



# ***SHELTER HANDBOOK***

## ***For Volunteers***

### **SHELTER OVERVIEW**

Haven Ministries seeks to extend the love of Jesus by offering hope to men, women, and children in Queen Anne's County caught in the cycle of poverty.

**Dates of Shelter Operation:** 7 days a week from October 2019 – April 2020

#### **Contact Information**

**Executive Director:** Krista Pettit: 410-739-4363; [kristapettit@gmail.com](mailto:kristapettit@gmail.com)

**Director of Operations:** Sandi Wiscott: 410-739-7859

**Website:** [www.haven-ministries.org](http://www.haven-ministries.org)

#### **Volunteers Provided By:**

Calvary United Methodist Church  
Centreville United Methodist Church  
Christ Church Parish Kent Island  
Faith Unity Church  
First Baptist Church  
Island Alliance Church  
Kent Island United Methodist Church

New United Methodist Church  
Safe Harbor Presbyterian Church  
St. Christopher's Catholic Church  
St. Paul's Episcopal Church  
Wye Bible Church  
Wye of Carmichael United Methodist Church  
Wye Parish

### **SHELTER SCHEDULE**

#### **6 pm-7 pm: Guests Sign-In and Dinner Preparation**

- Shelter doors open for guests at 6 pm
- Volunteers prepare dinner between 6 pm and 7 pm.

#### **7 pm: Dinner**

- ALL food (dinner, snacks, drinks, lunches, breakfast etc.) must be served by volunteers and staff with gloves. Guests may not enter kitchen and serve themselves food or drink. After dinner, everyone should clean the eating area, wash dishes, sweep, wipe table and preparation areas.

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- On most Wednesday nights, all shelter staff and guests will take part in Kent Island United Methodist Church's Connections Family Dinner. Guests help with clean up when asked to assist.

### **8 pm-10 pm: Leisure Time and Showers**

- Guests relax, play games, watch television, and socialize between 8 pm and 10 pm.
- Dessert may be served at this time. Staff and volunteers with gloves must serve the dessert.
- Some churches may choose to conduct Bible studies, or support groups during this time. **All activities should be low key.**
- If a guest showers, wet towels may be placed in a bag inside shelter closet for laundry.

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

- Lights are turned off at 10 pm. If guests choose to stay awake, they must remain in the TV room (they can stay up until 1 am). In the sleeping area, male and female guests must stay on separate sides of room (even if married). Children are to stay with a female guest. *Exceptions may be made for families.*
- No cell phone use is allowed in the sleeping area.

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

- Check on guests in sleeping areas. Monitor sleeping area every 30 minutes by walking thru the sleeping area and halls to make sure guests are not roaming.
- Ensure a safe environment for all guests, volunteers, and employees.

## **VOLUNTEER CONDUCT**

- All volunteers must agree and solemnly promise not to disclose the identity of or any information whatsoever concerning any client of Haven Ministries. **All such identity/ information is confidential and is the proprietary information of Haven Ministries, Inc.**
- Volunteers must be courteous and respectful to all shelter guests.
- Haven Ministries has a zero-tolerance abuse policy. No Haven Ministries volunteer or staff member may abuse a guest, staff member, volunteer in any way – physically, verbally, or sexually. If abuse is suspected, authorities will be informed.
- If a guest's behavior is unacceptable and against shelter rules, ask that the behavior discontinue immediately. If the behavior continues or appears abnormal, call the Director of Operations (410-739-7859). If a guest's behavior is dangerous, call 911 and Director of Operations immediately.

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- Do not exchange personal information with guests AT ANY TIME, such as *phone numbers, email addresses, home address etc.*
- Do not give any guest a ride in your vehicle, money, or cigarettes at any time. **No exceptions.** *This is enabling irresponsible behavior.*
- Wear protective gloves when handling food and ALL personal items.
- Volunteers are subject to background checks. If a volunteer has a background and/or behavior that is deemed unsuitable for shelter work, the volunteer will not be assigned a volunteer or paid position.
- **ALL needs of guests need to be directed to the Director of Operations. No volunteer or other staff member is to be approached at any time for any needs or requests outside of normal shelter provisions.** Do not get involved in guests' personal matters and/or personal information. Do not ask guests for money, cigarettes, or anything.

***Call Police (911) and Shelter Director of Operations (410-739-7859) in the event of an emergency or if a guest's behavior is inappropriate (guest does not comply with rules).***



## **SHELTER RULES**

### **Behavior**

- ✓ The staff reserves the right to deny admittance to any person whose behavior is deemed unsuitable.
- ✓ This is a group setting. Shelter guests are asked to be considerate of other guests and keep noise and voice tones at reasonable levels.
- ✓ Guests must not use profane language.
- ✓ Guests must treat all volunteers, staff, and other guests with respect and courtesy.
- ✓ No intimate contact such as hugging, cuddling, kissing, etc.
- ✓ Guests will conduct themselves appropriately regarding language, behavior etc. in the community. If area business workers and/or community members receive complaints, guests may be asked to leave and denied admittance for the remaining shelter season.

### **Belongings**

- ✓ Storage on site is limited to only one bin per person. Bins are stored in an unsecured area. No valuables whatsoever may be stored in bins.
- ✓ Each guest is responsible for his/her own belongings. Guests must keep money, personal papers, and medicine with them at all times.
- ✓ Volunteers are not responsible for guests' personal belongings.
- ✓ Belongings outside of bins are considered donations and will be removed promptly.
- ✓ No food or drink may be stored in the bins or sleeping area.
- ✓ Do not remove any property owned by Haven Ministries or Kent Island United Methodist Church.
- ✓ **All personal items will be disposed of if they are left on the premises after the last day of shelter stay.**

### **Cell Phones and Electronics**

- ✓ Cell phone use, including texting, may only occur in the smoking area.
- ✓ No cell phones are allowed in the bathroom.
- ✓ Cell phone conversations are to be kept to 5 minutes maximum.
- ✓ Cell phones must be on vibrate at all times.
- ✓ Cell phones may not be used after 9 pm. All cell phones will be collected at 9 pm and charged at this time. All cell phones will be given back to guests in the morning.



- ✓ Cell phone privileges will be revoked if cell phone conversations are loud, abusive, offensive etc.
- ✓ *No computers and/or electronics are to be used in the shelter by guests.*

### Children

- ✓ All children must be accompanied by a parent or legal guardian.
- ✓ All children ages birth-17 years old must be supervised at all times by a parent or legal guardian.

### Clean Areas

- ✓ Bathrooms are to be left clean, neat and orderly at all times. All guests will clean the bathrooms periodically.
- ✓ Each guest must maintain a clean, neat sleeping area.
- ✓ All guests must help to clean eating areas after each meal.

### Drugs and Alcohol

- ✓ Guests may not enter the shelter under the influence or in possession of either alcohol or drugs. Daily alcohol breathalyzer tests will be conducted at the shelter. If a guest is determined to be under the influence or in possession of alcohol or drugs, the guest will be required to gather his/her possessions and leave the shelter immediately.
- ✓ Guests must undergo **random, urine and/or saliva drug tests** and **breathalyzer tests** when deemed necessary by shelter monitors. Haven Ministries staff will visually supervise urine and saliva drug tests as they oversee the urine stream and saliva into the drug testing kit.

### Health

- ✓ Guests must report illness to the staff person on duty.
- ✓ Guests must report food and medicine allergies to volunteers and staff.
- ✓ Guests must wash clothing and sheets weekly. Laundry vouchers will be provided.

### **Requests for Help**

All needs of guests outside of normal shelter provisions must be directed to the Director of Operations. **No volunteer or other staff member is to be approached for any need.** Violation of this rule is deemed as *harassment* and may result in removal from shelter for the season.

### **Sex Offenders**

All guests will be checked for sex offences daily. No guest will be allowed to stay who has been convicted of a sex offence or who has pending sex offense accusations or charges.

### **Shelter Structure**

- ✓ Sign in time is from 6-7 pm. **Guests are not to report to the shelter before 6 pm or after 7 pm.**
- ✓ Guests must remain in the shelter after checking in. No one will be allowed to leave the shelter without prior approval of the Director of Operations.
- ✓ No food or drink is to be brought into any area of the shelter including the sleeping area.
- ✓ Guests are not to use the supply closet at any time.
- ✓ Guests with vehicles are **not permitted to return to cars for any reason** until departure in the morning.
- ✓ Guests are not permitted to allow anyone into the shelter.
- ✓ Lights out is at 10 pm. Sleeping only in sleeping area. If guests wish to remain awake, they must stay in TV room.
- ✓ Wakeup call is at 6:30 am. Guests must vacate shelter and its surrounding property by 7:30 am. If a guest must leave earlier than 7:30 am, permission must be granted by the Director of Operations 24 hours in advance.
- ✓ Guests must remain on female and male side of the sleeping room between 10 pm and 6:30 am.
- ✓ TV programs and videos must be PG and G rated only. If any material is found offensive, the program or video will be terminated.
- ✓ Guests and volunteers must remain in shelter areas only (TV room, sleeping area, smoking area, and bathrooms outside of sleeping area) unless permission is granted by the Director of Operations to attend church, Bible studies etc.: *Wandering around the building will not be tolerated.*

### **Smoking**

- ✓ No smoking is permitted ANYWHERE inside the building, including bathrooms and entryways.
- ✓ Smoking is allowed only *at designated times* in a monitored smoking area outside.
- ✓ No smoking is permitted **after 9 pm.**
- ✓ Maximum amount of smoking time is **5 minutes.**

### **Weapons and Violent Behavior**

No weapons of any kind are permitted in the shelter. No violent behavior of any kind will be tolerated. Police will be called if there is any evidence of violence.

### **Change of Rules**

Shelter rules are subject to change as determined by Haven Ministries. All shelter guests will be notified of changes.

### **Violation of Rules**

**If rules are violated**, *guests will be asked to gather personal belongings and leave shelter property immediately. If necessary, police will be called.*

1<sup>st</sup> offense: denied admittance for 1 day

2<sup>nd</sup> offense, denied admittance for 2 days

3<sup>rd</sup> offense: denied admittance for duration of the shelter season

*Some minor offenses may warrant a warning first. Some offenses may warrant permanent dismissal from the shelter immediately.*