

Volunteers of America [VOA] operate the homeless shelters

Diane Gullickson is in charge of shelter operations - cell phone 916 494 9605

Volunteers should arrive at 8:45pmdfsdfsdf - will be finished at 6am

Sleeping mats will be stored in the tent along with linens and blankets which are cleaned weekly by a vendor

The tent will be heated and lighted. Port-a-potti restrooms will located just outside the tent

Volunteers are welcome to bring a backpack with coats, gloves, snacks, drinks, pillow, cards, books, phones

*****HOWEVER ALL POSSESSIONS NEED TO BE HIDDEN TO SAFEGUARD AGAINST THEFT*****

One radio walkie-talkie be provided to the volunteers for contacting VOA security

When significant medical issues arise a volunteer should contact REMSA via 911

If there are serious disturbance issues then a volunteer should contact Reno Police

After 911 calls are made a volunteer should use the radio to inform VOA security so they can prepare for REMSA or Police to enter the shelter

At the beginning of the evening a VOA staff member should come to the tent for a brief orientation.

Throughout the night a VOA security person should stop by the tent roughly each hour.

At the beginning of the evening a printed list of persons authorized to enter the tent will be provided.

A volunteer will use a highlighter to mark off names as people enter the tent. Other people may attempt to enter – but if their names are not on the printed list they should be directed to the main shelter

A volunteer should maintain a separate in/out sheet throughout the evening for people leaving to smoke or use restrooms. Volunteers should also keep make notes on significant disturbances to enable follow-up by VOA staff members.

Men and women should be separated ... men on one side women on the other - possibly a group of mats in the middle for couples

Uncooperative people should be directed to leave the tent and return to the main shelter

At least three volunteers per shift ... one at a sign in desk ... one roaming and monitoring ... and one can rest

It is ok for volunteers to work in shifts – e.g. 7:30 to midnight, midnight to 6am

People will be allowed to keep one backpacks at their mat? More than one backpack or food, drinks (other than water) drugs, weapons are not allowed

Almost all of the people in the shelters have mental illness. It is best not to argue with them – it may make them combative. People often attempt to occupy a mat used by another person.

Overall Coordination of this effort is being provided by Teresa and Dan Jacobsen [The Church of Jesus Christ of Latter-day Saints, 775-848-5859] and Amy Allen [Lutheran Church of Good Shepherd, 775-750-6832]