



**Haven Ministries**  
**VOLUNTEER AND TRAINING INFORMATION**

**6PM – 12AM SHIFT**

- Open shelter doors at 6pm (not before 6pm)

**Sign in: 6pm-7pm**

**New Guests: Steps to be performed by Staff:**

- Breathalyzer will be administered by staff. *If failed, guest will be asked to leave shelter and surrounding property. Staff will organize other overnight accommodations for this person.*
- Photo ID should be shown. Can still be admitted without photo ID.
- Fill out Haven Ministries' forms, shelter health forms, HIPPA forms, and house rules sheets, etc.
- All forms must be read aloud, *completed by staff*, and signed with every new guest.

*House rules must be re-read and re-signed if guest misses 2 or more consecutive nights of stay.*

- Picture is taken during first intake and stapled to the Haven Ministries forms.
- All forms must be stapled together and filed by last name in Guest File.
- Guests must pre-register for following night. This information is to be recorded on the pre-registration sheet. If guests have pre-registered and are not going to use shelter, they must call the Director of Operations' cell phone at: 410-739-7859. Business cards with Director of Operations' phone number are available – filed under *business cards*.
- Staff will complete background checks.
- Director of Operations completes drug inventory, case management forms, and other paperwork with guests.

**Returning Guests: Steps to be performed by Staff:**

- Staff administers Breathalyzer. *If failed, guest will be asked to leave shelter and surrounding property. Staff will organize other overnight accommodations for this person.*
- Must present name and photo ID if requested.
- Must check photo ID and guest's file.

- House rules sheet must be re-read and re-signed if guest missed 2 or more consecutive nights of stay.
- Guests must pre-register for following night. This information is recorded on the pre-registration form.
- All personal forms must be filed alphabetically by last name.

**All intakes are to be completed by 7pm. No one will be admitted after 7pm unless Director of Operations has pre-approved late admittance. Shelter capacity is 10 men, women, and children.**

#### **Items Distribution:**

- Clean sheets, pillows, and blankets will be given to each guest every **Sunday** along with 1 bag per person with names written on them with permanent marker. The bag is to store sheets, blankets, and pillows for one week. One tote per guest will be used for personal possessions. Each tote is also labeled with the individual's name.
- Extra bags of personal items can be stored off premises. Must complete the **storage form**.
- Check status of toiletry items and give out or replenish when necessary. Label toiletries with guests' names.
- Give 2 towels and 2 wash clothes to every guest every day. One towel and 1 wash cloth for clean up in the evening and morning.

#### **Logs**

- Employees maintain logs of information about important events such as disturbances, injuries, and other issues.

#### **Food**

- Volunteers will prepare dinner between 6pm-7pm. Pray, eat, and socialize with guests. After dinner, everyone will help clean eating area, wash dishes, sweep, wipe tables, and preparation areas.
- On most Wednesday nights, all shelter volunteers and guests will take part in Kent Island United Methodist Church's Connections Family Dinner. Please help with clean up.

#### **8pm-10pm Leisure Time**

- Guests are to relax, play games, and socialize, etc. Some guests may choose to participate in Bible Studies, support groups, programs, etc. **Please keep all activities low key.** Snacks may also be provided at this time.
- All guests must be prepared for lights out at 10pm. All bathroom use should be completed by lights-out time. Wet towels can be placed in bag inside shelter closet for laundry. Bathroom should be cleaned before lights out. Include guests in cleaning bathroom area.

#### **10pm Lights Out**

- **25, 15, and 5 minute** warnings for lights-out should be given.

- Lights out to occur at 10pm. If guests choose to stay awake, they must remain in the TV room. Male and female guests must stay on separate sides of room (even if married). Children are to stay with female guest. *Exceptions may be made for families.*

### **10pm-12am Monitoring**

- 1 volunteer must remain awake from 10pm-12am.
- Check on every resident that has moved from sleeping areas. Monitor sleeping area every 30 minutes.

*Volunteers uncomfortable with performing any of the above-mentioned duties should inform church coordinator immediately. **Police (911) should be called immediately if guest's behavior warrants immediate removal and guest refuses to comply.***

## **HAVEN MINISTRIES SHELTER** **VOLUNTEER AND TRAINING INFORMATION**

### **12AM – 7:30AM SHIFT**

- Monitor sleeping area every 30 minutes.

#### **One volunteer must be awake at ALL times.**

- Check on every resident that has moved from sleeping area.
- Help provide information to staff for the shelter log to include all incidents such as disturbances, complaints, injuries, etc.

#### **6:30am Wake up Call, Ready, Clean**

- Organize breakfast.
- All guests must awake at 6:30am to use bathrooms, clean, and eat. (Wet towels can be placed in large trash bags inside shelter closet for washing.)
- ALL guests are to clean personal sleeping area by removing bedding to bag. (Each bag has name written on it with permanent marker.) Cots must be removed along with personal items to designated areas and stored neatly.

*PERSONAL ITEMS ARE NOT THE RESPONSIBILITY OF THE SHELTER, CHURCH VOLUNTEERS, OR EMPLOYEES.*

- Sleeping area is to be swept and cleaned. Spray room deodorizer in sleeping and TV areas as well as hallways, stairwells, and bathrooms.
- Bathrooms are to be cleaned – sinks and toilet seats wiped down with cleaner.

#### **7:00am Breakfast and Clean Eating Area**

- Eat breakfast
- Clean eating area by sweeping eating area, washing dishes, wiping tables, cleaning preparation areas, and other areas.

### **7:30am Departure**

- Give each guest a bagged lunch.
- Transportation arrives at KI United Methodist Church by 7:30 am.
- All residents, guests, and staff must leave shelter and surrounding property by 7:30am.
- Volunteers do final cleaning, when appropriate.
- Lock all church doors.

*Volunteers uncomfortable with performing any of the above-mentioned duties should inform church coordinator immediately. **Police (911) should be called immediately if guest's behavior warrants immediate removal and guest refuses to comply***

## **HAVEN MINISTRIES SHELTER** **VOLUNTEER INFORMATION** **FOOD COORDINATORS**

### **Meal Coordinators**

- Find volunteers to prepare breakfasts, lunches, and dinners for one week. Youth groups and Boys Scouts, etc. could be invited to participate.
- Volunteers are to food shop for all above meals. Individual churches should cover reimbursement for food. Organize reimbursement with church coordinators, if necessary.
- Dinners to be prepared by 7pm every night. Volunteers are to pray, eat, and clean with guests.

## **HAVEN MINISTRIES SHELTER** **VOLUNTEER INFORMATION** **COORDINATORS AND STAFF**

### **Church Coordinators**

- Oversee all volunteers and assist with shelter operations for all assigned shelter nights.
- Must be present every day of scheduled week to check with volunteers. Church coordinator is not required to stay the entire duration of shelter hours.
- Must check in at beginning of every sign-in shift: 6pm.
- Reports to Director of Operations about problems and overall shelter issues. Communicate with Volunteer Coordinator regarding volunteers.

## **Director of Operations**

- Oversees all shelter operations and church coordinators.
- Performs hiring, training, and oversight of shelter staff.
- Responsible for overall shelter procedures, policies, and public relations.
- Director of Operations will be on call if problems arise, and she will work with church coordinators and community resources to solve any issues.
- Oversees saliva and urine drug tests when deemed necessary.
- Periodically checks inventory, and will purchase items for shelter when necessary.
- Reports monthly to Haven Ministries.
- Works with Volunteer Coordinator regarding volunteers.
- Represents Haven Ministries at community events and meetings.
- Develops and oversees individualized plans -of-action with each guest.
- Completes interview and paperwork with each guest and suggests programs and plans.

## **Executive Director**

- Oversees all shelter operations and the activities of the Director of Operations.
- Responsible for overall shelter procedures, policies, and public relations.
- Report monthly to Haven Ministries.
- Responsible for Haven Ministries' budget and legal matters.
- Responsible for grant writing and oversight of grant awards.
- Oversees marketing and development activities.
- Represents Haven Ministries at community events and meetings.

## **Senior Staff Coordinator (if applicable)**

- Assists Director of Operations with emergency situations if Director of Operations requests help.
- Assists with hiring, training, and oversight of shelter staff.
- Assists with responsibilities of overall shelter procedures and policies. The Senior Staff Coordinator will work with staff, church coordinators, and community resources to solve any issues.
- Oversees saliva and urine drug tests when deemed necessary.
- Reports daily to the Director of Operations.

## **Volunteer Coordinator**

- Contact coordinators via email with periodic updates.
- Contact coordinators prior to scheduled shelter dates via email and phone.
- Background checks of volunteers.
- Greet all volunteers at shelter, complete paperwork, and complete trainings (6-8pm).
- Develop positive relationship with all volunteers, follow up with emails and notes.
- Connect volunteers to Executive Director and other Haven Ministries' programs.

- Increase volunteer participation through community involvement.
- Increase church participation.
- Help develop volunteer list for emergency dates.
- Conduct trainings for shelter in community.
- Develop Shelter Schedule.

## **VOLUNTEER CODE OF CONDUCT**

- Be courteous and respectful to all shelter guests. All matters regarding the shelter and shelter guests are to remain confidential.
- If behaviors are unacceptable and against shelter rules, ask that the behavior discontinues immediately. If it continues, call Director of Operations (410-739-7859). *This will be noted on guest's Intake Form and Shelter Log.*
- If behavior is dangerous, call police immediately and then call the Director of Operations (410-739-7859).
- Do not exchange personal information with guests, such as email address, phone numbers, home address, etc.
- Wear protective gloves when handling food and ALL personal items. Wear gloves when cleaning shelter areas. DO NOT touch ANY blood or bodily fluids. Call Director of Operations (410-739-7859) ASAP if clean up of bodily fluids is necessary.
- No children under 18 will be permitted to serve past 8pm. All volunteers under the age of 18 must be supervised at all times by an adult.
- Children who have earned service learning hours must bring their sheet to the shelter and complete it with a signature the night of volunteering. No service sheet will be signed two weeks passed the volunteer date.
- Community service work must be pre-approved by Director of Operations. All community service forms must be completed at the time of work.
- Do not transport shelter guests in vehicles. Haven Ministries insurance does not cover this activity.
- All needs of guests should to be directed to the Director of Operations. No Volunteer or Staff is to be approached at anytime for any needs or requests outside of normal shelter provisions.
- Volunteers are subject to background checks. If volunteers have a background and/or behavior that is deemed unsuitable for shelter work, they will not be assigned a volunteer position. Haven Ministries, Inc. reserves the right to refuse a volunteer.