

SEVERE WEATHER SHELTER SHIFT CHECKLIST

OPENING PROCEDURE (BEFORE 4PM)

Staff Stations		
Station	# of Staff	Staff Assigned
Bed Set Up	2	
Food and Check In Set up	2	
Outside Set up	2	

- Turn all lights on in shelter. Make sure heat is on
- Make a pot of coffee and ensure water heaters are on
- Ensure at least 70 bed spaces are available and set up
 - Put at each bed space:
 - Disposable cot cover
 - Sleeping bag
 - Pillow and pillow case
 - Bed
- Turn restroom and port-a-pottie lights on
 - Tidy if needed
- Set up check in table. Wipe down if needed.
- Put out garbage cans with liners
- Put out shelter smoke buckets (ashtray)
- Be sure the Shelter sandwich boards are out
 - One pointing to the front door from the sidewalk
- Turn over "Shelter open/closed" sign to open
- Make sure resource print outs and list are stocked
- Put out clipboards and pens on check in table
- Paperwork that should be prepped for guests
 - Sign in sheet

- Shelter agreements
- HMIS Release
- Medication Holding Release and Guidelines
- ☐ Make sure shelter binder is accessible to staff
- ☐ Make sure misc. supplies are stocked: masks, first aid kit, syringe container, shelter cards, sanitizer, Narcan.
- ☐ Put out Comment box on table. Place cards and pen on top.
- ☐ Stock coffee and food table
- ☐ Set up canopy in smoking area
- ☐ Turn on light in smoking area
- ☐ Unlock bathrooms
- ☐ Set up security chair in main hall
- ☐ **Before 3:50 – Shift lead will get team together for a safety debrief with staff for the night**
 - Make sure to cover ODs/Medical Response
 - Talk about reality of ODs and medial events with the communities we are serving
 - Remind we want the guest to accept or decline medical services directly to the emergency responder. We call 911 and do not decline medical services for guest.
 - Remind staff to always communicate with each other
 - Remind team to watch how long people have been in restrooms to preform safety checks
 - Remind staff to stay at stations and talk to lead if they would like to leave or take a break

At the end of your shift, be sure to leave notes in the Shelter Shift Log about events during the shift. Be sure to note any verbal warnings you had to give to any shelter guests.

SEVERE WEATHER SHELTER SHIFT CHECKLIST

4PM – 9PM

Staff Stations		
Station	# of Staff	Staff Assigned
Guest Check In	2-3	
Main Hall/Bathrooms	2	
Smoking Area	1-2	
Food Station	1 (+Volunteers)	

- Unlock door at 4
- Check guests in, ensure they understand the rules by offering to explain them to them or that they can read through them and come to staff with questions
- Check guest contraband in and locked room. (Guest signs in and tags items. staff locks in the box)
- Lock the door at 9 pm and monitor the door for approved ins and outs (per policy)
- Maintain a pot of coffee and hot water. Ensure coffee counter is stocked with cups, cream, sugar, tea. Put out snacks. Be aware of dates on containers and discard old food.
- Help guests as needed.
- Ensure garbage cans have liners and aren't too full.
- Guest that leave the SWS and do not return by 8pm may loose their bed to guest that are seeking a space**
- Those using the phone space should have a 10 min max unless reasonable exception is made.

Please note: Checking guests in is the priority during this time. Other than the heat, lights, and beds, take care of other tasks during check-in downtime or after 9 pm.

At the end of your shift, be sure to leave notes in the Shelter Shift Log about events during the shift. Be sure to note any verbal warnings you had to give to any shelter guests

DATE: _____

STAFF AND VOLUNTEERS PRESENT

STAFF NAME PRINTED	INITIAL

SEVERE WEATHER SHELTER SHIFT CHECKLIST

9PM – 12:30AM

Staff Stations		
Station	# of Staff	Staff Assigned
Check in table and storage	1-2	
Smoking area	2	
Main Hall/Bathrooms	3	

- Lock door after 9pm
- Enforce the 10 pm lights-out rule
- Monitor front door for approved ins and outs (accompanied by emergency responder)
- Tidy restrooms, clean as needed
- Answer questions, provide support to guests as needed
- Periodically monitor parking lot activities
- Monitor noise levels of smoking/bathroom area as guests utilize the space
- File all new guest documents
- Check on any guest that are in the restroom and smoking areas during night hours over 5-10 min
- Bring in sandwich boards

At the end of your shift, be sure to leave notes in the Shelter Shift Log about events during the shift. Be sure to note any verbal warnings you had to give to any shelter guests.

DATE: _____

STAFF AND VOLUNTEERS PRESENT

STAFF NAME PRINTED	INITIAL

SEVERE WEATHER SHELTER SHIFT CHECKLIST

12:30AM – 6 AM

Staff Stations		
Station	# of Staff	Staff Assigned
Check in table and storage	1-2	
Smoking area	2	
Main Hall and Bathrooms	3	

- Debrief with first shift (3:30-12:30) team before they leave
- Shift lead will get team together for a safety debrief in break area with staff at beginning of 2nd shift**
 - Make sure to cover ODs/Medical Response
 - Talk about reality of ODs and medial events with the communities we are serving
 - Remind we want the guest to accept or decline medical services directly to the emergency responder. We call 911 and do not decline medical services for guest.
 - Remind staff to always communicate with each other
 - Remind team to watch how long people have been in restrooms to preform safety checks
 - Remind staff to stay at stations and talk to lead if they would like to leave or take a break
- Monitor noise levels of smoking/bathroom area as guests utilize the space
- Tidy restrooms, clean as needed
- Answer questions, provide support to guests as needed
- Periodically monitor surrounding sidewalks
- Periodically monitor sleeping area to ensure safety
- Periodically monitor parking lot activities
- Check on any guest that are in the restroom and smoking areas during night hours over 5-10 min

SEVERE WEATHER SHELTER SHIFT CHECKLIST

5 AM – 9 AM

Staff Stations		
Station	# of Staff	Staff Assigned
Guest Check In	2-3	
Main Hall/Bathrooms	2	
Smoking Area	1-2	
Food Station	1 (+Volunteers)	

- Make a fresh pot of coffee and set breakfast foods out on the coffee bar
- Check on any guest that are in the restroom and smoking areas during night hours over 5-10 min
- Provide wake up calls at 6:30am and encourage guest to get moving (unless the shelter is open during the day)
- Give each guest a trash bag to bag up their bedding
 - If shelter is open multiple nights have guest that intend to return label their bag for safe keeping (use blue tape and sharpie)
 - If shelter is closing for multiple nights all bags will be brought to the laundromat to be washed
- Provide disinfectant wipes to sanitize the beds space.
- Replace cot covers that are soiled
- Return stored items to guests
- Wipe down volunteer spaces
- Clean restroom thoroughly. Wipe down all surfaces and sweep floor.
- Empty garbage.
- Ensure guest intake documents are collected and stored
- Disinfect handles and surfaces after all guests are exited
- Sweep/Mop throughout

SEVERE WEATHER SHELTER SHIFT CHECKLIST

CLOSING PROCEDURE

- Place all intake documents in assigned storage
- Empty and bring in cigarette disposal (ashtrays)
- Wipe down tables and chairs
- Turn over "Shelter open/closed" sign to closed
- Place all bagged bedding along the wall in waiting area to be laundered.
- Sanitize all beds and tables
- Thoroughly scrub coffee pot.
- Wipe down all kitchen surfaces.
- Clean serving pots
- Take out trash
- Wipe down both bathrooms
- Make sure the back door and front doors are locked
- At the end of the season, throw away all food (or donate unused items to Food Bank.)

At the end of your shift, be sure to leave notes in the Shelter Shift Log about events during the shift. Be sure to note any verbal warnings you had to give to any shelter guests.

DATE: _____

STAFF AND VOLUNTEERS PRESENT	
STAFF NAME PRINTED	INITIAL

SEVERE WEATHER SHELTER SHIFT CHECKLIST

DAYLIGHT PROCEDURE 8AM-5PM

Staff Stations		
Station	# of Staff	Staff Assigned
Front Door	1	
Coffee Food Table /Indoor Bathroom	1	
Smoking Area and Bathrooms	1	

No wakeup call is necessary on days where the shelter will remain open during the day.

If guests choose to leave the SWS during daylight hours, staff will **hold their bed for them until 6pm** the following day. For example, guests that stay through the night at the SWS on Friday will have their bed held for them until Saturday at 6pm. If a guest leaves the shelter and doesn't return by 6pm, their bed will be given to anyone waiting for a spot.

The SWS cannot exceed 100 beds due to fire code. We are not responsible for the safety of guest's items left on their cot while they are in or out of the shelter. Guests that would like to secure their items can lock up to two bags in the storage room.

During daylight hours these are the staffing stations

- **Front Desk:** One staff should be near the front door noting any guests coming or going through the day. The front door should remain locked through the day so that guests cannot re-enter without staff assistance. This is to manage the bed total. No new guests should be brought in till 5pm and only if there are available beds. If the SWS is full please put a sign on the front door indicating the space is full
 - **Main Hall and Indoor Bathrooms:** One staff should be near the bathroom to monitor bathroom exit and entry and insure no illicit substance are smoked inside. One staff should be monitoring the general milieu at the shelter.
 - **Food Station:** One staff should be near the drink/food station to keep everything stocked Please only leave out coffee drink items till 9.
 - **Smoking Area:** A staff person must continuously check the outside smoking area as long as there are guests in the smoking area. Staff from other stations should rotate stations so staff in the smoking area can stay warm. The security guard can also take shifts in the smoking area.
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- A complete head count should be done around 5pm to ensure what spots are available.
 - Communicate to the security guard that they should remain near the front desk of the SWS and patrol the smoking area through the day.

- Do not take new guests through the day.
 - This could lead to issues around bed count and managing intake forms. The front door will remain locked during daylight hours so staff is able to monitor who exits and enters.
- Keep drink and food area stocked
- Wipe down all kitchen surfaces.
- Sanitize both bathrooms and stock with toilet paper if needed
- Make sure front door is locked monitor entry and exit of guests
 - You can use the guest check in list to mark entries and exits

At the end of your shift, be sure to leave notes in the Shelter Shift Log about events during the shift. Be sure to note any verbal warnings you had to give to any shelter guests.

DATE: _____

STAFF AND VOLUNTEERS PRESENT	
STAFF NAME PRINTED	INITIAL