

Madison Street UMIC

EMERGENCY WARMING SHELTER PLANNING DOCUMENT



Madison Street UMC

EMERGENCY WARMING SHELTER



Purpose

These proposed standard operating procedures lay out the protocols for implementing an Emergency Warming Shelter at Madison Street United Methodist Church for those without housing during extreme cold weather. Unsheltered persons, especially those living with medical, mental health, or addiction issues, are more vulnerable in times of inclement weather. Madison Street UMC's purpose is to ensure as best it can that all those who need and want shelter in extreme cold weather have it. These procedures will ensure the safe and effective operation of an Emergency Warming Shelter for staff and volunteers as well as safeguarding the people we are serving.

This document provides proposed protocols and procedures for the activation and operation of the Emergency Warming Shelter. It details staffing and volunteer requirements and roles, operating procedures, communication flow, types of care provided, and information about community resources.

WARMING SHELTER LEAD TEAM

Operations Coordinator

This person is responsible for the overall operation of the Emergency Warming Shelter. The Operations Coordinator is the decision-maker for overall site operations. They ensure the safety of all guests and volunteers by developing/enforcing appropriate procedures, making training available, being onsite and/or available when the Emergency Warming Shelter is operational, and responding to emergency situations. Site Coordinators report to the Operations Coordinator.

Food Service Coordinator

The Food Services Coordinator is responsible for supervising all food operations. A key element to this role is to ensure that an adequate level of food supply is on hand when the Emergency Warming Shelter is operational by soliciting donations from area restaurants or scheduling church members/church groups to provide meals. The Food Service Coordinator will work to ensure that an evening meal, breakfast, and sack lunch are available to guests each night the Warming Shelter is operational.

Volunteer Coordinator

The Volunteer Coordinator helps coordinate volunteers for specific shifts on nights the Warming Shelter will be operational. They respond to emails and phone calls and assign people to specific shifts and duties. They work closely with the Site Coordinator to generate an accurate list of volunteers each night.

Health Care Coordinator

The Health Care Coordinator oversees the set up and monitoring of an identified area for guests who are sick or have other special needs. This person is responsible for implementing procedures ensuring a clean and comfortable space for people to rest and be nurtured with fluid, light food, and over-the-counter medications upon request. They will also assist Site Coordinators during medical emergencies.

Security Coordinator

The Security Coordinator is responsible for implementing a Safety Plan for each night the Warming Shelter is operational. This person coordinates directly with the Site Coordinator and hired security personnel. The Security Coordinator will work closely with any hired security personnel to ensure they are continually checking for potential hazards and responding to any incidents. The Security Coordinator will ensure that hired security personnel know what areas of the facility are off-limits to Warming Shelter guests, and will work with hired security personnel to make sure these areas are properly secured and routinely checked for security breaches.



VOLUNTEER OPPORTUNITIES

Site Coordinator

The Site Coordinator is responsible for overseeing the successful operation on one or more nights when the Warming Shelter is operational. The Site Coordinator works with the church's Facility Maintenance Technician to ensure the facility is managed appropriately and restored to the conditions in which it was found at the end of each Warming Shelter event. Working with other volunteers, this person will ensure the overall successful operation of the site.

Food Services Volunteer

Food Service Volunteers are responsible for preparing food and drinks when the Warming Shelter is operational.



Intake/Exit Volunteer

In the evening, Intake Volunteers are responsible for welcoming guests, checking them in, collecting necessary data, and check their bags in an efficient. The following morning, Exit Volunteers will return checked bags to guests and help them in exit in an efficient manner.

Resource Volunteer

Resource Volunteers ensure the optimum level of comfort for each individual while they are guests at the Warming Shelter. They coordinate access to cots, pillows, blankets, towels, wash cloths, and hygiene kits. They also oversee and maintain a guest schedule for shower use during certain shifts. Resource volunteers will also assist with laundering bedding, towels, etc.

SCHEDULES

Basic Shelter Schedule

2:00 p.m.	Site Prep: Operations Coordinator & Site Coordinator Report
2:30 p.m.	Set Up: Shift ONE Volunteers Report
3:00 p.m.	Shelter Opens for Guests
6:00 p.m.	Evening Meal is Served; Shift TWO Volunteers Report
10:00 p.m.	Lights Out for Guests; Shift THREE Volunteers Report
5:30 a.m.	Shift FOUR Volunteers Report
6:00 a.m.	Wake Up Guests
6:30 a.m.	Begin Check-Out Procedures
8:00 a.m.	Close Shelter & Clean Up



Basic Volunteer Schedule

Shift ONE:	2:30 p.m. - 6:30 p.m.
Shift TWO:	6:00 p.m. - 10:30 p.m.
Shift THREE:	10:00 p.m. - 6:00 a.m.
Shift FOUR:	5:30 a.m. - 9:00 a.m.

OPERATION

Facility Inspection

1. The Operations Coordinator and Site Coordinator will walk through the Warming Shelter area with the Facility Maintenance Technician to note the condition of the facility and equipment and determine any additional needs.
2. The Site Coordinator should have an up-to-date list of important phone numbers and a list of their volunteers, with phone numbers, at the beginning of each day.
3. The Medical area will be for guests who need basic first aid items or require a quieter place to rest and receive fluids if ill.
4. Smoking area; set up receptacles for cigarette butts outdoors.
5. Volunteer Sleeping area
6. Appropriate signage will be placed at various locations around the facility. Signage will include:
 - A) Signs designating different, segregated areas
 - B) Emergency Exits
 - C) Guest Agreements

Facility Set-Up

1. Intake/Exit area designated, which includes a guest sign-in, a secure place for storing guest bags, bag check numbers, and a sign-in for volunteers.
2. Sleeping area with cots and/or foam pads. The sleeping area should have four distinct segregations:
 - A) Men;
 - B) Women;
 - C) Children & Families;
 - D) Medical

LEVELS OF CARE

General Care

Individuals who require shelter from extreme cold weather can access the Warming Shelter for shelter, food, and a bed.

Additional Needs Care

Some guests will require assistance that exceeds the basic level of care provided by the Warming Shelter but will not require skilled medical care. The Warming Shelter will serve guests with additional needs (non-medical) who may require disability access, such as first and second trimester pregnancy (stable), vision or hearing impaired individuals, amputees, and wheelchair-bound individuals.

Minor Illness. Guests will not be turned away if they have illnesses including colds and flu. These individuals will be asked to spend the majority of their time in an area where they can be isolated from the general population to avoid spreading the illness. This area will also give them a better opportunity to rest and receive fluids, light snacks, and basic over-the-counter medication.

Major Illness. Individuals with serious health conditions may require hospitalization. An Intake Volunteer or Site Coordinator should ask the person before calling 911. If the individual refuses treatment, keep them as comfortable as possible. EMTs and trained individuals can treat these guests if they become incapacitated, but otherwise, no one can force them to receive treatment.

Behavioral Care

Guests that require assistance that exceeds the basic level of care may require skilled mental health care or other specialty care. They include individuals who may be inebriated, actively psychotic, generally disruptive, or a combination of these conditions. If poor behavior can not be mitigated, individuals may be removed from the Warming Shelter. The decision to remove a guest will be the ultimate decision of the Site Coordinator and/or Operations Coordinator in conjunction with the Security Coordinator and hired security personnel.

GUEST AGREEMENTS

1. Respect of everyone (from your fellow guests to Warming Shelter volunteers) will be expected.
2. No one suspected to be under the influence and/or possession of alcohol or illicit drugs will be admitted.
3. If you leave the facility during the evening you will not be permitted back in. You will be considered gone for the night.
4. Bags must be checked in when entering the building. Propane, sterno, butane, gasoline, and other flammables must be removed from your gear. This is a fire safety requirement. You may retrieve your belongings only when you prepare to leave. All personal property must leave the premises every morning.
5. No fighting
6. No sexual activity
7. No fire arms/weapons
8. No offensive language or gestures

9. No horseplay
10. No disruptive behavior
11. No drugs/alcohol
12. Smoking is only allowed in designated areas

These agreements will make the shelter safe for everyone and ensure that it can continue to be open. Breaking any of the agreements will be dealt with immediately and may result in your removal from the Warming Shelter. Thank you for your cooperation.

VOLUNTEER AGREEMENTS

1. Maintain confidentiality. Do not share personal information such as your telephone number or address. Also, do not share personal information about guests with other people.
2. Do not share guest's stories using social media, letters, or interviews.
3. Do not take photos or videos of any guest, whether you identify them by name or not.
4. Be respectful of each guest and volunteer.
5. Refrain from accepting gifts and giving gifts to individual guests.
6. Maintain healthy boundaries with guests, including not allowing them in your vehicle, not allowing them in your home, not loaning your phone to them, and not handing out money.
7. Consider each guest as an individual.
8. Listen to each guest but do not expect to "fix" the situation.
9. Be honest and do not make promises that can't be kept. Feel free to say "I don't know" or "I can't."
10. Always use a calm voice.
11. Do not touch a guest without permission under any circumstances.
12. Welcome the guests and explain all rules upon arrival.