PASADENA
BAD WEATHER SHELTER

VOLUNTEER TRAINING MANUAL

2017-2018 SEASON
I.  INTRODUCTION

Thank you for volunteering to serve at the Bad Weather Shelter (BWS). The success of this endeavor depends on our volunteer group. The following information is provided to:

- Define health and safety guidelines for volunteers;
- Articulate clear roles and responsibilities for volunteers; and
- Help organize your congregation’s efforts to serve those at risk in our community.

Our Goal: *To offer a safe and warm environment to sleep for the night and to provide a warm meal, prepared in the Pasadena Covenant Church kitchen.*

Dates of Operation: The BWS is open, on a weather-activated basis (forecast of below 40 degrees and/or greater than 40% chance of rain), from the day after Thanksgiving through March 1. The shelter is located at the Pasadena Covenant Church Gymnasium: 539 N. Lake Avenue, Pasadena, CA 91101

II.  IMPORTANT CONTACT INFORMATION

The following is important contact information for BWS volunteers.


- **To find out if the BWS will be activated and operational on your group’s particular evening**, call the toll-free BWS Information Hotline, any time after 12:00pm – **1-888-915-8111**

- **For questions regarding BWS policies and procedures, or changes to volunteer dates**, contact William Shelby, Bad Weather Shelter Director, at 626-840-1480, or by email at bws@friendsindeedpas.org.

- **For questions regarding volunteer sign-up dates**, contact Viri Mata at 626-797-2402 or by email at office@friendsindeedpas.org.

III.  EVENING SCHEDULE

- Upon arrival at the BWS, no earlier than 5:30pm and no later than 6:30pm, volunteers will begin meal preparation, *in the Pasadena Covenant Church kitchen*, and gymnasium set up. The will be directed by the BWS staff.

- At 8:00pm, the majority of adults will be allowed into the shelter through the intake process, find their blankets and cots, and proceed to the meal line. Volunteers should be prepared to serve the meal by this time, typically at 8:15pm.
We serve the food cafeteria style with the guests coming through the South kitchen door and exiting the North kitchen door. You will want to have plates prepared and set out on the counter, along with utensils, cups of milk (on the north side of the counter), juice or punch, coffee, and dessert. A water pitcher should also be placed on each table.

Following the first serving, you will be asked to come out into the gym to be introduced and thanked for the meal. If you have leftovers, seconds can then be served.

You will be asked to set aside 10-15 plates for late comers.

Clean-up is the final task of your group. Please leave the kitchen as you found it. Pots need to be cleaned and put away. Since each volunteer group supplies its own food, **YOU CANNOT** leave food in the refrigerator or freezer. You must take it home with you or ask BWS staff for further direction.

**IV. SAFETY GUIDELINES**

Bad Weather Shelter clients are people who are living in the midst of homelessness. For many, there are deep experiences of pain, struggle, mental illness, physical illness, and chronic poverty. Volunteers must be aware of dangers involved in working with the homeless and follow important guidelines to protect themselves.

**Health and Hygiene**

- **Wear protective gloves when working with food OR with clients OR with cots, blankets, OR anything else that might come in contact with clients.**
- Avoid touching eyes and mouth.
- Wash hands frequently using soap and water for 20 seconds or use hand sanitizer.
- Avoid “hugging” dirty blankets, cots, and baggage to prevent self-contamination.
- Wipe surfaces down with disinfectant regularly – particularly in the kitchen and serving areas.
- Preserve space between your clothes and items used by shelter clients.
- If First Aid is necessary, notify BWS staff.

**Interpersonal**

- Be aware of your surroundings and other people in the room/area.
- Be aware of the emotions of both the client and yourself. If you think a particular client may pose a problem in the shelter, notify BWS staff.
- Preserve extra personal space between you and shelter clients, always offering both yourself and the client a “way out” (e.g. do not corner a client and never turn your back on a client).
• Keep your hands out of your pockets, in plain view and refrain from pointing your finger.

• Be respectful of clients’ needs, use active listening skills, place yourself in the client’s situation, and try not to interrupt what they are saying.

• ***DO NOT give money or any other items to clients***

• If any guest comes to you with a question or has a request, always direct them to a staff member.

**Earthquake Guidelines**

• The goal is to move staff, volunteers, and guests to the Santa Barbara parking lot, where they remain until the Director for the night gives permission to return to the building.

• The Lead Volunteer, from the congregation or organization serving that night, is responsible for all the volunteers from that group. Volunteers are not to be involved with clients unless invited by staff.

• Volunteers **TURN OFF ALL APPLIANCES** in the kitchen.

• Volunteers exit building, in an orderly fashion, through the East (glass doors), if possible, to the front parking lot where they will be guided to the Santa Barbara parking lot.

• If the courtyard is inaccessible, the alternative route is through the alley. Clients exit the alley door in the gym and volunteers exit through the kitchen.

• When clear, security goes to Santa Barbara parking lot where they assist with maintaining order – volunteers in one place, shelter guests in another.

• Lead Volunteer takes the volunteer sign-in book, goes to the Santa Barbara parking lot, and checks off each volunteer present. Only after each volunteer is accounted for is the volunteer group dismissed.

**Guidelines for Youth Volunteers**

• **NO Children under the age of 15 are allowed to volunteer at the Bad Weather Shelter.**

• Minors must have direct adult supervision at all times. Groups of minors must have at least 2 directly supervising adults.

• Minors must be accompanied to the restroom.

• There is **NO** running allowed at the BWS – by anyone.

• Minors working in the kitchen must have direct adult supervision; there is no horseplay allowed.
Minors are **NOT ALLOWED** to work in hazardous situations (e.g. near/with hot water, with sharp objects, etc.).

V. **VOLUNTEER ROLES AND RESPONSIBILITIES**

- There are mandatory volunteer trainings in the Pasadena Covenant Church gymnasium. These trainings are for all Volunteer Coordinators.

- We recommend having between **8 and 15 volunteers** for the BWS shift.

- Viri Mata, Office Manager, manages the BWS Volunteer Calendar. Contact her with questions and concerns at 626-797-2402 or by email at office@friendsindeedpas.org. She sets up the calendar prior to the start of the BWS season.

- **Each volunteer group must provide a primary point person**, from their organization, with whom the Volunteer Coordinator will correspond. It is the responsibility of the point person to relay important information to the rest of the volunteers from his/her group.

- The Volunteer Coordinator will contact most groups the day before their service to confirm their attendance and provide an estimated number of BWS clients.

- Volunteers should enter the property from the Santa Barbara Avenue side. There is parking on the street or in the church parking lot, which can be accessed with electronic opener by scrolling down and calling the BWS. *The small parking lot in front of the church, off of Lake Avenue, is primarily used for staff parking.*

- Volunteers must sign the “Volunteer Sign-In Register” in the kitchen.

- Volunteers must then correspond with the Volunteer Day Manager to coordinate a job for the night.

- **Volunteers need to arrive at the BWS no later than 6:30pm.** You will be finished by 9:30pm on a typical night.

- If your group absolutely cannot provide these volunteers, contact the Volunteer Coordinator and you will be paired with another smaller group.

1) **Volunteer Day Manager** – To coordinate, oversee, and operate the overall responsibilities of his/her volunteer group.

2) **Kitchen Manager and Staff (5+ Volunteers)** – To prepare, *in the Pasadena Covenant Church kitchen*, serve, and clean-up a complete meal for BWS clients.

   a) **All of the food, drinks, condiments, napkins, etc. are supplied by the volunteer groups.** We recommend that you buy your items at Costco, Smart & Final, or a similar bulk store to save on costs. We provide plates, cups, bowls, and cutlery.
i. There is a great variability in the kind of food different groups choose to prepare, in the Pasadena Covenant Church kitchen. If you are going to serve a prepared frozen food, like lasagna, please make sure you allow enough time to defrost.

ii. We encourage a balanced meal that includes vegetables or salad, and milk, juice or punch. This is an opportunity to provide solid nourishment to the homeless, so we encourage that you provide a good hearty meal.

iii. The number of guests each night varies with the weather and how many continuous days we have been open. When we are weather activated, the numbers are significantly lower. We expect around 75 people per night with the lowest numbers at the beginning of the season.

3) **Gymnasium Set-up Coordinator and Staff (6+ Volunteers)** – To set up of cots, ground covers, tables, and chairs necessary for the shelter

4) **Blanket Staff (2-3 Volunteers)** – Working with the Client Assistants (CAs) to give each client his/her appropriate blanket & sheet, and to give new clients clean sets.

5) **Intake Staff** – To admit clients to the shelter through the collection of data and client sign-in. These volunteers must be able to print legibly, hear well, and work quickly.

*It is possible for some volunteers to function in a dual role (e.g. Gymnasium Set-up Staff could help set up before the shelter opens, and then function as Blanket Staff once clients are allowed to come in).*

VI. BLANKET PROCEDURES

**EVENING**

- Clients enter, complete intake (must do complete intake if new this season), receive a bag with their name written in permanent marker.

**First Time Client or Absent Client for more than 2 weeks:**

a) Client gives name to volunteer, who then writes name clearly on the bag

b) Volunteers give bag, one blanket, and one sheet to client; instructs client to fold blanket & sheet and place into bag; and return in the morning.

**Return Client:**

a) Client tells volunteer first & last name and bag color
b) Volunteer searchers through bags to find Client’s bag

c) Volunteer gives bag to Client

d) Volunteer instructs Client to fold blanket & sheet, in the morning, and place inside of bag

WEEKLY

- Sheets will be put into laundry bags and taken to be washed. Clean sets of sheets are taken to Covenant on a regular basis.

- Clean sheets (not blankets) will be issued to the Clients.

THANK YOU FOR VOLUNTEERING AT THE BAD WEATHER SHELTER. YOUR HELP AND SERVICE IS GREATLY APPRECIATED.

For any other questions regarding the Bad Weather Shelter operating procedures, policies, or changes to Volunteer Dates, please contact the BWS Director, William Shelby, at 626-840-1480 or by email at bws@friendsindeedpas.org. If your questions are related to signing up as a volunteer, whether as an individual or part of a group, contact Viri Mata, at 626-797-2402 or by email at office@friendsindeedpas.org.
BWS Most Needed Items

Many congregations and groups are interested in knowing what items are needed and can be collected for the Bad Weather Shelter. The following items can be collected and taken to Friends In Deed (444 E. Washington Blvd., Pasadena 91104). Nothing can be stored or kept at Pasadena Covenant Church.

- Simple First Aid Items/Kits
  *(Band-Aids, antiseptic towelettes, burn creams/First Aid creams, etc.)*
- Toothpaste (small tubes/travel size)
- New socks – men & women
- Toothbrushes
- Beanies
- Hotel size soap bars and/or small bottles of liquid soap
- Gloves
- Combs
- Throw-away ponchos
- Hair ties
- Small umbrellas
- Granola bars, Cup of Soups, travel foods & snacks
- Sunblock
- Feminine products
- Lotion
- Hot chocolate packages
- Trash bags (large, heavy duty)
- Tea bags
- Kleenex / tissue
- Deodorant (small/travel size)
- Wipes
- New men’s underwear
- Chapstick
- New women’s underwear