

Welcome to Immanuel Lutheran's Severe Weather Shelter

2018-2019



Offering life-saving shelter from freezing temperatures and inclement weather.

Immanuel Lutheran Church
8310 MacArthur Blvd., Vancouver, WA 98664

A partnership between Immanuel Lutheran, Council for the Homeless, Concerned Humans Against Poverty,

Housing Hotline: 360-695-9677

“... for I was hungry and you gave me food, I was thirsty and you gave me something to drink, I was a stranger and you welcomed me, I was naked and you gave me clothing, I was sick and you took care of me, I was in prison and you visited me.”

Immanuel Lutheran Severe Weather Shelter At-A-Glance

***The Severe Weather Shelter program operates with the following guiding values:
* Compassion * Acceptance * Accountability * Dedication * Teamwork * Respect * Integrity***

Population Served:	All are welcome to this low-barrier shelter aimed at saving lives. Because we may have children onsite, sex offenders are not allowed. Well-behaved pets are allowed.
Welcoming Environment	We recognize the main purpose of our shelter is safety from temporary severe weather. The approach is “behavior-based,” meaning our guest rules focus on behaviors that are safe, respectful, and responsible. (See Guest Agreement.)
Shelter Capacity:	Up to 24 people: 16 in in the fellowship hall, 4 in attached Sunday School room, and 4 in the entryway. Based on guests expected we will divide the sleeping appropriately.
Hours of Operation:	Guests are invited to be onsite 7:00PM-7:30AM
Days of Service:	Declared Severe Weather Events & on Wednesdays & Thursdays January 23 rd - March 28 th . We open when we have volunteer capacity for any given night.
Access:	Potential guests will call the Housing Hotline for screening and intake process. Guests make a reservation if we have an opening for them.

Volunteers:	Shifts are 6:30pm-12:00am Set up (2-3 volunteers) 12:00am-5:30am (2 volunteers), 5:30am-8am (2-3 volunteers). Youth age 12-18 may volunteer with a parent.
Bedding Supplies:	Mats, sheets, blankets, disinfectant wipes, jumbo Ziploc bags
Laundry:	Volunteers will arrange to pick up and do the laundry over the weekend.
Food:	Pre-packaged dinner and breakfast items will be available 7-9pm and 6:15-7:15am.
Day Use Facility:	Guests leave the building by 7:30AM. They cannot store their belongings on site even if they hope to come back in the evening.
Transport:	Depending on weather, outreach workers & partner organizations may transport guests to the church. Many guests walk, drive their own car, or use the bus.
Other Groups in Building	Other groups use our building. If they meet during severe weather, we will work with them to flex the use of open spaces.

Evening Guest Schedule: Check-In/Arrival between 7pm-9pm*. Quiet time 9:30-10pm.
Lights out 10pm-6:30am. *Late arrival arranged by Hotline upon request.

PROGRAM HISTORY

During the winter of 2016-17, the Portland-Vancouver area had fifty-four days of severe weather, defined as temperatures of less than 32 degrees and/or a snow event. Four people in Portland died as a result. Vancouver had no deaths, due in part to action by concerned groups in the community. Based on the 2017 Point in Time count of people who were unsheltered, it was estimated that an additional 150 'beds' would be needed throughout Clark County beyond what is available in the WHO and SHARE shelters. In response, Kate Budd (Council for the Homeless), James Tolson (Concerned Humans Against Poverty (CHAP)), and representatives from other community groups planned to provide overnight shelter on nights when Council for the Homeless declared a severe weather event. In order to save lives in this way, it required many entities partnering to provide space, supplies, food, volunteers, and transportation. During the winter 2017-18, Immanuel Lutheran Severe Weather Shelter served 81 individuals on 5 severe weather nights and on Wednesdays and Thursdays during a 5-week period. Partnering with other congregations such as Beautiful Savior Lutheran, Living Hope, and St. Matthew in Washougal, ILC Severe Weather Shelter (SWS) was able to be part of a system that served 330 guests Monday-Thursday nights for 5 weeks and 1031 guests on 27 severe weather nights. Anticipating similar need this upcoming winter, ILC plans to serve as a Severe Weather Shelter December 2018 – March 2019 and open on Wednesdays and Thursdays January 23rd – March 28th. This will be done in partnership with other congregations organized by the Severe Weather Task Force called by Council for the Homeless.

HEALTH & SAFETY TIPS

Health in Shelter:



Physical symptoms to be concerned about include coughing, disorientation, expressed dizziness or appearing to be overly exhausted (lethargic). These could be just from living on the streets, but they could be symptoms of a sickness that needs treatment at a medical facility. Remember that many signs of mental illness are sometimes similar to intoxication and /or drug abuse. If a guest asks for you to contact 911, please do not hesitate to call.

Medical Emergencies:

If any of the following medical emergency conditions are present, call 911 and request an ambulance immediately. Do not transport the guest to the hospital.

- Severe vomiting or blood present in vomit
- Difficulty breathing
- Profuse bleeding
- Dizziness or Seizures
- Suspected broken bones
- Injury as a result of criminal assault
- Complications of pregnancy
- Drug overdose, suicidal ideation or attempt
- Intermittent consciousness or any instances of unconsciousness



1. If an ambulance is called and the guest is unable to communicate with medical personnel, you may provide medics with the guest's name, age, gender, medical history, medications, and emergency contact number, if one has been provided. You may provide your observations in

terms of behavior and the guest's symptoms. However, safeguard the guest's confidentiality in all other matters.

2. An incident report will need to be completed and left for the Pastor. The incident should be noted in the volunteer log.
3. In medical emergencies, do not provide treatment except for basic first-aid and CPR. This includes over the counter medications, water, laxatives, antacids, aspirin, Tylenol, or any other substance or procedure. These may worsen conditions, mask symptoms, or complicate medical treatment.
4. Should an adult who has children be transported to the hospital, the following rules will apply to the care of any minor children remaining on site:
 - i) If the hospitalized guest is in shelter with an adult partner, it will be assumed that the remaining adult will take responsibility and supervision of the child/ren.
 - ii) If the hospitalized guest is a single parent, the emergency contact person should be called immediately. If no such contact person is stated on the guest's information card, attempt to get a name and number from the guest.
 - iii) No child shall leave the premises with another person, including the emergency contact, unless there is written consent from the parent.
 - iv) Under NO circumstances is a child of any age to be left alone and/or unattended.
5. **If a confirmed shelter guest returns from the hospital during the night, check the log for any additional information and readmit the person into shelter.**

Death in Shelter:

The following steps should be taken if death occurs in the shelter.

- Call 911 or designate a responsible person to call for you.
- Verify that the person is without a pulse and/or not breathing.
- If the death is beyond CPR, contact your congregational lead.
- Insure that you or a responsible person is comforting and staying with family members.
- The emergency medical technician or fireman who responds will contact the coroner.
- Take the necessary time to comfort and provide support to the other residents. Be calm.
- Document situation in the volunteer log.

Communicable Diseases and Safeguard Procedures:

Safety Procedures

Communicable disease guidelines in the shelter setting cover the handling of urine, feces, vomit, and blood. The following precautions are suggested to safeguard against many communicable diseases.

1. When handling urine-soaked bed linen, use rubber surgical gloves that have been provided.
2. Any dirty diapers must be taken out of the building and placed in an outside garbage can, immediately. A trash can is available in the courtyard for this purpose. They may not be disposed of in the restrooms, or any other interior garbage can.
3. Any linen or clothing that contains feces or vomit may be rinsed in the restroom sink. The sink will then need to be cleaned out with bleach water in order to avoid spreading germs. Rubber or surgical gloves must be worn. Alternately, soiled bedding or clothing may be discarded and placed in the courtyard trashcan.

4. All used linen must be washed before offering to a new resident. No blankets, sheets, pillows, or any other such similar items may be returned to linen storage or offered to another resident without first being washed.
5. Use surgical gloves when bandaging any injury in which the skin is broken and blood is visible. This includes nosebleeds. If at all possible, have the guest (or parent, if the injured party is a minor), apply the necessary bandages themselves.

Communicable Diseases

The facility will have face masks available to provide to people if they are very sick. The households can also be placed in a more secluded section of the facility as a precautionary measure. If the individual has head lice, a shower cap will be provided to them by staff at time of their intake, and is expected to be worn throughout the evening.

Smoking

Smoking is not allowed anywhere inside the host site. **Smoking is permitted from 7:00-9:00pm outside in designated area away from entry doors and windows.**

Drug and Alcohol Policy

Drugs, alcohol and/or paraphernalia are not allowed on any of the host site properties, including the outside perimeter.

Sexual Activity

Due to the environment in which our guests will be residing, sexual activity will not be allowed. This includes inside the building and the outside perimeter as well as the parking lot.

Conflict

If conflict occurs between one or more guests, **mediation** and **conflict resolution** may be available and is encouraged whenever possible. If the guests cannot become respectful of each other, one or all guests involved will be asked to leave. If the situation continues to escalate, is unmanageable, becomes violent or threatening, call **911** immediately. An incident report will document the incident in the volunteer log.

Emergency Evacuation

In the case of fire – Get everyone out of the building as quickly as possible using the most logical route away from the fire. Move to the parking lot in front of the church and leave space from emergency vehicles to enter. If possible take the guest register to make sure everyone is accounted for.

In the case of earthquake – Move people out of the building as quickly as possible.

Move to the parking lot in front of the church. In all cases, use common sense, move with determined speed and make sure all people are accounted for as you move from place to place.



Medication Policy

1. Guests will be responsible for their own medications or the medications of their children. It is important that medications are kept out of reach of children and in a prescription bottle.
2. No medication may contain any active alcohol.
3. Volunteers will not hand out any medication.

Safety and De-escalation Tips

Instinct

It is your internal alarm system that will help guide you to safety. Trust it!

Assertiveness

When responding to threatening or escalating situations, remember to act assertively. Acting passively or aggressively is not recommended for dealing with safety.

Know your limits and set them.

Three-Step Model of Assertiveness

1. Name it (name the behavior)
2. Frame it (put a boundary, a frame on the behavior)
3. Change it (changing the situation)

Example: Shelter guest is very angry that someone else took their sleeping spot from last night.

1. Name It: Your voice is very loud.
2. Frame It: In this shelter we ask everyone to speak respectfully in an indoor voice.
3. Change It: I am happy to help try to identify a new sleeping area you have lowered your voice.

Escape Options

There are always ways to get out of a challenging situation. Here are a few examples.

- Moving Away: Moving to Safety
- Verbal Defense: Negotiating, three step model
- Waiting
- Unexpected Behavior: Do the opposite of what someone expects.

Tips for working with someone who is altered

(substance use or mental health symptoms)

- Disengage and call 911
- Be non-judgmental and focus on feelings.
 - Hearing voices must be scary.
- Be honest
- Don't trust previous relationships
- Use a broken record technique (repeating same request over and over)
- Respond selectively, don't over talk
- Try not to argue

De-Escalation Skills

Internal Strategy

- Take a breath, stay calm, use positive self-talk.

External Strategy

- Know your exits, where are potential threats, etc.

Body Language

- Hand Gestures are non-threatening.
- Hands in sight and in front of body
 - Out of pockets or behind back.
- Be calm and Relaxed
- Have Neutral facial expressions.
- Alert and relaxed posture (shoulders relaxed, standing straight)
- Active, relaxed listening posture by leaning forward.
- Minimize movement: slow, non-repetitive
- Intermittent Eye Contact
- Distance for their personal space (at least 2 arm lengths)
- Stand at 45 degree angle.

Keys to De-escalation Success

Voice Quality

- Firm
- Calm
- Lower your voice
- Slow
- Even-toned voice

Interaction Tips

- Use short, simple sentences
- Ask open-ended Questions
- Communicate clearly and consistently
- Set Conversation limits: If more than one issue exists, focus on one select issue.
- Use their name
- Avoid using but, even or however as they negate the message. Use "and" instead.
- Never touch someone

*Adapted from Portland Police Bureau WomenStrength Program.

Volunteer Expectations

Immanuel Lutheran's Severe Weather Shelter affirms expectations for volunteers laid out for WHO.

Values

The Severe Weather Shelter program has identified the following as the guiding values:

- * Compassion * Acceptance * Accountability * Dedication
- * Teamwork * Respect * Integrity

It is the expectation that Severe Weather Shelter volunteers will embrace and exhibit these values at all times during their service with the guests.

Confidentiality

Please remember that we are bound by the trust people place in us to keep their conversations confidential. Small bits of information shared with someone outside the program (such as a spouse, best friend, roommate, church member, pastor, former volunteer) may seem harmless to you, but may identify a guest, story or issue you have been entrusted with. People who violate this trust will not be permitted to continue volunteering.

All discussions that take place within the scope of your involvement with the guests and the program will remain confidential.

The purpose of this policy is:

1. To protect guests' identities and treat each with the care and dignity we would want for ourselves.
2. To provide protection and safety for our volunteers.
3. To nurture the commitment of trust among ourselves.

All volunteers must sign the Confidentiality Statement found on the last page of this packet, which is signed by each volunteer every year.

Boundaries

It is expected that all volunteers will conduct themselves in a friendly, but professional manner when interacting with guests. Volunteers should be aware that the perception of favoritism is detrimental to guests and to the community. All guests should be treated equally and with respect by volunteers. It is imperative that all volunteers and staff have clear boundaries when working with the guests. When volunteers interact with guests, it is expected that respect be given and received on all sides. Conversations initiated by volunteers should be about appropriate, healthy topics that are never of a sexual nature. Conversations that become unhealthy should be re-directed.

Volunteers should not:

- Give or loan guests money or personal items.
- Take guests home.
- Provide or offer to provide transportation.
- Give special gifts that are not given to all other guests.
- Give, receive or exchange personal phone numbers with a guest.
- Enter a relationship with a guest where money or services are exchanged as a result of a connection with the program.

These gestures may seem like a "nice" thing to do, but please consider that these behaviors pose a serious violation of necessary boundaries and put both volunteers and guests in compromising and

sometimes dangerous situations. For example: Guests may begin to feel obligated to go home with someone who has been nice to them even if they do not really want to. These situations can escalate and become dangerous for the guests, the volunteers, the building and the continuation of the program. Please remember this is for your safety and the safety of our guests.

Questions to Consider in Examining Potential Boundary Issues

In each case, boundary issues may pose dilemmas for the volunteer and there may be no clear or obvious answer. In determining how to proceed, consideration of the following questions may be helpful.

- Is this in the guest's best interest?
- Whose needs are being served?
- Will this have an impact on the service being offered?
- Should I make a note of my concerns or consult with a leader?
- How would this be viewed by the guest's family or significant other?
- How would I feel telling a colleague about this?
- Am I treating this guest differently?
- Does this guest mean something 'special' to me?
- Am I comfortable in documenting this decision/behavior in the site log?
- Does this violate the volunteer expectations?

If you are concerned about whether or not a behavior is within the boundaries of your role as a volunteer, please contact a leader.

Physical contact

There are a variety of ways of using touch to communicate nurturing, understanding and support such as a pat on the back or shoulder, a hug or a handshake. Such touch can however, also be interpreted as sexual or inappropriate which necessitates careful and sound judgment. Volunteers must be cautious and respectful when any physical contact is involved, recognizing the diversity of cultural norms with respect to touching, and aware that such behavior may be misinterpreted. Please ask permission before hugging or moving into the personal space of a guest.

Discrimination

Guests with documented physical and/or mental health disabilities are not to be discriminated against. Please remember that they may have restrictions placed on them by their doctor. All volunteers need to be sensitive and understanding about our guests' restrictions and needs.

Guests should not be discriminated against based on sexual orientation, race or religion.

Discrimination practices and/or inappropriate behavior by volunteers include but are not limited to:

- Showing favoritism towards guests
- Treating others differently due to sexual orientation, religious beliefs or preferences
- Treating others differently due to age, race or gender
- Volunteers are discouraged from discussing their own sexual orientation or religious beliefs with guests in a manner that could be interpreted as threatening or disrespectful to the guest.

Please sign and return the "Confidentiality Agreement" which will be kept on file with the church office.

Location:

Immanuel Lutheran Church
8310 MacArthur Blvd.
Vancouver, WA 98664
360-694-6441 (Church office phone)
(Parking lot entry from Lieser Road)

Nightly Schedule

6:30pm – Volunteers arrive at host site to set up facility & prepare for guest arrival

7:00pm – Guests arrive; sign-in

7:00pm – 9:00pm – Hospitality

9:00pm – Guests getting settled in bed and doors locked (no re-entry after this time)

10:00pm – 6:30am – Quiet time and sleeping

7:00am – Guests awaken, eat breakfast, disinfect & put away sleeping mats & bedding

7:30am – Guests leave for the day; volunteers complete a few last clean up items

Volunteer Tips

1. Volunteers needing to stay here due to inclement weather may sleep in the sanctuary.
2. Site telephone in the kitchen is for use by volunteers only.
3. Transportation of guests is not allowed. It can become very difficult to say no, and to decide who 'gets to go' and who doesn't, as well as a matter of safety.
4. If a guest is intoxicated, smells of alcohol, or is under the influence an illegal substance, they will be permitted to stay on property as long as their behavior is non-disruptive and safe for all.
5. Animals are allowed to stay in the entryway with the guests as long as their behavior is non-disruptive and safe. Kennels will be available for pets that roam.
6. Call 911 if you witness incidents of physical and/or emotional abuse.
7. Do not confirm, to anyone, whether or not a guest is present.
8. Always use rubber gloves when providing first aid care.
9. No medication will be handed out to guests by volunteers.
10. All personal property of guests is to be stored next to their mat in their individual space. Personal belongings are not to be stored for anyone for any reason.

Evening Volunteer Responsibilities: *Please arrive at 6:30pm for setup.*

(Wednesday Leads please arrive at 5:30p)

1. Setup

- a. Pre-setup involves arranging the Storage Closet, including: stacking tables; stacking chairs in back of closet; stacking bins of pillows, blankets, bedsheets, towels from Outside Storage Shed on left side of Closet; placing Daily Use Bins from Closet Shelf on the Kitchen counter.
If this is not completed, please get other volunteers and/or guests to help you.
- b. Setup Intake Station
 - i. Setup a table and chair in the entryway.
 - ii. Take Filing Box and Lock Box from Storage Closet to Intake Station in the entryway and hold onto the keys.
 - iii. Set out Guest Information Sheets, Resource Half Sheets, and Volunteer Folder with Guest Roster and Guest Bed Sheet.
- c. Setup the Meal Station
 - i. Setup two meal tables with chairs close to the kitchen but not blocking the north-side exit or the south-side Storage Closet.
 - ii. Make hot water in medium coffee pot and make coffee in fast pot maker (use ½ cup decaf coffee, place pot underneath, turn on coffee maker, pour a pot of water into the top).
 - iii. Set an assortment of evening meal items on the long brown table, such as soups and noodles, snack bars, fruit, coffee, tea bags, hot chocolate, hot water, etc.
- d. Setup Sleeping Area
 - i. Open the Outdoor Storage Shed using the little key for easy access.
 - ii. Dog and cat supplies are in the Shed along with extra supplies.
 - iii. Have guests help you bring in sleeping mats (careful not to slip).

2. Intake (Station one volunteer at the Intake Station)

- a. Unlock doors at 7pm for guest arrival.
- b. Warmly greet each guest and ask if they have previously signed a Guest Conduct Agreement.
- c. Review Guest Conduct Agreement with each new person and have them sign a copy to file in back of file folder.
 - i. Make sure to point out where sleeping room, bathrooms, and smoking station (north-side of building by pink recycling bin) are located.
 - ii. Make sure to point out that we are a weapon, drug/alcohol, and sex free site, so guests who have either are asked to place the first two in the lock box.
 - iii. Say guests are asked to help us keep the building clean as it is a multi-use facility.
 - iv. Say guests are asked to help keep the grounds clear by arriving at or after 7pm as it is a multi-use facility. Intake is open from 7pm-9pm.
 - v. Say that once doors are locked at 9pm, guests will not be let back in if they leave.
 - vi. Give guests an extra copy of guest agreement and the Resource Half Sheet.
- d. Check-in guests on the Roster in the Volunteer Folder and if indicated on the roster mark whether they plan to come the next night.

- i. Guests must call the Housing Hotline from 9am on each day to get a spot unless the roster invites them to sign up for the next night with us.
 - ii. Let guests know if they need an early wake up call or a later arrival exception due to employment, they need to let the volunteer know who will make note of it.
 - iii. Remind guests that animals and kids must be supervised by guardian always.
- e. Invite them to enjoy some snacks and have a pleasant rest.
- 3. Meal & Bedding (Station one volunteer at the Meal Station)
 - a. Interact with guests and keep food and drinks stocked.
 - b. Wash dishes and then sanitize using the instructions above the sanitizer.
 - c. Cleanup food and meal station after people have stopped eating just before 9pm.
 - d. Give each guest a set of bedsheets, a blanket, a pillow, and a blue Ziploc bag (have them put their name on it using blue tape and permanent marker found in lock box).
 - i. Each time let guests know bags are for bedding only if they are returning and that we cannot store any personal items.
 - ii. Let guests know we ask they clean their mats (on each side) and empty blue bags (inside) with a Clorox Wipe in the morning. We appreciate this help.
- 4. Sleeping
 - a. Lock doors at 9pm and lower lights. Lock Outdoor Storage Shed as well.
 - b. Make sure all guests have what they need for sleeping.
 - c. Fill out a Bed Sheet with guest names in sleeping locations in case of emergency or wake-up calls.
 - d. Guests with animals are placed in the entryway. Kennels are available if needed.
 - e. Families are welcome to place mats together and one large family with tiny ones may be placed in Sunday School room with the sliding doors remaining 3 feet apart always.
 - f. Guests near exit need to know we need to maintain a 3 foot path.
 - g. Guests need to know nothing may be placed in front of heaters.
 - h. It is mandatory that fire/safety check be completed and documented every 30 minutes.
 - i. If time allows, please make a pot of caffeinated coffee and place carafe, cups, and granola bars in library for overnight volunteers and early risers.
 - j. Lights out at 10pm.

Evening shift ends at 12:00am. Thank you for serving!

Overnight Volunteer Responsibilities: *Please arrive at 12:00am for shift.*

- 1. Arrival
 - a. Make sure to get keys from Evening Shift Volunteers and listen for early wake-up calls or special notes.
 - b. Setup in Library and please speak quietly to avoid disturbing sleep.
- 2. Supervision
 - a. It is mandatory that fire/safety check be completed and documented every 30 minutes.
 - b. Please stay awake and respond to any guests needs that arise.
 - c. Please call 911 in case of emergency, 311 for non-emergency, or Lead Volunteer for Shelter concerns.

Overnight shift ends at 5:30am. Thank you for serving!

Morning Volunteers Responsibilities: *Please arrive at 5:30am for shift.*

1. Arrival
 - a. Make sure to get keys from Overnight Shift Volunteers and listen for early wake-up calls or special notes.
 - b. Setup in Library and please speak quietly to avoid disturbing sleep.
 - c. It is mandatory that fire/safety check be completed and documented every 30 minutes.
2. Setup the Meal Station
 - a. Enter kitchen at 6am for setup.
 - b. Make hot water in medium coffee pot and make coffee in fast pot maker (use ½ cup caffeinated coffee, place pot underneath, turn on coffee maker, pour a pot of water into the top).
 - c. Set an assortment of morning meal items on the long brown table, such as oatmeal, snack bars, fruit, coffee, tea bags, hot chocolate, hot water, etc.
 - d. Set out bread, peanut butter, jam, sandwich bags, and toaster for people to make lunch.
3. Meal & Wake-Up (Station one volunteer at the Meal Station)
 - a. Gradually begin turning on lights at 6:30am. Unlock Outdoor Storage Shed and Front Doors.
 - b. Interact with guests and keep food and drinks stocked.
 - c. Wash dishes and then sanitize using the instructions above the sanitizer.
 - d. Cleanup food and meal station after people have stopped eating just before 9pm.
 - e. Set out Clorox Wipes for guests
 - f. Give guests a cheery wake-up call at 7am with lights fully on
 - i. Let guests know breakfast is available and sandwiches may be made to go.
 - ii. Remind guests to please take all personal items with them.
 - iii. Let guests know we ask they please use Clorox Wipes to clean their mats on each side and inside of blue bags (if not returning). We appreciate this help.
4. Cleanup
 - a. Mats and blue bags can stacked in Sunday School room if guests are returning.
 - b. Mats need to be stacked in Outdoor Storage Shed if guest aren't returning.
 - c. If guests aren't returning, set out black garbage bags for blankets, a white bag for towels, and cloth hampers for bed sheets.
 - d. Guest are often happy to help you if you ask.
 - e. Use push broom to sweep entryway, sleeping area, and kitchen.
 - f. Put away all food items around 7:15am and wipe counters and tables with Clorox Wipes.
 - g. Using gloves, wipe bathroom counters and toilet seats with Clorox Wipes.
 - h. On last day of Shelter Run, place laundry bags in front of piano or pull out chairs from Storage Closet to place laundry bags in back of closet.
 - i. Lock up Outdoor Storage Shed, Front Doors, place keys in lock box, and place lock box and file folder box in Storage Closet.
 - j. Call Volunteer Lead to report roster unless roster indicates that task is completed.

Morning shift ends at 8am. Thank you for serving!

Volunteer Application with Confidentiality Policy & Waiver Agreement

Volunteer Name (Printed): _____

Volunteer E-mail: _____

Best Phone Number to Reach You: _____

Group/Organization: _____

Availability: _____

Please remember that we are bound by the trust people place in us to keep their conversations confidential. Small bits of information shared with someone outside the program/project (i.e., spouse, best friend, roommate, church members, etc.) may seem harmless to you, but may identify a person or issue you have been entrusted with. Persons who violate this trust will not be permitted to continue volunteering. All discussions that take place within the scope of your involvement with the guests and the program will remain confidential. If you have a question concerning this policy, contact a leader.

The purpose of these policies is:

1. To protect identity of clients and treat each with care and dignity we would want for ourselves.
2. To provide protection and safety for our volunteers.
3. To nurture the commitment of trust among ourselves.

I Affirm That:

I shall respect the privacy of guests and hold in confidence all information obtained in the course of volunteering. I will not disclose guest confidences to anyone except: (1) as mandated by law; (2) to prevent clear and immediate danger to a person or persons; (3) if there has been a "release of information" signed by the guest; (4) while serving at the Severe Weather Shelter with the aim of helping the guest.

I shall possess a professional attitude and uphold confidentiality towards guests, co-volunteers, and any sensitive situations arising in the program. Upon conclusion of volunteer service, I shall maintain guest, co-volunteer, and program confidentiality. This Confidentiality Policy applies during and after my participation with the Severe Weather Shelter.

I am applying to perform certain volunteer services related to the Severe Weather Shelter. I acknowledge that my participation is completely voluntary. In consideration of my being allowed to participate in this volunteer community service; I, the undersigned, for myself, my heirs, and assigns hereby release and discharge Immanuel Lutheran Church, for any claims for damages or injury I may incur resulting from my participation in this volunteer community service. I understand that my indirect or direct participation with the program may involve risk of injury and/or illness.

This is to acknowledge that I have read, understand, and agree to the Confidentiality Policy & Waiver Agreement.

Volunteer Signature (First & Last)

Date

Policies & Agreement for Youth Volunteers

Youth are age 12 and over

Volunteer Name (Printed): _____

Volunteer Contact Email: _____

Best Phone Number: _____

The Purpose of These Policies is:

- To protect the privacy of shelter guests
- To ensure the community's continued trust in the program
- To ensure the safety of guests, volunteers, and of the shelter sites

Boundaries:

- Never* share information about shelter guests—even small, personal details—with anyone outside the program, such as a best friend, roommate, church member, etc., even if you are no longer volunteering.
- Never* take photographs of shelter guests without their express written consent.
- Never* exchange cell phone numbers, emails, or other contact information with shelter guests.
- Never* give out money or special gifts that are not given to all other guests.
- Never* offer to take guests home, or to give them rides.

Please remember this is for your safety and the safety of our guests. Persons who violate this trust will not be allowed to continue volunteering. If you have a question about this policy, speak with a shelter leader.

By Signing Below:

- You state that you have read and understand this agreement.
- You agree to follow the above boundaries policies.
- You agree to conduct yourself in a professional manner while volunteering.
- You agree to respect the privacy of all shelter guests.
- You agree to release all program partners from any liability for damages, loss, injury and/or illness resulting from your volunteering with the program.

Volunteer Signature _____ Date _____

Guest Information

We are pleased to welcome you into this space where we hope you find warmth, safety, welcome, and rest. In order to ensure this, it will take all of us working together to create a pleasant environment. Therefore, please read this sheet containing information about our schedule, facilities, and routine and let a volunteer know if you have any questions.

Location: Immanuel Lutheran Church (Parking lot entry from Lieser Road)
8310 MacArthur Blvd., Vancouver, WA 98664
360-694-6441 (Church office phone)

Nightly Schedule

6:30pm – Volunteers arrive at host site to set up

7:00pm – Guests arrive; sign-in

7:00pm – 9:00pm – Hospitality

9:00pm – Guests getting settled in bed and doors locked

9:30pm – 6:30am – Quiet time and sleeping

6:30am – Guest wake-up call, light breakfast, cleanup time

7:30am – Guests leave for the day; volunteers complete a few last clean up items

Routine

LENGTH OF STAY – Immanuel’s Severe Weather Shelter is open when Council for the Homeless declares a Severe Weather Event, so beds are given on a first-come first-served basis.

REGISTRATION —Guests are welcome to arrive between 7pm-9pm and are asked to please register (sign in, receive a bed spot, and get a tour of the area).

QUIET HOURS – For the comfort of all, everyone is asked to remain quiet from 9:30pm until 6:30am. Please let a volunteer know if you need an early wake-up call.

LEAVING THE FACILITY – For the safety of all, church doors are locked at 9:00pm, so it will not be possible to re-enter the church after that time. Wake-up call will be at 6:30am and all guests are asked to exit by 7:30am.

Facilities

SMOKING – A designated smoking area is available on the north side of the parking lot from 7-9pm and 6:30-7:30am. For safety reasons, please do not smoke or use an open flame inside the building.

PERSONAL BELONGINGS – Immanuel’s Severe Weather Shelter is not able to offer storage of personal belongings, so please take all personal belongings with you when you leave.

PETS – Pets are welcome unless they become a danger to the community. The church entryway is the designated pet area. Owners are asked to remain with their pets or place them in a kennel and to clean up after their pets.

CHILDREN – Children are welcome at the shelter as long as they are attended by their guardian.

MEALS – We can offer evening snacks and cold breakfast items at designated times. You are encouraged to eat at Share’s Hot Meal Program during any of the following times:

Breakfast 6:30 – 6:45am Monday – Friday, 9:00 – 9:30am Saturday and Sunday

Lunch 11:30 – 1:00pm Mon. – Fri. (not available on weekends)

Dinner 5:00 – 5:30pm Mon. – Fri. 3:30 – 4:00pm Saturday and Sunday

Guest Agreement

As mentioned above, we must all work together to ensure that Immanuel’s Severe Weather Shelter is a place where all can find warmth, safety, welcome, and rest. Our volunteers have agreed in writing to participate in creating such an environment and we ask you, our guest, to do the same. Therefore, please read the following community guidelines that we ask you to follow in order to stay here and sign below to state your agreement.

PERSONAL BELONGINGS – Each person is responsible for his/her own belongs and Immanuel and its volunteers are not responsible for lost or stolen property. Please check for your belongings upon exiting, as any item left may be discarded.

FAMILIES – Children and/or pets are the responsibility of their parents/guardians and must be accompanied by their parent/guardian at all times (unless a pet is kenneled in the designated area). Physical and emotional abuse cannot be tolerated. If a minor arrives or is left at the facility without his or her parent/guardian the police and/or Child Protective Services (CPS) may be called, so you are encouraged to provide volunteers with an emergency contact person.

HEALTH – If you know that you or your child has head lice, please notify the lead volunteer upon your arrival. A hair cover will be provided for you to wear.

CLEANUP – Guests are asked to help keep the facilities clean by picking up after themselves, disinfecting mats after use, and putting bedding in a labeled bag for storage in case of another severe weather night the same week.

ALCOHOL, ILLEGAL DRUGS, WEAPONS – Alcohol, drugs, and weapons are not allowed on the premises. Please discard any items before entering or place them in a lock box provided by the volunteers.

SEXUAL ACTIVITY – Due to being a public environment, sexual activity is not allowed in the building, parking lot, or outside perimeter.

VISITORS – For safety and security reasons, guests are not allowed to have animals or people sleeping in their vehicles or anywhere else on the host site property outside designated areas.

By signing this document you are agreeing to follow these guidelines in order to help us create a safe and respectful environment.

Signature: _____ Date: _____

Emergency Contact (*Optional*): _____ Phone: _____