

WS2 – Shelter Training by Red Cross

General Guidelines:

- Always be courteous and kind, yet firm, in enforcing the procedures for the WS2 shelter.
- Make sure that people sign in and out of the shelter.
- Never release confidential information or identities of clients.
- Quiet hours begin immediately upon client arrival.
- Rules for VOA Overflow Shelters and CAC Policies are in force.
- For the good of the whole, uncooperative clients will be dismissed and invited to return to the VOA day room in the main building.

Shelter Log:

- Upon arrival, sign in the names of volunteers on your shift in the shelter log.
- Also share cell phone #s so that you can communicate quickly if needed.
- Review rules and guidelines included in the shelter logbook
- Log incidents on your shift, especially violations of VOA Overflow Rules or VOA Policy.
- Log observations as you circulate through the dorm.
- Update any issues and resolutions for VOA staff and the next shift when you leave your shift.

Shelter Registration:

- The only people allowed in the tent are clients whose name appear on the roster, VOA volunteer, or summoned emergency responders.
- Every client must sign in and sign out under the supervision of a volunteer every time they enter or exit the tent.
- One volunteer remains at the table to facilitate signing in/out and protect record privacy.
- No one is permitted to just walk in. This applies to everyone: clients and VIPs alike. With the exception of facility staff (i.e., VOA staff and your organization's volunteers), everyone who is entering the shelter must be cleared by VOA and sign in.

Privacy & Visitors:

- Due to privacy and safety issues, volunteers cannot say anything that might confirm the presence of a specific client in the shelter, or imply that any specific person is present.
- Refer all visitors back to the main shelter.
- If you ever deal with the media or authorized visitors, be careful of confidential information. Secure sign-in forms from eyes and camera lenses.

Volunteer Needs:

- A layer for warmth underneath regular clothing
- A backpack for
 - Coat, gloves, snacks, drinks, cards, books, phone, pillow, fleece blanket
- A coat with lots of zippered pockets is also very useful for keeping keys, phone, etc.
- Beach chair

Monitoring:

When you monitor the dormitory, you help to avoid problems before they arise. One of the main purposes for monitoring the dormitory area is to make sure the dormitory remains secure and sanitary. Look for problems affecting the privacy, safety, and well-being of clients. Circulate through the dormitory and surrounding areas regularly to make sure that they are secure. Watch for:

- Damage to the area
- Consumption of food or drinks, other than water
- Adequate ventilation
- Blocked aisles or inadequate walkways
- Firearms, alcohol, illegal drugs, use of non-prescription drugs and tobacco inside the shelter.

As a worker in the dormitory, you will draw on many of your interpersonal skills to make this area safe and comfortable for all the clients.

Just by being observant and proactive, you can make a huge difference on every shift. Your service makes a real difference and is appreciated by your fellow volunteers and the clients alike.

Monitoring tasks include:

- Roaming the tent watching for safety, security or maintenance issues.
- Ensure that shelter rules are followed
- Ensure no food or drinks other than bottled water are consumed in the dormitory area.
- Look for tripping hazards and make sure aisles are maintained.
 - Each bed should be allowed a 4' x 8' space.
 - One bag can be kept at the head of a bed.
- If you see that rules are being broken, enforce the rules in the most respectful way possible.
- Dismiss a client to return to the main shelter day room for the remainder of the night, if rules are not followed.
- Call RPD at 911 if a confrontation escalates, and the client refuses to leave the shelter.
- Call 911 for a client to be transported if a health emergency arises.
- Make VOA security volunteers aware of arrival of emergency responders.
- Volunteers should record any challenging situations in the log for review by VOA staff.
- Ensuring appropriate signage is in place, ie, Rules.
- Make sure lighting is kept dim during sleeping times.
- Encourage clients to address needs and concerns at the CAC during working hours.
- Volunteers are authorized to invite clients to keep the rules or be dismissed from the shelter to return to the day room at the main shelter.

Ensuring rules are adhered to makes the shelter experience better for everyone. Every interaction should be respectful and kind. You may have to bring the rules to the attention of some of the clients.

How you say something is just as important as what you say.

- What would you say to someone who has brought food into the dormitory area?
- Example: "We want to keep the dormitory clean for everyone, which is why we don't allow food in here. Please take your food outside. You can return without it."

Rather than being confrontational, try pointing out that the rules are in place for the greater good.