

OUT OF THE COLD



START UP HANDBOOK

TABLE OF CONTENTS

MISSION	4
OBJECTIVE	4
GUIDING PRINCIPALS	4
CONFIDENTIALITY STATEMENT	4
HISTORY	4
KW OUT OF THE COLD STEERING COMMITTEE	5
Mission	5
Composition	5
Function	5
HOMELESS SUPPORT IN KITCHENER-WATERLOO	6
Mary's Place	6
House of Friendship	6
Safe Haven	6
Salvation Army	6
R.O.O.F.	6
HOW DOES THE OUT OF THE COLD PROGRAM WORK	7
WHY HAVE AN OUT OF THE COLD PROGRAM	7
STEPS TO FOLLOW IN STARTING AN OUT OF THE COLD PROGRAM	8
OPERATION OF AN OUT OF THE COLD PROGRAM	10
SITE TEAM MEMBERSHIP	10
SITE TEAM MEETINGS	10
LOG BOOKS REQUIRED	11
CLEANING GUIDELINES	11
VOLUNTEERS	12
Recruitment	12
Training	12
Scheduling	12
Volunteer Appreciation	12
APPENDIXES:	13
Sample Proposal For "Out Of The Cold" Pilot Project	14
Volunteer Profile	15
Volunteer Sign In Sheet	17
Guest Sign In Sheet	18
Communications Log	19
Communications Log - Guest Tracking Form	20
Volunteer Scheduling	21
Pew Cards - Front	22
Pew Cards - Back	23
Site Evaluation Check List	24
Supplies Check List	24
Example Site Map	25
Important Numbers And Referrals	26
Site Team Member Responsibilities	27
Site Coordinator	27
Treasurer	27
Secretary	27
Buying Coordinator	27
Volunteer Coordinator	27
Shift Leaders Responsibilities	27
Shift Job Descriptions	28
Kitchen/Set Up 4pm-8pm Shift	28
4pm – 6pm Setup Volunteers – 2 people	28
4:30pm - 8:00 pm Kitchen shift volunteers – 6 people	28

Server Volunteers 6-8pm Shift _____	29
Door Volunteers Only (Come at 5:30pm) - 2 people _____	29
Servers – 6 People _____	29
Hospitality Volunteers 8pm –11pm Shift _____	30
Door Volunteers Only – 2 People _____	30
Hospitality Volunteers - 6 People _____	30
11pm - 6am Shift Volunteers _____	31
Overnight Crew - 4 - 6 people _____	31
6am - 8:30 am Shift Volunteers _____	32
Breakfast Makers - 2 people _____	32
Cleanup Crew – 6 people (Can arrive at 7:15 am) _____	32
Sign Details _____	33
Clean Hands Sign _____	34
Out of Bounds Sign _____	35
Smoking Sign _____	36
Door Closing Sign _____	37
Standard Precautions For Health/Home Care _____	38

MISSION

"Out Of The Cold" is a program which strives to respond, in a meaningful way to the needs of the most abandoned of our city's poor and homeless people. These needs include the basic physical needs of shelter, food and warm clothing, and the deeply human needs of compassion, dignity and feelings of self worth.

It is the aim of the program to enable all those involved to share their individual riches and poverties with one another. This interaction makes possible a discovery of our common humanity, which helps eliminate barriers and leads to the building of new and enriching relationships.

OBJECTIVE

To provide the homeless in our community with warm and safe overnight accommodation and nourishment within a quiet and welcoming atmosphere.

GUIDING PRINCIPALS

1. Our guests are to be treated with dignity and respect.
2. Our organizational principles will be as simple and non bureaucratic as possible consistent with a "welcoming atmosphere."
3. We are not here to preach or convert.
4. We welcome community involvement.

CONFIDENTIALITY STATEMENT

Our guests are to be treated with dignity and respect at all times. Consistent with that overriding emphasis is the importance of respecting the right to privacy and confidentiality of our guests. If we succeed in creating a warm and welcoming atmosphere it is possible that our guests will share with some of us their hurts and personal information. It is our commitment that any such information be kept confidential.

HISTORY

In 1986, the death of George, a homeless man befriended by the students and staff of St. Michael's High School in Toronto, brought people together to take action. Students and staff at the school, Sister Susan Moran, Father John Murphy and the Reverend Canon John Erb, took necessary steps to arrange a location, food and volunteers. On January 15, 1988 they opened a small storefront on St. Clair Avenue in Toronto.

By word of mouth and a "grass roots" growth in interest, the program has continued to expand and develop to address the need and increase awareness of homelessness. Toronto has over 45 locations and more than 5,000 volunteers that provide meals, shelter, clothing and other services. These include a wide variety of settings: churches, synagogues, centers and even a home. In addition, London, Ottawa, St. Catherines, Niagara Falls are a few of the other cities who have started programs of their own.

In the spring of 1999, a pilot project was run at First United Church in Waterloo. In the fall of 1999, three more churches came on board, St. John's Lutheran, Waterloo, Trinity United, Kitchener, and St Louis RC, Waterloo. January of 2000 saw Bethany Evangelical, Kitchener join. In the fall of 2000, we covered all nights of the week with the joining of Benton Street Baptist and St Matthew's Lutheran both in Kitchener. Two more sites have joined to reduce crowding since.

KW OUT OF THE COLD STEERING COMMITTEE

Mission

The mission of the Steering Committee is to help promote the goals, needs, and accomplishments of Out Of The Cold in the community and to provide a communication forum for the various Out Of The Cold sites.

Composition

The Steering Committee is composed of the site coordinator and/or designate from each of the sites. Representatives from prospective new sites may request or be invited to attend. Interested members of the community at large could also be represented with permission of the representatives of the sites.

The committee should be chaired by a coordinator or each site could take turns hosting and chairing meetings. Minutes should be recorded by a secretary and distributed at the next meeting. This could also be a rotating position.

Function

The Steering Committee is responsible for:

- ◆ Seeking new sites and making the mission of the Out Of The Cold known throughout the Kitchener-Waterloo community when needed and appropriate. This could involve appeals to local churches or to the public in general.
- ◆ Coordinating volunteer drives and training in participation with the various site.
- ◆ Coordinating fund raising efforts ***only so there is no duplication of appeals*** from the same organizations. (**Note:** We are **not** the fund raising body.) **Fund raising is the responsibility of individual sites.** Efforts should be made so those members of the community and organizations are not solicited by more than one site. The Steering Committee itself does not have a treasurer and any donations to the program must be directed to a particular site.
- ◆ Act as a liaison between Out Of The Cold and the Kitchener-Waterloo Community. This does not exclude individual sites from talking to community groups. It would be helpful if each site kept the others informed of their efforts in this regard. Representatives of the Steering Committee, with the permission of the committee, could represent Out Of The Cold on other community committees or initiatives. The representative must report back to the Steering Committee at the next meeting.
- ◆ Provide a forum of open communication so that concerns, areas of difficulty and or successes can be shared for the benefit of all the sites involved.

Each Out Of The Cold Site is independent and administrated by their own Site Team.

Homeless Support In Kitchener-Waterloo

Mary's Place

A center for women 16 years old and over. Children accompanying their parent can also stay. They have 53 beds, and are always over capacity. They offer shelter, meals, clothing exchange, support workers and a caseworker to work on woman's issues. Woman can stay as long as needed. The majority stays from two weeks to three months.

House of Friendship

A center for men 16 years old and over. They have 39 beds and 11 cots, and not always full to capacity. There is an 11:00pm curfew but guests can book in at any time. If the man is inebriated they are not allowed in. They offer shelter, meals, caseworkers and attendants throughout the night and day. Most people stay a week or less. There is a small fee requested to aid in offsetting operating costs.

Safe Haven

Provides emergency shelter for youth between the ages of 12 and 15 years. They are a licensed children's service. It is an intake process with minimal set of rules that the guests abide by.

Salvation Army

Has 11 cots for overnight shelter for men only.

R.O.O.F.

(Reaching Our Outdoor Friends)

A drop in support center for youth. They have no provisions for overnight shelter.

How Does The Out Of The Cold Program Work

The goal of the "Out Of The Cold" program is to provide shelter during the winter months. It enlists the support of a variety of different sites with varied backgrounds to provide temporary shelter on a night to night rotating basis. Each site will take a day of the week to provide a hot meal and overnight shelter for their guests. The program runs from the beginning of November to the end of March. Each site is responsible for the scheduling of its volunteers, arranging the food and physical resources and its routine service operation. This booklet is to aid you in developing your own guidelines.

Adequate and consistent volunteer staffing is the cornerstone of a successful operation. The volunteer base is drawn from the site and the community at large. Volunteers are needed for shopping, cooking, serving, supervising during the night and a clean up crew in the morning.

Funding is provided by the site, other churches, community groups and interested individuals. It is the responsibility of the individual site to control all finances needed. This includes fund raising, purchasing, income tax receipts if possible, etc.

A community-wide Out Of The Cold Steering Committee exists to aid in providing training, coordinating information sessions, and overseeing the successful operation of the overall program in the community.

Why Have An Out Of The Cold Program

Homelessness is not just a problem of larger cities like Toronto. The problem exists in the Kitchener-Waterloo area. There are local agencies that offer support to the homeless, but they are often overworked and overcrowded. For a variety of reasons the homeless cannot always go to these agencies. Out Of The Cold provides another option. (We realize that is it is not a solution to the problem of homelessness, but rather an aid to help in coping with it.)

Steps To Follow In Starting An Out Of The Cold Program

These are a brief descriptions of the steps needed to start a successful Out Of The Cold program. Full documentation will follow after listing of the steps. The appendixes for this document contain sample forms, documents, checklists, and other detailed items to aid you in organizing your project.

1. Find people interested in your church that would contact the Kitchener-Waterloo Steering Committee; someone from a site already running a program; or experienced people who have participated in the program. The best way to do this is to have an information meeting where this information will be dispensed to a group of interested people.
2. After the information meeting, recruit preliminary Site Team members. They do not have to be the final site team, as their job at present is to do the work to start up the program.
3. They are responsible for a site evaluation¹ to determine the appropriateness of the site for this program.
4. A proposal² is developed and present to the site board, council, or other leadership body. This will include the cost to operate the program, the physical facilities required, and the volunteer staffing requirements. Do not forget to include anyone who may be affected by this program. Since it will take one night a week out of your site's schedule, be sure to talk to all groups involved prior to presenting your proposal. (Property, Site youth groups, Women's groups, etc.) If this is your first time involved in the program it might be wise to run a short 6-8 week pilot project to determine the feasibility of the program. You could also plan to participate at a site that is presently running the program to plan on opening the program the following year.
5. It is important to continue to communicate³ with all interested and affected groups. Keep the congregation informed of what is going on by using any means that you may have to communicate it. At this stage you should get congregational support for the program.
6. Once you have the support, you need to finalize the Site Team. They we need to meet once a week or more to move the project ahead in a timely manner. You will need to pick a Site Coordinator.
7. Recruit and train your volunteers. Contact the Kitchener-Waterloo Steering Committee for help in training and ideas on recruitment of volunteers.
8. Finalize funding. If you need to setup a bank account etc, now is the time to do it.
9. Supplies will need to bought. At this time the main item will be the mattresses.
10. Decide on a menu. A good idea is a simple meal, which is easy to make, freezable, and soft (a lot of the homeless have dental problems). It is a good idea to serve the same meal all the time at your site. Some good meal ideas are stews, pastas, and chilis. It would be a good idea to check the menus at other sites, so that a variety of meals can be provided for our guests. Contact the KW steering committee for more information.

¹ See: *Site Evaluation Check List, page 24.*

² See: *Sample Proposal For "Out Of The Cold" Pilot Project, page 14.*

³ See: *Pew Cards - Front, page 22 / Pew Cards - Back, page 23.*

11. Make the signs.⁴
12. Again, communicate with your people. The plan is to make the implementation as seamless as possible. Little problems solved at this stage are much more likely to not impact on the program. Be flexible. Keep everyone up to date.
13. Purchase food supplies. (non perishable)
14. The master volunteer work schedule should be developed at this time.
15. All necessary log in forms⁵, communication book forms, etc. should be made up at this time.
16. As you approach the night, during the previous week, contact the volunteers who will be involved on that first night.
17. After opening the doors, for the first time, the site team should meet to review and debrief after each night to resolve any difficulties.
18. Don't forget to liaison to the site committee's board.
19. HAVE FUN!

⁴ See: *Sign Details*, page 33.

⁵ See: *LOG BOOKS REQUIRED*, page 11.

OPERATION OF AN OUT OF THE COLD PROGRAM

SITE TEAM MEMBERSHIP

Your Site Team⁶ should consist of the following members:

Table 1: Site Team Composition

Position	Description
Site Coordinator	They are responsible for all things that go on at the site. <i>This job may be split up amongst more than one person</i>
Treasurer	This person handles all of the accounts
Secretary	This person keeps minutes, schedules volunteers, liaison to site leadership committees, archivist etc.
Buying Coordinator	This person is responsible for the food and other day to day purchases.
Volunteer Coordinator	This person is responsible for coordinating the volunteers.
Shift Leaders	These people need not attend Site Team Meetings unless they want. You will need Shift Leaders in the following areas:
See appendix for details on the different job descriptions.	<ul style="list-style-type: none">● Kitchen - Cooking etc.● Intake/Door Control● Breakfast and Cleanup● Hospitality includes Setup of Hall for Supper● Overnight Supervision

SITE TEAM MEETINGS

We recommend that you determine the best time and place to meet. It is a good idea to meet at least weekly during startup. so that any difficulties can be quickly resolved. Debriefing sessions should be held soon after each night so that items don't get forgotten. A vital part of any meeting is to examine the Communications Log. Once the program is running fairly smoothly, you can probably meet on a monthly basis.

⁶ See: *Site Team Member Responsibilities*, page 27.

LOG BOOKS REQUIRED

(We suggest that you use a different colour form for each of the log books.)
We recommend that the following log books be kept:

Communications Log:⁷ This is the main book that shift leaders record events or other details that happen on their shift. Also record, for statistical reasons, the number of guests who had supper and stayed overnight. (Guest Tracking Form⁸) Since this book will be reviewed by all persons involved, the volunteer schedule should be posted in it. Include a map of your site if possible in this book as it will aid in orienting new volunteers.

Guest Log:⁹ This logbook contains the copies of the guest sign in sheets from each night and blank forms as well. The totals for the Guest Tracking Form are collected from here.

Volunteer Log:¹⁰ This log book contains the copies of the volunteer sign in sheets from each night and blank forms as well. It should also contain all of the information about each volunteer, from the Volunteer sign up sheets.

You may think of other log books that you might require.

Cleaning Guidelines¹¹

WASH YOUR HANDS FREQUENTLY!

Create your own disinfectant solution by combining 1 part household bleach to 9 parts water. Put this in your spray bottles to give your cleaners a fast easy way to clean up spills, or other contaminants.

1. All bedding must be dry cleaned weekly.
2. All mattresses must be washed with the cleaning solution mentioned above.
3. All floors and surfaces must be disinfected.
4. Toilets, etc. any areas that have been in contact with guests or volunteers must be cleaned.

The goal is to leave the site as clean or cleaner than when we came in.

⁷ See: *Communications Log*, page 19.

⁸ See: *Communications Log - Guest Tracking Form*, page 20.

⁹ See: *Guest Sign In Sheet*, page 18.

¹⁰ See: *Volunteer Sign In Sheet*, page 17.

¹¹ See: *Standard Precautions For Health/Home Care*, page 38.

Volunteers

As stated previously the volunteers are the cornerstone to a successful Out Of The Cold program. Another cornerstone is the confidentiality of the program that is required. Remember we are not here to preach or convert.

Recruitment¹²

It is the responsibility of each individual site to ensure that it is adequately staffed with volunteers. The Kitchener-Waterloo Steering Committee assists through information meetings. Each organization should look to its own members for support.

Training

The Kitchener-Waterloo Steering Committee is responsible for arranging training in crisis intervention, health and safety issues. It is the responsibility of individual site teams to train their volunteers in the jobs descriptions detailing the tasks to be performed.

Scheduling¹³

Each individual Site is responsible for the scheduling of its volunteers. Schedules should include a detailed list of who is working, the shift leader, and any alternates if any scheduled person cannot make the session. A master schedule should be created that is stored in the communication book. Volunteers should be contacted at least one week in advance of their shift. This can be the responsibility of the shift leaders.

Volunteer Appreciation

A key part of keeping your volunteers satisfied is to plan an appreciation night after the program completes in March. A simple program is all this required: Desert, some singing, announcements about the past and future events could be part of the program. Plenty of time should be allowed to let people mingle and talk about their experiences amongst themselves. A good plan would be to schedule it soon after the program starts. Thus when the program is winding down you can be asking the volunteers about if they will be attending.

¹² See: *Volunteer Sign In Sheet*, page 17.

¹³ See: *Volunteer Scheduling*, page 21.

Appendixes:

APPENDIX	PAGE
Sample Proposal For "Out Of The Cold" Pilot Project	14
Volunteer Profile	15
Volunteer Sign In Sheet	17
Guest Sign In Sheet	18
Communications Log	19
Communications Log - Guest Tracking Form	20
Volunteer Scheduling	21
Pew Cards - Front / Pew Cards - Back	22 / 23
Site Evaluation Check List	24
Supplies Check List	24
Example Site Map	25
Important Numbers And Referrals	26
Site Team Member Responsibilities	27
Shift Job Descriptions	28
Sign Details <i>(Sample Signs On Following Pages)</i>	33
Clean Hands Sign	34
Out of Bounds Sign	35
Smoking Sign	36
Door Closing Sign	37
Standard Precautions For Health/Home Care	38

Sample Proposal For "Out Of The Cold" Pilot Project

DURATION

- ◆ 6-8 weeks.

OBJECTIVE

- ◆ To provide the homeless in our community nourishment and a warm, safe overnight accommodation with in a quiet and welcoming atmosphere.

HOW

- ◆ Our site would provide one night of shelter, supper and a light breakfast the following morning.

FUNDS

- ◆ Based on information providing shelter for 15 guests and food for 30 people could cost between \$1,500-\$2,000.
- ◆ Fund raising would be done in our congregation and the interfaith church community with assistance (not financial) from the Out Of The Cold Steering Committee.

REQUIREMENTS OF THE PROGRAM

- ◆ Location: a large hall that is up to date with fire regulations for an assembly hall. The hall must have had a recent inspection by both the fire and health departments. Other programs have not required additional insurance, but please confirm this with your broker.
- ◆ Accessible bathrooms on the same floor, preferred.
- ◆ A kitchen on the same floor with double / triple sinks, refrigerator and freezer space, and cupboards for groceries. A dishwasher is recommended.
- ◆ Bedding: Foam mattresses covered with vinyl and blankets. Arrangements will need to be made to clean the blankets.
- ◆ Storage space for supplies and bedding.

VOLUNTEERS

- ◆ Based on experience 25-30 people are required for each night. There are five shifts with six people per shift.
- ◆ Volunteers work 4-5 hour shifts, excluding the night crew.

SUGGESTED HOURS OF OPERATION

- ◆ Kitchen crew arrives at 4pm to start preparing the meal
- ◆ Guests are welcomed at 6pm
- ◆ Dinner is served after this - 6:30pm
- ◆ Doors are locked at 11pm. (Can be opened to the police or other social agency however)
- ◆ Guests are to be awakened at 7am and served a light breakfast
- ◆ Guest need to be gone by 8:30 to allow for the cleanup crew to clean all areas of the site.

ORGANIZATION

- ◆ The program is managed at the individual site by a Site Team headed by a site coordinator from our site.
- ◆ The Kitchener-Waterloo "Out Of The Cold" Steering Committee is available to provide organizational support and information to the site.

Volunteer Profile



**OUT OF THE COLD
VOLUNTEER PROFILE**

(This Form For Out OfThe Cold Use Only)

PLEASE PRINT:

Site:			
Name:			
Address:			
	Street	Apt	City
			Postal Code
E- mail:			
Phone:			
	Home	Business	Ext.
Emergency			
	Contact Name	Phone	

PLEASE CHECK ONE MAIN AREA OF INTEREST

<input checked="" type="checkbox"/>	Job	Responsibilities	Can Be On Call
	Anywhere / Any Job		
	Kitchen Help 4:30 PM – 8:00 PM	<i>Make supper, cleanup of kitchen and dishes</i>	
	Set Up Crew 3:30 PM – 5:00 PM	<i>Set up beds, tables, signs and hall prior to 6:00 PM.</i>	
	Servers 6:00 PM - 8:00 PM	<i>Serve dinner to guests, set up/take down tables</i>	
	Hospitality Crew 8:00 PM - 11:00 PM	<i>Door people, visit our guests, help set up mattresses</i>	
	Overnight Crew 11:00 PM – 6:00 AM	<i>Keep site clean, check washrooms, watch exits</i>	
	Breakfast Crew 6:00 AM – 8:30 AM	<i>Wake guests, serve breakfast, clean of kitchen area</i>	
	Cleanup – AM 7:00 AM – 8:30 AM	<i>Clean hall, clean bedding, take blankets for cleaning</i>	

I AM INTERESTED IN VOLUNTEERING

<input checked="" type="checkbox"/>	Shift
<input type="checkbox"/>	EVERY WEEK
<input type="checkbox"/>	EVERY OTHER WEEK Starting Date: _____
<input type="checkbox"/>	ONCE PER MONTH
<input type="checkbox"/>	OTHER: <i>Please Specify</i>

PLEASE TURN PAGE OVER

TELL US A LITTLE ABOUT YOURSELF

Home Church (if applicable)	
Occupation	
Community Affiliations	
Skills	
Hobbies and Special Interests	
Languages Besides English	
CPR	
First Aid Training	
Other	

Training that may be provided by Out of the Cold Steering Committee

<input type="checkbox"/>	Health and Safety Training	
<input type="checkbox"/>	Mental Health	
<input type="checkbox"/>	Crisis Intervention Training	

**ALL VOLUNTEERS MUST
READ AND SIGN BELOW**

Our guests are to be treated with dignity and respect at all times. Consistent with that overriding emphasis is the importance of respecting the right to privacy and confidentiality of our guests. If we succeed in creating a warm and welcoming atmosphere it is possible that our guests will share with some of us their hurts and personal information. It is our commitment that any such information be kept confidential.

I will respect the dignity and privacy of our guests and will neither judge nor preach. I understand the need to treat any information obtained in strict confidentiality.

Date

Signature

I am willing to undergo a police records check should that be deemed necessary for my volunteer position.

Date

Signature

Volunteer Sign In Sheet

OUT OF THE COLD

DATE _____

VOLUNTEER SIGN-IN SHEET

(First Name Only, Please)

	Name	In	Out	Duties*
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				

* Duties - KN - Kitchen, SU - Setup, SV - Server, HO - Hospitality, ON - Overnight, BK - Breakfast, CU - Breakfast Cleanup

OUT OF THE COLD

DATE _____

GUEST SIGN-IN SHEET

(First Name Only, Please)

	Name	Meal	Over	Lunch	Wakeup	Out	
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
11.							
12.							
13.							
14.							
15.							
16.							
17.							
18.							
19.							
20.							
DO NOT WRITE BELOW THIS LINE							
Page		Meals	Overnight	Lunch	M	W	Y
	Totals						

OUT OF THE COLD

DATE _____

COMUNICATIONS LOG

Name	Date/Shift	Comments <i>(Facility, Guests, Volunteers, Foods, Other)</i>

OUT OF THE COLD

GUEST TRACKING FORM (Statistics)

Week	DATE	LEADER	MEALS		OVERNIGHT		
			Supper	Lunches	Men	Women	Youth
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
11.							
12.							
13.							
14.							
15.							
16.							
17.							
18.							
19.							
20.							
21.							
22.							
23.							
24.							
25.							
26.							

Volunteer Scheduling

One of the most difficult tasks to do is to schedule the volunteers to work. This is the method that I used. These are meant to be guidelines in aiding you in scheduling the volunteers.

I decided on Two Letter Codes to represent the jobs that people could be doing.

Table 2: Job Codes Table

Code	Crew	Number Req'd	Work Times
KN	Kitchen Crew	4-6	4:00pm - 8:00pm
SU	Setup Crew	3-4	3:30pm - 5:00pm
SV	Servers	3-4	6:00pm - 8:00pm
HO	Hospitality Crew	6 - 2 for door	8:00pm - 11:00pm
OC	Overnight Crew	4	11:00pm - 6:00am
BK	Breakfast	2	6:00 - 8:00 am
CU	Cleanup	6 or more	7:15 - 8:30am

1. Lay out a grid with all of the volunteer names down the left hand side. The dates that you will be open make up the columns. In the columns you will fill in the two letter code for the people.
2. Start with the people who have stated that they can only work on specified nights.
3. Then schedule the people who say they will work every night. Schedule them into their preferred position.
4. Then schedule the ones who stated that they could work every other week.
5. Then schedule the ones who stated once a month.
6. If at any time you exceed the recommended number required, see table, slot them as alternates.
7. Now examine your timetable to see that all slots are filled. If they are, great. If not, examine some of your alternates. See if they agreed to be available for more than one position. If so slot them into the alternate position where required. It is a good idea to keep them in their preferred position at least once.
8. Hopefully you now have all slots filled. If you do not, either recruit more volunteers or ask some of the presently scheduled, if they would mind moving and helping fill in the missing spots.
9. Try to schedule everyone to work at least once in the time frame of the program.

I used Microsoft Excel to schedule the volunteers.



OUT OF THE COLD

**A Hot Meal and Overnight Stay
on Fridays** *(November - March)*

Hilliard Hall, First United Church
16 William Street, Waterloo

*.. for I was hungry and you gave me Food,
I was thirsty an you gave me Drink,
I was a stranger and you welcomed Me...
(Matthew 25:35)*

Turn Over



OUT OF THE COLD

**A Hot Meal and Overnight Stay
on Fridays** *(November - March)*

Hilliard Hall, First United Church
16 William Street, Waterloo

*.. for I was hungry and you gave me Food,
I was thirsty an you gave me Drink,
I was a stranger and you welcomed Me...
(Matthew 25:35)*

Turn Over



OUT OF THE COLD

**A Hot Meal and Overnight Stay
on Fridays** *(November - March)*

Hilliard Hall, First United Church
16 William Street, Waterloo

*.. for I was hungry and you gave me Food,
I was thirsty an you gave me Drink,
I was a stranger and you welcomed Me...
(Matthew 25:35)*

Turn Over



OUT OF THE COLD

**A Hot Meal and Overnight Stay
on Fridays** *(November - March)*

Hilliard Hall, First United Church
16 William Street, Waterloo

*.. for I was hungry and you gave me Food,
I was thirsty an you gave me Drink,
I was a stranger and you welcomed Me...
(Matthew 25:35)*

Turn Over

Pew Cards - Back

<p style="text-align: center;"><i>I would like to help by:</i></p> <p><input type="checkbox"/> Volunteering my time (Greatest Need)</p> <p><input type="checkbox"/> Baking</p> <p><input type="checkbox"/> Financial Support</p> <p>Name _____</p> <p>Telephone _____</p>	<p style="text-align: center;"><i>I would like to help by:</i></p> <p><input type="checkbox"/> Volunteering my time (Greatest Need)</p> <p><input type="checkbox"/> Baking</p> <p><input type="checkbox"/> Financial Support</p> <p>Name _____</p> <p>Telephone _____</p>
<p><i>OUT OF THE COLD Program Needs:</i></p> <p><i>Your prayers,</i> <i>Your time as a volunteer for:</i></p> <p><input type="checkbox"/> Set up, 3:30-5pm</p> <p><input type="checkbox"/> Food Preparation, 4-8pm</p> <p><input type="checkbox"/> Service, 6-8pm</p> <p><input type="checkbox"/> Hospitality, 8-11pm</p> <p><input type="checkbox"/> Overnight, 11pm-6am</p> <p><input type="checkbox"/> Breakfast and Cleanup, 6-8:30am</p> <p><i>Please place this card in the collection plate or return it to the church office.</i></p>	<p><i>OUT OF THE COLD Program Needs:</i></p> <p><i>Your prayers,</i> <i>Your time as a volunteer for:</i></p> <p><input type="checkbox"/> Set up, 3:30-5pm</p> <p><input type="checkbox"/> Food Preparation, 4-8pm</p> <p><input type="checkbox"/> Service, 6-8pm</p> <p><input type="checkbox"/> Hospitality, 8-11pm</p> <p><input type="checkbox"/> Overnight, 11pm-6am</p> <p><input type="checkbox"/> Breakfast and Cleanup, 6-8:30am</p> <p><i>Please place this card in the collection plate or return it to the church office.</i></p>
<p style="text-align: center;"><i>I would like to help by:</i></p> <p><input type="checkbox"/> Volunteering my time (Greatest Need)</p> <p><input type="checkbox"/> Baking</p> <p><input type="checkbox"/> Financial Support</p> <p>Name _____</p> <p>Telephone _____</p>	<p style="text-align: center;"><i>I would like to help by:</i></p> <p><input type="checkbox"/> Volunteering my time (Greatest Need)</p> <p><input type="checkbox"/> Baking</p> <p><input type="checkbox"/> Financial Support</p> <p>Name _____</p> <p>Telephone _____</p>
<p><i>OUT OF THE COLD Program Needs:</i></p> <p><i>Your prayers,</i> <i>Your time as a volunteer for:</i></p> <p><input type="checkbox"/> Set up, 3:30-5pm</p> <p><input type="checkbox"/> Food Preparation, 4-8pm</p> <p><input type="checkbox"/> Service, 6-8pm</p> <p><input type="checkbox"/> Hospitality, 8-11pm</p> <p><input type="checkbox"/> Overnight, 11pm-6am</p> <p><input type="checkbox"/> Breakfast and Cleanup, 6-8:30am</p> <p><i>Please place this card in the collection plate or return it to the church office.</i></p>	<p><i>OUT OF THE COLD Program Needs:</i></p> <p><i>Your prayers,</i> <i>Your time as a volunteer for:</i></p> <p><input type="checkbox"/> Set up, 3:30-5pm</p> <p><input type="checkbox"/> Food Preparation, 4-8pm</p> <p><input type="checkbox"/> Service, 6-8pm</p> <p><input type="checkbox"/> Hospitality, 8-11pm</p> <p><input type="checkbox"/> Overnight, 11pm-6am</p> <p><input type="checkbox"/> Breakfast and Cleanup, 6-8:30am</p> <p><i>Please place this card in the collection plate or return it to the church office.</i></p>

Site Evaluation Check List

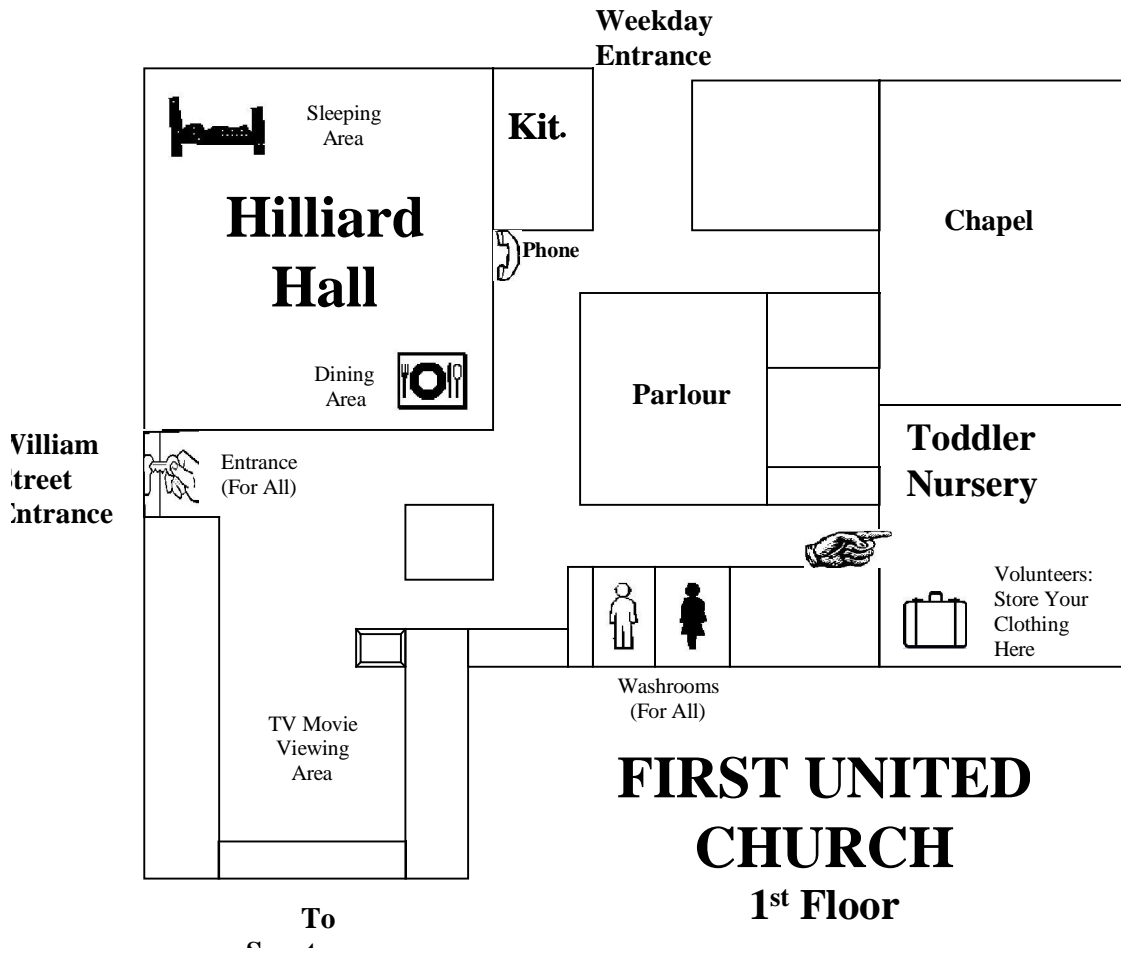
✓	Physical Space	✓	Kitchen
	Bathrooms Same Floor		Same Floor
	Sleeping Space 5 ft/Guest		Double Sinks (3 recommended)
	Space For Supplies		Freezer Space
	Space for Mattresses		Fridge Space
	Space for Volunteers		Stoves with ovens
			Cupboards for supplies
✓	Inspections		Counter/Work Space
	Fire Inspection		Dishwasher (recommended)
	Health Inspection		
	Insurance Inspection (if necessary)		
	Security Inspection		

Supplies Check List

✓	Stationary	✓	Other
	Binders – 3		Garbage Bags
	Pens		Paper Towels
	Name Tags		Toilet Paper
			Sanitary Napkins
			Paper Napkins
	Signs		Lunch Bags
	Mission		Table Cloths (Plastic)
	Sandwich Board (2)		Tape/Rope (Controlled Access)
	Rules		Laundry Baskets (Guest Items)
	Smoking		
	Out of Bounds		
	Cleaning Supplies		First Aid Kit
	Mops		First Aid Kit
	Pails		
	Sponges		
	Disinfectants		
	Rubber Gloves		Accessories
	Surgical Gloves		Razors, Shaving foam, etc.
	Spray Bottles		Deodorants, etc.
	Toilet Bowl Cleaner		

Example Site Map

Volunteers



Important Numbers And Referrals

Emergency

Non Emergency Police

911

911

653-7700

Community Access Center
67 King St., Kitchener

Mon-Fri
9-5

744-7645

Aids Kitchener
85 Frederick St. Kitchener

Mon-Wed,
Fri 9-5

570-3687

Men's Detox Grand River Hospital

Thu 4-7
24 Hours

749-4300

Woman's Detox Grand River Hospital

24 Hours

749-4300

Kitcheners-Waterloo Sexual Assault Support Center
151 Frederick St

24 Hours

571-0121

St John's Kitchen
23 Water St. N, Kitchener

Mon- Fri
9:30-1:30

745-8928

Alcohol Recovery

Mon – Fri
9-5

886-3330

Drug and Alcohol Assessment
St Mary's Counsel

Mon-Fri
8:30-5

745-2585

Kitchener-Waterloo Counseling Services

884-0000

Kitchener Waterloo Health Center
(Grand River Hospital)

24 Hours
742-3611

Direct
749-4300

Family Benefits
99 Regina St. Waterloo

Mon – Fri
8:30-4:30

883-2105

General Welfare Allowance

883-2100

740-5700

House of Friendship

742-8327

Youth Housing

743-2460

Site Team Member Responsibilities

Site Coordinator

- Responsible for site operation.
- They and/or designate should attend all KW Steering Committee Meetings
- Communication with Police and other community groups.
- Recording statistics on the Guest Tracking Form.
- Contacting the police if required.
- Welcome, orient volunteers to shifts and jobs.

This job may be split among more than one person or couples.

Treasurer

- Handles all financial transactions for the site.
- Works with site treasurer for issuing of tax receipts.

Secretary

- Keeps minutes..
- Helps schedule volunteers
- Liaison to site leadership committees.
- Archival tasks.

Buying Coordinator

- Responsible for food purchases
- Responsible for other day to day purchases.

Volunteer Coordinator

- Coordinator of volunteers.
- Contact person for shift leaders
- Helps schedule volunteers
- Welcome, orient volunteers to shifts and jobs.

Shift Leaders Responsibilities

- Contact person for the volunteers.
- Recording sign in and outs.
- Recording items in the communications book.
- Recording statistics on the Guest Tracking Form.
- Contacting the police if required.
- Responsible to the site coordinator and/or designate.
- Welcome, orient volunteers to shifts and jobs.
- Show communications book to volunteers.
- Responsible person if site coordinator is unavailable.

Shift Job Descriptions

Kitchen/Set Up 4pm-8pm Shift

4pm – 6pm Setup Volunteers – 2 people

- Read Communication Book
- Place Communication Book in kitchen
- Sign Guest / Volunteer Sign In Book and get a nametag (**first name only**)
- Place Important Phone Number List, by phone
- Put sign outside William Street Entrance at 5:30pm
- Block off stairs and entrance to sanctuary with pews from under coat racks
- Set up tables with vinyl table covers
- Set up welcome table - sign-in book, nametags, pens, brown paper bags for guest's personal items
- Place no smoking signs throughout the church
- Place off limit signs on the doors to the parlour and nurseries
- Post rules sign on entrance to hall
- Post mission statement on bulletin board inside hall
- Get first aid kit, place it in kitchen
- Listen for volunteers arriving. (at 5:30pm)
- Lock Parking lot entrance to church.
- Record any comments in communication book
- Advise next shift of any situations and when you are leaving.
- Sign out when you go home.

4:30pm - 8:00 pm Kitchen shift volunteers – 6 people

- Read Communication Book
- Sign Guest / Volunteer Sign In Book and get a nametag (**first name only**)
- Know fire evacuation procedures.
- Know where telephone is (take note of emergency numbers)
- Wash hands frequently.
- Fill containers if necessary.
- Prepare frozen food for heating if necessary
- Prepare Food - juice, coffee, water, sugar, cream, pasta and sauce, salad
- Keep food area tidy.
- Place trolley and 2 tubs just outside kitchen entrance for dirty dishes, just prior to 6pm
- Before leaving refrigerate unused food.
- If possible, place two servings in fridge for late arrivals.
- Use dishwasher to clean dishes and return dishes to cupboard.
- Clean kitchen area.
- When using three sinks: Wash, Rinse and Second rinse water should contain Javex.
- Record any comments in communication book
- Sign out when you go home.

Server Volunteers 6-8pm Shift

Door Volunteers Only (Come at 5:30pm) - 2 people

- Read Communication Book
- Sign Guest / Volunteer Sign In Book and get a nametag (**first name only**)
- Unlock door at 6pm.
- Know fire evacuation procedures.
- Know where telephone is (take note of emergency numbers)
- Shovel entrance and put out ice melter if necessary.
- Make sure there are always two people at the welcome table.
- Welcome guests making sure they know the guidelines of behavior.
- Make sure guests get a nametag and sign Guest / Volunteer Sign In Book even if it just an x. This being in case of an emergency we know how many people are in the building.
- Keep track of attendees both visitor, guest and volunteer. Indicate when they leave the building.
- Be prepared to take guest's personal items for storage...(drugs, alcohol, weapons...)
- Make sure that all volunteers sign in.
- Record any comments in communication book
- Advise next shift of any situations and when you are leaving.
- Sign out when you go home

Servers – 6 People

- Read Communication Book
- Sign Guest / Volunteer Sign In Book and get a nametag (**first name only**)
- Always know who your buddy is.
- Seat our guests at table, get them coffee, juice
- Serve guests and interact.
- When dinner is ready, serve the guests their meals at their tables
- Serve desert and coffee
- Pick up all dishes and cutlery (Account for each piece.)
- Clear tables and wipe vinyl table cloths
- Place a mattress on the floor at the end of the gym for each guest staying overnight and place a chair between them for separation and storage area for the guest's personal belongings
- Be aware of situations - assist other volunteers if necessary.
- Always wash your hands
- Record any comments in communication book
- Advise next shift of any situations and when you are leaving.
- Sign out when you go home

Hospitality Volunteers 8pm –11pm Shift

Door Volunteers Only – 2 People

- Read Communication Book
- Sign Guest / Volunteer Sign In Book and get a nametag (**first name only**)
- Know fire evacuation procedures.
- Know where telephone is (take note of emergency numbers)
- Shovel entrance and put out ice melter if necessary.
- Make sure there are always two people at welcome table.
- Welcome guests making sure they know the guidelines of behavior.
- Make sure guests get a nametag and sign Guest / Volunteer Sign In Book even if it just an x. This being in case of an emergency we know how many people are in the building.
- Keep track of attendees both visitor, guest and volunteer. Indicate when they leave the building.
- Record any comments in communication book
- Advise next shift of any situations and when you are leaving.
- Sign out when you go home.

Hospitality Volunteers - 6 People

- Sign Guest / Volunteer Sign In Book and get a nametag (**first name only**)
- Clean off table cloths from supper
- Set up TV and VCR and chairs for video, some one is to watch video with our guests
- Mingle with guests, playing cards etc., talking with them
- At **no** time, should the door be unmanned
- Periodic checks of halls, washrooms and other areas
- Always know who your buddy is.
- Be aware of situations - assist other volunteers if necessary.
- Record any comments in communication book
- Advise next shift of any situations and when you are leaving.
- Sign out when you go home.

11pm - 6am Shift Volunteers

Overnight Crew - 4 - 6 people

- Read Communication Book
- Sign Guest / Volunteer Sign In Book and get a nametag (**first name only**)
- Know fire evacuation procedures.
- Know where telephone is (take note of emergency numbers)
- Be alert.
- Bring in sign prior to locking doors. Put sign away.
- Lock doors at 11pm.
- Check all areas of the church prior to lights out.
- Keep track of attendees both visitor, guest and volunteer. Indicate when they leave the building. (for a smoke for example)
- Always wash your hands.
- Always know who your buddy is.
- Quietly check that our guests are sleeping fine, once an hour (make sure that all guests are accounted for)
- Periodic checks of halls, washrooms and other areas
- Be aware of situations - assist other volunteers if necessary.
- Put coffee on for breakfast shift.
- Make bag lunch for overnight guests, sandwich, granola bar, fruit and a juice box.
- Record any comments in communication book
- Advise next shift of any situations and when you are leaving.
- Sign out when you go home.

6am - 8:30 am Shift Volunteers

Breakfast Makers - 2 people


- Read Communication Book
- Sign Guest / Volunteer Sign In Book and get a nametag (**first name only**)
- Be alert.
- Wake guests no later than 7am
- Always wash hands.
- Prepare breakfasts – cereal, juice or coffee, fruit
- Serve guests breakfast
- Clean off tables, wash dishes
- Clean up kitchen
- When using three sinks: Wash, Rinse and Second rinse water should contain **Javex**.
- Record any comments in communication book
- Sign out when you go home

Cleanup Crew – 6 people (Can arrive at 7:15 am)

- Read Communication Book
- Sign Guest / Volunteer Sign In Book and get a nametag (**first name only**)
- Be alert.
- Keep track of attendees both visitor, guest and volunteer. Indicate when they leave the building. Return any stored items to them.
- Always wash your hands.
- Clean up Wastebaskets, Take out trash.
- Bag used blankets for cleaning. Collect any other laundry (take to Newtex Cleaners).
- Use rubber gloves when cleaning.
- Wet mop Hilliard hall floor, entranceways both washroom's and kitchen area.
- Disinfect bed mats, let dry then stack in storage area
- Use disinfectant kit to clean tables and chairs.
- Disinfect bathrooms.
- Put away - Guest / Volunteer Sign In Book, tags, pens, First Aid Kit, Communication Book, Import Phone Numbers List, tables, chairs
- Wash towels and return to kitchen.
- Lock door
- Record any comments in communication book
- Sign out when you go home

***Remember, we want to leave the church as we found it,
no one should even know we were there.***

Sign Details

USE	DETAIL/SAMPLE	SIZE	Pg
Outside Sign	 <p>OUT OF THE COLD HOT MEAL AND OVERNIGHT STAY FRIDAY 6 P.M.</p>	Clap Board Size	n/a
Mission	<i>Our mission is to provide a warm, welcoming, safe place where our guests may eat and sleep.</i>	12" x 36"	n/a
Rules	<p><i>The following will not be tolerated:</i></p> <ul style="list-style-type: none"> • <i>Alcohol, tobacco or other substances</i> • <i>Violence in word or deed</i> • <i>Weapons or potential weapons</i> 	18" x 36"	n/a
Washrooms	<i>Labeled with Standard Symbols</i>	12" x 12"	n/a
Clean Hands	<i>Wash Your Hands For Health</i>	8 1/2" x 11"	34
Out of Bounds	<i>Area Out Of Bounds</i>	8 1/2" x 11"	35
No Smoking	<i>Smoking Outside Only</i>	8 1/2" x 11"	36
Closing	<i>Doors Close At 11:00 P.M.</i>	8 1/2" x 11"	37

WASH YOUR HANDS



FOR HEALTH

**AREA
OUT
OF
BOUNDS**

**SMOKING
OUTSIDE
ONLY**

DOORS

CLOSE

AT 11 P.M.

Standard Precautions For Health/Home Care



Standard Precautions for Health/Home Care and Public Service Settings

In the majority of workplaces such as schools, factories and offices you are not at risk for Human Immunodeficiency Virus (HI V), Hepatitis B (HB V), Hepatitis C (HC V) or other infections. However, in certain situations you may come into contact with blood or other potentially infectious body fluids. This can occur through a puncture wound or when these fluids come into contact with broken skin or mucous membranes.

Standard Precautions* are measures intended to protect you from such exposures. Contact with blood, all body fluids, secretions and excretions (except sweat) regardless of whether or not they contain blood should be avoided. The risk of HIV, HB V or HCV infection from other body substances (such as tears or feces) is extremely low or non-existent. Feces can contain bacteria, viruses or parasites. Nasal secretions can contain viruses or bacteria.

REDUCE TRANSMISSION RISKS

1. Wash Hands
2. Wear Gloves
3. Wear Other Protective Barriers As Necessary
4. Clean Contaminated Surfaces
5. Dispose Of Contaminated. Articles
6. Report Any Exposure Immediately

1. **Wash Your Hands**

Hand washing remains your best defense against any infection, including HIV HB V and HCV. Wash your hands thoroughly before and after exposure to blood and body fluids, secretions and excretions and following the removal of gloves.

2. **Wear Gloves**

Wear latex or vinyl gloves for all contact with blood and body fluids, secretions and excretions and for wiping up contaminated surfaces and performing first aid.

3. **Wear Other Protective Barriers**

Wear other protective barriers as necessary to reduce your risk of exposure to potential ineffective body fluids on broken skin or mucous membranes. Always wear a protective barrier when there will be contact with blood and body fluids.

Masks/Protective Eye Wear/Clothing: are primarily intended for healthcare workers working in high risk environments. Wear protective eye glasses and/or masks during procedures that are likely to produce aerosols or splashes of blood and body fluids that may contact the mucous membranes of the eyes, nose, or mouth. Wear gowns, lab coats or aprons where skin or clothes are likely to be soiled.

Resuscitation Devices: To minimize your exposure during emergency mouth-to-mouth resuscitation, mouth pieces, resuscitation bags or other ventilation devices should be available. However, the risk of infection remains low and no one should hesitate to give emergency mouth-to-mouth resuscitation without a mouth piece.

4. Clean Contaminated Surfaces

Immediately wipe up spills of potentially infected material with paper towels and dispose of them carefully. Wash area with hot water and a household cleaner. Rinse. Apply a freshly made solution of household bleach (1 part bleach to 9 parts water) to the area. Leave solution on affected area for 10 minutes then wipe it up. Hospitals and other health care institutions/agencies may use other approved disinfectants/viricides. Follow manufacturers directions for use closely.

5. Dispose of Contaminated Articles

Contaminated Waste: Dispose of articles soiled with blood or body fluids in a plastic bag tied at the top. If the first bag is visibly soiled or leaking, double bag the article before discarding in the garbage.

Laundry: Handle blood stained laundry as little as possible. Place in bags that prevent leakage. Rinse the laundry in cold water using gloves and then machine wash in hot water using regular laundry detergent.

Sharps: Any object that could break, cut or puncture the skin can be considered a sharp. Examples are needles, blades, knives, or broken glass. Any "sharp" may carry infectious materials and should be handled with caution.

- Wear gloves when handling sharps.
- Dispose of sharps in puncture resistant containers that have lids. In health care, home care and other workplace settings follow established procedures for disposal of sharps using approved biohazardous sharps containers.
- Diabetic syringe disposal programs are available at designated pharmacies in Kitchener, Waterloo, and Cambridge.
- Waterloo Regional Bylaw 98-87 prohibits the disposal of needles in household garbage.
- Environmental officers will pick up needles found in playgrounds, etc.

6. Report any Exposure Immediately

Report any exposure immediately to your occupational health nurse or designated office your employer and your family doctor.

Note: The information provided is intended as a guideline only and is not a comprehensive resource. For additional information, please contact the Waterloo Region Community Health Department at 883-2007.

CD\GENERAL\~PRECAUT.wpd -- revised March 1998

* Standard Precautions is a new term which replaces the former Universal Precaution Substance Precautions.