



## **Training Manual**

**2023-2024**



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## QUICK REFERENCE GUIDE TO TRAINING MANUAL

- This manual's layout is designed for 2-sided printing so if you print one sided, you will have multiple blank pages.
- This manual is broken down into sections that flow as the shelter week would flow. As such, the beginning is preparing for the shelter, then setting up the shelter, then shifts at the shelter and ending with breaking down and loading the trailer.
- There are duplicate pages found in Shift 1, Shift 2 and Shift 3 along with set up and break down. This is intentional because many key leaders find it helpful to only print a particular section for their volunteers. (**Helpful hint:** Select "*Print to PDF*" on the printer selection and choose which pages to "print" and then save in your electronic files so you will be able to email it to volunteers).
- Laundry instructions are on Page 21 and repeated on Page 133. Please be sure to have a volunteer drop off the dirty linens at the Merrimac Detention Center next to the Jail on Route 143 on Tuesday morning by 10:00 a.m. Then have a volunteer plan to pick up the clean linens on Thursday between 2:00 - 4:00 p.m. PLEASE update the bin inventory sheets when loading the clean laundry and inventory the bins that you used at the end of the week.
- General Guidelines and Important Information are found on pages 13-15 and repeated throughout the manual, pages 37-39, 79-81, 111-113. Please be sure each volunteer reads these guidelines prior to working their shift.
- No volunteers under the age of 16 inside the shelter while guests are present. All volunteers under the age of 18 must be with a parent or guardian the entire time in the shelter. Exceptions: Youth groups (14 and up) may help serving meals during the 1<sup>st</sup> shift only in a buffet style setting behind a table with adults. Also, youth may help with unloading the trailer during shelter week setup, COFM community events or helping at the storage unit.

**A**

**PREPARATIONS PRIOR TO YOUR  
HOST/PARTNER WEEK**





## OPERATIONAL CHECKLIST FOR HOST/PARTNER CONGREGATIONS

- **Get in touch with COFM Assistant to the Executive Director (AED) and/or Executive Director (ED)** about a month before your scheduled shelter week to review all policies and procedures.
- **All Temporary Occupancy Permits** have been applied for this season. If you have any questions regarding permits, contact COFM Board Member Reggie Jones at [reggiejones@cofm.info](mailto:reggiejones@cofm.info) or (757) 897-1759.
- **Host and Shelter Partners** should communicate with each other one month prior to the shelter week to go over all volunteer assignments, food, laundry drop-off and pick-up, building access (keys, alarms, etc.) and general expectations.
- **Acquire necessary supplies** (See Supplies Provided by Host/Partner Faith Organizations)
- **Schedule volunteers** (Host and Partner Coordinators) Contact COFM AED and/or ED for a list of alternate volunteers if you are struggling recruiting volunteers.
- **Contact Shelter Partner again** at least one week before shelter week to make sure that everyone is prepared with adequate food and volunteers, based on the projected number of guests.
- **Continue safe contact practices** by setting up food/drink stations to lessen or eliminate more than one touch such as prepackaged condiments, bottled water, no self-serve stations.
- **Determine** security station for bag distribution, guest sitting area (if indoor sitting allowed), temperature check, illness, etc.
- **Determine** shelter layout for dining, socializing, sleeping, etc. PLEASE consider the option of leaving the bedding mats in place for the entire week. If this is not an option, mats must be fogged prior to stacking.

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## SUPPLIES PROVIDED BY THE HOST/PARTNER FAITH ORGANIZATIONS

- Plates, bowls, cups and flatware/eating utensils for breakfast/dinner
- Soap for restrooms
- Ground coffee (decaf for evenings and regular for mornings – preferable)
- Sugar for coffee and any other use (***individual packets or have a volunteer dispense***)
- Coffee creamer (***individual packets or have a volunteer dispense***)
- Paper napkins, paper towels, toilet paper
- Additional flashlights for emergencies
- Gallon-sized clear, zip-closure bags for toiletries and guests' needs – should not need more than one box (COFM does provide toiletry kit in one-gallon bags)
- Television, DVD Players, DVD's (optional) Host site must facilitate equipment use.
- Lysol Disinfectant Spray/Lysol wipes for table surfaces. ***PLEASE NOTE: COFM will also supply disinfectant spray, wipes, and paper towels.***
- Approximately 175 heavy duty, extra-large black garbage bags (***the type that have the orange/red/blue cinch ties***)
- Carbon monoxide detector (if fire department deems necessary/Host site does not have heat pump) ***COFM has 2 portable detectors.***

**Although the Host Partner is responsible for these items, the Shelter Partner Congregation may assist in helping to cover the cost of these items. This can be agreed upon between the Host and its Partner congregation/s.**

## **ITEMS SUPPLIED BY COMMUNITY OF FAITH MISSION**

- Mats, sheets, blankets, pillows, towels
- Toiletry kits for guests
- White linen washable laundry bags to store guest bedding
- Clear plastic bags for guests
- Labels for guest name badge
- Tags for labeling personal belongings and bedding bags
- Markers, pens and pencils
- COFM Volunteer Tags
- All electronics and products needed for check-in and Intake
- First-aid kit and over the counter medicine kit
- Feminine products
- Adult incontinence underwear (Depends)
- Shoe deodorizer spray
- Flashlights (2)
- Smoke alarms (2)
- Carbon monoxide detector
- Fire extinguisher
- Daily WATA bus tickets for guests without transportation
- Fogger and hospital grade disinfectant
- Extension cords
- Masks, gloves, and hand sanitizer

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VOLUNTEER SCHEDULING REQUIREMENTS-Congregant Shelter  
(An average minimum of 11\* volunteers per typical check-in/out cycle).

\*Additional volunteers might be needed based on host site set-up

**SHIFT 1: 5:30 p.m. – 9:00 p.m. (6-7 volunteers minimum total for check in and kitchen)**

Check-In/Intake: A minimum of 4-5 volunteers are needed:

- 1 Security Volunteer
- 2 Check-in assistant
- 1-2 Roaming for any needed actions

**IMPORTANT:**

Check-in volunteers must stay until 9:00 p.m. when the 2<sup>nd</sup> shift volunteers actually begin.

Kitchen/Servers : 5:30 p.m. – 8:30 p.m. - A minimum of 2 volunteers are necessary.

**The kitchen closes by 8:30 p.m. and no meals are served after this time although kitchen may prepare 3 to 4 meal plates if late working guests are expected.**

Kitchen should check with check-in desk prior to shutting down. Guests who come in after kitchen is closed will be offered either the leftover meal or a sandwich and beverage.

**SHIFT 2: 9:00 p.m. – 5:30 a.m. A minimum of 2 volunteers are needed. There should be a male and a female volunteer. This shift can be split into 9:00 – 1:00a.m. 1:00 – 5:30 a.m.**

Overnight Watch minimum of two volunteers are needed to arrive by 8:50 p.m. to assure adequate staffing and briefing for their shift. Two volunteers must stay awake at all times. No volunteer should have to stay up all night so please plan accordingly (the Shelter Host can have a split shift such as 9:00p.m.-1:00 a.m. and 1:00 a.m.- 5:30 a.m. Please note there will be a Shelter Manager from 1-7a.m.). The check-in area is not to be left unattended. Volunteers on this shift need to be extremely familiar with the procedures concerning GUEST CONFIDENTIALITY AND LAW ENFORCEMENT INTERACTION, since the police might arrive at the site during these hours when there are no COFM staff members present. The host site must provide a site representative each night on-call or in-person in case any building emergency arises.

**SHIFT 3: 5:30 a.m. – 7:30/8:00 a.m. (A minimum of 4 volunteers needed for Kitchen and check-out)**

Volunteers must arrive at 5:30 a.m. to ensure adequate staffing and briefing on procedures, begin preparing breakfast, etc.

Kitchen/Servers: A minimum of 2 volunteers unless meals are prepackaged, then 1 volunteer would be required although at least 2 are preferred.

Checkout: A minimum of 2 volunteers with one acting as security.

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## GENERAL GUIDELINES AND IMPORTANT INFORMATION

### KEY LEADERS/GENERAL

1. The number (outside of minimum) and delegation of volunteer tasks shall be at the sole and absolute discretion of the COFM Host Site and Partner congregations. Shelter Managers may make suggestions.
2. It is up to the discretion of the Host Partner Key Leader whether youth/youth groups will be permitted on site. If permitted, the following applies: A) no youth volunteers under 16 allowed at the shelter while guests are present and must be accompanied by an adult at all times, B) EXCEPTION: youth 14-16 may serve meals behind a buffet table and must have a guardian present, C) Anyone under the age of 18 can work Shift 1 but cannot be assigned Security or Check-In duties and must be accompanied by an adult at all times. D) No one under 14 is to be in the shelter while guests are present (6 p.m.- 7 a.m.)
3. If there is no indoor sitting for guests, check-in may begin prior to 6:30 p.m. But CHECK-IN IS STATED TO BEGIN AT 6:30 p.m. in all printed and electronic forms so please do not state that there is an early check-in. At no time will check-in begin before 6:00 p.m. If indoor sitting is allowed, check-in will not begin until 6:30 p. m.
4. Prayers, sharing of faith, and Bible study may be offered to shelter guests providing it is held in a designated area that is separate from the general area. Sharing of faith is not to be forced or be a condition for receiving shelter or food.
5. CLOTHING DONATIONS: if clothing donations are offered a volunteer must be there to bag the donated items. This bag will be tagged and placed with the guest's personal belongings. The volunteer will then notify check-in desk of the change in guest bag count.
6. Optional entertainment (ie. Movies) or services (ie. Haircuts) may be provided by the host site. We encourage volunteers to engage with our guests.
7. If the Shelter Host is running low on check-in supplies (toiletry kits, blankets, towels, sheets), please let the Shelter Manager know so that a report can be given to COFM.
8. A volunteer needs to be at the check-in desk at all times. Neither the desk nor an unlocked storage area may be left unattended.

### VOLUNTEERS

9. All volunteers must electronically sign-in on the COFM laptop located at the volunteer storage area and pick up a COFM Volunteer tag as soon as they arrive. Volunteers will sign in/out at the same time. If their shift extends, volunteers will need to go back to the laptop and sign in again to add the extra hours. In the event there is no internet connection, paper entries will be available. Please total your number of hours.
10. Volunteers should place their personal property in a secure location designated by the Key Leader.
11. Volunteers should dress casually. Keep jewelry to a minimum. Low-cut shirts, tight clothing, miniskirts, mini-shorts and midriff tops are NOT permitted in the shelter. Leggings must be worn with a top that extends past the hips. The goal is to not to draw attention to oneself.
12. Volunteers should monitor the bathroom and common areas throughout their shift, preferably every 15 minutes. Hand sanitizer and disinfectant spray should be located outside the bathroom.

13. Due to the diverse population served in this program, volunteers and guests need to be aware that COFM guests may experience a variety of emotional or physical conditions. Volunteers should be cautious and responsible. In case of concern, please inform the Shelter Manager on duty.
14. Volunteers must maintain guest confidentiality at all times. Do not give out guest information to anyone either by phone or in person except to the COFM personnel when necessary.
15. Volunteers are not to adopt a guest or family. They may not take anyone to their homes or hire anyone for jobs around their homes. They may not transport guests for any reason. COFM, the Host Congregations, and Shelter Partners are not responsible for any consequences resulting from breaking this rule.
16. Volunteers do not assist guests with any personal hygiene/toiletry problems (e.g., incontinence). If a guest needs help, volunteers must consult the Shelter Manager or the Key Leader for instructions.
17. Volunteers are encouraged to engage in conversation with guests. However, volunteers should limit personal information when talking with guests. They may talk about family, work, and life experiences, but without using identifying information.
18. Volunteers may not give money or gifts to any guests.
19. Dinner and breakfast are provided for the guests. If there is sufficient food, volunteers may be invited to enjoy the meal. Volunteers should eat in the dining area provided there is room for and mealtimes for volunteers should be staggered to ensure that all areas have sufficient staffing.
20. Only Shift Leaders and COFM staff may distribute and notate medicine from the COFM kit according to the appropriate dosage, as indicated on the label, in a cup and allow the guest to self-administer this medication.

## **GUESTS**

21. Guests must check personal belongings in designated bags upon entering the shelter site, including coats, hats, scarves, gloves, and work overalls. In addition to items of clothing, tools, knives, and other items must be checked in. Exceptions are cell phones, cigarettes, medicine, books, and toiletry kits which must be kept in the clear bag provided on their first night or a clear plastic bag. Once belongings are checked in, they will be stored until check-out and cannot be accessed by anyone. No food, drinks, or any liquids may be brought into the site. Guests will be given a name tag that is to be worn while a guest is at the shelter.
22. Guests may not use the Shelter Host's telephones or volunteers' cell phones at any time. The Shelter Manager will decide if there is an exception to the rule.
23. Guests are asked to be considerate of others. Loud talking, music, etc. are not appropriate at any time. Electronics with a headset (preferred) are permitted provided they can fit in the clear plastic bag provided. Guests may use their electronics until 10 p.m. ABSOLUTELY no electronics after 10:00 p.m.
24. Dinner is served between 7:00 and 8:00 p.m. Guests are not allowed in the kitchen. For this season, guests may be served at the table or will line up, whichever host site prefers. The kitchen closes at 8:30 p.m. and no meals are served after this time. Guests who come in late will be offered sandwiches with a beverage or a leftover meal.
25. Smoking is permitted only at the designated time (8:00 p.m.-8:15p.m.) and in the designated location. Guests are to deposit all smoke butts in the containers provided. The guests leave the building as a

group with a shift volunteer and return to the building as a group (unless the shift volunteer is able to see guests go back inside while being with the guests who are still smoking). A shift volunteer must be with the guests at all times during the smoke break.

26. Bedding is distributed each night at 8:15 p.m. Guest will pick up their own bedding from the designated area while a volunteer oversees to make sure the correct bedding bag is picked up. A blanket, one fitted sheet, one flat sheet, one pillowcase, and pillow are issued to each guest. This is the guest's bedding for the entire week.
27. A guest may not leave the shelter once they have checked in. If a guest leaves, he/she will not be allowed back that night.
28. Men and women will use separate sleeping areas at all times. At no time should female guests be sitting or lying around a male guest's bed or vice versa.
29. A parent with children must be located away from the other guests in a separate area. The other parent of this family must sleep with the other guests. Children under 18 are to stay with their parent in a separate area.
30. Guests must remove all personal belongings when checking out each morning. Items left may be turned over to the lost and found of the Shelter Host or disposed of. COFM and all Shelter Hosts are not responsible for any loss of items left, misplaced, or stolen.

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# B

## SETTING UP YOUR CHURCH FOR SHELTER WEEK



## Cargo Trailer Guidelines and Trip Checklist

**Please turn in the signed copy of this checklist to COFM Shelter Manager on Sunday Morning once checklist is completed, if shelter manager is not available please contact the Executive Director**

**Load and unload cargo trailer while it is still hitched to the tow vehicle  
or  
if the 2 jacks are in place in the back of the trailer, vehicle can be unhitched**

The cargo trailer is to be used to transport sheltering supplies to each shelter site, in turn. For insurance and safety purposes, drivers of tow vehicles (rated for 2500 GVWR or more & 2" coupler and appropriate electrical connector) are asked to review these guidelines and sign-off on the checklist each time the cargo trailer is transported. A toolbox is provided inside the trailer along with **light adaptors**, lug nut wrench, chocks, tire pressure gauge, emergency flares, road cones, and a tire jack. Trailer manual is located inside the trailer on the wall. A fire extinguisher is attached to the inside of the trailer. In addition, a spare tire located in the trailer. Four padlocks are also provided, one for the coupler and one for each of the exterior doors.

### **Pre-Tow Checklist: Before you begin your tow, double check these items:**

- \_\_\_\_\_ Coupler secured and locked.
- \_\_\_\_\_ Safety chains properly rigged to tow vehicle - NOT to hitch or ball.
- \_\_\_\_\_ Tires: Check pressure while tires are cold.
- \_\_\_\_\_ Wheels: Inspect for cracks, dents, and bends.
- \_\_\_\_\_ Lug nuts tight.
- \_\_\_\_\_ Test of lights: tail, stop, and turn. **Adaptors available in toolbox.**
- \_\_\_\_\_ Cargo is appropriately restrained (doors are latched and secured)
- \_\_\_\_\_ ABC Fire Extinguisher
- \_\_\_\_\_ Flares and reflectors.
- \_\_\_\_\_ Chocks are stowed.
- \_\_\_\_\_ Cones and triangles.
- \_\_\_\_\_ Duralast Jacks (2)

### **Regular Stops Checklist: After trip, stop and check the following:**

- \_\_\_\_\_ Coupler is secure.
- \_\_\_\_\_ Safety chains are fastened and have not been dragging.
- \_\_\_\_\_ Tires are not visibly low on pressure.
- \_\_\_\_\_ Cargo is secure.
- \_\_\_\_\_ Cargo door is latched and securely fastened.

### **NOTE: Please do not add any donated items or articles to the trailer.**

I have read the cargo trailer guidelines and checked all items listed above.

Tow Vehicle Driver Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Secondary Tow Vehicle Driver Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Shelter Host Site: \_\_\_\_\_

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## Checklist of Items to Move from Site to Site

Load on trailer according to guidelines/layout in the TRAILER MANUAL:

All storage bins of linens/towels/toiletry kits/undergarments, etc.

All mats

All smaller bins of bedding bags, pillowcases, medicine bin, laundry bags

All pillows in netted bags

All dirty laundry filled bags

Rolling cart with electronics and office supplies

***Set the following aside for key leader or designated person to pick up. Do not load in trailer:***

***Small container with COFM shelter phone and keys for electronics cart and trailer. These must be handed off from key leader/designated person to next key leader/designated person.***

**Trailer Supplies:**

**To prevent congregations from accidentally using more than their weekly allocated shelter supplies, we have implemented a color-coded bin system for the bins of sheets, towels, and blankets. This simplifies the unloading process because fewer bins will need to be taken off the trailer. Please read the Shelter Trailer Manual instructions.**

# Laundry Instructions

**Congregations' hosts/partners will use Merrimac Center for laundry services.** This facility is next to the jail at 9300 Merrimac Trail.

Contact information: Bill Orris 757-887-0225, Gina Mingee 757-887-0225.

## **BAGGING DIRTY LAUNDRY - \*\*\*PLEASE\*\*\* DO NOT OVERFILL BAGS DUE TO WEIGHT**

The shelter host/partner that works Sunday morning check-out, will direct guests to separate their own laundry and place them in the laundry bags. Volunteers will not handle the bags until all guests have finished. The morning crew will set out laundry bags with black handles in four spaced areas. The laundry bags are in a clear tote labeled LAUNDRY BAGS

- Flat sheet (will need 1 to 3 bags)
- Blankets (will need 5 to 6 bags)
- Fitted Sheet (will need 1 to 3 bags)
- \* Bedding bags (1 bag) and pillowcases (1 bag)

Dirty Laundry is then loaded onto the trailer for the next host to drop off at the Merrimac Center

## **DROP OFF: Dirty laundry must be dropped off at the Merrimac Center by 10:00 a.m. on Tuesday.**

Volunteers, please go to entrance door next to the large garage door, ring buzzer and announce that you are dropping off laundry for COFM. The garage door will be lifted, and you are to drop laundry bags in designated area to the left/front (furthest away) of the garage.

- The dirty laundry is in white laundry bags with black straps inside the trailer or in a designated section of the host site.
- The Shelter Host/Partner who works Tuesday morning check-out will arrange to drop off laundry. **Dirty laundry must be dropped off at the Merrimac Center by 10:00 a.m. on Tuesday.**

## **PICKUP: Clean laundry must be picked up at the Merrimac Center between 2-4 on Thursday.**

Volunteers, please go to entrance door next to the large garage door, ring buzzer and announce that you are picking up laundry for COFM. The garage door will be lifted, and the clean laundry bags should be just inside of the garage.

- The Shelter Host/Partner who works Thursday check-in is responsible for picking up clean laundry. Clean laundry must be **picked up at the Merrimac Center between 2-4 on Thursday.**
- Please count and put the clean laundry back in the appropriately marked bins that are in the trailer. (Not the bins that you are using for the week.) This is generally done by the evening overnight team although the evening check-in could do so if they are not busy. **THERE SHOULD BE AN INVENTORY SHEET IN THE BIN.** Be sure to **update the inventory** numbers when adding the clean laundry to the bins. **If there is a shortage please notify the Executive Director right away (757-634-6787)**



# Shift Leaders' Responsibilities and Guidelines

**PLEASE NOTE: ALL shift leaders and volunteers must attend the mandatory volunteer training provided by COFM and any other training provided by the Host/Partner for the week.**

## All 3 Shift Leaders should do the following:

- Call scheduled volunteers at least one week prior to their shift to confirm that they have participated in the required training and remind them of their commitment with the date and time they are expected to arrive. A recording of the training will be available online (password protected).
- If you are struggling to recruit volunteers, please contact the Assistant to the ED ([aed@cofm.info](mailto:aed@cofm.info)) or the Executive Director ([director@cofm.info](mailto:director@cofm.info)) for a list of alternate volunteers. It is your responsibility to reach out to those on the list.
- **Volunteers need to be made aware of the following two documents:**
  - Volunteer Confidentiality Agreement
  - General Guidelines and Information
- Remind volunteers to read and sign the confidentiality agreement on the first night they are scheduled to work. You DO NOT need a separate confidentiality form for each volunteer. You may have one form and multiple signatures on that form. It is important to have volunteers familiarize themselves with the General Guidelines. A copy should be emailed or given to each volunteer for their review. A copy of the General Guidelines was sent to you via email. If you did not receive it, please let the Assistant to the ED or the Executive Director know.
- When volunteers arrive, greet them, make sure they signed the confidentiality agreement, and put on a COFM Volunteer name tag with their first name only. All volunteers must log into the Volunteer portal.
- Familiarize the volunteers with the shelter space and tell them what job they have been assigned to.
- Direct the volunteer to the shift leader or person responsible for explaining their job responsibilities.
- Clearly mark the locations of the fire extinguishers and determine that they are working. Volunteers must be shown how they work.
- Designate and label one door where guests will enter and exit the shelter if you are the host site.

- Designate and label areas where guests will sleep, eat, and use the restroom if you are part of the host site. Remember, male and female guests never sleep together, even if they are married.
- Designate an outside smoking area and acquire a large ashtray/bucket of sand.
- The COFM Trailer with supplies will be transported to the new site by the previous host site.

**EACH SUNDAY afternoon:** Make up between 15-20 bedding bags before the shelter opens, do not number them at this time. Set these in the designated area for guest retrieval. Label the area with various number ranges for storing bags.

If any volunteer cancels, let your Key Leader know as soon as possible so the vacancy can be filled.

## **TYPICAL LEADER/VOLUNTEER EXPECTATIONS PER SHIFT:**

### **Shift 1 5:30 p.m. - 9:00 p.m. (Report at 5:20) (6-7 volunteers)**

Give direction to all volunteers by assigning roles. Volunteers on Shift 1 are usually assigned as a Check-In Volunteer or Food Server Volunteer. There should always be a Security Volunteer present, as well as a “floating/roaming” volunteer to interact with guests and help with general supervision.

#### **Security Volunteer: See pages 26**

**Check-In Volunteer:** Sees Shelter Manager for instructions.

Check-In Volunteers assist the Shelter Manager at the Check-In desk. They will also provide a name tag for the guest to wear and a guest number sticker for the guest to place on their bags. On Sundays or guest's first night of the week, the check-in volunteer will also provide each guest with a new toiletry kit and create a bedding bag tag to be put on the bedding bag after the check-in rush is complete. They will provide a clear plastic bag with the guest number on the inside top portion of the bag if it is the guest's first night with the shelter this season. Only toiletry items provided by COFM, cell phones, chargers, earbuds, 1 book, cigarettes, lighter, medications (in original container) and small electronics are allowed in the clear plastic bag. NO VAPING products allowed. Bag may not be filled more than ½ way to allow a hands-free inspection. If more than ½ way, guest will be instructed to remove items and place in their personal belongings bag. The exception will be if the guest takes a lot of medications. At no time can the clear bag be stuffed. THERE WILL NOT BE ANY CHANGE OF CLOTHES allowed this season except for sites that offer showers or a guest who has a uniform that they need to wear in the morning. If a guest arrives wearing a uniform and needs to change, please see Shelter Manager for guidance. Only people who sign up for a shower may have a change of clothes for that night only. Will also provide bus passes from 7:30 to 8:30 p.m.

**Floater/roamer volunteer:** Once guest has been electronically checked in, the volunteer will guide guest to the personal belonging area where the guest will place their bags.



**Servers:** Set up tables and chairs for dinner, serve dinner to guests, and help with general clean-up after dinner.

**Shift 2 9:00 p.m – 5:30 a.m (Report at 8:50 p.m.) (Minimum 2 volunteers – male and female – can make this a split shift )**

**Overnight Volunteers:** There should be at least 2 volunteers on duty for the overnight shift. (If splitting the shift, each partial shift should be one male and one female)

Overnight Shift Leader should communicate with previous shift leaders to go over any important information prior to beginning their shift.

Important tasks during this shift:

- Be very observant that all guests are following shelter rules (In particular, adhering to men and women being separated and one person in the bathroom at any given time. If there's room for more than one guest in the bathroom, the shelter manager will knock on the door and ask guest using the bathroom if another guest could come in).
- Circulate to the sleeping space over the course of the shift and check bathrooms (15-30 minute intervals)
- Volunteers must remain awake at all times.
- Designate 1 volunteer as Fire Watcher. This volunteer must know all building exits, the location of the smoke detector, carbon monoxide detector, and the fire extinguisher.
- Prepare morning coffee to be ready by 5:30 a.m. if applicable
- Prepare lunch, if applicable

**Shift 3 5:30 a.m. - 8:00 a.m. (Minimum 4 volunteers)**

Volunteers on Shift 3 serve breakfast, check out guests, and clean up. Shift Leader assigns jobs and directs servers to begin set-up and gives check-out instructions to Check-Out Volunteers. Security volunteer is present to ensure check-out runs smoothly. Typically, everyone pitches in to clean up once all guests have been checked out.

The sequence of the morning is as follows:

- Show guests where all bedding bags are to be left. Make sure pillow w/o pillowcase is left on mats. Guests are not invited to breakfast until they have turned in their bedding bags.
- Serve breakfast.
- One person in the bathroom at any given time. If there's room for more than one guest in the bathroom, the shelter manager will knock on the door and ask guest using the bathroom if another guest could come in.
- At Check Out, direct and oversee guests getting their personal belongings and mark number in Check-in book. Shelter manager will also check out guests electronically. No more than 1 guest in the personal belonging area at a time.
- Offer guest a bag lunch and wish guest a good day.
- Clean up breakfast area and kitchen and make sure all garbage is taken outside.
- Bathrooms and other guest areas will be fogged each morning with backpack fogger and hospital grade disinfectant provided by COFM. Either COFM staff or volunteer may fog.

## Safety and Security Volunteer

The Safety and Security Volunteer has three key responsibilities which are outlined below. The job responsibilities are solely dedicated to the safety and security at the shelter site. This volunteer should work closely with the Key Leader and Shelter Manager to make sure that important information is communicated throughout the first shift.

The Safety and Security Volunteer needs to arrive at the Host Site no later than 5:15 p.m. and remain at the shelter site until the night shift has been briefed and the shelter doors are locked at 9:00 p.m. The overnight and check-out volunteers on shifts 2 and 3 will also act as security.

**Safety First!** When the Safety and Security Volunteer arrives for the evening, he or she should first conduct a walkthrough of the facility to make sure carbon monoxide detectors are plugged in (if required at that facility), all signage has been posted, exits are easily accessible, and separate sleeping areas for men and women have been designated. If any valuables are visible, this needs to be communicated to the Key Leader so that the items can be moved to a secure location.

**Security:** One of the most important responsibilities of the volunteer is to assess the guests for drugs and alcohol **BEFORE** they are invited to check into the shelter. This Volunteer acts as the first barrier for the shelter. Remember we are a *low barrier* shelter but that does not mean *no barrier*. We do not allow guests to enter the shelter if they are visibly intoxicated or high on drugs. We will allow guests to enter the shelter if they have alcohol on their breath but not if they are intoxicated. Refer to the security protocol (p. 44, 86, 115) provided in the corresponding pages if a guest needs to be prohibited from entering. Notify Shelter Manager (SM) in order for the SM to conduct a field sobriety test while the security volunteer is present and out of range of other guests.

The assessment process should include the volunteer casually engaging with guests prior to check-in. It will be necessary to walk outside to engage with the guests.

Should a situation arise in the shelter with a guest, the Safety and Security Volunteer might be called on to intervene. Please refer to the security protocol found in the training manual (p. 44, 86, 115) when trying to resolve a situation. If you believe outside assistance is warranted, **do not hesitate to call 911**.

All restrooms, exits, and sleeping areas should be checked frequently throughout the night, approximately 15-30 minutes after the check-in rush.

**Over Capacity Plan:** The Safety and Security Volunteer should be very familiar with the Over Capacity Plan in the event the Shelter Manager needs his/her assistance to implement it. If the site is at or near capacity, the overnight shift should be briefed and given instructions on how to implement the plan.

# Sample Timeline for a Typical Evening in the Shelter

## **5:00 – Shelter manager, food preparers and key leaders arrive at shelter**

**Before 6:00 pm:** Dinner preparations are underway.

**5:15 pm:** Security arrives and sets up temperature check station. Volunteers arrive. All are screened prior to entering.

Check-in desk is organized. All electronics plugged in, and all apps logged into.

Tables and chairs are readied.

Places for volunteer check-in and coats are prepared.

Beverages are set out for guests.

Shelter Manager reviews the check-in procedures with Check-in volunteers and Security volunteer.

**6:00 pm:** If host site offers a waiting area inside, then guest may come in after they have had a temperature check. **For safety reasons, no restroom visits are allowed prior to check-in.** Check-in prior to 6:30 p. m. is only allowed if there is no inside waiting area, all volunteers are in place, and shelter manager is ready.

**6:30 pm:** Check-in procedures officially begin. Guests will be directed to common area seating.

**7 pm:** Dinner/Announcements

Guests are seated at tables. Blessing and announcements are given by the key leader. Dinner is served. Volunteers are encouraged to visit with guests.

**7:30/After dinner:** Bus tickets are offered. If sites have them, showers may be offered. Showers may be offered earlier if enough volunteers are available for monitoring. For sites without showers, use the Shower sign up form (Monday and Thursday) for the YMCA.

**8-8:15 pm:** Smoke break.

**8:15 pm:** Bedding bags. Guests will pick up their own bedding bag from a designated area. Guests are not allowed in sleeping areas until this time if it is separate from the dining area.

**8:40 pm:** Overnight shift arrives to be briefed.

**9 pm:** Doors are locked.

**9 to 10 pm:** Shelter Manager trains overnight and provides any pertinent information. Any paper forms to be put in clear 9" x 12" intake bin for overnight SM data entry.

**10 pm:** Lights out; cell phones off. **ABSOLUTELY NO ELECTRONICS ON AFTER 10pm**

Overnight crew circulates throughout shelter, checking sleeping areas and bathrooms. Coffee is prepared to be ready at 5:30 am.

**5:30 am:** Morning crew arrives.

**6:00 am:** Guest are awakened, and bedding bags are turned in to designated area. Breakfast is served at 6 am.

**By 7 am:** All guests have left the shelter. All confidential and electronics to be securely stored away. Volunteers do any cleanup necessary. The Shelter Manager or volunteer will fog all touched areas with disinfectant fogging material.

## COFM Key Contact List

Donnie-Executive Director (757)634-6787  
Wilmarie- Assistant to Exec. Director (757)634-3009

**Emergencies: 911\***

**\*Ask for CIT (Crisis Intervention Team) if it is a mental health issue**

**988 for mental health crisis (Must use an area code 757 phone)**

**VET Emotional Crisis Hotline: 800-273-8255 Opt. 1**

**Police 24-hour non-emergency numbers**

James City County 757-566-0112

City of Williamsburg 757-220-2331

York County 757-890-3621

**APS (only shelter manager, AED or ED can call) 888-832-3858**

**Avalon (Call them in case of abuse or if an adult with children arrive)**

**757-258-5051**

**YMCA 757-229-9622**

**Merrimac Center (Laundry) Bill Orris 757-887-0225**

**Social Services**

City of Williamsburg 757-220-6161

James City County 757-259-3100

York County 757-890-3787

**Housing Crisis Hotline: 757-587-4202**

**or**

**866-750-4431**

**COFM Shelter phone number is 757-849-9634**

**(this phone is only operational at Host Sites from 5:30pm-6:30 am) The primary purpose of the phone is for law enforcement, social service agencies and hospitals to check on availability.**

**Note: See Over Capacity Plan located in the Check-In Binder and the Shelter Manager Binder for phone numbers and protocol when the Shelter Host reaches capacity. The Shelter Manager will facilitate putting the Over Capacity Plan into effect if needed.**

## **NO SMOKING**

**SMOKING IS PROHIBITED IN ANY PART OF THE BUILDING. ANYONE FOUND SMOKING OTHER THAN THE DESIGNATED SMOKE BREAK WILL BE ASKED TO LEAVE THE PREMISES IMMEDIATELY.**

**W O M E N**

**O N L Y**

**M E N**

**O N L Y**

**NO MEN**

**BEYOND  
THIS POINT**



**NO WOMEN**

**BEYOND**

**THIS POINT**



**C**

**SHIFT 1  
EVENING  
CHECK-IN**



## GENERAL GUIDELINES AND IMPORTANT INFORMATION

### KEY LEADERS/GENERAL

1. The number (outside of minimum) and delegation of volunteer tasks shall be at the sole and absolute discretion of the COFM Host Site and Partner congregations. Shelter Managers may make suggestions.
2. It is up to the discretion of the Host Partner Key Leader whether youth/youth groups will be permitted on site. If permitted, the following applies: A) no youth volunteers under 16 allowed at the shelter while guests are present and must be accompanied by an adult at all times, B) EXCEPTION: youth 14-16 may serve meals behind a buffet table and must have a guardian present, C) Anyone under the age of 18 can work Shift 1 but cannot be assigned Security or Check-In duties and must be accompanied by an adult at all times. D) No one under 14 is to be in the shelter while guests are present (6 p.m.- 7 a.m.)
3. If there is no indoor sitting for guests, check-in may begin prior to 6:30 p.m. But CHECK-IN IS STATED TO BEGIN AT 6:30 p.m. in all printed and electronic forms so please do not state that there is an early check-in. At no time will check-in begin before 6:00 p.m. If Indoor sitting is allowed, check-in will not begin until 6:30 p.m.
4. Prayers, sharing of faith, and Bible study may be offered to shelter guests providing it is held in a designated area that is separate from the general area. Sharing of faith is not to be forced or be a condition for receiving shelter or food.
5. CLOTHING DONATIONS: if clothing donations are offered a volunteer must be there to bag the donated items. This bag will be tagged and placed with the guest's personal belongings. The volunteer will then notify check-in desk of the change in guest bag count.
6. Optional entertainment (ie. Movies) or services (ie. Haircuts) may be provided by the host site. We encourage volunteers to engage with our guests.
7. If the Shelter Host is running low on check-in supplies (toiletry kits, blankets, towels, sheets), please let the Shelter Manager know so that a report can be given to COFM.
8. A volunteer needs to be at the check-in desk at all times. Neither the desk nor an unlocked storage area may be left unattended.

### VOLUNTEERS

9. All volunteers must electronically sign-in on the COFM laptop located at the volunteer storage area and pick up a COFM Volunteer tag as soon as they arrive. Volunteers will sign in/out at the same time. If their shift extends, volunteers will need to go back to the laptop and sign in again to add the extra hours. In the event there is no internet connection, paper entries will be available. Please total your number of hours.
10. Volunteers should place their personal property in a secure location designated by the Key Leader.
11. Volunteers should dress casually. Keep jewelry to a minimum. Low-cut shirts, tight clothing, miniskirts, mini-shorts and midriff tops are NOT permitted in the shelter. Leggings must be worn with a top that extends past the hips. The goal is to not to draw attention to oneself.
12. Volunteers should monitor the bathroom and common areas throughout their shift, preferably every 15 minutes. Hand sanitizer and disinfectant spray should be located outside the bathroom.

13. Due to the diverse population served in this program, volunteers and guests need to be aware that COFM guests may experience a variety of emotional or physical conditions. Volunteers should be cautious and responsible. In case of concern, please inform the Shelter Manager on duty.
14. Volunteers must maintain guest confidentiality at all times. Do not give out guest information to anyone either by phone or in person except to the COFM personnel when necessary.
15. Volunteers are not to adopt a guest or family. They may not take anyone to their homes or hire anyone for jobs around their homes. They may not transport guests for any reason. COFM, the Host Congregations, and Shelter Partners are not responsible for any consequences resulting from breaking this rule.
16. Volunteers do not assist guests with any personal hygiene/toiletry problems (e.g., incontinence). If a guest needs help, volunteers must consult the Shelter Manager or the Key Leader for instructions.
17. Volunteers are encouraged to engage in conversation with guests. However, volunteers should limit personal information when talking with guests. They may talk about family, work, and life experiences, but without using identifying information.
18. Volunteers may not give money or gifts to any guests.
19. Dinner and breakfast are provided for the guests. If there is sufficient food, volunteers may be invited to enjoy the meal. Volunteers should eat in the dining area provided there is room for and mealtimes for volunteers should be staggered to ensure that all areas have sufficient staffing.
20. Only Shift Leaders and COFM staff may distribute and notate medicine from the COFM kit according to the appropriate dosage, as indicated on the label, in a cup and allow the guest to self-administer this medication.

## **GUESTS**

21. Guests must check personal belongings in designated bags upon entering the shelter site, including coats, hats, scarves, gloves, and work overalls. In addition to items of clothing, tools, knives, and other items must be checked in. Exceptions are cell phones, cigarettes, medicine, books, and toiletry kits which must be kept in the clear bag provided on their first night or a clear plastic bag. Once belongings are checked in, they will be stored until check-out and cannot be accessed by anyone. No food, drinks, or any liquids may be brought into the site. Guests will be given a name tag that is to be worn while a guest is at the shelter.
22. Guests may not use the Shelter Host's telephones or volunteers' cell phones at any time. The Shelter Manager will decide if there is an exception to the rule.
23. Guests are asked to be considerate of others. Loud talking, music, etc. are not appropriate at any time. Electronics with a headset (preferred) are permitted provided they can fit in the clear plastic bag provided. Guests may use their electronics until 10 p.m. ABSOLUTELY no electronics after 10:00 p.m.
24. Dinner is served between 7:00 and 8:00 p.m. Guests are not allowed in the kitchen. For this season, guests may be served at the table or will line up, whichever host site prefers. The kitchen closes by 8:30 PM and no meals are served after this time. Guests who come in late will be offered sandwiches with a beverage or a leftover meal.
25. Smoking is permitted only at the designated time (8:00 p.m.-8:15 p.m.) and in the designated location. Guests are to deposit all smoke butts in the containers provided. The guests leave the

building as a group with a shift volunteer and return to the building as a group (unless the shift volunteer is able to see guests go back inside while being with the guests who are still smoking). A shift volunteer must be with the guests at all times during the smoke break.

26. Bedding is distributed each night at 8:15 p.m. Guest will pick up their own bedding from the designated area while a volunteer oversees to make sure the correct bedding bag is picked up. A blanket, one fitted sheet, one flat sheet, one pillowcase, and pillow are issued to each guest. This is the guest's bedding for the entire week.
27. A guest may not leave the shelter once they have checked in. If a guest leaves, he/she will not be allowed back that night.
28. Men and women will use separate sleeping areas at all times. At no time should female guests be sitting or lying around a male guest's bed or vice versa.
29. A parent with children must be located away from the other guests in a separate area. The other parent of this family must sleep with the other guests. Children under 18 are to stay with their parent in a separate area.
30. Guests must remove all personal belongings when checking out each morning. Items left may be turned over to the lost and found of the Shelter Host or disposed of. COFM and all Shelter Hosts are not responsible for any loss of items left, misplaced, or stolen.

Rev. 08/2023





**\*\*\*THIS FORM IS LOCATED IN THE VOLUNTEER LOGBOOK TAB AT THE BEGINNING OF YOUR HOST SITE WEEK\*\*\***

**Community of Faith Mission  
Volunteer Confidentiality Agreement**

During my participation as a volunteer for Community of Faith Mission, I will be exposed to information that is confidential and personal in nature. All guest information obtained while serving as a volunteer for Community of Faith Mission will be held in the strictest confidence. I will maintain guest confidentiality at all times. I will not give out guest information to **anyone** by phone or in person except to COFM Staff or Board Members.

I, the undersigned, do hereby agree to abide by this confidentiality requirement. I fully understand that any violation of this agreement on my part, will result in termination from participation in Community of Faith Mission. I fully understand that this confidentiality requirement will continue after my participation as a volunteer for Community of Faith Mission has ended.

*Volunteers must: 1) sign below and leave this agreement in the Volunteer Binder (PREFERRED METHOD); OR 2)\* sign and return to Key Leader or COFM personnel*

Shelter Site Location: \_\_\_\_\_  
Date: \_\_\_\_\_

_____	_____	_____
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\*Questions and concerns please email us at , [info@cofm.info](mailto:info@cofm.info) Rev. 08/2023

## Guest Confidentiality and Law Enforcement Interaction Information and Procedures

Shelter guests' personal information must be kept confidential by COFM staff and volunteers.

Volunteers may be asked for information about COFM guests from a variety of sources outside the Shelter, such as family members, employers, law enforcement agencies, and the like, via telephone calls or personal visits to the Shelter. While most queries are well meaning, COFM staff and volunteers must be sensitive to the guests' needs and protect the personal information of people while they are guests of the Shelter.

There is no substitute for common sense and good judgment. Policies, procedures, and actions cannot be written to cover every situation; however, the following may clear up possible questions.

- If an inquiry is made about a guest — **unless** the inquiry is made by a law enforcement official (see below) — **it is important that a volunteer neither confirms nor denies the guest's presence in the shelter. The volunteer can agree to take a message for the guest.** This places the burden on the guest to get in contact with the individual making the inquiry.
- Volunteers should treat all Intake information as confidential and not divulge any information to anyone outside the Shelter unless authorized by the COFM Executive Director, Assistant to the Executive Director, or Executive Board Member. NEVER leave the Guest Check-in data or Intake Binder unattended. Never let law enforcement personnel review the books or the laptop.

**Law Enforcement Interaction:** There are times when Law Enforcement might find it necessary to enter the Shelter in search of an individual. For example, law enforcement may have been given information about a person who must be located to determine if the individual could be a danger to himself or others. In such a case, law enforcement may come to the Shelter to ask if a named guest is present. If so, the officer may meet with the guest so that the officer can assess the guest and the situation. We have an understanding with local law enforcement that they will not make a request for Shelter guest information without valid reason. Please always cooperate with law enforcement if such a request is made.

Volunteers need to handle this situation with the utmost cooperation and discretion and the least amount of disruption to the Shelter.

- If law enforcement personnel should come to the Shelter with an arrest warrant for a particular guest and ask whether the guest is present, the Shift Leader will direct/lead the officer to the guest. (No paper warrant is needed. Officer just needs to verbally state he/she has a warrant for an individual.)
- Contracted off-duty officers that are helping with security are to be treated in the same manner as above.

## Evening Safety and Security Volunteer

The Safety and Security Volunteer has three key responsibilities which are outlined below. The job responsibilities are solely dedicated to the safety and security at the shelter site. This volunteer should work closely with the Key Leader and Shelter Manager to make sure that important information is communicated throughout the first shift.

The Safety and Security Volunteer needs to arrive at the Host Site no later than 5:15 p.m. and remain at the shelter site until the night shift has been briefed and the shelter doors are locked at 9:00 p.m. The overnight and check-out volunteers on shifts 2 and 3 will also act as security.

**Safety First!** When the Safety and Security Volunteer arrives for the evening, he or she should first conduct a walkthrough of the facility to make sure carbon monoxide detectors are plugged in (if required at that facility), all signage has been posted, exits are easily accessible, and separate sleeping areas for men and women have been designated. If any valuables are visible, this needs to be communicated to the Key Leader so that the items can be moved to a secure location.

**Security:** One of the most important responsibilities of the volunteer is to assess the guests for drugs and alcohol **BEFORE** they are invited to check into the shelter. This Volunteer acts as the first barrier for the shelter. Remember we are a *low barrier* shelter but that does not mean *no barrier*. We do not allow guests to enter the shelter if they are visibly intoxicated or high on drugs. We will allow guests to enter the shelter if they have alcohol on their breath but not if they are intoxicated. Refer to the security protocol (p. 44, 86, 115) provided in the corresponding pages if a guest needs to be prohibited from entering. Notify Shelter Manager (SM) in order for the SM to conduct a field sobriety test while the security volunteer is present and out of range of other guests.

The assessment process should include the volunteer casually engaging with guests prior to check-in. It will be necessary to walk outside to engage with the guests.

Should a situation arise in the shelter with a guest, the Safety and Security Volunteer might be called on to intervene. Please refer to the security protocol provided at training and also found in the training manual (p. 44, 86, 115) when trying to resolve a situation. If you believe outside assistance is warranted, **do not hesitate to call 911**.

All restrooms, exits, and sleeping areas should be checked frequently throughout the night.

**Over Capacity Plan:** The Safety and Security Volunteer should be very familiar with the Over Capacity Plan in the event the Shelter Manager needs his/her assistance to implement it. If the site is at or near capacity, the overnight shift should be briefed and given instructions on how to implement the plan.

## Safety and Security Rules and Guidelines

**Fire/Safety Kit** will be located on the COFM trailer and must be put inside the Shelter Host Site upon arrival. Items included are: (1) Fire extinguisher, (2) smoke alarms, (2) Flashlights, (2) CO2 Detectors.

**Note: During overnight shift, two volunteers must be awake at all times.** One volunteer must be designated as a fire watch volunteer.

**First Aid Kit** is available in the COFM medical tote for minor medical needs. Medications such as Tylenol and Advil are in the Medical Kit. They are available should guests **request** them, but **under no circumstances should any volunteer distribute any medicines. If a guest requests something from the medical kit please direct the request to the Shift Leader or Shelter Manager.**

**Guests' Personal Space:** Volunteers should not put name tags on guests, but instead hand them the name tag and let them put it on. The same goes for handling their personal belongings at check-in. Volunteers should not put guests' belongings into storage bags as guests should have already stored their belongings in the black plastic bag provided by security. **At no time should a volunteer put their hands in a guest's pocket or on any articles of clothing. At no time should a volunteer assist a guest with personal hygiene needs. This will be discussed at training.**

### **Security Protocol for a guest that becomes agitated or hostile.**

1. Back away from the guest and give the guest space.
2. Do not be confrontational and do use a non-threatening voice.
3. Do not turn your back on the guest.
4. Ask another volunteer to get the Shift Leader in charge (or Shelter Manager on evening/overnight shift).
5. Let the guest know you have requested that your Shift Leader/Shelter Manager speak with him/her so the guest knows what is going on.
6. When Shift Leader/Shelter Manager arrives, back away and explain the situation outside of the guest's hearing.
7. Shift Leader/Shelter Manager determines whether the situation requires outside assistance.

## When to Call for Assistance

**Examples of when to call the non-emergency phone numbers** in the Key Contacts/Emergency List: (also in the front of the overnight Check-In Book.)

- An individual is disrupting the shelter environment verbally and will not stop. Call and request a CIT (Crisis Intervention Team) Law Enforcement Officer.
- If a shelter guest is asked to leave and does not, but is passive, call and request a CIT Law Enforcement Officer.

**Examples of when to call emergency number (988), (911):**

- **If a person is suicidal or seems to be having a non-violent crisis, call 988 using the shelter phone.**
- **Any time an individual is violent, immediately call 911.**
- An individual is upset over something or someone at the shelter and you feel he/she is on the verge of becoming physical/violent. Call 911.
- An individual appears disoriented/incoherent but non-violent. Is this a medical emergency? Stroke? Mental health issue? Call 911 and request EMS.

The above examples were furnished by Colonial Area Crisis Intervention Team (CACIT). The goal of the CACIT program is to reduce unnecessary incarceration of people with mental illness and to provide them with appropriate care. Implementation of the CIT model includes special training in the use of de-escalation techniques, which results in better treatment of the mentally ill and a safer environment for the individual and Law Enforcement Officer. Based on your assessment of the situation, follow the procedures you have been given (ABOVE) for use of the non-emergency and emergency (988), (911) numbers and the criteria for requesting that a CIT officer respond if available.

Law enforcement is very supportive of our shelter program. If a situation arises that is not an emergency, but you feel police support is warranted, don't hesitate to call the non-emergency number.

## COFM Shelter Manager Role and Responsibilities

The role of the Shelter Manager (SM) is to provide on-site guidance and support to Host and Shelter Partners. The SM maintains consistency at all Host Sites and ensures that shelter policies, procedures, safety, and security protocols are followed nightly. The SM position is an integral part of Community of Faith Mission's business plan to safeguard the long-term success of the shelter program.

### Responsibilities:

The SM oversees nightly shelter operations from 5:00 p.m. – 10:00 p.m. and 1:00 a.m. – 7:00 a.m. The SM will do all electronic check-in and electronic intake until a group of check-in volunteers can be trained on the electronic process. SM(s) will provide the COFM Assistant to the Executive Director (AED) and/or Executive Director (ED) with communications on daily operations. The SM will work closely with Key Leaders to secure a smooth transition from the first shift to the overnight volunteers. The SM will be responsible for implementing the Over-Capacity Protocol with service providers and agencies when needed. Additional responsibilities are listed below:

- Meets with the Security Volunteer at the beginning of their shift to do a walk-through of the facility to make sure no valuables or hidden items were left behind from the prior night.
- Works with the Security Volunteer to screen guests prior to check-in.
- Checks shelter guests into the Guest Log data base until 10:00 p.m. and after 1:00 a.m. and then electronically checks out guests in the morning.
- Provides additional support with Check-In and Intake when needed.
- Reviews all shelter supply inventories at least once a week to ensure Host Sites have all necessary supplies and notifies AED of supply needs.
- Works with Key Leaders and assists if any medical or behavioral situation arises with a shelter guest.
- Make sure volunteers and guests are observing confidentiality.
- The SM is the keeper of the clock. If the Host or Partner is not observing time, it is the responsibility of the SM to remind them.

Having a Shelter Manager on site nightly provides additional support to Key Leaders, enhances communications from week to week, and ensures that shelter operations run smoothly and efficiently.

# Sample Timeline for a Typical Evening in the Shelter

## **5:00 – Shelter manager, food preparers and key leaders arrive at shelter**

**Before 6:00 pm:** Dinner preparations are underway.

**5:15 pm:** Security arrives and sets up temperature check station. Volunteers arrive. All are screened prior to entering.

Check-in desk is organized. All electronics plugged in, and all apps logged into.

Tables and chairs are readied.

Places for volunteer check-in and coats are prepared.

Beverages are set out for guests.

Shelter Manager reviews the check-in procedures with Check-in volunteers and Security volunteer.

**6:00 pm:** If host site offers a waiting area inside, then guest may come in after they have had a temperature check. **For safety reasons, no restroom visits are allowed prior to check-in.** Check-in prior to 6:30 p. m. is only allowed if there is no inside waiting area, all volunteers are in place, and shelter manager is ready.

**6:30 pm:** Check-in procedures officially begin. Guests will be directed to common area seating.

**7 pm:** Dinner/Announcements

Guests are seated at tables. Blessing and announcements are given by the key leader. Dinner is served. Volunteers are encouraged to visit with guests.

**7:30/After dinner:** Bus tickets are offered. If sites have them, showers may be offered. Showers may be offered earlier if enough volunteers are available for monitoring. For sites without showers, use the Shower sign up form (Monday and Thursday) for the YMCA.

**8-8:15 pm:** Smoke break.

**8:15 pm:** Bedding bags. Guests will pick up their own bedding bag from a designated area. Guests are not allowed in sleeping areas until this time if it is separate from the dining area.

**8:40 pm:** Overnight shift arrives to be briefed.

**9 pm:** Doors are locked.

**9 to 10:** Shelter Manager trains overnight and provides any pertinent information. Any paper forms to be put in clear 9" x 12" intake bin for overnight SM data entry.

**10 pm:** Lights out; cell phones off. **ABSOLUTELY NO ELECTRONICS ON AFTER 10pm**

Overnight crew circulates throughout shelter, checking sleeping areas and bathrooms. Coffee is prepared to be ready at 5:30 am.

**5:30 am:** Morning crew arrives.

**6:00 am:** Guest are awakened, and bedding bags are turned in to designated area. Breakfast is served at 6 am.

**By 7 am:** All guests have left the shelter. All confidential and electronics to be securely stored away. Volunteers do any cleanup necessary. The Shelter Manager or volunteer will fog all touched areas with disinfectant fogging material.

## **ITEMS YOU MAY KEEP**

***If it is not on this list then it must go in the  
black belongings bag***

**CLEAR PLASTIC BAG (Provided to you on first  
night stay)**

**HOODIE**

**MEDICINE (original container - NO PILLBOXES)**

**1 BOOK/BIBLE**

**IPAD or LAPTOP (if it fits in clear bag provided)**

**SMALL ELECTRONIC DEVICE (music/games  
device-must have headphones/earbuds)**

**CELL PHONE AND CHARGER**

**CIGARETTES AND LIGHTER (no e-cigarettes  
(Only 1 smoke break between 8:00p.m-8:15p.m.)**

**COFM supplied toiletry kit (in clear bag – no  
personal products)**

**Change of clothing (ONLY if you are signed up  
for a shower, 1 top and 1 bottom)**

**Tri/bi-fold wallet or change purse**



# HOW TO CHECK IN A GUEST

## STEP 1 - Pre check-in and security clearance

- Guest may NOT enter the building before screening. Security Volunteer will have black bags, hand sanitizer, 2 signs (What You May Keep & Allowable Coats) and walkie talkie(if applicable). Security Volunteer will check each guest's temperature, give each guest a black plastic bag, and ask the guest for shelter card or ID if it is a new guest. Security Volunteer makes a general observation of any concerns to notify shelter manager and maintains order until it is time to direct the guest to screening. Security remains in the check-in area for the first hour or so of the check-in process to ensure order.

## STEP 2 – Bagging guest belongings

- Guests will bag their own belongings. Guests will refer to “ITEMS YOU MAY KEEP” sheet. Check in begins at 6:30 p.m but if there is no indoor waiting area and check-in area is ready, check in may begin before 6:30 p.m. Volunteers never handle the personal items. This is a health and safety issue.

## STEP 3 – Check-in table – after initial check in

- Guests will approach check in table, give their name or their id card if it is the first time for the shelter season. Shelter Manager will look at the guest's picture id (driver's license, recent release statement sheet from the police department, a general state id card, etc.) and assign them a season guest number. New guests will be informed that Intake paperwork will need to be done and they will be called back to the Intake tables.

### **New COFM Guest (First time guest this shelter season)**

- Volunteer provides New Guest with a clear plastic bag with their season number written and underlined inside bag. Guest may put allowed belongings in the clear plastic bag provided. Volunteer also offers a toiletry kit, under garments, socks, etc., to the guest. (Guests get one toiletry kit per week). Volunteer also registers guest for any special services for this host site such as showers, lunch, etc. If more than 1 volunteer, volunteers will split duties among them.
- The volunteer creates a white sticker with the guest's number written on each end for the black bag and a name tag with the guest's number in the upper right hand corner along with the guest's name across the center. The guest will tag their own bag and put the nametag on themselves. For the first time the guest is at

**this particular shelter site, the volunteer will create a manila bedding bag tag that will be put on the bedding bag sometime after check in but before 8:00 p.m. The roaming volunteer will then show the guests where to store their belongings**

## **Returning Guest**

- **Once guests have completed Intake paperwork/process, they will be assigned a Shelter ID card. Guest will leave the card with the SM and the card will be returned at checkout.**
- **Greet guest and ask for their name and season shelter number. SM/Volunteer then asks guests to show any belongings they plan to keep with them and that are within the accepted guidelines. The clear plastic bag CANNOT be more than half full to allow for easy inspection, with the exception of medication. Unacceptable items must go into black plastic bag. Between 10 pm and 1 am there is no shelter manager so volunteers will manually log guests on the log sheet for data entry when the SM arrives.**
- **The volunteer creates a white sticker with the guest's number written on each end for the black bag and a name tag with the guest's number in the upper right hand corner along with the guest's name across the center. The guest will tag their own bag and put the nametag on themselves. The volunteer will create a manila bedding bag tag every Sunday or the first time for the guest. The tag will be put on the bedding bag sometime after check in but before 8:00 p.m. The roaming volunteer will then show the guests where to store their belongings.**
- **Guest is then allowed to go into designated open area.**
- **Once check in slows down, Roaming volunteers gather any bedding bag tags and attach one tag per bedding bag.**

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# Intake Procedures

Never leave Intake Book bin/binder unattended. Information in the book is confidential and must be stored in a secure area. During Shift 1 & 2, volunteers may help Shelter Manager with intake by completing forms with guests manually.

## ***Fill Out Intake Forms for Each New Guest***

There are 6 forms (packet) to be completed: COFM Intake form, HMIS form, First-time guest quick reference, Guest Agreement/Release of Liability, Illness/Virus release and Out of Area Form. Blank Intake Forms are located in a clear letter sized document bin. If there are 7 or fewer form packets left, please notify Shelter Manager. If there are no forms and there is no Shelter Manager on site, please make copies from the training manual. Make sure to leave a note in the Check-In logbook of such.

Intake Volunteer must fill out the form for the guest. Guests only need to have Intake form filled out once per shelter season.

Guests will be admitted to the shelter as long as they show ID and go through the Intake procedure. Giving a Social Security number is not a requirement to enter the shelter. Ask for the Social Security number, but it is not mandatory.

Intake Volunteer must review the Guest and Waiver of Liability Agreements to the guest so the guest knows what he/she is signing. Once read, make sure to get the guest's signature in both places on the form. After all forms are filled out, return forms to the intake file document bin.

## ***Check Guest's Name on Sex Offender Site***

As soon as possible, Intake Volunteer/Shelter Manager should run the guest's name through the National Sex Offender website. There is a saved screen page on the shelter phone. On your own phone or on the computer, go to: <http://nsopw.gov> - United States Department of Justice.

This will search all 50 states. Once on the website, scroll to "search by name." You may be prompted to verify that you are not a robot and then be taken to a collage and asked to verify a specific item. Once verified, you can search guest by name.

If the name is a match, go one step further and click on the picture for more detailed information on the offender. If there is a name match but not a picture, review the age and then do a general web search for the sex offender registry in the state that shows the crime was committed. Follow those particular instructions. If you are sure a guest is on the sexual registry, please let the Shelter Manager or Key Leader in charge know and they will ask the guest to leave because we have women and children who may be in the shelter at any given time.

Make sure laminated Privacy Policy is visible for guests at all times.

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Intake worker's First Name:		Date:	Host Site:	COFM Guest #
Photo ID: ___ Driver's License ___ DMV ID card ___ Other (specify) _____				ID State:
Guest Name:		SSN:	Gender: M / F / Other*	
DOB:	Age:	Phone:	Marital Status:	
Race: ___ White/Caucasian ___ Black/African American ___ American Indian ___ Alaska Native ___ Asian ___ Native Hawaiian ___ Hispanic ___ Middle Eastern ___ Multiracial: _____				
Disability:		Limitations/assistance:		
Head of Household(HOH): Y / N    If not HOH, relationship to HOH: ___ child ___ spouse ___ other relative ___ non-relative				
Spouse in shelter: Y / N				
Name: _____		Date of Birth: _____		
Children in shelter: Y / N				
Names: _____		Date of Birth: _____		
_____		Date of Birth: _____		
Where did you sleep last night? ___ Car ___ Hotel ___ Family member ___ Other: _____			If hotel, who paid for it?	
Last permanent address:				
How long at last address:		What brought you to Williamsburg?		
How long have you been homeless this time around?			Start date:	
How many times have you been homeless in the last 3 years? _____		How long have you been homeless overall? _____		
Who referred you to the shelter? ___ Self ___ Family/Friend ___ Police ___ Agency/Other: _____ (Please list)				
Currently employed: Y / N		If yes, where:		
Unemployed? Date of last employment:		Place of last employment:		

Student? Y / N If Y, where:		Highest level of education completed:	
Do you have a vehicle parked on premise: Y / N		Make/Model	Color
Military Service: Y / N ___Navy ___Army ___Marines ___Air Force ___Space Force ___Coast Guard		Military Injury or Disabled: Y / N	
Emergency Contact:		Phone:	Relationship to guest:
Medical or Mental Health Conditions		Medication:	
Medical or Mental Health Conditions		Medication:	
Medical or Mental Health Conditions		Medication:	
Medical or Mental Health Conditions		Medication:	
Insurance: Medicare / Medicaid / Private / Employment / ACA / NONE			
Are you a Victim of Domestic Violence? Y / N If Yes, Are you fleeing at this time? ___Yes ___No If NO, How long has it been since you have been a victim of domestic violence? _____			
<b>Financial Information:</b>			
<b>Monthly Amount</b>		<b>Monthly Amount</b>	
\$	Veterans Benefits	\$	Earned Income (Job)
\$	Unemployment Benefits	\$	Medicare Supplemental
\$	TANF	\$	Food Stamps/SNAP
\$	Social Security Disability (SSDI)		*Locality: _____
\$	Social Security Retirement (SS)	\$	Child Support
\$	Supplemental Security Income (SSI)	\$	Alimony
\$	Social Security Retirement	\$	Other: _____
\$	Retirement Pension	\$	<b>TOTAL MONTHLY INCOME</b>
Would you like a referral for: ___Employment Assistance ___Education Assistance ___Mental Health ___Physical Health ___Clothing Assistance ___Housing Assistance ___Services for Seniors ___Veteran's Assistance ___Other: (Specify) _____			
Sex Offender Registry Checked by: _____ YES ___ NO If the potential's guest name is on the National Sex Offender Registry, select YES above and inform the Shelter Manager, Assistant to the Executive Director, or the Executive Director for guidance			

\*Due to space limitations. sleeping arrangements will be based on Male/Female

**ShelterLink**  
**HMIS Client Consent Form**  
**Authorization for Release of Information**

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**Agency Name** Community of Faith Mission      **Program Name** Emergency Winter Shelter

**Client Name** \_\_\_\_\_

**Dependent children, if any** (first and last names and date of birth)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I know that this agency is part of the ShelterLink Homeless Management Information System (HMIS), which serves the jurisdictions of South Hampton Roads and Greater Virginia Peninsula. The HMIS is a system that uses computers to collect information about homelessness in order to help pay for services to people who are homeless.

**With this written consent**, HMIS agencies that offer me services may enter, see and update basic information about me and my children including name, social security number, gender, and birth date. No restricted information about my health, medical needs, mental health or domestic violence can be shared unless I sign a separate agreement.

Other agency staff members who have signed the HMIS confidentiality agreement will be allowed to see, enter or use information kept in the HMIS system. This agency will never give information about a person to anyone outside this system without the person's written consent, or as required by law through a court order.

Information in this system may not be used to deny outreach, shelter or housing. My decision to sign or not sign this consent document will not be used to deny outreach, shelter or housing services. I may revoke my consent at any time, in writing, and no *new* information will be shared. This consent will end three years from today.

I have a right to see my HMIS record, ask for changes, and to have a copy of my record from this agency upon written request.

- I authorize this agency to share my basic information with other agencies on the ShelterLink system.
- I do not authorize this agency to share my basic information with other agencies on the ShelterLink system.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Agency Witness

\_\_\_\_\_  
Date

## First-time guest quick reference

Welcome to Community of Faith Mission (COFM) Emergency Winter Shelter. To help you settle in during your stay, we offer the following quick reference:

1. Our shelter host locations are throughout Williamsburg, James City County and Upper York County. Each church sets up as a shelter week from Sunday evening until the next Sunday morning. There are 25 bedding spots available. NO DRUGS OR ALCOHOL admitted.
2. Showing respect and maintaining self control are absolutely key for a successful shelter operation.
3. Shelter times are from 6:30 p.m. to 7:00 a.m. the next day. Each shelter location offers dinner and breakfast on site with a bagged lunch upon departure.
4. Time structures are as follows:
  - a. 6:30 p.m. – 9:00 p.m. Check-in time is from 6:30 p.m. until 9:00 p.m. At this time, you and your belongings will be checked in and your belongings will be secured. If you arrive after 9:00 p.m., you will have to have a police escort and will only be admitted if there is a bed available unless you have a job AND a schedule has been given to the shelter manager.
  - b. 7:30 p.m. guarantee. If you have stayed a night at the shelter (excluding Saturdays as Sunday morning resets the schedule,) you are guaranteed a bed the next night provided you arrive the next night by 7:30 p.m. After 7:30 p.m., you may still attempt check-in but there will be no guarantee that a bed will be available. If you have a job that delays you from getting to the shelter by 7:30, you will still be guaranteed a spot provided you bring COFM a copy of your schedule or a letter from your employer prior to the night you are arriving after 7:30.
  - c. 7:00 p.m. – Evening announcements and dinner. Dinner begins around 7:00 p.m. If you are arriving late, COFM will try to have a meal available for you.
  - d. 8:00 p.m. – Smoke break. 15 MINUTES ONLY. This is the only smoke break for the evening.
  - e. 8:15 p.m. – Bedding is distributed. You will have a bedding bag with your assigned number. You will use this bedding for the week. Clean bedding is offered each Sunday. You are only allowed one mat for your bed.
  - f. 10:00 p.m. – Lights out. All cell phones and other electronic devices are to be turned off.
  - g. 6:00 a.m. – Breakfast and Lights on – Prior to breakfast -- All bedding is to be put back in the bag and stored in place designated by the site. Remove pillow case from pillow and leave on mat.
  - h. 7:00 a.m. – Departure. All belongings are to be retrieved and taken with you. A bagged lunch will be provided.
5. Please note this shelter is a community setting, and you should show respect to your fellow guests and to COFM staff and volunteers. Guests are required to cooperate in areas of hygiene, health and safety to help create a positive experience for everyone.
6. If you need referrals for any assistance, including help with prescription medications, please talk with a COFM Shelter Manager. They are here to help!
7. Please note this is only a quick reference guide for your convenience. Other conditions and policies apply.

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**Guest Agreement for Sheltering/Release and Waiver of Liability Agreement**

- \*I agree to abide by the COFM No Smoking policy. Smoking in undesignated areas may cause me to be banned from all sheltering sites for the season.
- \*I agree to take all of my belongings with me each day when I leave.
- \*I understand that NO weapons, alcohol, or illegal substances are allowed on the sheltering property. Failure to comply will cause me to be banned from all shelter sites for the season.
- \*I understand that if my physical actions or verbal behavior are perceived to threaten the physical safety or mental health of other guests, staff or volunteers, then I will be asked to leave the premises immediately and may be banned from the shelter program.
- \*I understand that I must follow the one-person, one-bed policy and understand that men and women have separate sleeping areas.
- \*I agree to follow all implemented rules for precaution/prevention of spreading any illness/virus/disease.
- \*I agree to abide by all of the COFM sheltering rules as explained to me verbally or in writing.
- \*I have received a copy of the COFM First-Time Guest Quick Reference Guide.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Release and Waiver of Liability Agreement**

The Release and Waiver of Liability Agreement (Release) is made as of this \_\_\_\_ day of \_\_\_\_\_ 20\_\_ by and between \_\_\_\_\_ (Client) and Community of Faith Mission, Inc., participating faith groups and all of the agents, representatives, officers, directors and volunteers. I, the undersigned, have entered into this Release and hereby agree to forever indemnify, save and hold harmless Community of Faith Mission, Inc., and any of the host and partner faith communities and its representatives from and against any illness, loss, liability, damage, expense, cost, claim, action, suit or judgment (collectively "Claims,") including but not limited to, the cost of defending such Claims, including attorney fees resulting from or relating to any illness, injury, death, loss or damage sustained or claimed by me or my personal representative and against all Claims which might be made against me by others, arising from services provided to me by the above named representatives, whether caused by my negligence or the negligence of the Representatives.

Furthermore, I, the undersigned Client, agree to forever indemnify, save, and hold harmless any and all representatives for any loss or damage to any of my personal property which may occur from services provided to me by the above named representatives. I, the undersigned client, further expressly agree that the foregoing Release, shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia. In the event that any portion of this Release shall be declared invalid, unenforceable or void, the remaining provisions of this Release shall remain in full force and effect. I, the undersigned Client, have read, understood and voluntarily signed this Release, and further agree that no representations, statements or inducements, other than as explicitly set forth in this Release, have been made. I, the undersigned Client, recognize that this Release shall be effective and binding upon me and my heirs, next of kin, executors, administrators and assigns. I, the undersigned Client, agree to be legally bound to this Release.

I verify that the information that I have provided is accurate to the best of my knowledge. I have read, understand and agree to the Guest Agreement for Sheltering and to the Release and Waiver of Liability Agreement.

Guest Name [Please Print]: \_\_\_\_\_ Date: \_\_\_\_\_

Guest Signature: \_\_\_\_\_

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## COFM Waiver for Communicable Diseases including COVID-19

By signing this form, the undersigned voluntarily agrees to the following waiver and release of liability. The undersigned agrees to release and discharge all claims for ourselves and for our heirs against Community of Faith Mission (COFM), Inc., its successors, assigns, officers, agents, employees, host sites, and volunteers (hereinafter COFM) and will hold them harmless from any and all liability of demands for personal injury, psychological injury, sickness, including but not limited to communicable viruses or diseases, death, or claims resulting from personal injury or property damage, of any nature whatsoever which may be incurred by the undersigned relating to or as a result of the undersigned's participation in the programs, events, and/or services provide by COFM.

The undersigned acknowledges that using the services of COFM may include a possible exposure to a communicable disease or virus. The undersigned further acknowledges that they are aware of the risks and that certain vulnerable individuals may have a greater health risk, including but not limited to, individuals with serious underlying health conditions whose immune systems are compromised, individuals with asthma, diabetes, or other health problems.

I knowingly and freely assume all such risks, both known and unknown, even if arising from the negligence of others, and assume full responsibility for my use of services during the shelter stay and beyond. I also agree to indemnify for any injuries or loss caused by me. I willingly agree to comply with all recommendations put forth by COFM to limit the exposure and spread of communicable diseases.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**COMMUNITY OF FAITH MISSION**

**Statement for Out-of-Area Guests Who are Not Employed in the Greater Williamsburg Area**

*I understand that Community of Faith Mission (COFM) strongly urges me to seek shelter and to make best use of programs/services in my hometown. I understand that COFM will provide me with information on those shelter programs, if necessary.*

*I understand that the COFM shelter is designed to serve homeless men, women and families of Williamsburg, James City County and Upper York County. I understand that the COFM shelter has a limit of 25 guests per night, so there may not always be space available to accommodate guests who are from outside of Williamsburg, James City or Upper York County. I also understand that because I am from \_\_\_\_\_, then there may come a time when I can no longer stay in the shelter if COFM needs more space for: local residents; or guests who have proof of employment in the Greater Williamsburg Area.*

*I agree to cooperate with COFM staff if they tell me I need to make other shelter arrangements, in order to create more space for local residents.*

COFM Guest \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

COFM Intake Worker \_\_\_\_\_

# In House Log Sheet

Use this sheet to pass on important information from one shift to the next within your week.

Example: John Doe told us on 1/10 that he needs to be awakened at 5 am to get to his job in time. Or Jane Smith told us she will be late arriving on 1/11 due to her job. Cross items off once no longer necessary.

**Date**

**Comments**

1/10/00      Jane Doe did not bring photo ID on 1/10, was told she must produce

her photo ID next time she comes to shelter.



## COMMUNITY OF FAITH MISSION

### POLICY ON GUESTS REQUESTING LATE ARRIVAL TO SHELTER

Even though COFM has a policy of closing the shelter nightly at 9:00 p.m., COFM has tried to be flexible and understanding that sometimes guests need to work late and cannot get to the shelter before 9:00.

Any guest who needs a late arrival to the shelter because he/she has to work late, needs to show prior proof of his/her work schedule or give COFM written notice from a supervisor. Any note from a supervisor must contain a working contact number. Guests must give COFM permission to verify.

Guests with proof of their work schedule can only make late arrival arrangements with a SM, Assistant to ED or the Executive Director. **Guests should NOT ask volunteers for permission to arrive late.**

Guests who need to be late because they are attending Celebrate Recovery, AA or some other recognized recovery group need to also show some note or other proof of attendance. COFM is happy to accommodate people in recovery and make exceptions for late arrival after meetings (even though they are not work-related) because we want to encourage guests who are taking these important steps. We just need to be fair to our working guests and require the same things of all guests who are asking to have their space held until after 7:30 p.m..

**Again, guests can only make late arrival arrangements with a Shelter Manager, Assistant to the Director or Executive Director. Do not ask volunteers for permission to arrive late.**

If a guest ever asks for permission to arrive late, gets permission, has his/her space held and then does not show, then he/she cannot ask for late arrival again they will get one warning, if it is repeated, they cannot ask to hold their space again.

Any guest who appears to be intentionally arriving late to the shelter (between 7:30 and 9:00 p.m.) in an attempt to get a motel room will NOT get one as part of the overcapacity protocol.

Remember...COFM rules: Guests need to arrive at the shelter by 7:30 p.m. to have their space held from the night before; and they must arrive before 9:00 p.m. or will be required to have a police escort.

***The need for this policy is a direct result of some guests abusing the late-arrival allowance in the past.***

# Shower Procedures at the YMCA

R.F. WILKINSON FAMILY YMCA

301 Sentara Circle

Williamsburg

757-229-9622

We are very fortunate to have the YMCA partnering with COFM. Please note our schedule has changed. The Y has agreed to offer showers on Tuesdays and Fridays to COFM guests. This service is available from 6:00 – 8:45 AM. Guests must depart the Y no later than 9:00 AM. This time schedule is strictly enforced.

If a Shelter Host decides to offer “Y” showers to guests, please be advised of the following:

1. **Austin Stinnett** is our contact at the YMCA. **He must be emailed with a list of the guests the night before. He has also requested the list be emailed to the front desk @PL05@ymcavp.org and cc Austin.stinnett@ymcavp.org**
2. **There is a shower sign up sheet with specific times allotted located in the YMCA folder at the check-in desk. There is also a YMCA Code of Conduct Sheet that each guest must agree to and abide by while at the YMCA.**
3. At the Y, guests must show their ID. On their first visit of the shelter season, guests will need to sign a liability waiver. This form is simple and takes only a few minutes to complete.
4. The Shelter Host or Partner must send a chaperone to be at the Y when guests are using the facility.
5. COFM provides shower towels for guests. They are stored in the marked bins. The chaperone will need to take clean towels to the Y for each guest who has signed up for a shower. Chaperone should also take a plastic bag or laundry bag (white w/black handle) for wet, used towels.
6. Guests must provide their own transportation to the YMCA or may be given a bus pass.
7. **The wet/used towels and any clean towels that were not used, must be returned to the host site that day.**

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# YMCA SHOWER SIGN UP (\*\*Chaperone, please read)

Date: \_\_\_\_\_ YMCA Shower date: \_\_\_\_\_

So that we can continue our relationship with the YMCA, these protocols must be adhered to.

**\*\*\*Chaperone:** Please call the Executive Director at the end of your time for a report or if there are any issues, please call immediately. Executive Director phone number is 757-634-6787. **Please note, NO guest will be allowed showers after 8:40 a.m.**

Showers are **limited to 20 minutes**. Guest will need to show up at their designated time. If guests **goes over** their designated time, they will **not be allowed back at the YMCA for the remainder of the season**.

No more than 4 guests are allowed in the locker room at a time.

No guests are allowed in the building who are not on this list.

**HOST SITE: Please check bus schedule for your site before signing up guests without vehicles.**

Shower Time	Guest #	First Name	Last Name Initial
6:00 a.m. (M)			
6:00 a.m. (M)			
6:00 a.m. (F)			
6:00 a.m. (F)			
7:00 a.m. (M)			
7:00 a.m. (M)			
7:00 a.m. (F)			
7:00 a.m. (F)			
7:20 a.m. (M)			
7:20 a.m. (M)			
7:20 a.m. (F)			
7:20 a.m. (F)			
7:40 a.m. (M)			
7:40 a.m. (M)			
7:40 a.m. (F)			
7:40 a.m. (F)			
8:00 a.m. (M)			
8:00 a.m. (M)			
8:00 a.m. (F)			
8:00 a.m. (F)			
8:20 a.m. (M)			
8:20 a.m. (M)			
8:20 a.m. (F)			
8:20 a.m. (F)			
8:40 a.m. (M)			
8:40 a.m. (M)			
8:40 a.m. (F)			
8:40 a.m. (F)			



# Bed Linens and Towels

## Check-In and Check-Out

Bedding Tags are numbered by check-in volunteers when guests check in for the evening. Tags should be taken to bedding bag distribution location by 8 p.m.

Volunteers should take white bedding bag and securely attach guest's manila tag number to the top of the pull string.

Each bag will have: one flat sheet, one fitted sheet, a pillow, pillowcase and one blanket.

Bedding is distributed to guests at 8:15 p.m.

Guests keep their same bedding for the *entire week*. (Keep bedding in numbered order for easier access.)

Guests must return bedding bag to the designated area before receiving breakfast.

On Sunday mornings, guests will have to separate their linens and put in the appropriate bags that are set up prior to wake-up call at 6:00 am.

## **Towels**

If a guest signs up for a shower, he or she is given a clean towel at the time the shower is taken. When the guest completes shower including wiping down surfaces, the volunteer asks guest to place used towel in white laundry bag (bag with black strap). Each Shelter Host has approximately 50 clean towels to use for the week.

Showers are optional at Host sites. It is up to the Shelter Host to determine how many nights they wish to offer showers. It is recommended to offer showers 2-3 nights (Monday, Wednesday, and Saturday). Exceptions may be made.

Guests will have the opportunity to shower at the YMCA on Tuesday and Friday mornings if showers are not available at the host site. Please refer to YMCA showers in this manual. The chaperone must pick up clean towels at the host site based on the number of guests signed up. Shower chaperone needs to pick up the shower schedule in person or electronically and needs to provide a report to COFM AED or ED at the end of their shift.

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## Shelter Guest Priority and Over Capacity Protocol

The first 25 guests who check into the Shelter will receive priority for the next night and will be guaranteed a spot **as long as** they check into the Shelter by 7:30 p.m. **the next night.** (A later check-in time is allowed if due to a job and the Shelter Manager has been notified in advance.) This resets every Sunday.

40 is the maximum number of **different individual guests** a Shelter can serve for the week. This is due to the total number of bedding bags and other supplies available for a given week.

**Once either 25 guests for the night or 40 different shelter guests for the week have been served, our Over-Capacity Protocol must be followed.**

This means, for example, that if one of the first 25 guests misses the next night during the week, **AND we are at capacity** (meaning that we already have 25 guests that evening), that guest will lose his or her priority when he/she returns. If that guest does return after an absence, he or she must wait until 7:30 p.m. to see if a space becomes available. The guest may come in for dinner, but all guest belongings will be held at the check-in desk labeled with the first and last name until a determination has been made about space availability.

**Example:** John Doe checks in Sunday night and spends the night, and therefore has priority for the next night. Then John Doe chooses not to come back on Monday by 7:30 p.m. If we are at capacity, John's spot will be given away at 7:30 p.m. John now loses his priority status. If he returns on Tuesday night and shelter is not at capacity, John can stay and will have his spot saved for him on Wednesday night as long as he arrives before 7:30 p.m.

**NOTE: To simplify understanding guest priority, think of it this way: Sunday night's guests have priority on Monday as long as they arrive by 7:30 p.m.; Monday night's guests have priority on Tuesday as long as they arrive by 7:30 p.m.; and so on...**

## Over Capacity Protocol

**This plan becomes effective immediately when a Shelter reaches the COFM approved maximum capacity, defined as either 25 guests on a single night or a total of 40 different individual guests during the week. The Shelter Manager will implement this plan if needed.**

1. If a woman or woman with children arrives after capacity is reached, call Avalon at 757-258-5051 to determine if space is available. If space is available at Avalon but the guest does not have transportation, Avalon will arrange for a taxi service. If Avalon is unable to offer shelter, go to #2...
2. If an individual arrives after capacity is reached and is from the Newport News or Hampton area and has transportation, suggest PORT or A Night's Welcome shelter programs as options. Provide the guest the location of the shelter host for those programs, which can be found in the COFM Shelter Manager Binder.
3. If the Shelter has reached capacity **and is located in the City of Williamsburg**, call Police Dispatch at 757-220-2331. Inform dispatch that the COFM shelter is over capacity for the night and that you have a guest who needs shelter. Ask dispatch to have the on-call social worker call the shelter back. Give the dispatch two possible phone numbers to reach you. Provide the COFM cell phone, and another cell number. When the social worker calls back, explain the shelter is over capacity and ask if they can provide a hotel for the night. The City of Williamsburg Social Services will also arrange for transportation if needed. If Social Services is able to provide a hotel, let the individual know it is only for one night. Tell the individual they should report/call the next day to the Department of Williamsburg Human Services (across from the City of Williamsburg Police Department) at 401 Lafayette Street in Williamsburg.
4. If the Shelter has reached capacity and is located in James City, please call the United Way at 757-229-2222 (after hours 757-220-4406) and tell them we are over capacity and we need shelter for an individual. The United Way will determine if they can provide a motel for the individual and arrange transportation when necessary. If United Way is able to provide a motel room, then let the individual know it is only for one night, and they must place a call to the Community Assistance Network (CAN at the United Way). If United Way is unable to offer services, call Williamsburg House of Mercy (WHOM) answering service at 1-800-673-4254 to see if they can arrange transportation and lodging. A staff person on-call will call you back. If no one is able to assist, please GO TO #6 BELOW.
5. If the Shelter has reached capacity and is located in Upper York County, please call United Way 757-229-2222 to see if they can assist.
6. If none of the resources above are able to provide shelter, then the volunteer or Shelter Manager will call the ED to discuss it.
7. Suggest that they may want to try calling the CRC in the morning to see if there are any further resources the CRC might be able to offer. Invite the individual to check back again the next night at the shelter to see if a COFM shelter spot has become available.

## Policy for Admitting Guests from Outside the Greater Williamsburg Area

There are several key considerations that affect COFM's practice of when/how to admit shelter guests who are from outside the Greater Williamsburg Area: 1) safety and security by maintaining a manageable guest count of 25 or fewer; 2) fulfilling the COFM mission to provide emergency food and shelter to men, women and families who are homeless in Williamsburg, James City County and Upper York County; and 3) to ensure that our Over Capacity Protocol is implemented to help citizens of this area.

At the time of intake, guests will be asked the following questions as part of the COFM form for HMIS input (intake form):

- 1 What was your last permanent address?
- 2 Are you employed in Williamsburg, James City County or York County (If yes, collect employer info)
- 3 What do you consider to be your city/county of origin (your home)?
- 4 If you receive SNAP or other benefits, from which city/county do you receive those?
- 5 Where did you sleep last night? (If guest indicates that he/she slept in a motel, we need to know if that was paid for by an individual or by voucher (through social services, United Way, Salvation Army, etc., and the locality of that service provider)
- 6 Are you a student? If so, where (institution and city)?

COFM staff will be responsible for determining whether a guest has a justifiable reason, like pre-shelter residency or local employment, to be seeking shelter at COFM. Any guest deemed to be from an area that has its own shelter program outside of Greater Williamsburg (e.g. someone from Newport News who could utilize PORT), will be required to sign the following statement during intake: SAMPLE – Form with intake packet

*I understand that Community of Faith Mission (COFM) strongly urges me to seek shelter and to make best use of programs/services in my hometown. I understand that COFM will provide me with information on those shelter programs, if necessary.*

*I understand that the COFM shelter is designed to serve homeless men, women and families of Williamsburg, James City County and Upper York County. I understand that the COFM shelter has a limit of 25 guests per night, so there may not always be space available to accommodate guests who are from outside of Williamsburg, James City or Upper York County. I also understand that because I am from \_\_\_\_\_, then there may come a time when I can no longer stay in the shelter if COFM needs more space for: local residents; or guests who have proof of employment in the Greater Williamsburg Area.*

*I agree to cooperate with COFM staff if they tell me I need to make other shelter arrangements in order to create more space for local residents.*

Signature \_\_\_\_\_

Date \_\_\_\_\_

Example of when guests would be affected by this policy:

A guest from Newport News with no job in Williamsburg would sign the "understanding" and would be allowed to stay in the shelter while numbers are low. As the season goes on, the Shelter Manager may need to tell the guest that he/she needs to start staying at PORT. Guests will be given one 'grace' night and not made to leave without prior notice.

# Weather Contingency Plan

Due to occasional snow and ice, COFM has a plan to assist Shelter Hosts and Shelter Guests during extreme weather conditions, in the event that a Host congregation feels they require outside support.

This plan consists of a COFM Snow Team Coordinator (or Executive Director) and Snow Team comprised of volunteers from various congregations who are available to assist Hosts. Together they are willing to make calls, deliver food and, if necessary, serve as snow day shelter volunteers.

Of course, it is left to the discretion of the Host Site Congregation to determine whether shelter guests will be permitted to stay if inclement weather causes WATA to delay or suspend bus service for the day. This does not mean that guests must be allowed to stay beyond the usual 7:00 AM closing time. However, on days when the WATA bus system is delayed or WATA is closed, it is often in the best interest of COFM guests to be allowed to stay at the shelter later than 7:00 AM if this does not cause undue hardship to the Shelter Host.

COFM suggests, in order to best care for shelter guests and volunteers, Key Leaders need to discuss snow/ice contingency plans when they are in the earliest stages of preparation for their shelter week. This will be covered during the official COFM training for Key Leaders in October.

When planning for hosting a shelter week, Key Leaders should consult with their congregation's staff in order to determine whether the facility will be allowed to remain open past 7:00 AM on a day when, due to snow/ice, WATA bus service is either delayed or stopped.

## Questions to consider:

- As a Shelter Host, will we allow guests to stay later than 7:00 AM if the buses are delayed or not running?
- As a Shelter Host, are we prepared to provide transportation for shelter volunteers in extreme weather conditions and, if so, will we use congregation vehicles such as a church bus or volunteer vehicles (4-wheel or all-wheel drive) under these special circumstances?
- If the weather prevents morning volunteers from getting to the shelter, will we have enough volunteers present to stay longer or are there additional volunteers available to call in an emergency? <sup>[1]</sup><sub>[SEP]</sub>
- Consider that some volunteers may need to leave to go to work. If so, will we have at least three volunteers who can be present with our guests during the day?
- If the Host Site is snowed-in and we have allowed guests to stay, will we have enough food on-site or will we need help bringing in extra food?
- If the Host Site is snowed-in, will we have enough volunteers who can stay for long periods of time or will we need to have shifts and transportation to support these shift changes?

## Steps to follow:

- During the planning stages for your shelter week, make a contingency plan specific to your congregation. If a Host is working with Shelter Partners, everyone should be included in the weather contingency discussion and planning.
- Please communicate your contingency plans to the COFM Executive Director. Please include the name, phone numbers and email addresses of the volunteers appointed "Weather Monitors" who will be the primary contacts for the Snow Team Coordinator in case your congregation will

require support.

- During your shelter week, Weather Monitors and the COFM Snow Team Coordinator will be monitoring the forecast and remain in contact.
- COFM needs to be made aware whenever the shelter is open and serving guests.

**If shelter guests are allowed to stay at the Host Site beyond 7:00 AM:**

- Host Site Weather Monitors need to notify Snow Team if they need outside assistance.
- Hosts must have guests leave the shelter once the WATA buses are running again.
- COFM suggests giving guests smoke breaks at 7:00 AM, 12:30 PM and 5:00 PM if guests are there all day.
- Host Site needs to keep shelter guests' personal belongings secured during the extended stay.
- Shelter volunteers can allow guests supervised access to their personal belongings between 7:00 and 7:15 AM in the event they need to retrieve something for the day ahead. However, guests are not allowed to retrieve/keep items in the shelter that are not normally approved.
- The traditional bagged lunch can be served to shelter guests at noon (or another time more convenient for the Shelter Host) if they are still in the shelter at that time
- If a guest checks out of the shelter at any point during the extended stay, he/she is not allowed to return until the regular 6:30 pm shelter check-in time.

*All other shelter rules and policies are in effect during a snow day.*

2017

# Crisis Intervention Tips

## **Intervening in a crisis successfully**

- Listen to what the guest has to say. Being a good listener shows the individual that you care.
- Don't rush; letting the individual speak helps you to understand and allows them to vent.
- Be empathetic not sympathetic. Empathy is trying to understand how someone feels whereas sympathy is feeling sorry for someone.
- Be sincere and genuine. If you try and "act", people will know and you will come across as phony.
- Be accepting. Be wary and avoid coming across as judgmental.
- Use "I" statements. Take ownership of what you say. It shows you are personally committed to helping them.

## **Balance is the key - Offset someone's voice with your own**

- If someone is loud or shouting, lower the volume of your voice.
- If someone is speaking fast, slow down the rate of your own speech.
- A slow steady conversational pace shows people you are listening and thinking.

## **Keep it simple**

- "My name is \_\_\_\_\_, what's your name?"
- State the obvious. "Are you okay? You look upset?"
- Gently probe with open ended questions.
- Restate for clarification.

## **Probe (Open and Closed Questions)**

- **Restatement** - Restating is repeating back what you heard in summary. This communicates you were listening and want to help.
- **Reframing** - Reframing is taking something out of its original context and placing it into another for the sake of clarification.
- **Reflection** - Reflection is asking people to recall similar events and how did they cope with them successfully in the past.  
Example: You said this isn't the first time. How did you handle this before?  
What is different this time from before?

## **Putting it all together - Safety and Security**

- Be aware of the scene.
- Maintain proper distance.
- Assume an open and non-threatening posture.
- Maintain calm and steady tone, volume and cadence in your voice.
- Clear non-essential personnel. If you have an audience you are more likely to have a show.

## **Be sure to do a CHECK on yourself. Make sure you are:**

- C entered with appropriate distance, with:
- H ands hanging
- E asy slow gestures
- C alm voice
- K ind eyes



**PLEASE FILL OUT THIS FORM IF THERE IS NOT A  
SHELTER MANAGER ON SITE**

**Community of Faith Mission**

**INCIDENT REPORT**

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Name(s) of person(s) involved:** \_\_\_\_\_

\_\_\_\_\_

**Name of Congregation:** \_\_\_\_\_

**Description of Incident:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Outcome:** \_\_\_\_\_

\_\_\_\_\_

**Follow up (if needed):** \_\_\_\_\_

\_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Important Announcements

*(To be made at dinner time when everyone has gathered but BEFORE food is served)*

### *Welcome the guests*

- Warming stations: generally bus station, library and county/city recreation center. Check for current update before announcing.
- Please announce if there is a visiting agency for this evening. Check with the shelter manager
- Identify all exit signs. Give specific instruction on where to exit in case of fire and give designated meeting place outside, in the event of an evacuation.
- Identify bathrooms: Only one person at a time.
- Stay guarantee: for guests who are present tonight, they will have their space reserved until 7:30 the next evening. This process repeats itself each evening with the exception of Sunday. No guarantees for Sunday evening check in.
- The kitchen is closed by 8:30 p.m. There are up to 3 meals set aside for late arriving new guests or working guests. If no meals, a sandwich will be provided.
- Sleeping arrangements: males in one area; women in another area; families (only one parent) in a separated area. NO co-mingling. Only 1 mat per person.
- If showers offered: review shower procedure/set up.
- There is only ONE SMOKE BREAK, from 8:00 – 8:15 p.m. Guests are to stay in a group and can only come back in individually if the volunteer has sight of the group and the entrance door. If this is not possible, then the group goes out as one and comes back inside as one.
- Once a guest leaves the shelter, they are not allowed back in until the next check-in evening.
- There is NO access to personal belongings until check out in the morning.
- ABSOLUTELY NO ELECTRONICS ARE TO BE ON AFTER 10:00 p.m. If a wake up call is needed, please inform the check-in desk.
- There is a ZERO tolerance for drugs, drug paraphernalia or alcohol within the shelter.
- Breakfast at 6:00 a.m. All linens must be returned to bedding bag and bedding bags must be placed in designated area before receiving breakfast.
- Check out is at 7:00. Guest will retrieve their belongings and exit at that time. NO BAGS can be left.

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## **Housing Referral**

In an effort to better serve our guests, COFM is partnering once again with Williamsburg House of Mercy (WHOM), JCC Social Services, and JCC Housing. These organizations help individuals transition from living homeless into permanent housing. By inviting these organizations to come to the shelter site, it is our hope that shelter guests will have the opportunity to move from emergency shelter into housing more quickly.

## **Put Your Best Foot Forward**

COFM started this program a couple of years ago and will continue it this year. We sign up guests and meet them at an area shoe store and allow them to pick out a pair of shoes. Each guest who is in need of a pair of correct fitting, cold weather-related shoes, is allowed one pair of shoes per season.



**D**

**SHIFT 2  
OVERNIGHT**



## GENERAL GUIDELINES AND IMPORTANT INFORMATION

### KEY LEADERS/GENERAL

1. The number (outside of minimum) and delegation of volunteer tasks shall be at the sole and absolute discretion of the COFM Host Site and Partner congregations. Shelter Managers may make suggestions.
2. It is up to the discretion of the Host Partner Key Leader whether youth/youth groups will be permitted on site. If permitted, the following applies: A) no youth volunteers under 16 allowed at the shelter while guests are present and must be accompanied by an adult at all times, B) EXCEPTION: youth 14-16 may serve meals behind a buffet table and must have a guardian present, C) Anyone under the age of 18 can work Shift 1 but cannot be assigned Security or Check-In duties and must be accompanied by an adult at all times. D) No one under 14 is to be in the shelter while guests are present (6 p.m.- 7 a.m.)
3. If there is no indoor sitting for guests, check-in may begin prior to 6:30 p.m. But CHECK-IN IS STATED TO BEGIN AT 6:30 p.m. in all printed and electronic forms so please do not state that there is an early check-in. At no time will check-in begin before 6:00 p.m. If Indoor sitting is allowed, check-in will not begin until 6:30 p. m.
4. Prayers, sharing of faith, and Bible study may be offered to shelter guests providing it is held in a designated area that is separate from the general area. Sharing of faith is not to be forced or be a condition for receiving shelter or food.
5. CLOTHING DONATIONS: if clothing donations are offered a volunteer must be there to bag the donated items. This bag will be tagged and placed with the guest's personal belongings. The volunteer will then notify check-in desk of the change in guest bag count.
6. Optional entertainment (ie. Movies) or services (ie. Haircuts) may be provided by the host site. We encourage volunteers to engage with our guests.
7. If the Shelter Host is running low on check-in supplies (toiletry kits, blankets, towels, sheets), please let the Shelter Manager know so that a report can be given to COFM.
8. A volunteer needs to be at the check-in desk at all times. Neither the desk nor an unlocked storage area may be left unattended.

### VOLUNTEERS

9. All volunteers must electronically sign-in on the COFM laptop located at the volunteer storage area and pick up a COFM Volunteer tag as soon as they arrive. Volunteers will sign in/out at the same time. If their shift extends, volunteers will need to go back to the laptop and sign in again to add the extra hours. In the event there is no internet connection, paper entries will be available. Please total your number of hours.
10. Volunteers should place their personal property in a secure location designated by the Key Leader.
11. Volunteers should dress casually. Keep jewelry to a minimum. Low-cut shirts, tight clothing, miniskirts, mini-shorts and midriff tops are NOT permitted in the shelter. Leggings must be worn with a top that extends past the hips. The goal is to not to draw attention to oneself.
12. Volunteers should monitor the bathroom and common areas throughout their shift, preferably every 15 minutes. Hand sanitizer and disinfectant spray should be located outside the bathroom.

13. Due to the diverse population served in this program, volunteers and guests need to be aware that COFM guests may experience a variety of emotional or physical conditions. Volunteers should be cautious and responsible. In case of concern, please inform the Shelter Manager on duty.
14. Volunteers must maintain guest confidentiality at all times. Do not give out guest information to anyone either by phone or in person except to the COFM personnel when necessary.
15. Volunteers are not to adopt a guest or family. They may not take anyone to their homes or hire anyone for jobs around their homes. They may not transport guests for any reason. COFM, the Host Congregations, and Shelter Partners are not responsible for any consequences resulting from breaking this rule.
16. Volunteers do not assist guests with any personal hygiene/toiletry problems (e.g., incontinence). If a guest needs help, volunteers must consult the Shelter Manager or the Key Leader for instructions.
17. Volunteers are encouraged to engage in conversation with guests. However, volunteers should limit personal information when talking with guests. They may talk about family, work, and life experiences, but without using identifying information.
18. Volunteers may not give money or gifts to any guests.
19. Dinner and breakfast are provided for the guests. If there is sufficient food, volunteers may be invited to enjoy the meal. Volunteers should eat in the dining area provided there is room for and mealtimes for volunteers should be staggered to ensure that all areas have sufficient staffing.
20. Only Shift Leaders and COFM staff may distribute and notate medicine from the COFM kit according to the appropriate dosage, as indicated on the label, in a cup and allow the guest to self-administer this medication.

## **GUESTS**

21. Guests must check personal belongings in designated bags upon entering the shelter site, including coats, hats, scarves, gloves, and work overalls. In addition to items of clothing, tools, knives, and other items must be checked in. Exceptions are cell phones, cigarettes, medicine, books, and toiletry kits which must be kept in the clear bag provided on their first night or a clear plastic bag. Once belongings are checked in, they will be stored until check-out and cannot be accessed by anyone. No food, drinks, or any liquids may be brought into the site. Guests will be given a name tag that is to be worn while a guest is at the shelter.
22. Guests may not use the Shelter Host's telephones or volunteers' cell phones at any time. The Shelter Manager will decide if there is an exception to the rule.
23. Guests are asked to be considerate of others. Loud talking, music, etc. are not appropriate at any time. Electronics with a headset (preferred) are permitted provided they can fit in the clear plastic bag provided. Guests may use their electronics until 10 p.m.. ABSOLUTELY no electronics after 10:00 p.m.
24. Dinner is served between 7:00 and 8:00 p.m. Guests are not allowed in the kitchen. For this season, guests may be served at the table or will line up, whichever host site prefers. The kitchen closes by 8:30 PM and no meals are served after this time. Guests who come in late will be offered sandwiches with a beverage or a leftover meal.
25. Smoking is permitted only at the designated time (8:00 p.m.-8:15 p.m.) and in the designated location. Guests are to deposit all smoke butts in the containers provided. The guests leave the building as a group with a shift volunteer and return to the building as a group (unless the shift volunteer is able to



see guests go back inside while being with the guests who are still smoking). A shift volunteer must be with the guests at all times during the smoke break.

26. Bedding is distributed each night at 8:15. Guest will pick up their own bedding from the designated area while a volunteer oversees to make sure the correct bedding bag is picked up. A blanket, one fitted sheet, one flat sheet, one pillowcase, and pillow are issued to each guest. This is the guest's bedding for the entire week.
27. A guest may not leave the shelter once they have checked in. If a guest leaves, he/she will not be allowed back that night.
28. Men and women will use separate sleeping areas at all times. At no time should female guests be sitting or lying around a male guest's bed or vice versa.
29. A parent with children must be located away from the other guests in a separate area. The other parent of this family must sleep with the other guests. Children under 18 are to stay with their parent in a separate area.
30. Guests must remove all personal belongings when checking out each morning. Items left may be turned over to the lost and found of the Shelter Host or disposed of. COFM and all Shelter Hosts are not responsible for any loss of items left, misplaced, or stolen.

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## Guest Confidentiality and Law Enforcement Interaction Information and Procedures

Shelter guests' personal information must be kept confidential by COFM staff and volunteers.

Volunteers may be asked for information about COFM guests from a variety of sources outside the Shelter, such as family members, employers, law enforcement agencies, and the like, via telephone calls or personal visits to the Shelter. While most queries are well meaning, COFM staff and volunteers must be sensitive to the guests' needs and protect the personal information of people while they are guests of the Shelter.

There is no substitute for common sense and good judgment. Policies, procedures, and actions cannot be written to cover every situation; however, the following may clear up possible questions.

- If an inquiry is made about a guest — **unless** the inquiry is made by a law enforcement official (see below) — **it is important that a volunteer neither confirms nor denies the guest's presence in the shelter. The volunteer can agree to take a message for the guest.** This places the burden on the guest to get in contact with the individual making the inquiry.
- Volunteers should treat all Intake information as confidential and not divulge any information to anyone outside the Shelter unless authorized by the COFM Executive Director, Assistant to the Executive Director, or Executive Board Member. NEVER leave the Guest Check-in data or Intake Binder unattended. Never let law enforcement personnel review the books or the laptop.

**Law Enforcement Interaction:** There are times when Law Enforcement might find it necessary to enter the Shelter in search of an individual. For example, law enforcement may have been given information about a person who must be located to determine if the individual could be a danger to himself or others. In such a case, law enforcement may come to the Shelter to ask if a named guest is present. If so, the officer may meet with the guest so that the officer can assess the guest and the situation. We have an understanding with local law enforcement that they will not make a request for Shelter guest information without valid reason. Please always cooperate with law enforcement if such a request is made.

Volunteers need to handle this situation with the utmost cooperation and discretion and the least amount of disruption to the Shelter.

- If law enforcement personnel should come to the Shelter with an arrest warrant for a particular guest and ask whether the guest is present, the Shift Leader will direct/lead the officer to the guest. (No paper warrant is needed. Officer just needs to verbally state he/she has a warrant for an individual.)
- Contracted off-duty officers that are helping with security are to be treated in the same manner as above.

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## Overnight Safety and Security Volunteer

Safety and Security during the overnight shift is vital for the guests, staff, and volunteers. The Shelter Manager, Key Leader, and volunteers work closely together to make sure that important information is communicated throughout the second shift. Three items are key:

**Safety First!** When the Overnight Volunteers arrive for the night, they should meet with the shelter manager and previous shift to get training and updates. Then they should walk through the facility to familiarize themselves with the shelter layout and that all safety measures are in place for the night. Examples are carbon monoxide detectors are plugged in (if required at that facility), all signage has been posted, exits are easily accessible, and the separate sleeping areas for men and women are being utilized appropriately. If any valuables are visible, they should be secured and brought to the Shelter Manager's attention when he/she arrives.

**Security:** One of the most important responsibilities of the volunteer, prior to the SM arriving at 1:00 a.m., is to assess any late arriving guests for drugs and alcohol **BEFORE** they are invited to check into the shelter. This Volunteer acts as the first barrier for the shelter. If the guest is escorted by the police, ask the officer about their sobriety status. Remember we are a *low barrier* shelter but that does not mean *no barrier*. We do not allow guests to enter the shelter if they are visibly intoxicated or high on drugs whether they are brought by the police or are authorized late arrivals. We will allow guests to enter the shelter if they have alcohol on their breath but not if they are intoxicated. If they are not allowed in the shelter, please inform the officer that for the safety of those inside the shelter, COFM policy prohibits you from allowing intoxicated guests to enter. This policy also applies to authorized late arrivals. If you turn a late arrival guest away, contact the local police to notify them that you turned a guest away, note which direction they are headed, and are notifying them for the safety of the guest.

Should a situation arise in the shelter with a guest, the Safety and Security Volunteer might be called on to intervene. Please refer to the security protocol provided at training and also found in the training manual (page 44, 86, 115) when trying to resolve a situation. If you believe outside assistance is warranted, **do not hesitate to call 911**.

All restrooms, exits, and sleeping areas should be checked frequently throughout the night.

**Over Capacity Plan:** The Safety and Security Volunteer should be familiar with the Over Capacity Plan. If the site is at or near capacity, the overnight shift will only allow late arriving guests who are on our roster and are part of our guest count. Almost always the police will contact COFM Executive Director ahead of time if bringing any additional guests, but if not, then you will notify the police with the potential guest that we do not have any available space and they are to call the corresponding social/human services on call to see if they can offer assistance.

## Safety and Security Rules and Guidelines

**Fire/Safety Kit** will be located on the COFM trailer and must be put inside the Shelter Host Site upon arrival. Items included are: (1) Fire extinguisher, (2) smoke alarms, (2) Flashlights, (2) CO2 Detectors.

**Note: During overnight shift, two volunteers must be awake at all times.** One volunteer must be designated as a fire watch volunteer.

**First Aid Kit** is available in the COFM medical tote for minor medical needs. Medications such as Tylenol and Advil are in the Medical Kit. They are available should guests **request** them, but **under no circumstances should any volunteer distribute any medicines. If a guest requests something from the medical kit please direct the request to the Shift Leader or Shelter Manager.**

**Guests' Personal Space:** Volunteers should not put name tags on guests, but instead hand them the name tag and let them put it on. The same goes for handling their personal belongings at check-in. Volunteers should not put guests' belongings into storage bags as guests should have already stored their belongings in the black plastic bag provided by security. **At no time should a volunteer put their hands in a guest's pocket or on any articles of clothing. At no time should a volunteer assist a guest with personal hygiene needs. This will be discussed at training.**

### **Security Protocol for a guest that becomes agitated or hostile.**

8. Back away from the guest and give the guest space.
9. Do not be confrontational and do use a non-threatening voice.
10. Do not turn your back on the guest.
11. Ask another volunteer to get the Shift Leader in charge (or Shelter Manager on evening/overnight shift).
12. Let the guest know you have requested that your Shift Leader/Shelter Manager speak with him/her so the guest knows what is going on.
13. When Shift Leader/Shelter Manager arrives, back away and explain the situation outside of the guest's hearing.
14. Shift Leader/Shelter Manager determines whether the situation requires outside assistance.

## When to Call for Assistance

**Examples of when to call the non-emergency phone numbers** in the Key Contacts/Emergency List: (also in the front of the overnight Check-In Book.)

- An individual is disrupting the shelter environment verbally and will not stop. Call and request a CIT (Crisis Intervention Team) Law Enforcement Officer.
- If a shelter guest is asked to leave and does not, but is passive, call and request a CIT Law Enforcement Officer.

**Examples of when to call emergency number (988), (911):**

- **If a person is suicidal or seems to be having a non-violent crisis, call 988 using the shelter phone.**
- **Any time an individual is violent, immediately call 911.**
- An individual is upset over something or someone at the shelter and you feel he/she is on the verge of becoming physical/violent. Call 911.
- An individual appears disoriented/incoherent but non-violent. Is this a medical emergency? Stroke? Mental health issue? Call 911 and request EMS.

The above examples were furnished by Colonial Area Crisis Intervention Team (CACIT). The goal of the CACIT program is to reduce unnecessary incarceration of people with mental illness and to provide them with appropriate care. Implementation of the CIT model includes special training in the use of de-escalation techniques, which results in better treatment of the mentally ill and a safer environment for the individual and Law Enforcement Officer. Based on your assessment of the situation, follow the procedures you have been given (ABOVE) for use of the non-emergency and emergency (988), (911) numbers and the criteria for requesting that a CIT officer respond if available.

Law enforcement is very supportive of our shelter program. If a situation arises that is not an emergency, but you feel police support is warranted, don't hesitate to call the non-emergency number.

# Overnight Volunteers

Upon arrival, overnight volunteers get a briefing from first Shift Leader and Shelter Manager about guests. Overnight volunteers should be told of any possible late arrivals or if there are specific circumstances/individuals they need to be aware of for the evening.

Volunteers should make sure men and women are closely monitored and kept separated once bedding has been distributed. Men and women may socialize in a common area to watch a movie, etc., prior to 10:00 p.m. as long as guests are monitored and there is no bedding in that area.

Building is to be locked at 9 pm. Guests arriving after 9 pm must be accompanied by a police officer unless work approval has been given by the AED, ED or Shelter Manager.

Lights out at 10 pm. Dim all lights and make sure guests are in their designated area. **ABSOLUTELY NO ELECTRONICS ON AFTER 10 p.m.** If a wakeup call is needed, please make a note on the guest log sheet.

Restrooms need to be monitored at all times. Men and women are never to share bathrooms at the same time. One guest at a time in the bathroom unless the first guest says it is ok for another guest to come in. There are never more than two guests in a bathroom at any given time.

2 volunteers must be awake at all times and one of the 2 may need to be the designated "Fire Watcher" (if building does not contain overhead sprinkler system). Fire Watcher must be aware of building exits and use of fire extinguisher and must walk around every 20 minutes to watch for any signs of fire.

If a guest arrives after Intake Volunteers have left, Overnight Shift Leader must ask for ID and fill out the intake form packet for the guest and assign the guest a number. The Shift Leader must check the Sexual Offender Registry; therefore, having access to the internet is essential. Refer to the intake process in the training manual under Check-in Shift 1.

There are exceptions to late arrivals. If a guest has already been through the Intake Process and has a job that conflicts with Shelter hours, the guest may be granted a late arrival if arranged ahead of time with the Shelter Manager. The Shift Leader needs to be made aware that the guest will be arriving late.

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# Sample Timeline for a Typical Evening in the Shelter

## **5:00 – Shelter manager, food preparers and key leaders arrive at shelter**

**Before 6:00 pm:** Dinner preparations are underway.

**5:15 pm:** Security arrives and sets up temperature check station. Volunteers arrive. All are screened prior to entering.

Check-in desk is organized. All electronics plugged in, and all apps logged into.

Tables and chairs are readied.

Places for volunteer check-in and coats are prepared.

Beverages are set out for guests.

Shelter Manager reviews the check-in procedures with Check-in volunteers and Security volunteer.

**6:00 pm:** If host site offers a waiting area inside, then guest may come in after they have had a temperature check. **For safety reasons, no restroom visits are allowed prior to check-in.** Check-in prior to 6:30 p. m. is only allowed if there is no inside waiting area, all volunteers are in place, and shelter manager is ready.

**6:30 pm:** Check-in procedures officially begin. Guests will be directed to common area seating.

**7 pm:** Dinner/Announcements

Guests are seated at tables. Blessing and announcements are given by the key leader.

Dinner is served. Volunteers are encouraged to visit with guests.

**7:30/After dinner:** Bus tickets are offered. If sites have them, showers may be offered.

Showers may be offered earlier if enough volunteers are available for monitoring. For sites without showers, use the Shower sign up form (Monday and Thursday) for the YMCA.

**8-8:15 pm:** Smoke break.

**8:15 pm:** Bedding bags. Guests will pick up their own bedding bag from a designated area. Guests are not allowed in sleeping areas until this time if it is separate from the dining area.

**8:40 pm:** Overnight shift arrives to be briefed.

**9 pm:** Doors are locked.

**9 to 10:** Shelter Manager trains overnight and provides any pertinent information. Any paper forms to be put in clear 9" x 12" intake bin for overnight SM data entry.

**10 pm:** Lights out; cell phones off. **ABSOLUTELY NO ELECTRONICS ON AFTER 10pm**

Overnight crew circulates throughout shelter, checking sleeping areas and bathrooms.

Coffee is prepared to be ready at 5:30 am.

**5:30 am:** Morning crew arrives.

**6:00 am:** Guest are awakened, and bedding bags are turned in to designated area.

Breakfast is served at 6 am.

**By 7 am:** All guests have left the shelter. All confidential and electronics to be securely stored away. Volunteers do any cleanup necessary. The Shelter Manager or volunteer will fog all touched areas with disinfectant fogging material.

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# HOW TO CHECK IN A GUEST

## STEP 1 - Pre check-in and security clearance

- Guest may NOT enter the building before screening. Security Volunteer will have black bags, hand sanitizer, 2 signs (What You May Keep & Allowable Coats) and walkie talkie(if applicable). Security Volunteer will check each guest's temperature, give each guest a black plastic bag, and ask the guest for shelter card or ID if it is a new guest. Security Volunteer makes a general observation of any concerns to notify shelter manager and maintains order until it is time to direct the guest to screening. Security remains in the check-in area for the first hour or so of the check-in process to ensure order.

## STEP 2 – Bagging guest belongings

- Guests will bag their own belongings. Guests will refer to “ITEMS YOU MAY KEEP” sheet. Check in begins at 6:30 but if there is no indoor waiting area and check-in area is ready, check in may begin before 6:30. Volunteers never handle the personal items. This is a health and safety issue.

## STEP 3 – Check-in table – after initial check in

- Guests will approach check in table, give their name or their id card if it is the first time for the shelter season. Shelter Manager will look at the guest's picture id (driver's license, recent release statement sheet from the police department, a general state id card, etc.) and assign them a season guest number. New guests will be informed that Intake paperwork will need to be done and they will be called back to the Intake tables.

### **New COFM Guest (First time guest this shelter season)**

- Volunteer provides New Guest with a clear plastic bag with their season number written and underlined inside. Guest may put allowed belongings in the plastic bag. Volunteer also offers a toiletry kit, under garments, socks, etc., to the guest. (Guests get one toiletry kit per week). Volunteer also registers guest for any special services for this host site such as showers, lunch, etc. If more than 1 volunteer, volunteers will split duties among them.
- The volunteer creates a white sticker with the guest's number written on each end for the black bag and a name tag with the guest's number in the upper right hand corner along with the guest's name across the center. The guest will tag their own

bag and put the nametag on themselves. For the first time the guest is at this particular shelter site, the volunteer will create a manila bedding bag tag that will be put on the bedding bag sometime after check in but before 8:00. The roaming volunteer will then show the guests where to store their belongings

## **Returning Guest**

- **Once guests have completed Intake paperwork/process, they will be assigned a Shelter ID card. Guest will leave the card with the SM and the card will be returned at checkout.**
- **Greet guest and ask for their name and season shelter number. SM/Volunteer then asks guests to show any belongings they plan to keep with them and that are within the accepted guidelines. The clear plastic bag CANNOT be more than half full to allow for easy inspection, with the exception of medication. Unacceptable items must go into black plastic bag. Between 10 pm and 1 am there is no shelter manager so volunteers will manually log guests on the log sheet for data entry when the SM arrives.**
- **The volunteer creates a white sticker with the guest's number written on each end for the black bag and a name tag with the guest's number in the upper right hand corner along with the guest's name across the center. The guest will tag their own bag and put the nametag on themselves. The volunteer will create a manila bedding bag tag every Sunday or the first time for the guest. The tag will be put on the bedding bag sometime after check in but before 8:00 p.m. The roaming volunteer will then show the guests where to store their belongings.**
- **Guest is then allowed to go into designated open area.**
- **Once check in slows down, Roaming volunteers gather any bedding bag tags and attach one tag per bedding bag.**

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# Intake Procedures

Never leave Intake Book bin/binder unattended. Information in the book is confidential and must be stored in a secure area. During Shift 1 & 2, volunteers may help Shelter Manager with intake by completing forms with guests manually.

## ***Fill Out Intake Forms for Each New Guest***

There are 6 forms (packet) to be completed: COFM Intake form, HMIS form, First-time guest quick reference, Guest Agreement/Release of Liability, Illness/Virus release and Out of Area Form. Blank Intake Forms are located in a clear letter sized document bin. If there are 7 or fewer form packets left, please notify Shelter Manager. If there are no forms and there is no Shelter Manager on site, please make copies from the training manual. Make sure to leave a note in the Check-In logbook of such.

Intake Volunteer must fill out the form for the guest. Guests only need to have Intake form filled out once per shelter season.

Guests will be admitted to the shelter as long as they show ID and go through the Intake procedure. Giving a Social Security number is not a requirement to enter the shelter. Ask for the Social Security number, but it is not mandatory.

Intake Volunteer must review the Guest and Waiver of Liability Agreements to the guest so the guest knows what he/she is signing. Once read, make sure to get the guest's signature in both places on the form. After all forms are filled out, return forms to the intake file document bin.

## ***Check Guest's Name on Sex Offender Site***

As soon as possible, Intake Volunteer/Shelter Manager should run the guest's name through the National Sex Offender website. There is a saved screen page on the shelter phone. On your own phone or on the computer, go to: <http://nsopw.gov> - United States Department of Justice.

This will search all 50 states. Once on the website, scroll to "search by name." You may be prompted to verify that you are not a robot and then be taken to a collage and asked to verify a specific item. Once verified, you can search guest by name.

If the name is a match, go one step further and click on the picture for more detailed information on the offender. If there is a name match but not a picture, review the age and then do a general web search for the sex offender registry in the state that shows the crime was committed. Follow those particular instructions. If you are sure a guest is on the sexual registry, please let the Shelter Manager or Key Leader in charge know and they will ask the guest to leave because we have women and children who may be in the shelter at any given time.

Make sure laminated Privacy Policy is visible for guests at all times.

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Intake worker's First Name:		Date:	Host Site:	COFM Guest #
Photo ID: ___ Driver's License ___ DMV ID card ___ Other (specify) _____				ID State:
Guest Name:		SSN:	Gender: M / F / Other*	
DOB:	Age:	Phone:	Marital Status:	
Race: ___ White/Caucasian ___ Black/African American ___ American Indian ___ Alaska Native ___ Asian ___ Native Hawaiian ___ Hispanic ___ Middle Eastern ___ Multiracial: _____				
Disability:		Limitations/assistance:		
Head of Household( <b>HOH</b> ): Y / N    If not <b>HOH</b> , relationship to HOH: ___ child ___ spouse ___ other relative ___ non-relative				
Spouse in shelter: Y / N				
Name: _____		Date of Birth: _____		
Children in shelter: Y / N				
Names: _____		Date of Birth: _____		
_____		Date of Birth: _____		
Where did you sleep last night? ___ Car ___ Hotel ___ Family member ___ Other: _____			If hotel, who paid for it?	
Last permanent address:				
How long at last address:		What brought you to Williamsburg?		
How long have you been homeless this time around?			Start date:	
How many times have you been homeless in the last 3 years? _____		How long have you been homeless overall? _____		
Who referred you to the shelter? ___ Self ___ Family/Friend ___ Police ___ Agency/Other: _____ (Please list)				
Currently employed: Y / N		If yes, where:		
Unemployed? Date of last employment:		Place of last employment:		

Student? Y / N If Y, where:		Highest level of education completed:	
Do you have a vehicle parked on premise: Y / N		Make/Model	Color
Military Service: Y / N ___Navy ___Army ___Marines ___Air Force ___Space Force ___Coast Guard		Military Injury or Disabled: Y / N	
Emergency Contact:		Phone:	Relationship to guest:
Medical or Mental Health Conditions		Medication:	
Medical or Mental Health Conditions		Medication:	
Medical or Mental Health Conditions		Medication:	
Medical or Mental Health Conditions		Medication:	
Insurance: Medicare / Medicaid / Private / Employment / ACA / NONE			
Are you a Victim of Domestic Violence? Y / N If Yes, Are you fleeing at this time? ___Yes ___No If NO, How long has it been since you have been a victim of domestic violence? _____			
<b>Financial Information:</b>			
<b>Monthly Amount</b>		<b>Monthly Amount</b>	
\$	Veterans Benefits	\$	Earned Income (Job)
\$	Unemployment Benefits	\$	Medicare Supplemental
\$	TANF	\$	Food Stamps/SNAP
\$	Social Security Disability (SSDI)		*Locality: _____
\$	Social Security Retirement (SS)	\$	Child Support
\$	Supplemental Security Income (SSI)	\$	Alimony
\$	Social Security Retirement	\$	Other: _____
\$	Retirement Pension	\$	<b>TOTAL MONTHLY INCOME</b>
Would you like a referral for: ___Employment Assistance ___Education Assistance ___Mental Health ___Physical Health ___Clothing Assistance ___Housing Assistance ___Services for Seniors ___Veteran's Assistance ___Other: (Specify) _____			
Sex Offender Registry Checked by: _____ YES ___ NO If the potential's guest name is on the National Sex Offender Registry, select YES above and inform the Shelter Manager, Assistant to the Executive Director, or the Executive Director for guidance			

\*Due to space limitations. sleeping arrangements will be based on Male/Female

**ShelterLink**  
**HMIS Client Consent Form**  
**Authorization for Release of Information**

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**Agency Name** Community of Faith Mission      **Program Name** Emergency Winter Shelter

**Client Name** \_\_\_\_\_

**Dependent children, if any** (first and last names and date of birth)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I know that this agency is part of the ShelterLink Homeless Management Information System (HMIS), which serves the jurisdictions of South Hampton Roads and Greater Virginia Peninsula. The HMIS is a system that uses computers to collect information about homelessness in order to help pay for services to people who are homeless.

**With this written consent**, HMIS agencies that offer me services may enter, see and update basic information about me and my children including name, social security number, gender, and birth date. No restricted information about my health, medical needs, mental health or domestic violence can be shared unless I sign a separate agreement.

Other agency staff members who have signed the HMIS confidentiality agreement will be allowed to see, enter or use information kept in the HMIS system. This agency will never give information about a person to anyone outside this system without the person's written consent, or as required by law through a court order.

Information in this system may not be used to deny outreach, shelter or housing. My decision to sign or not sign this consent document will not be used to deny outreach, shelter or housing services. I may revoke my consent at any time, in writing, and no *new* information will be shared. This consent will end three years from today.

I have a right to see my HMIS record, ask for changes, and to have a copy of my record from this agency upon written request.

- I authorize this agency to share my basic information with other agencies on the ShelterLink system.
- I do not authorize this agency to share my basic information with other agencies on the ShelterLink system.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Agency Witness

\_\_\_\_\_  
Date



## First-time guest quick reference

Welcome to Community of Faith Mission (COFM) Emergency Winter Shelter. To help you settle in during your stay, we offer the following quick reference:

1. Our shelter host locations are throughout Williamsburg, James City County and Upper York County. Each church sets up as a shelter week from Sunday evening until the next Sunday morning. There are 25 bedding spots available. NO DRUGS OR ALCOHOL admitted.
2. Showing respect and maintaining self control are absolutely key for a successful shelter operation.
3. Shelter times are from 6:30 p.m. to 7:00 a.m. the next day. Each shelter location offers dinner and breakfast on site with a bagged lunch upon departure.
4. Time structures are as follows:
  - a. 6:30 p.m. – 9:00 p.m. Check-in time is from 6:30 p.m. until 9:00 p.m. At this time, you and your belongings will be checked in and your belongings will be secured. If you arrive after 9:00 p.m., you will have to have a police escort and will only be admitted if there is a bed available unless you have a job AND a schedule has been given to the shelter manager.
  - b. 7:30 p.m. guarantee. If you have stayed a night at the shelter (excluding Saturdays as Sunday morning resets the schedule,) you are guaranteed a bed the next night provided you arrive the next night by 7:30 p.m. After 7:30 p.m., you may still attempt check-in but there will be no guarantee that a bed will be available. If you have a job that delays you from getting to the shelter by 7:30, you will still be guaranteed a spot provided you bring COFM a copy of your schedule or a letter from your employer prior to the night you are arriving after 7:30.
  - c. 7:00 p.m. – Evening announcements and dinner. Dinner begins around 7:00 p.m. If you are arriving late, COFM will try to have a meal available for you.
  - d. 8:00 p.m. – Smoke break. 15 MINUTES ONLY. This is the only smoke break for the evening.
  - e. 8:15 p.m. – Bedding is distributed. You will have a bedding bag with your assigned number. You will use this bedding for the week. Clean bedding is offered each Sunday. You are only allowed one mat for your bed.
  - f. 10:00 p.m. – Lights out. All cell phones and other electronic devices are to be turned off.
  - g. 6:00 a.m. – Breakfast and Lights on – Prior to breakfast -- All bedding is to be put back in the bag and stored in place designated by the site. Remove pillow case from pillow and leave on mat.
  - h. 7:00 a.m. – Departure. All belongings are to be retrieved and taken with you. A bagged lunch will be provided.
5. Please note this shelter is a community setting, and you should show respect to your fellow guests and to COFM staff and volunteers. Guests are required to cooperate in areas of hygiene, health and safety to help create a positive experience for everyone.
6. If you need referrals for any assistance, including help with prescription medications, please talk with a COFM Shelter Manager. They are here to help!
7. Please note this is only a quick reference guide for your convenience. Other conditions and policies apply.

## **Guest Agreement for Sheltering/Release and Waiver of Liability Agreement**

\*I agree to abide by the COFM No Smoking policy. Smoking in undesignated areas may cause me to be banned from all sheltering sites for the season.

\*I agree to take all of my belongings with me each day when I leave.

\*I understand that NO weapons, alcohol, or illegal substances are allowed on the sheltering property. Failure to comply will cause me to be banned from all shelter sites for the season.

\*I understand that if my physical actions or verbal behavior are perceived to threaten the physical safety or mental health of other guests, staff or volunteers, then I will be asked to leave the premises immediately and may be banned from the shelter program.

\*I understand that I must follow the one-person, one-bed policy and understand that men and women have separate sleeping areas.

\*I agree to follow all implemented rules for precaution/prevention of spreading any illness/virus/disease.

\*I agree to abide by all of the COFM sheltering rules as explained to me verbally or in writing.

\*I have received a copy of the COFM First-Time Guest Quick Reference Guide.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### **Release and Waiver of Liability Agreement**

The Release and Waiver of Liability Agreement (Release) is made as of this \_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_ by and between \_\_\_\_\_ (Client) and Community of Faith Mission, Inc., participating faith groups and all of the agents, representatives, officers, directors and volunteers. I, the undersigned, have entered into this Release and hereby agree to forever indemnify, save and hold harmless Community of Faith Mission, Inc., and any of the host and partner faith communities and its representatives from and against any illness, loss, liability, damage, expense, cost, claim, action, suit or judgment (collectively "Claims,") including but not limited to, the cost of defending such Claims, including attorney fees resulting from or relating to any illness, injury, death, loss or damage sustained or claimed by me or my personal representative and against all Claims which might be made against me by others, arising from services provided to me by the above named representatives, whether caused by my negligence or the negligence of the Representatives.

Furthermore, I, the undersigned Client, agree to forever indemnify, save, and hold harmless any and all representatives for any loss or damage to any of my personal property which may occur from services provided to me by the above named representatives. I, the undersigned client, further expressly agree that the foregoing Release, shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia. In the event that any portion of this Release shall be declared invalid, unenforceable or void, the remaining provisions of this Release shall remain in full force and effect. I, the undersigned Client, have read, understood and voluntarily signed this Release, and further agree that no representations, statements or inducements, other than as explicitly set forth in this Release, have been made. I, the undersigned Client, recognize that this Release shall be effective and binding upon me and my heirs, next of kin, executors, administrators and assigns. I, the undersigned Client, agree to be legally bound to this Release.

I verify that the information that I have provided is accurate to the best of my knowledge. I have read, understand and agree to the Guest Agreement for Sheltering and to the Release and Waiver of Liability Agreement.

Guest Name [Please Print]: \_\_\_\_\_ Date: \_\_\_\_\_

Guest Signature: \_\_\_\_\_

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## COFM Waiver for Communicable Diseases including COVID-19

By signing this form, the undersigned voluntarily agrees to the following waiver and release of liability. The undersigned agrees to release and discharge all claims for ourselves and for our heirs against Community of Faith Mission (COFM), Inc., its successors, assigns, officers, agents, employees, host sites, and volunteers (hereinafter COFM) and will hold them harmless from any and all liability of demands for personal injury, psychological injury, sickness, including but not limited to communicable viruses or diseases, death, or claims resulting from personal injury or property damage, of any nature whatsoever which may be incurred by the undersigned relating to or as a result of the undersigned's participation in the programs, events, and/or services provide by COFM.

The undersigned acknowledges that using the services of COFM may include a possible exposure to a communicable disease or virus. The undersigned further acknowledges that they are aware of the risks and that certain vulnerable individuals may have a greater health risk, including but not limited to, individuals with serious underlying health conditions whose immune systems are compromised, individuals with asthma, diabetes, or other health problems.

I knowingly and freely assume all such risks, both known and unknown, even if arising from the negligence of others, and assume full responsibility for my use of services during the shelter stay and beyond. I also agree to indemnify for any injuries or loss caused by me. I willingly agree to comply with all recommendations put forth by COFM to limit the exposure and spread of communicable diseases.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**COMMUNITY OF FAITH MISSION**

**Statement for Out-of-Area Guests Who are Not Employed in the Greater Williamsburg Area**

*I understand that Community of Faith Mission (COFM) strongly urges me to seek shelter and to make best use of programs/services in my hometown. I understand that COFM will provide me with information on those shelter programs, if necessary.*

*I understand that the COFM shelter is designed to serve homeless men, women and families of Williamsburg, James City County and Upper York County. I understand that the COFM shelter has a limit of 25 guests per night, so there may not always be space available to accommodate guests who are from outside of Williamsburg, James City or Upper York County. I also understand that because I am from \_\_\_\_\_, then there may come a time when I can no longer stay in the shelter if COFM needs more space for: local residents; or guests who have proof of employment in the Greater Williamsburg Area.*

*I agree to cooperate with COFM staff if they tell me I need to make other shelter arrangements, in order to create more space for local residents.*

COFM Guest \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

COFM Intake Worker \_\_\_\_\_

# In House Log Sheet

Use this sheet to pass on important information from one shift to the next within your week.

Example: John Doe told us on 1/10 that he needs to be awakened at 5 am to get to his job in time. Or Jane Smith told us she will be late arriving on 1/11 due to her job. Cross items off once no longer necessary.

**Date**

**Comments**

1/10/00      Jane Doe did not bring photo ID on 1/10, was told she must produce  
her photo ID next time she comes to shelter.





**COMMUNITY OF FAITH MISSION**  
**POLICY ON GUESTS REQUESTING LATE ARRIVAL TO SHELTER**

Even though COFM has a policy of closing the shelter nightly at 9:00, COFM has tried to be flexible and understanding that sometimes guests need to work late and cannot get to the shelter before 9:00.

Any guest who needs a late arrival to the shelter because he/she has to work late, needs to show prior proof of his/her work schedule or give COFM written notice from a supervisor. Any note from a supervisor must contain a working contact number. Guests must give COFM permission to verify.

Guests with proof of their work schedule can only make late arrival arrangements with a Shelter Manager or the Executive Director. **Guests should NOT ask volunteers for permission to arrive late.**

Guests who need to be late because they are attending Celebrate Recovery, AA or some other recognized recovery group need to also show some note or other proof of attendance. COFM is happy to accommodate people in recovery and make exceptions for late arrival after meetings (even though they are not work-related) because we want to encourage guests who are taking these important steps. We just need to be fair to our working guests and require the same things of all guests who are asking to have their spaces held until after 7:30 PM.

**Again, guests can only make late arrival arrangements with a Shelter Manager, Assistant to the Executive Director or Executive Director. Do not ask volunteers for permission to arrive late.**

If a guest ever asks for permission to arrive late, gets permission, has his/her space held and then does not show, then he/she cannot ask for late arrival again.

Any guest who appears to be intentionally arriving late to the shelter (between 7:30 and 9:00 PM) in an attempt to get a motel room will NOT get one as part of the overcapacity protocol.

Remember...COFM rules: Guests need to arrive at the shelter by 7:30 PM to have their space held from the night before; and they must arrive before 9:00 or will be required to have a police escort.

***The need for this policy is a direct result of some guests abusing the late-arrival allowance in the past.***



## Policy for Admitting Guests from Outside the Greater Williamsburg Area

There are several key considerations that affect COFM's practice of when/how to admit shelter guests who are from outside the Greater Williamsburg Area: 1) safety and security by maintaining a manageable guest count of 25 or fewer; 2) fulfilling the COFM mission to provide emergency food and shelter to men, women and families who are homeless in Williamsburg, James City County and Upper York County; and 3) to ensure that our Over Capacity Protocol is implemented to help citizens of this area.

At the time of intake, guests will be asked the following questions as part of the COFM form for HMIS input (intake form):

1. What was your last permanent address?
2. Are you employed in Williamsburg, James City County or York County (If yes, collect employer info)
3. What do you consider to be your city/county of origin (your home)?
4. If you receive SNAP or other benefits, from which city/county do you receive those?
5. Where did you sleep last night? (If guest indicates that he/she slept in a motel, we need to know if that was paid for by an individual or by voucher (through social services, United Way, Salvation Army, etc., and the locality of that service provider)
6. Are you a student? If so, where (institution and city)?

COFM staff will be responsible for determining whether a guest has a justifiable reason, like pre-shelter residency or local employment, to be seeking shelter at COFM. Any guest deemed to be from an area that has its own shelter program outside of Greater Williamsburg (e.g. someone from Newport News who could utilize PORT), will be required to sign the following statement during intake: SAMPLE – Form with intake packet

*I understand that Community of Faith Mission (COFM) strongly urges me to seek shelter and to make best use of programs/services in my hometown. I understand that COFM will provide me with information on those shelter programs, if necessary.*

*I understand that the COFM shelter is designed to serve homeless men, women and families of Williamsburg, James City County and Upper York County. I understand that the COFM shelter has a limit of 25 guests per night, so there may not always be space available to accommodate guests who are from outside of Williamsburg, James City or Upper York County. I also understand that because I am from \_\_\_\_\_, then there may come a time when I can no longer stay in the shelter if COFM needs more space for: local residents; or guests who have proof of employment in the Greater Williamsburg Area.*

*I agree to cooperate with COFM staff if they tell me I need to make other shelter arrangements in order to create more space for local residents.*

Signature \_\_\_\_\_

Date \_\_\_\_\_

Example of when guests would be affected by this policy:

A guest from Newport News with no job in Williamsburg would sign the "understanding" and would be allowed to stay in the shelter while numbers are low. As the season goes on, the Shelter Manager may need to tell the guest that he/she needs to start staying at PORT. Guests will be given one 'grace' night and not made to leave without prior notice.

# Crisis Intervention Tips

## **Intervening in a crisis successfully**

- Listen to what the guest has to say. Being a good listener shows the individual that you care.
- Don't rush; letting the individual speak helps you to understand and allows them to vent.
- Be empathetic not sympathetic. Empathy is trying to understand how someone feels whereas sympathy is feeling sorry for someone.
- Be sincere and genuine. If you try and "act", people will know and you will come across as phony.
- Be accepting. Be wary and avoid coming across as judgmental.
- Use "I" statements. Take ownership of what you say. It shows you are personally committed to helping them.

## **Balance is the key - Offset someone's voice with your own**

- If someone is loud or shouting, lower the volume of your voice.
- If someone is speaking fast, slow down the rate of your own speech.
- A slow steady conversational pace shows people you are listening and thinking.

## **Keep it simple**

- "My name is \_\_\_\_\_, what's your name?"
- State the obvious. "Are you okay? You look upset?"
- Gently probe with open ended questions.
- Restate for clarification.

## **Probe (Open and Closed Questions)**

- **Restatement** - Restating is repeating back what you heard in summary. This communicates you were listening and want to help.
- **Reframing** - Reframing is taking something out of its original context and placing it into another for the sake of clarification.
- **Reflection** - Reflection is asking people to recall similar events and how did they cope with them successfully in the past.  
Example: You said this isn't the first time. How did you handle this before?  
What is different this time from before?

## **Putting it all together - Safety and Security**

- Be aware of the scene.
- Maintain proper distance.
- Assume an open and non-threatening posture.
- Maintain calm and steady tone, volume and cadence in your voice.
- Clear non-essential personnel. If you have an audience you are more likely to have a show.

## **Be sure to do a CHECK on yourself. Make sure you are:**

- C entered with appropriate distance, with:
- H ands hanging
- E asy slow gestures
- C alm voice
- K ind eyes

# Community of Faith Mission

## INCIDENT REPORT

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Name(s) of person(s) involved: \_\_\_\_\_

\_\_\_\_\_

Name of Congregation: \_\_\_\_\_

Description of Incident: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Outcome: \_\_\_\_\_

\_\_\_\_\_

Follow up (if needed): \_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**E**

**SHIFT 3  
MORNING  
CHECK-OUT**



## GENERAL GUIDELINES AND IMPORTANT INFORMATION

### KEY LEADER/GENERAL

1. The number (outside of minimum) and delegation of volunteer tasks shall be at the sole and absolute discretion of the COFM Host Site and Partner congregations. Shelter Managers may make suggestions.
2. It is up to the discretion of the Host Partner Key Leader whether youth/youth groups will be permitted on site. If permitted, the following applies: A) no youth volunteers under 16 allowed at the shelter while guests are present and must be accompanied by an adult at all times, B) EXCEPTION: youth 14-16 may serve meals behind a buffet table and must have a guardian present, C) Anyone under the age of 18 can work Shift 1 but cannot be assigned Security or Check-In duties and must be accompanied by an adult at all times. D) No one under 14 is to be in the shelter while guests are present (6 p.m.- 7 a.m.)
3. If there is no indoor sitting for guests, check-in may begin prior to 6:30. But CHECK-IN IS STATED TO BEGIN AT 6:30 p.m. in all printed and electronic forms so please do not state that there is an early check-in. At no time will check-in begin before 6:00 p.m. If Indoor sitting is allowed, check-in will not begin until 6:30 p. m.
4. Prayers, sharing of faith, and Bible study may be offered to shelter guests providing it is held in a designated area that is separate from the general area. Sharing of faith is not to be forced or be a condition for receiving shelter or food.
5. CLOTHING DONATIONS: if clothing donations are offered a volunteer must be there to bag the donated items. This bag will be tagged and placed with the guest's personal belongings. The volunteer will then notify check-in desk of the change in guest bag count.
6. Optional entertainment (ie. Movies) or services (ie. Haircuts) may be provided by the host site. We encourage volunteers to engage with our guests.
7. If the Shelter Host is running low on check-in supplies (toiletry kits, blankets, towels, sheets), please let the Shelter Manager know so that a report can be given to COFM.
8. A volunteer needs to be at the check-in desk at all times. Neither the desk nor an unlocked storage area may be left unattended.

### VOLUNTEERS

9. All volunteers must electronically sign-in on the COFM laptop located at the volunteer storage area and pick up a COFM Volunteer tag as soon as they arrive. Volunteers will sign in/out at the same time. If their shift extends, volunteers will need to go back to the laptop and sign in again to add the extra hours. In the event there is no internet connection, paper entries will be available. Please total your number of hours.
10. Volunteers should place their personal property in a secure location designated by the Key Leader.
11. Volunteers should dress casually. Keep jewelry to a minimum. Low-cut shirts, tight clothing, miniskirts, minishorts and midriff tops are NOT permitted in the shelter. Leggings must be worn with a top that extends past the hips. The goal is to not to draw attention to oneself.
12. Volunteers should monitor the bathroom and common areas throughout their shift, preferably every 15 minutes. Hand sanitizer and disinfectant spray should be located outside the bathroom.

13. Due to the diverse population served in this program, volunteers and guests need to be aware that COFM guests may experience a variety of emotional or physical conditions. Volunteers should be cautious and responsible. In case of concern, please inform the Shelter Manager on duty.
14. Volunteers must maintain guest confidentiality at all times. Do not give out guest information to anyone either by phone or in person except to the COFM personnel when necessary.
15. Volunteers are not to adopt a guest or family. They may not take anyone to their homes or hire anyone for jobs around their homes. They may not transport guests for any reason. COFM, the Host Congregations, and Shelter Partners are not responsible for any consequences resulting from breaking this rule.
16. Volunteers do not assist guests with any personal hygiene/toiletry problems (e.g., incontinence). If a guest needs help, volunteers must consult the Shelter Manager or the Key Leader for instructions.
17. Volunteers are encouraged to engage in conversation with guests. However, volunteers should limit personal information when talking with guests. They may talk about family, work, and life experiences, but without using identifying information.
18. Volunteers may not give money or gifts to any guests.
19. Dinner and breakfast are provided for the guests. If there is sufficient food, volunteers may be invited to enjoy the meal. Volunteers should eat in the dining area provided there is room for and mealtimes for volunteers should be staggered to ensure that all areas have sufficient staffing.
20. Only Shift Leaders and COFM staff may distribute and notate medicine from the COFM kit according to the appropriate dosage, as indicated on the label, in a cup and allow the guest to self-administer this medication.

## **GUESTS**

21. Guests must check personal belongings in designated bags upon entering the shelter site, including coats, hats, scarves, gloves, and work overalls. In addition to items of clothing, tools, knives, and other items must be checked in. Exceptions are cell phones, cigarettes, medicine, books, and toiletry kits which must be kept in the clear plastic bag provided on their first night or a clear plastic bag. Once belongings are checked in, they will be stored until check-out and cannot be accessed by anyone. No food, drinks, or any liquids may be brought into the site. Guests will be given a name tag that is to be worn while a guest is at the shelter.
22. Guests may not use the Shelter Host's telephones or volunteers' cell phones at any time. The Shelter Manager will decide if there is an exception to the rule.
23. Guests are asked to be considerate of others. Loud talking, music, etc. are not appropriate at any time. Electronics with a headset (preferred) are permitted provided they can fit in the clear plastic bag provided. Guests may use their electronics until 10 PM. ABSOLUTELY no electronics after 10:00 p.m.
24. Dinner is served between 7:00 and 8:00 PM. Guests are not allowed in the kitchen. For this season, guests may be served at the table or will line up, whichever host site prefers. The kitchen closes by 8:30 PM and no meals are served after this time. Guests who come in late will be offered sandwiches with a beverage or a leftover meal.
25. Smoking is permitted only at the designated time (8:00p.m.-8:15p.m.) and in the designated location. Guests are to deposit all smoke butts in the containers provided. The guests leave the building as a group with a shift volunteer and return to the building as a group (unless the shift volunteer is able to see guests go back inside while being with the guests who are still smoking). A shift volunteer must be with the guests at all times during the smoke break.



26. Bedding is distributed each night at 8:15. Guest will pick up their own bedding from the designated area while a volunteer oversees to make sure the correct bedding bag is picked up. A blanket, one fitted sheet, one flat sheet, one pillowcase, and pillow are issued to each guest. This is the guest's bedding for the entire week.
27. A guest may not leave the shelter once they have checked in. If a guest leaves, he/she will not be allowed back that night.
28. Men and women will use separate sleeping areas at all times. At no time should female guests be sitting or lying around a male guest's bed or vice versa.
29. A parent with children must be located away from the other guests in a separate area. The other parent of this family must sleep with the other guests. Children under 18 are to stay with their parent in a separate area.
30. Guests must remove all personal belongings when checking out each morning. Items left may be turned over to the lost and found of the Shelter Host or disposed of. COFM and all Shelter Hosts are not responsible for any loss of items left, misplaced, or stolen.

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## Safety and Security Rules and Guidelines

**Fire/Safety Kit** will be located on the COFM trailer and must be put inside the Shelter Host Site upon arrival. Items included are: (1) Fire extinguisher, (2) smoke alarms, (2) Flashlights, (2) CO2 Detectors.

**Note: During overnight shift, two volunteers must be awake at all times.** One volunteer must be designated as a fire watch volunteer.

**First Aid Kit** is available in the COFM medical tote for minor medical needs. Medications such as Tylenol and Advil are in the Medical Kit. They are available should guests **request** them, but **under no circumstances should any volunteer distribute any medicines. If a guest requests something from the medical kit please direct the request to the Shift Leader or Shelter Manager.**

**Guests' Personal Space:** Volunteers should not put name tags on guests, but instead hand them the name tag and let them put it on. The same goes for handling their personal belongings at check-in. Volunteers should not put guests' belongings into storage bags as guests should have already stored their belongings in the black plastic bag provided by security. **At no time should a volunteer put their hands in a guest's pocket or on any articles of clothing. At no time should a volunteer assist a guest with personal hygiene needs. This will be discussed at training.**

### **Security Protocol for a guest that becomes agitated or hostile.**

15. Back away from the guest and give the guest space.
16. Do not be confrontational and do use a non-threatening voice.
17. Do not turn your back on the guest.
18. Ask another volunteer to get the Shift Leader in charge (or Shelter Manager on evening/overnight shift).
19. Let the guest know you have requested that your Shift Leader/Shelter Manager speak with him/her so the guest knows what is going on.
20. When Shift Leader/Shelter Manager arrives, back away and explain the situation outside of the guest's hearing.
21. Shift Leader/Shelter Manager determines whether the situation requires outside assistance.

## When to Call for Assistance

**Examples of when to call the non-emergency phone numbers** in the Key Contacts/Emergency List: (also in the front of the overnight Check-In Book.)

- An individual is disrupting the shelter environment verbally and will not stop. Call and request a CIT (Crisis Intervention Team) Law Enforcement Officer.
- If a shelter guest is asked to leave and does not, but is passive, call and request a CIT Law Enforcement Officer.

**Examples of when to call emergency number (988), (911):**

- **If a person is suicidal or seems to be having a non-violent crisis, call 988 using the shelter phone.**
- **Any time an individual is violent, immediately call 911.**
- An individual is upset over something or someone at the shelter and you feel he/she is on the verge of becoming physical/violent. Call 911.
- An individual appears disoriented/incoherent but non-violent. Is this a medical emergency? Stroke? Mental health issue? Call 911 and request EMS.

The above examples were furnished by Colonial Area Crisis Intervention Team (CACIT). The goal of the CACIT program is to reduce unnecessary incarceration of people with mental illness and to provide them with appropriate care. Implementation of the CIT model includes special training in the use of de-escalation techniques, which results in better treatment of the mentally ill and a safer environment for the individual and Law Enforcement Officer. Based on your assessment of the situation, follow the procedures you have been given (ABOVE) for use of the non-emergency and emergency (988), (911) numbers and the criteria for requesting that a CIT officer respond if available.

Law enforcement is very supportive of our shelter program. If a situation arises that is not an emergency, but you feel police support is warranted, don't hesitate to call the non-emergency number.

**\*\*\*THIS FORM IS LOCATED IN THE VOLUNTEER LOGBOOK TAB AT THE BEGINNING OF YOUR HOST SITE WEEK\*\*\***

**Community of Faith Mission  
Volunteer Confidentiality Agreement**

During my participation as a volunteer for Community of Faith Mission, I will be exposed to information that is confidential and personal in nature. All guest information obtained while serving as a volunteer for Community of Faith Mission will be held in the strictest confidence. I will maintain guest confidentiality at all times. I will not give out guest information to **anyone** by phone or in person except to COFM Staff or Board Members.

I, the undersigned, do hereby agree to abide by this confidentiality requirement. I fully understand that any violation of this agreement on my part, will result in termination from participation in Community of Faith Mission. I fully understand that this confidentiality requirement will continue after my participation as a volunteer for Community of Faith Mission has ended.

*Volunteers must: 1) sign below and leave this agreement in the Volunteer Binder (PREFERRED METHOD); OR 2)\* sign and return to Key Leader or COFM personnel*

Shelter Site Location: \_\_\_\_\_  
Date: \_\_\_\_\_

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**\*Questions and concerns please email us at , [info@cofm.info](mailto:info@cofm.info)**

## Guest Confidentiality and Law Enforcement Interaction Information and Procedures

Shelter guests' personal information must be kept confidential by COFM staff and volunteers.

Volunteers may be asked for information about COFM guests from a variety of sources outside the Shelter, such as family members, employers, law enforcement agencies, and the like, via telephone calls or personal visits to the Shelter. While most queries are well meaning, COFM staff and volunteers must be sensitive to the guests' needs and protect the personal information of people while they are guests of the Shelter.

There is no substitute for common sense and good judgment. Policies, procedures, and actions cannot be written to cover every situation; however, the following may clear up possible questions.

- If an inquiry is made about a guest — **unless** the inquiry is made by a law enforcement official (see below) — **it is important that a volunteer neither confirms nor denies the guest's presence in the shelter. The volunteer can agree to take a message for the guest.** This places the burden on the guest to get in contact with the individual making the inquiry.
- Volunteers should treat all Intake information as confidential and not divulge any information to anyone outside the Shelter unless authorized by the COFM Executive Director, Assistant to the Executive Director, or Executive Board Member. NEVER leave the Guest Check-in data or Intake Binder unattended. Never let law enforcement personnel review the books or the laptop.

**Law Enforcement Interaction:** There are times when Law Enforcement might find it necessary to enter the Shelter in search of an individual. For example, law enforcement may have been given information about a person who must be located to determine if the individual could be a danger to himself or others. In such a case, law enforcement may come to the Shelter to ask if a named guest is present. If so, the officer may meet with the guest so that the officer can assess the guest and the situation. We have an understanding with local law enforcement that they will not make a request for Shelter guest information without valid reason. Please always cooperate with law enforcement if such a request is made.

Volunteers need to handle this situation with the utmost cooperation and discretion and the least amount of disruption to the Shelter.

- If law enforcement personnel should come to the Shelter with an arrest warrant for a particular guest and ask whether the guest is present, the Shift Leader will direct/lead the officer to the guest. (No paper warrant is needed. Officer just needs to verbally state he/she has a warrant for an individual.)
- Contracted off-duty officers that are helping with security are to be treated in the same manner as above.

# Sample Timeline for a Typical Evening in the Shelter

## 5:00 – Shelter manager, food preparers and key leaders arrive at shelter

**Before 6:00 pm:** Dinner preparations are underway.

**5:15 pm:** Security arrives and sets up temperature check station. Volunteers arrive. All are screened prior to entering.

Check-in desk is organized. All electronics plugged in, and all apps logged into.

Tables and chairs are readied.

Places for volunteer check-in and coats are prepared.

Beverages are set out for guests.

Shelter Manager reviews the check-in procedures with Check-in volunteers and Security volunteer.

**6:00 pm:** If host site offers a waiting area inside, then guest may come in after they have had a temperature check. **For safety reasons, no restroom visits are allowed prior to check-in.** Check-in prior to 6:30 p. m. is only allowed if there is no inside waiting area, all volunteers are in place, and shelter manager is ready.

**6:30 pm:** Check-in procedures officially begin. Guests will be directed to common area seating.

**7 pm:** Dinner/Announcements

Guests are seated at tables. Blessing and announcements are given by the key leader.

Dinner is served. Volunteers are encouraged to visit with guests.

**7:30/After dinner:** Bus tickets are offered. If sites have them, showers may be offered. Showers may be offered earlier if enough volunteers are available for monitoring. For sites without showers, use the Shower sign up form (Monday and Thursday) for the YMCA.

**8-8:15 pm:** Smoke break.

**8:15 pm:** Bedding bags. Guests will pick up their own bedding bag from a designated area. Guests are not allowed in sleeping areas until this time if it is separate from the dining area.

**8:40 pm:** Overnight shift arrives to be briefed.

**9 pm:** Doors are locked.

**9 to 10:** Shelter Manager trains overnight and provides any pertinent information. Any paper forms to be put in clear 9" x 12" intake bin for overnight SM data entry.

**10 pm:** Lights out; cell phones off. ABSOLUTELY NO ELECTRONICS ON AFTER 10pm  
Overnight crew circulates throughout shelter, checking sleeping areas and bathrooms. Coffee is prepared to be ready at 5:30 am.

**5:30 am:** Morning crew arrives.

**6:00 am:** Guest are awakened, and bedding bags are turned in to designated area.

Breakfast is served at 6 am.

**By 7 am:** All guests have left the shelter. All confidential and electronics to be securely stored away. Volunteers do any cleanup necessary. The Shelter Manager or volunteer will fog all touched areas with disinfectant fogging material.

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## **CHECKOUT PROCEDURES - SHELTER**

- **All lights should be turned on at 6:00 a.m, except for host sites that have the kitchen by the sleeping area. Volunteers should walk around to make sure guests are awake and getting up. Volunteers should verbally wake up guests if need be. All guests must be check-out and off-property by 7 a.m. NEVER TOUCH A GUEST OR KICK THE MATS.**
- **All guests must place their bedding in the white bedding bag that was provided to them the night before but leave the pillow on the mat. Guest will place their bedding bags in the designated area. If the tag has fallen off, volunteer will make a new bedding bag tag and have guests put it on bag.**
- **Guests must return their bedding bags to the designated area before they are served breakfast.**
- **Guests are invited to breakfast.**
- **Once a guest has finished breakfast, the guest checks out all personal belongings. (Note: not all guests check in personal belongings). No personal belongings may be stored at a Shelter during the day. NO EXCEPTIONS.**
- **Checkout volunteer(s) are stationed at building entrance AND at the belonging bags area. The volunteer checks the *Guest Check-in Sheet* to determine if a guest checked in personal belongings the night before and marks the number of items returned to the guest in the “bags out” section of the bag log sheet if there is not a shelter manager.**
- **Provide guests with a simple bagged lunch. FYI-not all guests will want lunch.**
- **WISH YOUR GUEST A GOOD DAY!**



# In House Log Sheet

Use this sheet to pass on important information from one shift to the next within your week.

Example: John Doe told us on 1/10 that he needs to be awakened at 5 am to get to his job in time. Or Jane Smith told us she will be late arriving on 1/11 due to her job. Cross items off once no longer necessary.

**Date**

**Comments**

1/10/00      Jane Doe did not bring photo ID on 1/10, was told she must produce

her photo ID next time she comes to shelter.





# Shower Procedures at the YMCA

R.F. WILKINSON FAMILY YMCA  
301 Sentara Circle  
Williamsburg  
757-229-9622

We are very fortunate to have the YMCA partnering with COFM. Please note our schedule has changed. The Y has agreed to offer showers on Tuesdays and Fridays to COFM guests. This service is available from 6:00 – 8:45 AM. Guests must depart the Y no later than 9:00 AM. This time schedule is strictly enforced.

If a Shelter Host decides to offer “Y” showers to guests, please be advised of the following:

1. **Austin Stinnett** is our contact at the YMCA. **He must be emailed with a list of the guests the night before. He has also requested the list be emailed to the front desk @PL05@ymcavp.org and cc Austin.stinnett@ymcavp.org**
2. **There is a shower sign up sheet with specific times allotted located in the YMCA folder at the check-in desk. There is also a YMCA Code of Conduct Sheet that each guest must agree to and abide by while at the YMCA.**
3. At the Y, guests must show their ID. On their first visit of the shelter season, guests will need to sign a liability waiver. This form is simple and takes only a few minutes to complete.
4. The Shelter Host or Partner must send a chaperone to be at the Y when guests are using the facility.
5. COFM provides shower towels for guests. They are stored in the marked bins. The chaperone will need to take clean towels to the Y for each guest who has signed up for a shower. Chaperone should also take a plastic bag or laundry bag (white w/black handle) for wet, used towels.
6. Guests must provide their own transportation to the YMCA or may be given a bus pass.
7. **The wet/used towels and any clean towels that were not used, must be returned to the host site that day.**

10/2022

# YMCA SHOWER SIGN UP (\*\*Chaperone, please read)

Date: \_\_\_\_\_ YMCA Shower date: \_\_\_\_\_

So that we can continue our relationship with the YMCA, these protocols must be adhered to.

**\*\*\*Chaperone:** Please call the Executive Director at the end of your time for a report or if there are any issues, please call immediately. Executive Director phone number is 757-634-6787. Please note,

**NO guest will be allowed showers after 8:40 a.m.**

Showers are **limited to 20 minutes**. Guest will need to show up at their designated time. If guests **goes over** their designated time, they will **not be allowed back at the YMCA for the remainder of the season**.

No more than 4 guests are allowed in the locker room at a time.

No guests are allowed in the building who are not on this list.

**HOST SITE: Please check bus schedule for your site before signing up guests without vehicles.**

Shower Time	Guest #	First Name	Last Name Initial
6:00 a.m. (M)			
6:00 a.m. (M)			
6:00 a.m. (F)			
6:00 a.m. (F)			
7:00 a.m. (M)			
7:00 a.m. (M)			
7:00 a.m. (F)			
7:00 a.m. (F)			
7:20 a.m. (M)			
7:20 a.m. (M)			
7:20 a.m. (F)			
7:20 a.m. (F)			
7:40 a.m. (M)			
7:40 a.m. (M)			
7:40 a.m. (F)			
7:40 a.m. (F)			
8:00 a.m. (M)			
8:00 a.m. (M)			
8:00 a.m. (F)			
8:00 a.m. (F)			
8:20 a.m. (M)			
8:20 a.m. (M)			
8:20 a.m. (F)			
8:20 a.m. (F)			
8:40 a.m. (M)			
8:40 a.m. (M)			
8:40 a.m. (F)			
8:40 a.m. (F)			

# Weather Contingency Plan

Due to occasional snow and ice, COFM has a plan to assist Shelter Hosts and Shelter Guests during extreme weather conditions, in the event that a Host congregation feels they require outside support.

This plan consists of a COFM Snow Team Coordinator (or Executive Director) and Snow Team comprised of volunteers from various congregations who are available to assist Hosts. Together they are willing to make calls, deliver food and, if necessary, serve as snow day shelter volunteers.

Of course it is left to the discretion of the Host Site Congregation to determine whether shelter guests will be permitted to stay if inclement weather causes WATA to delay or suspend bus service for the day. This does not mean that guests must be allowed to stay beyond the usual 7:00 AM closing time. However, on days when the WATA bus system is delayed or WATA is closed, it is often in the best interest of COFM guests to be allowed to stay at the shelter later than 7:00 AM if this does not cause undue hardship to the Shelter Host.

COFM suggests, in order to best care for shelter guests and volunteers, Key Leaders need to discuss snow/ice contingency plans when they are in the earliest stages of preparation for their shelter week. This will be covered during the official COFM training for Key Leaders in October.

When planning for hosting a shelter week, Key Leaders should consult with their congregation's staff in order to determine whether the facility will be allowed to remain open past 7:00 AM on a day when, due to snow/ice, WATA bus service is either delayed or stopped.

## Questions to consider:

- As a Shelter Host, will we allow guests to stay later than 7:00 AM if the buses are delayed or not running?
- As a Shelter Host, are we prepared to provide transportation for shelter volunteers in extreme weather conditions and, if so, will we use congregation vehicles such as a church bus or volunteer vehicles (4-wheel or all-wheel drive) under these special circumstances?
- If the weather prevents morning volunteers from getting to the shelter, will we have enough volunteers present to stay longer or are there additional volunteers available to call in an emergency? <sup>[1]</sup><sub>[SEP]</sub>
- Consider that some volunteers may need to leave to go to work. If so, will we have at least three volunteers who can be present with our guests during the day?
- If the Host Site is snowed-in and we have allowed guests to stay, will we have enough food on-site or will we need help bringing in extra food?
- If the Host Site is snowed-in, will we have enough volunteers who can stay for long periods of time or will we need to have shifts and transportation to support these shift changes?

## Steps to follow:

- During the planning stages for your shelter week, make a contingency plan specific to your congregation. If a Host is working with Shelter Partners, everyone should be included in the weather contingency discussion and planning.

- Please communicate your contingency plans to the COFM Executive Director. Please include the name, phone numbers and email addresses of the volunteers appointed “Weather Monitors” who will be the primary contacts for the Snow Team Coordinator in case your congregation will require support.
- During your shelter week, Weather Monitors and the COFM Snow Team Coordinator will be monitoring the forecast and remain in contact.
- COFM needs to be made aware whenever the shelter is open and serving guests.

**If shelter guests are allowed to stay at the Host Site beyond 7:00 AM:**

- Host Site Weather Monitors need to notify Snow Team if they need outside assistance.
- Hosts must have guests leave the shelter once the WATA buses are running again.
- COFM suggests giving guests smoke breaks at 7:00 AM, 12:30 PM and 5:00 PM if guests are there all day.
- Host Site needs to keep shelter guests’ personal belongings secured during the extended stay.
- Shelter volunteers can allow guests supervised access to their personal belongings between 7:00 and 7:15 AM in the event they need to retrieve something for the day ahead. However, guests are not allowed to retrieve/keep items in the shelter that are not normally approved.
- The traditional bagged lunch can be served to shelter guests at noon (or another time more convenient for the Shelter Host) if they are still in the shelter at that time
- If a guest checks out of the shelter at any point during the extended stay, he/she is not allowed to return until the regular 6:30 pm shelter check-in time.

***All other shelter rules and policies are in effect during a snow day.***

# Crisis Intervention Tips

## **Intervening in a crisis successfully**

- Listen to what the guest has to say. Being a good listener shows the individual that you care.
- Don't rush; letting the individual speak helps you to understand and allows them to vent.
- Be empathetic not sympathetic. Empathy is trying to understand how someone feels whereas sympathy is feeling sorry for someone.
- Be sincere and genuine. If you try and "act", people will know and you will come across as phony.
- Be accepting. Be wary and avoid coming across as judgmental.
- Use "I" statements. Take ownership of what you say. It shows you are personally committed to helping them.

## **Balance is the key - Offset someone's voice with your own**

- If someone is loud or shouting, lower the volume of your voice.
- If someone is speaking fast, slow down the rate of your own speech.
- A slow steady conversational pace shows people you are listening and thinking.

## **Keep it simple**

- "My name is \_\_\_\_\_, what's your name?"
- State the obvious. "Are you okay? You look upset?"
- Gently probe with open ended questions.
- Restate for clarification.

## **Probe (Open and Closed Questions)**

- Restatement - Restating is repeating back what you heard in summary. This communicates you were listening and want to help.
- Reframing - Reframing is taking something out of its original context and placing it into another for the sake of clarification.
- Reflection - Reflection is asking people to recall similar events and how did they cope with them successfully in the past.  
Example: You said this isn't the first time. How did you handle this before?  
What is different this time from before?

## **Putting it all together - Safety and Security**

- Be aware of the scene.
- Maintain proper distance.
- Assume an open and non-threatening posture.
- Maintain calm and steady tone, volume and cadence in your voice.
- Clear non-essential personnel. If you have an audience you are more likely to have a show.

## **Be sure to do a CHECK on yourself. Make sure you are:**

- C entered with appropriate distance, with:
- H ands hanging
- E asy slow gestures
- C alm voice
- K ind eyes



# Community of Faith Mission

## INCIDENT REPORT

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Name(s) of person(s) involved: \_\_\_\_\_

\_\_\_\_\_

Name of Congregation: \_\_\_\_\_

Description of Incident: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Outcome: \_\_\_\_\_

\_\_\_\_\_

Follow up (if needed): \_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**F**

**BREAKDOWN/PACK UP  
END OF THE WEEK**



# Laundry Instructions

**Congregations' hosts/partners will use Merrimac Center for laundry services.** This facility is next to the jail at 9300 Merrimac Trail.

Contact information: Bill Orris 757-887-0225, Gina Mingee 757-887-0225.

## **BAGGING DIRTY LAUNDRY - \*\*\*PLEASE\*\*\* DO NOT OVERFILL BAGS DUE TO WEIGHT**

The shelter host/partner that works Sunday morning check-out, will direct guests to separate their own laundry and place them in the laundry bags. Volunteers will not handle the bags until all guests have finished. The morning crew will set out laundry bags with black handles in four spaced areas. The laundry bags are in a clear tote labeled LAUNDRY BAGS

- Flat sheet (will need 1 to 3 bags)
- Blankets (will need 5 to 6 bags)
- \* Fitted Sheet (will need 1 to 3 bags)
- \* Bedding bags (1 bag) and pillowcases (1 bag)

Dirty Laundry is then loaded onto the trailer for the next host to drop off at the Merrimac Center

## **DROP OFF: Dirty laundry must be dropped off at the Merrimac Center by 10:00 a.m. on Tuesday.**

Volunteers, please go to entrance door next to the large garage door, ring buzzer and announce that you are dropping off laundry for COFM. The garage door will be lifted, and you are to drop laundry bags in designated area to the left/front (furthest away) of the garage.

- The dirty laundry is in white laundry bags with black straps inside the trailer or in a designated section of the host site.
- The Shelter Host/Partner who works Tuesday morning check-out will arrange to drop off laundry. **Dirty laundry must be dropped off at the Merrimac Center by 10:00 a.m. on Tuesday.**

## **PICKUP: Clean laundry must be picked up at the Merrimac Center between 2-4 on Thursday.**

Volunteers, please go to entrance door next to the large garage door, ring buzzer and announce that you are picking up laundry for COFM. The garage door will be lifted, and the clean laundry bags should be just inside of the garage.

- The Shelter Host/Partner who works Thursday check-in is responsible for picking up clean laundry. Clean laundry must be **picked up at the Merrimac Center between 2-4 on Thursday.**
- Please count and put the clean laundry back in the appropriately marked bins that are in the trailer. (Not the bins that you are using for the week.) This is generally done by the evening overnight team although the evening check-in could do so if they are not busy. **THERE SHOULD BE AN INVENTORY SHEET IN THE BIN.** Be sure to **update the inventory** numbers when adding the clean laundry to the bins. **If there is a shortage please notify the Executive Director right away (757-634-6787)**

1/2023

# End of Week Check List

- 1. On Saturday night, after all bedding has been given out for the night, please have volunteers take inventory of the contents of the bins used that week. Each bin has a loose piece of paper on the inside indicating the number of clean items remaining in the bin. Mark through any previous number and write the total number of clean items remaining in the bin.**
  
- 2. On Saturday night, fully charge the COFM phone for the next Host site.**
  
- 3. On Saturday night (to prepare for Sunday morning after the guests have checked out) please do the following before loading the trailer:**
  - Make sure all items are placed back into the correctly labeled bins so that nothing is left behind. (Don't forget to unplug night lights, charging towers, and put them back in the appropriate bin.**
  - Spray all mats with backpack sprayer filled with disinfectant before loading any mats into the trailer**
  - Make sure all Intake binders, volunteer log, bus pass log, and other log binders/books along with Electronics are put in the rolling tool cart to go on the trailer. Be sure that the rolling cart is locked. The Shelter Phone and Set of trailer keys are in a separate bin that must be handed off in person from the Key Leader to the Key Leader at the next Host site.**
  
- 4. Loading the Trailer:**

**Please refer to Shelter Trailer Manual for loading next week's bins. This manual is located in the mobile unit and also in the rolling cart.**

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**SUNDAY MORNING TRANSFER**





## Breaking Down and Loading Up

- The shelter host/partner that works Sunday morning check-out, will direct guests to separate their own laundry and place them in the laundry bags. Volunteers will not handle the bags until all guests have finished. The morning crew will set out laundry bags with black handles in the designated area with signs. The laundry bags are in a clear tote labeled LAUNDRY BAGS

Flat sheet (will need 2 to 3 bags)

Fitted sheet (will need 2 to 3 bags)

Blankets (will need 5 to 6 bags)

Bedding bags and pillowcases (1bag each)

- **On Sunday morning after the guests have checked out, please do the following before loading the trailer:**
- **Make sure all items are placed back into the correctly labeled bins so that nothing is left behind. (Don't forget to unplug night lights, charging towers, heater and put them back in the appropriate bin.**
- **Spray all mats with backpack sprayer filled with disinfectant before loading any mats into the trailer.**
- **Make sure all Intake binders, volunteer log, bus pass log, and other log binders/books along with Electronics are put in the rolling tool cart to go on the trailer. The Shelter Phone and Set of trailer keys must be handed off in person from the Key Leader to the Key Leader at the next Host site.**

### Loading the Trailer:

- **Please refer to Shelter Trailer Manual (located inside the trailer by the side door or in the rolling check-in cart) for loading the trailer so that the next site has easy access and content travel is safe and secure.**
- **Transfer of Trailer/confidential materials from host site to host site: KEY LEADER, Please refer to the trailer transfer sheet provided to you at the beginning of the season in order to coordinate with the next host site.**