) to go to the restroom
4. The adult(s) will be informed that they may stay overnight at the Shelter only once, in an emergency basis, and they will need to make other arrangements for shelter after the one night
5. The adult(s) will be referred to Shalom Community Center (SCC) for counseling regarding the most appropriate agency for their particular sheltering needs
6. When possible, a bus ticket will be provided from the Shelter to SCC

Early Departures

Guests choosing to leave the Shelter Site at any time without Volunteer supervision during IWS operating hours will not be allowed to return or reenter the Site for the remainder of the night. If a Guest leaves the Site early, a Volunteer should notify the Shift Leader promptly so that any stored belongings and/or medications can be retrieved and returned to the Guest before he/she leaves the Site property. If a Guest leaves without taking his/her belongings, the matter should be referred to the Site Director for appropriate action. If a Guest leaves the Site for medical reasons, he/she must present proof of medical care to allow reentry.

Late Arrivals

Guests should plan to enter the Site between 9:00 and 10:00 p.m. Doors will be locked at 10:30 p.m. Guests arriving after 10:30 p.m. shall be referred to the OSC or the Shift Leader, who will have final say regarding admission.

Smoking Breaks

Smoking breaks are important to Guests. While Sites should be flexible with this policy given space and Volunteer restrictions, the more consistently this policy is applied, the better we serve our Guests.

Smoking is strictly prohibited inside all IWS Site Facilities. This is a matter of state law and of Shelter Practice. This includes smoking of tobacco products and any other materials and includes electronic cigarette (e-cig or e-cigarette), personal vaporizer (PV) or electronic nicotine delivery systems and similar devices. Any guest smoking in the building will be removed from the Shelter for a period of one week. Further infractions will result in another one-week removal from the Shelter and referral to the Behavioral Consequences Committee for possible additional action up to and including suspension of Shelter privileges for the remainder of the season. Any volunteer smoking in the building will lose volunteer privileges subject to review by the Board.

Two Smoke breaks will be provided. Guests must be accompanied by a Volunteer on smoke breaks, but Volunteers need to assess their own safety and comfort levels before agreeing to do so. Smoke breaks are provided in designated areas only. When considering requests for smoke breaks, the Site Director and/or Shift Leader must preserve the appropriate number of Volunteers inside the Site Facility at all times: at least 1 Volunteer to monitor the men's dorm, 1 Volunteer to monitor the women's dorm; and 1 Volunteer to maintain the integrity of the registration desk and secure storage space. No Volunteer shall be compelled to accompany a Guest on a smoke break if he/she feels uncomfortable doing so.

Alcohol and Drugs

The use of alcohol or drugs on the grounds or in the building of the facility hosting the Shelter is not permitted.

If a Guest is determined to have been using illegal drugs of any nature (other than prescribed medications or standard over-the-counter medications), but not just in their physical possession (and not secured in that person's backpack or other bag), then that Guest will be banned from the Shelter for the rest of the season.

If there is not a coherent response from a Guest locked in a Shelter bathroom (such as no response to knocking on the door and verbal questions by an OSC/Volunteer), the OSC/Volunteer will state clearly, 'If you cannot respond coherently, I am entering the bathroom.' (or words to that effect) There should be two Shelter representatives doing this (one in the lead, one as back-up and as a witness). The OSC/Volunteer will then enter and take appropriate action. If it is necessary to damage the door to gain entry, that should be done.

Service Animals

Pets are not allowed. Nevertheless, as required by the Americans with Disability Act (ADA), service animals shall be admitted to the Shelter. If a Guest arrives with a dog the following two questions may be asked: 1. is the dog a service animal required because of a disability? 2. what work or task has the dog been trained to perform? Providing companionship is not recognized as a “service” for purposes of the ADA. The animal owner must keep the dog on a leash at all times and on good behavior. If the owner fails or refuses to do so, the owner will be asked to leave the Shelter for the night. A second offense will result in a loss of Shelter privileges for 3 nights. A third offense will result in a loss of Shelter privileges for one month. If the dog urinates or defecates in the Shelter, the owner must immediately clean up after the dog. If the owner fails or refuses to clean up after the dog, the owner will be asked to leave the Shelter for the night. A second offense will result in a loss of Shelter privileges for one month. A third offense will result in a loss of Shelter privileges for the remainder of the season.

Medications

Guests will have two (2) options: 1) securing medications in their backpacks or knapsacks, which will be sealed and stored for the duration of their stay at the Shelter Site: or 2) providing them to Volunteers during Check-In should they need access to them during the night or early morning. Medications include all prescription and over-the-counter medicines, such as Tylenol, cough syrup, sleeping aids, etc. Medications will be stored in a secure place at or near the registration table and will be labeled with the Guest’s name, if necessary. Special medical needs, including prescription drugs, should be indicated in the Logbook.

If and when a Guest asks for access to medication, Volunteers shall verify what medication is requested and the Guest’s name. The Volunteer will provide the Guest with the full medication bottle – Volunteers will not dispense medications themselves by providing single doses or pills to Guests per prescription instructions. The Volunteer should request that the Guest take whatever medication is needed in the Volunteer’s plain view and then return the medication to the Volunteer for secure placement at or near the registration table. Distribution of medication to Guests must be indicated in the Logbook.

Site Capacity

On occasions when the number of guests exceed the capacity of a specific site, an overflow facility can be opened at First Presbyterian Church. If the capacity issue arises at First United Methodist Church, Trinity Episcopal Church, or First Christian Church, the guests who are present above the capacity will walk to First Presbyterian Church accompanied by the On-site Coordinator who will remain during the remainder of the night with the guests at the overflow site. There are 14 mats at First Presbyterian Church, but bedding must be brought with the guests. Used bedding must be returned to the originating site in the morning to be laundered.

If the capacity issue arises at First United Church, guests will transported to First Presbyterian Church by taxi from Yellow Cab Company. The Shelter maintains an account with Yellow Cab. Details for contacting Yellow Cab can be found in the log book. The On-site Coordinator will travel to First Presbyterian Church and will remain through the night. If the capacity issue arises at Wheeler Mission, a similar procedure with Yellow Cab will be used or Wheeler transportation may be available to take overflow guests to First Presbyterian Church.

The overflow facility is equipped for housing only one gender on a particular night. Usually, this means that only male guests can be accommodated at the overflow facility. It is now possible for both male and female guests to be accommodated, however, a volunteer of the appropriate gender must be available to spend the remainder of the night with the guests at First Presbyterian Church.

Screening Policy

As a condition of entry, Guests must surrender all luggage and non-clothing items to IEWS Volunteers for secure holding during Shelter hours. Guests will be allowed to keep personal items they may need or wish to use during Shelter hours, provided the items fit within a small (e.g., plastic grocery sack) bag. Guests must also consent to the use of a metal detector security wand, which will be handled by the OSC or by a trained Volunteer. Guests who do not consent to the security screening will not be admitted to the Shelter. All personal belongings will be returned to Guests upon exiting the Shelter Site the following morning.

Screen Procedures

14

Prior to registration at each Site, Guests will be asked to remove all weapons, alcohol, and drugs from their persons and to secure them safely inside their backpacks, knapsacks, or other non-clothing items. At Sites' discretion, Guests should be allowed to enter the Facility to avoid

standing outside during screening procedures, but only if procedural integrity can be maintained. Excessively intoxicated Guests should not be allowed to hold up or to interfere with the screening and admission of other Guests.

Each Guest will be offered one small bag (e.g., plastic grocery bag) provided by the Site in which to place any items that the Guest may want or need during the night and/or in the morning prior to departure. Such items may include, but are not limited to, hygiene products, books, cigarettes and lighters, extra clothing, and games. Prescription and non-prescription medications, if needed during Shelter hours, should also be removed and given to Volunteers at registration for keeping in a separate place. Be sure that Guests understand that they will not receive secured backpacks and non-clothing items until just prior to departure from the Site the following morning.

Guests will then be asked to remove coats or any other heavy clothing to allow for an accurate metal detection reading. The OSC or trained Volunteer will then conduct a head-to-toe “wanding” of the Guest and the items of removed clothing in accordance with standards and customs associated with this type of screening and as approved by the Governing Board. Any weapons, alcohol, and drugs identified will be removed by the Guest and placed into his/her backpack by the Guest. No Volunteer will be asked to have any contact with any weapons, alcohol, or drugs belonging to a Guest. The OSC or trained Volunteer will also review the contents of the small bag, if necessary, to ensure the absence of weapons, alcohol, or drugs therein.

Once through the screening process, a Volunteer will assist the Guest in placing the Guest’s items to be stored into a large plastic bag and will securely seal the bag with tape. The Guest or a volunteer will write the Guest’s name and mat number on the tape seal. To facilitate the return of the bag in the morning an easy to read name and mat number is very important. A Volunteer will place the bag in the designated Site space for overnight storage. The Guest is free to observe the full course of this transaction.

If the OSC or Shift Leader becomes aware of any developing conflict between or among Guests, the OSC or Shift Leader shall employ de-escalation techniques to maintain calm and good order. When a Guest is being disruptive or disrespectful of others, a Volunteer shall offer the Guest a choice from the following options:

1. Calm down; or
2. Leave the Shelter for the night

Calming down means not being disruptive, which can include sitting and reading, lying down, or otherwise respecting the quiet and safety of others. It is important that the Volunteer inform the Guest that he/she has a choice. Offering this choice is a demonstration of respect, though it may not be received as such.

If the Guest being disruptive or disrespectful chooses to remain in the Shelter and does not calm down after a few minutes, the Volunteer shall then offer the Guest a second choice from the following options:

1. Leave the Shelter for the night; or
2. Have the police called

If the Guest refuses to leave the Shelter or continues to be disruptive or disrespectful, the Volunteer should promptly dial 9-1-1 and request immediate police assistance. (A list of addresses for the sites can be found at the beginning of this manual. The 911 operator likely will ask for the address and the area of the building where the emergency responders should come.) The local police departments have been very quick to respond to IWS calls and work very closely with Volunteers and Leadership to preserve the integrity of IWS Sites while protecting the safety of all involved. Volunteers should not feel afraid or ashamed to call the police if and when there is a legitimate cause for concern, such as continuous disruption and disrespect by a Guest. If the Guest voluntarily leaves the Shelter when requested to do so, the Guest may return the following evening. Police calls on a Guest will result in the following increasing consequences:

1. First police call: Guest cannot use the Shelter for the next three nights;
2. Second police call: Guest cannot use the Shelter for the next seven (7) nights;
3. Third police call: Guest cannot use the Shelter for the next thirty (30) nights;
4. Fourth police call: Guest cannot use the Shelter for the rest of the winter season.

Act of Physical Violence: If a Guest carries out an act or acts of actual proven physical violence toward another Guest, Volunteer, or OSC, the Guest will be banned from the Shelter for the rest of the season.

If a Guest, OSC, or Volunteer is the victim of an act or acts of physical aggression by a Guest at the Shelter, it is up to the victim to decide whether or not to press charges.

Repetitive Disciplinary Problems. Guests whose behavior is consistently disruptive (e.g., consistently requiring warnings or other disciplinary action), will be informed, in private if possible, that their behavior is unacceptable and will result in a loss of Shelter privileges. If the disruptive behavior persists, the Guest will be asked to leave without additional warning. Subsequent episodes will result in increasing periods of suspension from the Shelter (i.e., 3 nights, 7 nights, 30 nights, the remainder of the season).

Incontinence Problems, etc. Guests experiencing chronic incontinence problems will be provided with a Depends or similar product. If the Guest refuses to wear the product, the guest will not be admitted to the Shelter. If able, Guests must clean up after themselves in the event of their vomiting, urinating, or defecating on Shelter (host facility) equipment or property. If a Guest refuses to clean up his or her body waste if she or he is capable of doing so, the Guest will be asked to leave the Shelter. If the Guest refuses to leave, the police will be called.

Impaired Consciousness. Emergency 911 will be called for Guests with substantially impaired consciousness or mobility issues. A Guest's departure under those circumstances, without more, will not result in a loss of Shelter privileges.

Destruction of Property. Guests who intentionally or willfully destroy or damage Shelter (host facility's) property will be given two options for the first violation: 1. pay for the damage; 2. lose Shelter privileges. The second violation will result in a loss of Shelter privileges for the season.

Sexual Behavior Policy:

1. If a Volunteer observes a Guest exposing himself/herself or fondling another Guest, the Guest will be asked to leave the facility immediately and will be suspended from the Shelter for one week. A second violation by the Guest will result in suspension from the Shelter for the remainder of the season. However, the Guest may return after one month if the guest establishes that s/he received professional counseling. A third offense will result in permanent suspension from the Shelter.

2. If a Volunteer observes a Guest fondling himself/herself, the Guest will be instructed to stop and to not repeat the behavior. If the behavior continues, the Guest will be asked to leave. If the Guest does not leave, the police will be called.

3. If inappropriate sexual comments or suggestions made by Guests are overheard by a Volunteer, the Guest will be informed that the comments or suggestions are inappropriate and will not be tolerated. If the inappropriate sexual comments or suggestions continue, the Guest will be asked to leave. If the Guest does not leave, the police will be called.

4. If a Volunteer is informed of a Guest's inappropriate sexual behavior by another Guest, the Shift Leader or On-Site Coordinator will investigate the complaint and will discuss both the accusation and the Shelter's Sexual Behavior Policy with the alleged offender. If the behavior is repeated and/or confirmed by multiple credible sources, action consistent with policies 1 through 3 above may be taken.

5. Public displays of affection are inappropriate. Guests engaging in such displays will be asked to stop. If they do not, they will be asked to leave the Shelter. If they do not leave, the police will be called.

Violence, threats of violence, abusive language. Violence, threats of violence, and abusive language will not be tolerated. An act of violence or a threat of violence will result in a loss of Shelter privileges for one week. A second occurrence will result in a loss of privileges for one month. A third occurrence will result in a loss of privileges for the remainder of the season.

Once belongings are safely secured for the night, Guests will be allowed access to secured belongings only at the discretion of the Site Director or Shift Leader. These exceptions should be minimal, and the Site Director or Shift Leader should indicate in the Logbook when an exception was made and why. Instructing Guests in advance to remove any items they think they may need before departure in the morning will reduce the need for exceptions to the policy.

A Guest will be given one warning about abusive language. If the language persists, the Guest will be asked to leave the Shelter. If the Guest refuses to leave, the police will be called.

Improper Use of Emergency Exits.

Each site has emergency exits that are to be used for emergency situations only, by guests and by volunteers. Appropriate use may include exiting for fires or if the usual exits are not usable for some reason. Improper use includes uses such as exiting the facility for an unauthorized smoke break or allowing someone into the Shelter without going through registration and wandering. Such improper use of emergency exits shall result in a suspension for a guest for a three night period. Repeated violations will result in extended suspensions as determined by the Behavioral Consequences Committee.

The On-Site Coordinator, if present, will have final say on the resolution of behavioral issues, subject to review by the Behavioral Consequences Committee.

Behavioral Consequences Committee

All incidents of violence, whether verbal, emotional, sexual, or physical, will be reviewed by the Behavioral Consequences Committee, which is comprised of the OSC, a Board member, and a Site Director. The Behavioral Consequences Committee will review the incident and its context and decide on an appropriate consequence, which includes anything up to suspension for the remainder of the winter season. Only the Behavioral Consequences Committee may suspend a Guest for the remainder of the season.

To insure feedback and Volunteer cooperation the IWS may conduct periodic Guests Forums moderated by an IWS Board Member. Although this will be primarily a Guest Forum, Volunteers may also attend.

Tense Situations

Ask Others for Help

- Quickly and calmly notify your Shift Leader or Site Director
- Motion to another Volunteer if you cannot step away

Maintain Your Composure

- Speak slowly and with clarity – quietly, with authority
- Take a couple of deep breaths
- Avoid putting your hands into your pockets
- Follow the Disruptive Behavior Policy

Validate and Encourage

- Use first names, if possible
- Ask if you can offer assistance
- A Guest will not care what you know until he/she knows that you care
- Acknowledge that our Guests are likely cold, tired, and lonely
- Many Guests are suspicious of authority and may distrust acts of kindness

Give Some Space

- Stand back approximately 4 feet
- Space allows the Guest to not feel threatened or defensive
- Avoid shining a light into the eyes of the Guest

Do Not Just React

- Address the situation and the behavior not the cause
- Avoid needless arguments, name-calling and disparaging remarks or accusations
- Avoid over-interpreting what a Guest may mean when he/she makes a statement
- Coercive strategies are not effective and only cause Guests to become defensive

Change the Environment

- Offer a smoke break if possible
- Suggest a snack
- Offer to move into a separate area to talk the Guest

Actions to Avoid

1. Do not share personal contact information such as:
 - Last name, address, telephone numbers, email
 - When you are next scheduled to volunteer
2. Do not ask probing, personal questions. If Guests wish to share, just listen
3. Do not allow Guests to attach themselves to you
4. Refrain from preferential treatment of one Guest as this can create a perception of differentiation by the other Guests. Treat all Guests equally.
 - Discourage personal relationships with Guests
 - Avoid socializing outside of the Site environment
 - Do not contact a referral agency for a Guest
5. Do not provide transportation for Guests
6. Do not lend or give money to Guests
7. Do not offer to secure employment for Guests
8. Do not dispense medication to Guests
9. Do not offer to do Guests' laundry
10. Do not clean up body fluids unless wearing latex gloves
11. Do not proselytize or promote religious beliefs
12. Never discuss our Guests in public places and respect their right to privacy

Tips for Volunteers

VOLUNTEER TIP #1

Learning the names and faces of your Site Director(s), Shift Leader(s), and Volunteer Coordinator(s) helps build community and supports your service. These folks work extra hard to make what we do possible, but they can't do it without you, the Volunteer! We are all here to serve.

VOLUNTEER TIP #2

Find the shift(s) that offer what you are seeking in service. Earlier shifts offer more Guest interaction, while later shifts offer quieter time for reading and studying. Don't be afraid to try different shifts and different Sites to meet more Volunteers. We are a beautifully diverse community!

VOLUNTEER TIP #3

If Guests are in need of other services, you may refer them to the Shalom Community Center; A safe, daytime respite center for people experiencing homelessness and poverty. Shalom Community Center information and resources will be available at the registration table for Guest referrals. You can also go to www.shalomcommunitycenter.org.

VOLUNTEER TIP #4

IEWS policies & procedures are developed based on past experience, consultation with guests, volunteers, and facility administrators, and research of guest needs. Not following these rules consistently creates confusion across all Sites. If you have a question about a policy or procedure, ask your Shift Leader or Site Director.

VOLUNTEER TIP #5

Treating guests with respect also means not sharing their personal information outside of the Interfaith Winter Shelter. Even casual conversation has the potential to be overheard and can hinder our integrity in providing services with complete confidentiality.

VOLUNTEER TIP #6

Volunteer accompaniment (more than one Volunteer if possible) during smoke breaks is very important for preserving the integrity of the site environment once guests have registered for the night. The same considerations apply to late arrivals and early departures.

VOLUNTEER TIP #7

Do not wait to call the police once it becomes clear that a guest refuses to leave. Not calling the police when you have informed him/her of your intent to do so will likely result in future problems and possibly future harm to guests, volunteers facilities, and other sites.

VOLUNTEER TIP #8

Enjoy yourself. Have fun. Visit with guests—be in community. Wear a smile and introduce yourself to guests and volunteers alike. Treat each other with respect and expect no less for yourself. Practice Hospitality.

Special Thanks

A generous & heartfelt thanks to all of our community supporters from the past and now . . . and the list is still growing! Please let us know if others should be added to this list.

Baha'is of Bloomington	Monroe County
Beth Shalom	Old National Bank
Bloomingsfoods	Perry Township Trustee
Bloomington Bagel Company	Second Baptist Church
Bloomington Parks & Recreation	Shalom Community Center
Bloomington Police Department	Sherwood Oaks Christian Church
Church of Jesus Christ of Latter Day Saints	St. Charles Catholic Church
City of Bloomington	St. Mark's United Methodist Church
Clear Creek Christian Church	St. Paul Catholic Center
Community Foundation of Bloomington & Monroe County	St. Thomas Lutheran Church
Darn Good Soup	St. Vincent DePaul
Exodus Congregation of Bloomington	Sweet Claire Bakery
Fairview United Methodist Church	The Pour House Café
First Christian Church	Tibetan Mongolian Buddhist Cultural Center
First Presbyterian Church	Unitarian Universalist Church
First United Church	United Way of Monroe County
First United Methodist Church	Unity Bloomington
Genesis Church	University Baptist Church
Islamic Center of Bloomington	United Presbyterian Church
A Friend's Place	Wheeler Mission
Mennonite Fellowship of Bloomington	Woodmont Christian Church