



2019

Summer Transitional Shelter Volunteer Manual

*Our mission is to help vulnerable individuals stabilize their lives
through housing and supportive services.*

Office Locations:

Ogden Avenue Supportive Housing
9601 Ogden Avenue
LaGrange, IL 60525

St. Mark's Daytime Support Center
11005 South 76th Avenue
Worth, IL 60482

708.354.0858

www.beds-plus.org



WELCOME VOLUNTEERS!

Volunteers are vital to achieving the BEDS PLUS mission! Each year more than 45,000 hours are donated by volunteers. Each role you choose in the BEDS PLUS organization is crucial and important. We thank you and appreciate your commitment and support.

The guidelines in this volunteer manual have evolved during our 30 years of experience operating the program through which we strive to offer safe and consistent services in each shelter. All BEDS Plus volunteers are expected to follow these guidelines.

With you help, BEDS Plus offers free, low-barrier emergency overnight shelter easily accessible to homeless individuals and families for nearly 10 months a year. The purpose of the program is to meet an immediate need for safe shelter and serve as an access point for more suitable housing. Each program participant has the right to an acceptable place to sleep and security. Shelter locations must be free of known pollutants. At a minimum, according to the Department of Housing and Urban Development, which is a key funding source for the program, shelters must have: functioning temperature control and water supply; minimum fire safety standards; sufficient illumination; adequate restrooms; and a designated food preparation area.

Summer Emergency Overnight Shelter Volunteer:

Volunteers are expected to fulfill their shift duties and support the operations of the emergency overnight shelter.

Responsibilities:

- Commit to a one-time or ongoing shift at the emergency overnight shelter.
- Arrive on-time for scheduled shift.
- Find a reasonable replacement if you are unable to work your scheduled shift and change in sign-up genius form as soon as possible.
- Maintain confidentiality of BEDS Plus clients.
- Accept guidance of the BEDS Plus staff.
- We hope you decide to participate during our winter shelter as well!

BEDS Staff:

The staff person on-duty is the person responsible for client care and management.

Responsibilities:

- Present on-site from 7:30 – 10pm (at a minimum).
- Oversee client registration process.
- Conduct intake/registration for new clients.
- Troubleshoot client and shelter issues as they arise throughout the night.
- Document outreach and interventions for clients throughout the shelter evening.
- Check shelter paperwork to ensure communication with BEDS staff.
- Serve on-call throughout the evening for any client issues, questions or emergencies.

Staff-On-Duty

Check shelter paperwork for staff on duty during your evening of shelter. This staff person has agreed to be available during the evening to support you. You can also call the office number at 708-354-0858. Our office has a 24-hour desk attendant. In the event of an emergency, please call 911.

Name	Cell Phone & Email
Mario Avila Manager of Emergency Shelter & Outreach	312-927-5451 avila@beds-plus.org
Natalie Breeden Case Aide	630-310-6643 breeden@beds-plus.org
Flo Breitbarth Shelter Operations Manager	708-254-1142 breitbarth@beds-plus.org
Omar Espitia Shelter Case Manager	815-823-9718 espitia@beds-plus.org
Jim Gilbert Clinical Specialist	708-828-7438 gilbert@beds-plus.org
Javon Harris Director of Supportive Housing	708-705-0531 harris@beds-plus.org
Mary Alice Hickey Shelter Case Manager	708-469-8783 hickey@beds-plus.org
Alex Leone Case Aide	630-743-9732 leone@beds-plus.org
Bruce Malak Shelter Case Manager	630-310-7514 bm196466@gmail.com
Jeffrey Marquadt Housing Case Manager	708-334-1273 marquadt@beds-plus.org
Erin Molek Volunteer Coordinator	708-638-7818 molek@beds-plus.org
Tina Rounds Executive Director	708-280-0355 rounds@beds-plus.org

OUTLINE OF SHIFT DUTIES: Site Volunteers

SHIFT 1

7:45 pm to 11:00 pm

1-3 Volunteers

1. Set up sleeping mats, bins and linens for use as shelter. Sleeping mats should be placed in a row with spacing of at least one foot apart with clearance for a walking path to bathrooms and emergency exits.
2. Greet and register clients who **must present a SUMMER SHELTER BEDS ID to enter the shelter.**
3. Serve dinner between 8:00-8:30 pm. If there is extra food, please use your judgment to save, take or throw away any left overs.
5. Lock doors at 9:00 pm.
6. Lights out at 10:00 pm.
7. Keep noise level and conversations low after 10pm.

- SHIFT 2** 11:00 pm to 3:00 am 1-2 Volunteers
1. Review *shelter paperwork & binder*.
 2. Monitor site.
 3. Greet approved late arriving clients. Approved late arrival clients should have neon sticker on their BEDS ID.
 4. Check site and bathrooms every 15 minutes.

- SHIFT 3** 3:00 am to 7:15 am 1-2 Volunteers
1. Review *shelter paperwork & binder* for any early wake ups and wake clients up at designated time.
 2. Check site and bathrooms every 15 minutes.
 3. Wake clients at 5:45 am.
 4. Prepare and serve breakfast from 5:45 am to 6:30 am. Most breakfast will be self-serve.
 5. Make sure clients leave the site by 7:00 am.
 6. Clean-up site.

- SHIFT 4** 5:30 am to 7:15 am 1 Volunteers
1. Review *shelter paperwork & binder*.
 2. Assist 3rd-Shift with wake-up, breakfast, and site clean-up.
Start coffee 5:30 am
 3. Place completed shelter documents in binder and shelter supplies in designated bins.
 4. Lock-up site per site instructions.
 4. Return key to designated area (if applicable).

Number of volunteers needed per shift is determined by the volume of duties on those shifts with a minimum ratio of 1 volunteer per 20 clients with no less than two adult volunteers per shift.

PAPERWORK and COMMUNICATION

One form per shelter evening is required for record keeping. This forms must be completed each night and kept in the binder. The staff will collect these documents on a weekly basis (Mondays).

- Filled out by the volunteers posted at registration table.
- Provide all information requested.
- Bring back to the kitchen after 9pm.
- Volunteers must sign-in whenever they work. This tracks adequate staffing and documents volunteer hours, which is required by many funding sources & community service opportunities.
- Directions for subsequent shifts such as early wake-up, food instructions or building issues.
- Please indicate any supplies needed on the shelter paperwork or text the staff on duty. Supplies will be delivered to the site before the next shelter night.

BEFORE UNLOCKING SHELTER DOOR FOR CLIENTS

- Store all volunteers' personal belongings in the designated area (usually somewhere in the kitchen).
- Set up sleeping areas. Males under 12 years old may sleep with their mothers.
- Set out sleeping mats, bins and clean linens.
- Sleeping mats should be placed in row with spacing of at least one foot apart with clearance for a walking path to bathrooms and emergency exits.
- Receive food and prep instructions from the cooks and set up tables and chairs for dinner.

- Set out paperwork for volunteers along with a pen.

GREETING CLIENTS

It is important to have at least one volunteer at the registration desk to admit clients until 9pm.

- No one may be admitted to the shelter without a SUMMER SHELTER BEDS ID card (temporary or permanent) until they are registered with the case manager.
- Record Client's BEDS I.D. number

EVENING FOOD SERVICE

- Dinner service begins immediately at 8pm. Volunteers serve the food.
- Serve food in generous portions.
- Persons arriving after 9:00 pm will not be served until breakfast. (Serving late arrivals/leftovers is up to the discretion of volunteers at each location)
- If available, dessert items may be left out until 10:00 pm.
- All food tables must be cleared and disinfected after food service. If possible, sweep the area under the tables and wipe chairs. Clients are expected to clean up after themselves and assist with general clean up.

Food Safety Guidelines:

- Always wash hands with warm water and soap for 20 seconds before and after handling food.
- We expect anyone serving or handling food to wear food service gloves provided by BEDS Plus.
- When serving food buffet style, keep food hot with chafing dishes, slow cookers, and warming trays. Keep food cold by nesting dishes in bowls of ice or use small serving trays and replace them often. Hot food should be held at 140 °F or warmer and cold food should be held at 40 °F or colder.
- Perishable food should not be left out more than 2 hours at room temperature. Discard any food left out for more than two hours.
- Cutting boards, utensils, and countertops can be sanitized by using a solution of 1 tablespoon of unscented, liquid chlorine bleach in 1 gallon of water.

SMOKING REGULATIONS

- **Smoking is never allowed in the shelter sites.**
- *Smoke-breaks* are allowed only in designated areas, for 15 minutes, at 9:15 pm. *Smoke-breaks* must be monitored by a volunteer. A container is provided for cigarette butts. Please make sure the smoking area is cleaned after each break.
- Remind the clients that smoking should occur no closer than 15 feet from the site entrance, especially as they exit the building in the morning.
- A morning smoke break is not part of the BEDS Plus program due to the potential for neighbor disturbance and delay in closing the shelter.

ENTERTAINMENT/BEDTIME PROCEDURES

- After dinner, volunteers are encouraged to visit, play cards, or enjoy TV with our clients.
- To ensure a good night's rest, lights are turned out in the sleeping area by 10:00 pm.
- TV may remain on low volume until 11 pm. All TV and lights must be out no later than by 11:00 pm
- Cell phones must be placed on silent mode while at the shelter, no calls allowed inside the site. Clients may use their cell phones during smoke breaks. No picture-taking or inappropriate behavior is allowed at the shelter.

CHILDREN AT THE SHELTER

- Volunteers under the age of 18 are welcome and encouraged to participate in the emergency overnight shelter program. However, any volunteer under the age of 18 must have a designated adult chaperone who agrees to take full responsibility for his/her well-being and behavior while at the shelter. The adult chaperone must always accompany the minor.
- Clients under the age of 18 are the full responsibility of their parent(s). Parents are responsible for the well-being and behavior of their children while at the shelter. Clients are not allowed to delegate that responsibility outside of the family to other clients or volunteers while at the emergency overnight shelter.

TRANSPORTATION

- Bus passes are distributed by the Case Managers based on client need.
- Arrangements are made by staff for clients who need rides to important appointments or to a hard to reach shelter locations.
- Volunteers are not permitted to provide transportation to clients.

SITE VISITORS

- Site visitors are limited to: Scheduled volunteers, BEDS Plus staff, and people from approved external agencies.
- Visitors must be noted on the *Volunteer Sign-in and Communications Log*.

LATE ARRIVAL LIST

BEDS Plus Staff on-Duty will provide a *Late Arrival* list.

- Individuals on the late arrival list are expected to arrive after 9:00 pm.
- Consult Staff on-Duty for current, approved list of clients who may enter after shelters close. If a client tries to enter after 9pm without advance permission, they should not be allowed in the shelter for the evening.
- Note all late arrivals on the *shelter paperwork*.

MONITORING

- All areas in the shelter need to be monitored (sleeping area and bathrooms). Attention to this detail can prevent many problems. Sites should be checked every 15 minutes.
- Sleeping areas are never to be shut-off by closed doors.
- Smoke breaks need to be monitored by a volunteer. **Bathrooms are non-smoking areas.**
- Be as quiet as possible when monitoring the site during sleep hours.
- Report and document any suspicious activity.
- Call the police immediately if you suspect any illegal activities happening or someone may be harmed.

WAKE-UP and BREAKFAST

- **No TV** before 5:45 am.
- Awake clients by turning on lights at approximately 5:45 am.
- Breakfast is prepared by the 3rd-Shift volunteers. Food provided by cook teams.

- Breakfast is served from 5:45 am to 6:30 am, **after clients** deposit their used linens in the laundry bags and clean their pads with disinfectant solution.
- Clients must leave the site no later than 7 am. Some site request clients leave the site earlier so please pay attention to the posted signs and notes on shelter paperwork.
- Check the site (e.g., restrooms, and other rooms) to make sure everyone has left.
- Volunteers do **not** provide transportation for clients.
- Volunteers are expected to clean the kitchen, sleeping area and bathrooms before leaving the site.
- Volunteer should remain until all clients have left the premises.

LAUNDRY

Site laundry is usually done by a team of people. *Laundry* includes linens, towels and washcloths used in the shelter.

- Laundry will be picked up once a week during summer shelter.
- Green laundry bags should be used for soiled laundry. Use caution when handling soiled laundry.
- Extra sheets should be stored at each site in the event of an issue with the weekly laundry.
- Personal clothing items found in the laundry bag should be discarded.

GENERAL CLEAN-UP

All areas used by BEDS Plus including the kitchen and bathrooms, must be kept clean throughout the shelter night and sanitized before exiting the site in the morning. During the summer rotation, clients may keep one bin of personal items, a sleeping mat, pillow, blanket and sheet set.

- Cleaning supplies and rubber gloves are provided at each site.
- Mess kits are available at every site. If there is a need to clean up bodily fluids, follow the instructions on the kits and use protective gloves. Sanitize the infected area after appropriate clean-up.
- All BEDS supplies should be put away in designated storage areas including food and food supplies.
- Any items left behind at the end of the week should be thrown away.
- Laundry is placed in laundry bags on Monday morning and put in the designated area for pick-up. Do not place laundry out in unprotected area.
- All sleeping mats should be packed up on Monday morning for the shelter relocation which occurs every Monday by staff and volunteers.
- Sites to be locked-up according to individual site instructions.

DE-ESCALATION

If there is a conflict at the shelter, please defer to the Site Manager or Staff On-Duty. In general, our approach to client conflict is as follows:

- Separate the client from the conflicting party and/or environment.
- Bring another volunteer with you and take the client outside to discuss their options.
- Listen to their concerns completely and affirm their feelings.
- Discuss options. Options often include developing a reasonable way to avoid further conflict or leave the shelter for the evening.
- If clients choose to leave, decide to obtain their items and do not let them back in the shelter.
- Note the interaction on the Volunteer sign-in sheet & Communications log and contact the Site Manager or Staff On-Duty to debrief. You may be required to also complete an Incident Report.
- Inform the local police department through the non-emergency number.

LaGrange: 708-579-2333

Western Springs: 708-246-1800

LaGrange Park: 708-352-2151

Brookfield: 708-485-8131

Lyons: 708-447-1225

Riverside: 708-787-7911

WORKING WITH CLIENTS

- Each client served at the shelter deserves to be treated with dignity and respect.
- Clients come to the shelter based on a wide variety of circumstances. As a volunteer and agent of BEDS Plus, you are required to respect the client's right to privacy and confidentiality. Details shared or observed about a client should not be communicated to individuals outside the organization. Please work with the staff if you would like to assist a client or have concerns about their well-being.
- Our clients need a safe, fair and predictable environment in order to take advantage of the emergency shelter program and focus on their stabilization plan.
- Keep in mind that about half of the clients are suffering from mental health or substance use disorders. These guidelines as well as the leadership structure are designed to meet the needs of a wide variety of clients.
- If you observe a behavior that is unusual or if you are worried about a client's well-being, please speak with or text the staff on duty. Reporting the information is helpful to the case managers.
- Consult the BEDS Plus staff for additional training opportunities.

EMERGENCY NEEDS/MEDICAL CARE

- Every site has a first aid kit.
- Volunteers are restricted from dispensing medication. However, BEDS provides over the counter pain relievers and cough drops for client use. Clients can self-administer their own prescription medications.
- Sharps containers are available upon request. Needles must be stored and disposed of properly for the safety of all involved in the emergency shelter. If a sharps container is not available, please place needle in an empty, disposable plastic container with a lid, such as a milk jug.
- If emergency medical care is needed, call the local paramedics (911).
- Please note emergency medical information on the *shelter paperwork* and call the Staff on Duty. You may be asked to complete an incident report as well.

SHELTER SAFETY

- A volunteer must always have access to the telephone. Consider keeping your cell phone in the pocket at all times while at the shelter.
- Volunteers should avoid 1:1 encounter with clients but rather interact with clients in open areas where others can observe and assist.
- If at any time you feel that a situation might be dangerous, call the police. **Always error on the side of caution.**

POLICE

- The local police are aware of BEDS PLUS and will assist when needed. Police emergency number is **911**.
- If a client or potential client is denied entry to the shelter, voluntarily leaves due to a rule violation or is involuntarily dismissed, the Staff-on-Duty must call the non-emergency line of the local police department to provide a report. In the absence of Staff-on-Duty, if a client is asked to leave the site, please note the incident on the *shelter paperwork* and call the Staff on Duty before the shelter is closed for the morning. Follow-up action will be determined by the BEDS PLUS staff.
- If an officer comes to the shelter to drop off a client, call the Staff on Duty to the door.

- Please instruct client to report to the Ogden Avenue Supportive Housing at 9am the following business day for intake.
- Please do not allow clients without a BEDS SUMMER SHELTER ID into the emergency shelter.

FIRE/DISASTER PLANNING

In the event of an emergency or fire, volunteers should call 911 immediately. When evacuating the building grab the shelter paperwork and oversee the evacuation of all persons on site. After evacuation, all shelter paperwork should be provided to the battalion chief or a police officer present to assist with any rescue efforts.

- Shelter paperwork may help account for anyone present in the event of an evacuation.
- Remember to stay calm and focus on assisting the most vulnerable individuals at the shelter.
- Familiarize yourself with the posted fire exit plan and location of fire extinguishers at the site. If a fire occurs, please follow the instructions on the fire extinguishers. Generally, when using a fire extinguisher remember to: Pull the pin; aim at the base of the fire; squeeze the handle.
- Exercise caution when using kitchen equipment and industrial stoves. Please do not leave flammable materials near the stove.
- Be sure shelter supplies and sleeping mats are properly stored away from light fixtures and electrical wires.
- If carbon monoxide alarms are triggered in the building, call 911 immediately.

In the event of a tornado or natural disaster, all persons on site will be instructed by the Staff-on-Duty to shelter in place in the most appropriate internal room of the building until the threat is cleared. A disaster and evaluation plan should be posted in each site.

Thank you for your partnership in serving the homeless.

BEDS Plus Summer Transitional Shelter 2019

June 10th – August 16th

Dates	Site	Parking & Entrance	Special Instruction
Week 1 June 10 – 16	St. Barbara Parish 8900 Windmere, Brookfield School Building	Parking in church lot kiddy corner. Entrance on Windermere.	
Week 2 June 17-23	First Congregational Church, LaGrange	Parking in lot off of 6th street. Do not park my neighbor's garage. No Street parking overnight. Entrance on Cossitt Avenue.	Light in bathroom can be a problem. Close fire door to church past bathrooms. Families may sleep in room off kitchen for privacy. Must clean up space on Saturday morning for program.
Week 3 June 24-30	MCC Holy Covenant 9145 Grand Avenue, Brookfield	Park on Maple Street. For overnight parking, call Brookfield police department for clearance. Entrance in the back down stairs.	Clients eat in the kitchen and sleep in sanctuary. Sleeping mats must be moved into church foyer for Sunday services.
Week 4 July 1 – 7	First Congregational Church of Western Springs 1106 Chestnut, Western Springs	Entrance under covered walkway off of parking lot on Woodland avenue.	Leave cell phone at entrance door for late arrivals and next shift.
Week 5 July 8-12	St. John Lutheran Church 505 South Park Rd. LaGrange	Park in lot in the back of the church.	Use monitors/security system by kitchen for late arrivals & shift change.
Week 6 July 15 – 21	St. Barbara Parish 8900 Windmere, Brookfield School Building	Parking in church lot. Entrance on Windermere.	
Week 7	Grace Lutheran Church 200 North Catherine LaGrange Park	Park in church lot and enter in through double doors off of Catherine Avenue.	Clients must leave by 6:30 am due to preschool class. Client sleeping mats and personal items should be kept in a corner of the room.
Week 8 July 29 – August 4	St. Hugh Parish 7939 43 rd Street, Lyons	Use Assembly building, small school building. Enter off of parking lot.	Volunteers and late arrivals may enter at kitchen doors. Please keep clients from wandering in the building.
Week 9 August 5 – 11	First Methodist Church of Western Springs 4300 Howard Avenue Western Springs	Park on 43 rd street and enter in glass double doors.	
Week 10 August 12 – 19	Riverside Presbyterian Church 116 Barrypoint, Riverside	Volunteers enter through back kitchen doors of small parking lot for	Must call Riverside police for overnight parking.