Hospitality includes the concept of equality and mutuality between guests and hosts.

The spirit of hospitality calls for more than protection from the outside elements and physical nourishment. Your presence at PADS is both an opportunity to share your gift of self and be gifted by our guests.

Public Action to Deliver Shelter, Inc.,
659 South River Street, Aurora, IL 60506, 630-897-2165
Volunteer Director Bruce Bachmeier: bbachmeier@hesedhouse.org
Dear PADS Overnight Emergency Shelter Volunteer:
Welcome to our team! PADS Overnight has been working in the community since 1982 to provide a response to the crisis of homelessness. The overnight shelter is one of 19 programs offered by Hesed House:

1. Overnight Shelter Program: provides emergency shelter, food, clothing, and crisis management.
2. PADS AM (And More!) Program: provides food, clothing, crisis management, daily living skills, access to job skills, and empowerment tools.
3. Transitional Living Community Program: provides transitional 24-hour shelter for 52 individuals and families. Intensive living skills, budgeting, and case management are provided.
4. SEEDS Case Management Program: offers both crisis and long-term case management including assessments, referrals, in-house programs and services, and transportation. SEEDS offers services to those living in PADS and TLC, as well as those at risk of losing their housing in the community.
5. LIGHT-House Program: provides permanent supportive housing to guests who are chronically homeless and have a qualifying diagnosed disabling condition.
6. Aunt Martha’s Medical Clinic: provides medical help to guests and residents of Hesed House through their offices on the Hesed campus. However, volunteers are not plugged into this program.
7. Health Advocacy Partnership: between Aunt Martha’s and Northern Illinois Legal Clinic, provides Health Advocacy for guests and residents.
8. Substance Abuse Counseling: Breaking Free provides substance abuse counseling to guests and residents.
9. Mental Health Screening and Community Support: Association for Individual Development (AID): provides mental health screening and anger management classes, as well as case management for guests and residents. AID’s Community Support Team (CST) focuses on coming to Hesed House when one of our guests or residents is in a mental health crisis.
10. Job Skills Training: Working for Success is a volunteer-run program helping guests and residents with soft skills, resume building, job searches, mock interviews and more!
12. Homeless Prevention: Carpenter’s Homeless Prevention provides assistance to residents in the neighborhood at risk of losing their housing.
13. Legal Counseling: Hope Legal, Prairie State Legal and the Northern Illinois University Legal Clinic provide counseling to guests and residents.
15. Veteran’s Housing: offers case management and housing options for veterans experiencing homelessness.
16. Aurora Soup Kitchen: offers a hot lunch to both residents of Hesed House and the Fox Valley Community every Monday and Friday.
17. Lorentzen Education & Advocacy Program (LEAP): Hesed House’s philosophy is to meet today’s needs of the underprivileged and underserved and to work toward systemic solutions that prevent future problems from occurring. In 1995, Hesed House led the nation in the movement to petition its legislative leaders to make it mandatory for schools to educate homeless children and provide bus transportation to and from their schools. Now national law, Hesed House is proud to note that it all began here. Today, the LEAP program continues to advocate, through creating Hesed’s Faith and Justice Alliance for the Homeless, as well as community organizing with the Fox River Valley Initiative.
18. Clothes Closet: Our volunteer-run clothes closet is open every Monday and Thursday night from 5 to 7 p.m., so that guests and residents can get the clothes they need.
19. Children’s programs: We have several volunteer-led children’s programs, including Harvesting Hope, a play-therapy program that runs Tuesday and Thursday nights during the school year after dinner; Kids Club, an after-school program that runs during the school year when children return to Hesed House from schools all around the area, and a children’s summer camp program, where groups of volunteers take a week during the summer to provide a children’s camp at Hesed House.
Other than providing physical shelter and food, the most important thing we provide is a caring, humane encounter in whatever form it might take.

The spirit of hospitality, properly experienced, will remove the stigma of “charity” or “handouts” which is so damaging to human dignity. Through our compassion and service we can begin to return dignity and hope to those who need it most...

**WHY HESED??**

**HESED. . .**

A movement of those concerned for the dignity, survival and reclamation of people experiencing homelessness, hunger and a loss of hope.

**HESED HOUSE. . .**

A place for ministries:
- To feed the hungry
- To clothe the naked
- To shelter the homeless
- To give people the chance to hope again.

**HESED HOUSE, INC. . .**

A not-for-profit coalition of religious ministries serving the very poor in the Fox Valley.

**HESED HOUSE AND PADS PHILOSOPHY FOR VOLUNTEER PARTICIPATION**

PADS is a collective ministry of faith-based communities of the Fox Valley. PADS and Hesed House are not just supported by the community, but rather are the very essence of the community’s response to poverty. Volunteers are not just an integral part of PADS, but rather PADS *is* the volunteers of the community and the very essence of PADS. PADS and Hesed House volunteers should feel the pride and responsibility of being individual members of the community’s collective response to homelessness and poverty.

You are not a volunteer of PADS.
You *are* Public Action to Deliver Shelter!
HESED HOUSE AND PADS STAFF:

Hesed House Executive Director .......................................................... Ryan Dowd
Hesed House Associate Director/Division Director of Programs ..................... Neil McMenamin
Division Director of Resources ............................................................ Michelle Hess
Director of PADS .................................................................................. TBD
Director of PADS AM ........................................................................... Debbie Harrington
Director of SEEDS/LIGHT-House ............................................................... Karen Whitney
Director of LEAP .................................................................................... TBD
Director of Transitional Living Community ................................................. Karen Swandby
Aurora Soup Kitchen/Food Ministries Coordinator ......................................... Debbie Harrington
Aunt Martha’s Medical Clinic Coordinator .................................................. Dorcas Kresl
Director of Information Technology .......................................................... Chris Cox
Director of Grants ..................................................................................... Jerry Ratz
Director of Volunteers ............................................................................... Bruce Bachmeier
Director of Facilities ............................................................................... Jim Krzmarzick
UNDERSTANDING STRESS AND RESULTING BEHAVIORS
OF BEING HOMELESS

The daily lives of those experiencing homelessness are often filled with frustrations, tensions and weariness. At the end of the day, when one needs private time to relax and recuperate, the guest in an overnight shelter has to cope with the uncertainty of getting into a shelter, finding a seat for dinner, stressing over whether there will be a mat available or not, waiting to use the bathroom, and dealing with the moods and habits of other people crowded together for the night. In general, you should anticipate occasional outbursts of temper, and be willing to help the guests ease their tension. Among any group of people amassed in a shelter, irritation and conflict can be expected.

Due to significant life traumas, some guests perceive the world as a threatening and/or violent place; therefore little provocation is needed for some to react in an explosive or threatening manner. Such complex background may lead to inaccurate perception of the intentions and actions of others.

TENSION AND BUILD-UP IN A SHELTER

It is rare in overnight shelters for serious conflict to arise, but it is best to be prepared for any sort of situation.

Potential Tension Triggers:
A little squabble between guests is best dealt with immediately before it has a chance to escalate. The sheer presence of an engaging, attentive volunteer will diminish the chances of a verbal disagreement getting out of hand.

Environmental Triggers:
- Waiting time for meals or for use of the bathroom
- Waiting for a mat assignment or the possibility of having to sleep at tables if we are out of mats
- Noise level when groups of people are talking too loud when others are trying to sleep or watch TV
- Exit time in the morning when guests have nowhere to go
- The appearance of special favors to other guests or unfair treatment (often without factual basis)
- Ongoing conflict between guests who do not get along

In addition, there are tense times just before and during holidays, and also in extremely hot or cold weather. Since volunteers often spend only one night each month or every other month with the guests, it is important to remember that you are only seeing a brief glimpse of a particular guest’s interactions, and to not take any negative interactions personally.

**INTERACTION WITH GUESTS**

**Preventing and Managing Conflict:**
Interacting with the guests is an essential component of our shelter’s philosophy. Providing food and a warm place to sleep addresses basic physical needs; spending time with the guests communicates that someone cares.

Experiencing homelessness can be terribly frightening and stressful. On any given night, you will have 150 or more guests experiencing this high level of stress. When volunteers intermingle with the crowd, it helps to diffuse the anxiety.

**How to Engage a Guest:**
Having a cup of coffee, sharing a dessert, playing cards or a board game are all simple ways of interacting with guests. You are not expected to counsel them or solve their problems. Spending a portion of your time “hanging out” with guests is encouraged.

**Active Listening:**
Occasionally you will encounter guests who do want to talk in depth about what is going on in their lives. The role of the volunteer in this situation is just to listen, actively. That may sound simple, but it can sometimes be challenging to be an active listener while refraining from solving their problems.

Active listening involves two steps: 1) the listener has to answer the questions, “what is this person communicating to me? What thoughts are they expressing?” and 2) The listener then has to communicate back to the speaker what they heard them say. Active listening is pure listening; it is not offering advice or problem solving, nor is it relating to a shared experience. If a guest shares something very concerning, like ideas of harming him/herself or others, please discreetly share this information with a PADS staff member.

So in the event that someone wants to talk with you more in depth, just listen. So many times those whom we serve have never experienced the dignity of simply having someone really **LISTEN** to them.
OVERNIGHT SHELTER RULES FOR ALL

No Alcohol or Drugs on the Property
PADS has zero tolerance for drug or alcohol use on the property. If any substance, not medically prescribed, is found, the individual will face consequences.

No Weapons on the Property
All personal items must be turned into staff when entering the building. Persons found to be concealing any weapon will face consequences.

No Fighting or Disorder (Including Verbal Abuse)
Fighting, as well as abusive and vulgar language, will not be allowed. Volunteers and guests should be treated with respect. Volunteers are asked to notify staff in a case of disorder. If a guest is asked to leave and they do not comply, the police may need to be called.

If Guests Leave for the Night, They May Not Return that Night
Guests who leave the building after entering, other than during designated smoke breaks, are considered to be leaving for the night. They may not return to the program until PADS A.M. at 9 a.m. or PADS P.M. at 7 p.m. the following night. In case of a medical emergency, contact staff.

10 P.M. Curfew
All guests wishing to enter the shelter must arrive before 10 p.m. unless they are on the designated late arrival list. Staff are the only people who can approve or deny a person entry into the shelter after 10 p.m.

Hat Policy
Hats are to be removed upon entering the building. All guests are expected to remove all caps with brims.

WHAT PADS EXPECTS OF THE GUESTS

To respect all aspects of the Overnight Emergency Shelter Program
Guests are told upon registration to be respectful of the shelter, volunteers, other guests, and the community in which the shelter is located.

Eat in Designated Areas only
No food can be removed from the dining area or is allowed in the sleeping areas or restrooms.
No one Allowed in Off-Limit Areas
MEN are allowed only in the men’s sleeping areas, men’s restroom, smoking area, and eating area. WOMEN are allowed only in the women’s sleeping area, women’s restroom, smoking area, and eating area.

Children
Children under 18 years old will not be admitted to the shelter alone and must be attended to by a parent or guardian while in the shelter. PADS is not responsible for the care or control of children. Parents assume sole responsibility for cleaning up after their children.

Personal Belongings
PADS assumes no responsibility for the loss of personal belongings.

Entrance to the Shelter After 10 P.M.
Staff are the only people who can approve or deny entrance to the shelter to any guest(s) arriving after 10 p.m.

SAFETY AND SECURITY

Safety and security of guests, volunteers, and staff is of utmost importance. The PADS OES Program seeks to provide a safe, nurturing, and dignified environment for guests, volunteers and staff. Staff members normally handle all disciplinary matters.

Please be aware of the following guidelines to ensure everyone’s safety:

Professional Boundaries
Even though volunteers may not consider themselves “professionals” in their PADS ministry, it is important to observe professional behavior. Giving personal information (addresses, phones numbers, etc.) is PROHIBITED. Transporting guests should not be done without staff permission and volunteers should never transport guests without another adult accompanying them.

PADS Parking Lot and Outside Areas
Volunteers park in the upper parking lot which is well lit and located by the PADS dining room door. Please make sure that you do not double park or park in the designated “NO PARKING” areas marked by signs. Always make sure that you are accompanied by another volunteer or staff when traveling to and from your vehicle. If inappropriate situations occur on the property outside, make sure staff is notified immediately.
**Panic Buttons**
Panic buttons are used in a **SERIOUS** emergency when **IMMEDIATE** police assistance is needed. These alarms are silent and connect directly to the Aurora Police Department. These buttons are located in the following areas:

- PADS kitchen by the phone
- PADS store to the right of the door
- Men’s sleeping area on east wall of the volunteer desk

**First Aid Kits and Blood/Body Fluids Cleanup**
At any sign of blood or body fluids, please notify staff immediately. Never clean up any fluids without staff knowledge or assistance. First aid and fluid cleanup kits are located in the following areas:

- PADS Dining Room, on top of cabinet next to food warmer
- PADS Office
- Third Floor men’s sleeping area
- Women and Children’s Sleeping area

**Medical Emergencies**
Please contact staff at any sign of a medical emergency. Please call 911 if immediate life threatening attention is needed.

**Fire/Tornado/Power Failure Procedures**
Please become familiar with the procedures located at the end of this manual, which is also kept at the registration desk in PADS. These procedures are preventative and are designed to make handling these emergencies as easy as possible.

**Random Metal Detection and Searches**
Guests staying at the shelter are subject to random metal detection and searches of their person, property, belongings, locker and vehicle.

**Phone Locations Information**
The PADS kitchen can be reached at 630-897-2165 ext. 517. Hesed phones within the shelter can call 911 and other extensions within the building. Phones are located in the following areas:

- PADS kitchen by the door
- PADS office
DO’S AND DON’TS FOR SHELTER VOLUNTEERS

PADS makes every effort to ensure that your volunteer experience is safe, secure, and meaningful. Here are some guidelines to keep in mind during your time in PADS. Your careful consideration and implementation of these guidelines will safeguard you, your co-workers, co-volunteers and our guests.

DO socialize with the guests.
DO remain friendly and attentive with the guests.

DO arrive on time and Sign-in. (***important to sign-in! Please see General Volunteer Information below)
DO notify your Church Coordinator or the volunteer department at 630-914-6429 if you cannot make your shift.

DO alert staff at any sign of mounting tension.
DO be aware of the panic alarm locations, body fluids kits and fire escape and tornado warning procedures.

DO keep guests out of the kitchen.
DO see that children are accompanied by a parent at all times, including in the restrooms.

DON’T give out your last name, telephone number, address, or other personal identification to guests.
DON’T carry valuables or much money with you to the shelter.

DON’T give or lend money to guests.
DON’T provide transportation to guests without staff permission and participation.

DON’T clean up body fluids (especially blood) unless assisted by staff.
DON’T acknowledge that a guest is at the shelter. If someone is inquiring about a specific person, take their information and offer to deliver the message.
WHAT IF???

What if a guest is abusive to a volunteer?
Inform staff immediately.

What if a guest won’t leave when asked?
Seek help from staff. If immediate danger is present, call 911.

What if a guest becomes vocal with another guest?
Contact staff immediately and make them aware of rising tension.

What if someone arrives after the 10 p.m. curfew?
It is incumbent upon staff to monitor the door. Please notify staff of late arrivals.

What if someone is smoking in the bathroom?
Notify staff.

What if you see a guest in an inappropriate area?
Ask them to leave that area and notify staff.

What if the police come to the door looking for information or an individual(s)?
Find staff on duty.

What if you spot inappropriate sexual behavior?
Break it up! Contact staff.

What if you suspect a mother/father of child abuse?
Report the incident to staff.

What if you notice we are out of bread, detergent, sugar, etc.?
Please notify staff so items can be replenished as needed.

What if you can’t make your scheduled shift?
Please call your coordinator or the volunteer department at 630-914-6429 as far in advance as possible.
GENERAL VOLUNTEER INFORMATION

Signing in!
It is required that volunteers sign-in when serving at Hesed House, not only per health department requests and in case of emergencies, but also because it can help us with volunteer tracking and grants! The sign-in kiosk (laptop) is located in the PADS OES kitchen. OES Coordinators are encouraged to send this link to new volunteers: http://www.hesedhouse.org/volunteer-application/ so they get a profile set up at home. Once the profile is set up, the volunteer can easily sign in with his or her service group when at Hesed House.

Volunteer Closet (a.k.a. “The Store”)
Put coats and belongings in “The Store”. The health department forbids us to leave clothing in the kitchen area. To be safe instead of sorry, do NOT bring money or valuables.

Name Tags
Name tags are optional, but recommended. Most churches will bring their own badges, but Hesed House may provide them upon request if available.

Shift Assignments
If volunteering with your church or community group, your group coordinator assigns volunteers to specific posts. See staff regarding any questions.

Confidentiality
Our new sign-in kiosk is completely confidential for volunteers to sign in. No more sign-up sheets to check off with names on them. For our guest’s confidentiality, when answering the phone or if a visitor asks a question if a certain individual stays here, never confirm if someone is staying at the shelter. Please seek out staff assistance or take a message. For emergency phone calls, seek staff assistance.

Smoking Policy
There is smoking at designated times (7:50 p.m., 8:50 p.m., and 9:50 p.m.) outside the PADS door at least 15 feet from the door. There is NO SMOKING between 10 p.m.-5 a.m. THERE IS NO SMOKING ALLOWED IN THE BUILDING AT ANY TIME!

Bed Linen/Towels
Bed linen and towels are available for guest use in “The Store.”
Volunteer Stations: Shift #1 - 6 p.m. – 11 p.m.

<table>
<thead>
<tr>
<th>TASK</th>
<th>6-9 PM MINIMUM NUMBER OF VOL.</th>
<th>9-11 PM MINIMUM NUMBER OF VOL.</th>
</tr>
</thead>
<tbody>
<tr>
<td>DINING ROOM REGISTRATION DESK</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>FOOD SERVERS</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>LAUNDRY LANE “THE STORE”</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>LOCKER ROOM</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>MEN’S SLEEPING AREA</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>SMOKE BREAK SUPERVISOR</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

DINING ROOM REGISTRATION/BED ASSIGNMENT DESKS
- Staff will start letting guests into the building at 6:45 p.m., until all of the tables are full.
- Registration begins as guests come into the building. Registered guests have a current PADS photo ID card or a temporary PADS ID. Volunteers will register guests by having guests swipe their IDs in both the TB and ServicePoint computers at the registration desk, and making sure the computer registers them. For temporary PADS IDs, volunteers will manually transcribe their names and ID number. Registration volunteers will remain at the desk to register guests coming in throughout the night.
- After announcements at 7 p.m., guests are called up to eat by their table. Before getting into the food line, guests will go to the bed assignment table, where volunteers will help them pick an available bed, then assign the bed number to the person. Write the bed number on a post-it note and stick the post-it note on the guest’s ID before returning it.
- If the guest is new and UNREGISTERED, FIRST refer them to staff.
- If the guest is new but has NO ID, check with staff BEFORE REGISTERING.
- PRINT guest’s name on the bed assignment sheet. Ask if a wake-up call is needed; record it by the person’s name and in the proper wake-up time area. Be sure to clearly mark it so that 3rd shift staff will see them. Missed wake-up calls can cause a person to lose a job.
- Swiping check-in time is VERY IMPORTANT! It can prove to police that our guest was at PADS instead of involved in wrong-doings elsewhere.
- When late arrivals check-in, swiping the time helps staff evaluate unauthorized traffic patterns.

FOOD SERVERS
- Before opening: Put out plates and cutlery on the counter. Distribute salt and pepper shakers to tables. Get food ready to be served at 7 p.m.
- Ovens are available in the kitchen. A warming oven is located next to the refrigerator.
- We ask churches to bring coffee (decaf for evening, regular for morning), sugar, and drink mix and prepare the beverages for the evening.
- Wear thin plastic gloves whenever handling food.
- Always be pleasant and polite, even if your courtesy isn’t always returned.
• Please see that each guest is given a fair share so that all can be served. Keep in mind that many guests might still arrive later in the evening.

• **DO NOT** serve seconds until all have had a first helping.

• After the initial group of guests has been fed (probably after 8:30 p.m., but no later than 9 p.m.), food should be moved to the kitchen.

• If newcomers arrive, the volunteer or staff at the registration desk will alert you to prepare a plate of food for them.

• It is a good practice to make about a dozen plates of food and wrap them with foil, so that they are available for people on our late admit list. A microwave is also available for heating the food.

**LAUNDRY LANE / “THE STORE”**

• Store hours are from 7 p.m. - 10 p.m.

• Assign laundry machines to guests. Guests may sign up for only one time slot (one load) per night with volunteers in “The Store”.

• Log and supervise the amount of medicine given to a guest. Medicine given should only equal a single dose. Requests for additional amounts should be referred to staff.

• Showers may be taken between 7 p.m. and 10:30 p.m. and in the morning after 4 a.m.

**LOCKER ROOMS**

• A locker key will be given to the volunteer(s) assigned to the locker areas.

• Guests’ names are on the outside of the locker.

• Check ID before opening the lock. Guests are responsible for locking up.

• Lockers will be assigned by staff only. Guests asking about getting a locker should be referred to staff.

• NO GUEST items may be stored in “The Store” or in any office.

• Persons who don’t have lockers are required to keep their belongings with them until a locker becomes available.

**MEN’S SLEEPING AREA**

• Set up mattresses according to the map (located on the volunteer desk).

• Turn down lights in sleeping area shortly after 7 p.m. Only use the recessed lights.

• When guests enter the sleeping area, they report directly to the volunteer desk.

• Guests give the volunteer their mat number (keep it) and their ID card (return it).

• Record name on bed assignment chart next to the proper number.

• Make sure guests get to the correct mat. If someone gets in the wrong bed, the sooner it gets straightened out, the better.

• If a problem develops about bed spaces tell staff ASAP.

• No outside food and drinks allowed in sleeping areas.

• Walk through the main hallway of the men’s sleeping area, from the desk to the bathroom, routinely. If you detect anything suspicious (like smoking in the bathroom, etc.), report to staff.

**WOMEN’S AND FAMILY SLEEPING AREAS**

• Put out mattresses according to designated map (located at volunteer desk).

• Turn major lights down after 8:30 p.m.

• Quiet time and all lights out by 9:30 p.m.
• No outside food and drink allowed in sleeping areas.

SMOKE BREAK SUPERVISOR
• There are three smoke breaks at night: 7:50 p.m., 8:50 p.m., and 9:50 p.m.
• Staff will announce smoke breaks loudly, so that guests can hear.
• Supervise the smoke break outside and notify staff of any unusual behavior.
• It should be no longer than 10 to 15 minutes.
• If a guest misses a smoke break, he/she must wait until the next one.

LUNCHES
• Lunches are normally prepared on either the second shift (overnight) or the first shift (dinner), to be handed out in the morning.
• 75-100 lunches is typical and usually enough to cover the requests. Lunches are provided for those attending school or work, or those who won’t be around for the PADS AM lunch or Soup Kitchen.

ANSWERING PHONES
• Please answer the phone by saying “Good evening, PADS (or Hesed House). May I help you?”
• Remember that information about who is staying at the shelter is confidential. You may offer to take a message, but do not reveal whether or not the person the caller is looking for is here.
• Use message book to record messages.
• Get staff or take message and give to staff.

TIMES TO NOTE
• 8:30 p.m. – Groups can start to move food to the kitchen at 8:30-9 p.m. Before the main kitchen crew departs for the night, it is a good practice to make about 12 extra plates and wrap them in foil for people on our late admit list working late shifts.
• 9 p.m. – Everyone quiets down (volunteers too!). Clear food from the dining room. Food for late arrivals may be prepared on an “as needed and as available” basis.
• 9:30 p.m. – All guests retire to their sleeping areas. TV goes OFF. This will allow for a smoother transition for volunteers coming in at 11 p.m. Laundry Lane and showers must also be shut down at this time.

Volunteer Stations: Shift #2 - 11 p.m. – 3 a.m.

<table>
<thead>
<tr>
<th>TASK</th>
<th>MINIMUM NUMBER OF VOLUNTEERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervise Dining Room / Lockers / Lunches / Wash Towels, Answer Phones, etc.</td>
<td>2</td>
</tr>
<tr>
<td>Supervise Men’s Sleeping Area</td>
<td>1</td>
</tr>
</tbody>
</table>
10 p.m. CURFEW
- Anyone arriving at the door after 10 p.m. must have staff approval to enter the shelter. It is incumbent upon staff to greet the late arrivals and check the late list.

LUNCHES
- Lunches will be prepared the previous night or overnight to be handed out in the morning.
- 75-100 lunches is typical and usually enough to cover the requests. Lunches are provided for those attending school or work, or those who won’t be around for the PADS AM lunch or Soup Kitchen.

ANSWERING PHONES
- Please answer the phone by saying “Good evening, PADS (or Hesed House). May I help you?
- Remember that information about who is staying at the shelter is confidential. You may offer to take a message, but do not reveal whether or not the person the caller is looking for is here.
- Use message book to record messages.
- Get staff or take message and give it to staff.

MEN’S SLEEPING AREA
- A quiet atmosphere should prevail.
- Throughout this shift, frequently check the area outside the south door and the south stairwell. Sometimes people sneak in the building and sleep on the landing. That area is an EMERGENCY FIRE EXIT and must be kept clear at all times.
- When a guest enters the sleeping area, they report directly to the volunteer desk.
- Guests give the volunteer their mat number (keep it) and their ID card (return it).
- Record name on bed assignment chart next to the proper number.
- Ask if a wake-up call is needed; record it by the person’s name and in the proper wake-up time area. Be sure to clearly mark it so 3rd shift staff will see them. Missed wake-up calls can cause a person to lose a job.

WOMEN/FAMILY SLEEPING AREAS
- A quiet atmosphere should prevail.
- The women/family sleeping area requires ongoing supervision throughout the night.
- Volunteers need to monitor so women do not smoke in the bathroom or stairwell.
- Volunteers should check the area at least every hour.

WAKE-UP CALLS (MEN, WOMEN, AND FAMILIES)
- Please make every attempt to honor the request for wake-up calls. Many guests go to work, and rising early allows them time for showers and travel (usually by foot or bicycle).

SMOKING
- There should be no smoking between 10 p.m. and 5:00 a.m.

LOCKER ROOM
- A locker key will be given to the volunteer assigned to the area.
- Guests’ names are on the outside of the locker.
- Check ID before opening the lock. Guests are responsible for locking up.
• Lockers will be assigned by staff only. Guests asking about getting a locker should be referred to staff.
• NO GUEST items may be stored in “The Store” or in any office.
• Persons who don’t have lockers are required to keep their belongings with them.

OPTIONAL DUTIES
• In working with PADS staff, volunteers could assist staff in cleaning duties including laundry, putting away leftovers, cleaning the serving line, kitchen, men’s bathroom and other areas, refilling napkin dispenser, straightening up the store, disinfecting hand rails and walls, etc.

**Volunteer Stations: Shift #3 - 3 a.m. – 7 a.m.**

<table>
<thead>
<tr>
<th>TASK</th>
<th>MINIMUM NUMBER OF VOLUNTEERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervise Men’s Sleeping Area</td>
<td>2</td>
</tr>
<tr>
<td>Supervise Dining Room / Lockers / Laundry Area / Answer Phones</td>
<td>6</td>
</tr>
<tr>
<td>Breakfast: Clean kitchen and dining room</td>
<td>3</td>
</tr>
</tbody>
</table>

SMOKING
• There should be no smoking before 5:00 a.m. After 5 a.m. there will be a smoke break.

ANSWERING PHONES
• Please answer the phone by saying “Good evening, PADS (or Hesed House). May I help you?”
• Remember that information about who is staying at the shelter is confidential. You may offer to take a message but not reveal whether or not the person the caller is looking for is here.
• Use message book to record messages.
• Post on message strip next to dining room, guest phone.

LOCKER ROOM
• A locker key will be given to the volunteer assigned to this area.
• Guests’ names are on the outside of the locker.
• Check ID before opening the lock. Guests are responsible for locking up.
• Lockers will be assigned by staff only. Guests asking about getting a locker should be referred to staff.
• NO GUEST items may be stored in “The Store” or any office.
• Persons who don’t have lockers are required to keep their belongings with them until a locker becomes available.
• Last locker call is at 6:45 a.m.

WAKE-UP CALLS (MEN, WOMEN, AND FAMILIES)
• Please make every attempt to honor the request for wake-up calls. Many guests go to work, and rising early allows them time for showers and travel (usually by foot or bicycle).
• Everyone needs to be awake at 5:45 a.m. This includes individuals sleeping in the men’s sleeping area, overflow area, family room and women’s sleeping room.
• Please double-check at 6 a.m. to see that all guests are awake and all sleeping areas are clear.

BREAKFAST
• Breakfast preparation should begin around 4:30 a.m., or however early it takes so that breakfast can be served at 5:30 a.m.
• Wear thin plastic gloves whenever handling food. Always be pleasant and polite even if your courtesy isn’t always returned.
• Breakfast is served from 5:30 a.m. until 6:30 a.m. At 6:50 a.m. (or earlier if the volunteers so decide) all food should be brought back into the kitchen and cleaning should begin.
• A light breakfast should be served for those awaking to leave for work before 5:30 a.m.

LUNCHES
• Sack lunches are normally made by either first shift (dinner) or second shift (overnight) volunteers. If there are no sack lunches available to hand out, see overnight staff for appropriate number of lunches to make. Generally expect to make between 75 and 100 lunches.
• Working with staff, hand out sack lunches to guests.

AFTER BREAKFAST CLEANUP
• Make sure all serving dishes, utensils, salt/pepper shakers are returned to the proper place. Counters, sinks, and tables should be cleaned.
• All garbage should be disposed of.

SHOWERS
• Showers may be taken any time before 6 a.m. Those getting up early for work (2 a.m. or 3 a.m.) may take showers. Volunteers may need to unlock shower areas for this purpose. The coordinator key or locker chain key will open the shower room.

LAUNDRY
• No laundry should be started after 8:30 p.m. If problems arise, please contact staff.

7 a.m.
• All guests except those on the “sick list” are expected to leave the shelter no later than 7 a.m. (with the exception of those people serving on the maintenance or kitchen crew).
• Those staying inside after 7 a.m. are expected to help clean up.
• Staff will determine who is allowed to stay in and what areas they should be in.

OPTIONAL DUTIES
• In working with PADS staff, volunteers could assist staff in cleaning duties including laundry, putting away leftovers, cleaning the serving line, kitchen, men’s bathroom and other areas, refilling napkin dispenser, straightening up the store, disinfecting hand rails and walls, etc.
HESED HOUSE FIRE PROCEDURES

In case of fire, **EXTREME CAUTION NEEDS TO BE TAKEN TO ENSURE EVERYONE’S SAFE EXIT FROM THE BUILDING.** Err on the side of caution when handling a fire emergency.

**BEFOREHAND:**
- KNOW THE LOCATION OF FIRE ALARMS AND EXTINGUISHERS.
- KNOW WHAT EXITS ARE AVAILABLE FROM DIFFERENT PARTS OF THE BUILDING.
- FIRE EXITS MUST NEVER BE BLOCKED either by bodies looking for sleeping space, personal belongings (including bicycles on the stairs), or items used by any ministry.
- Fire Exits should be checked frequently and immediately cleared.

**EVACUATION:**
WHEN A FIRE ALARM SOUNDS (whether or not it is a false alarm), volunteers/staff need to make sure that everyone immediately leaves the area in an orderly manner. All doors and windows must be closed. People must not try to gather personal belongings, but may take the blankets from beds as some protection from weather. The Hesed Staff or lead volunteer coordinator should talk with Fire Department personnel once the building is cleared.

USE ALL EXITS AND GO DIRECTLY OUT THE NEAREST DOOR AND ACROSS THE PARKING LOT. The meeting point will be along the fence line on the south side of the parking lot.

People need to move away from the building, allowing plenty of room for emergency vehicles. Try to keep everyone together (a difficult task) in case there are questions about who did/did not get out of the building.

DO NOT ALLOW ANYONE TO RETURN TO THE BUILDING UNTIL SOMEONE IN AUTHORITY INDICATES THAT THE EMERGENCY IS OVER.
HESED HOUSE TORNADO PROCEDURES

TORNADO WARNING RECEIVED

When the weather is threatening, staff will listen for tornado warnings on the weather radio. When a warning siren is heard (a tornado has been sighted), all persons in the building will be notified to quickly move to designated tornado shelter areas. Everyone in PADS must immediately move to the 1st floor Women’s Sleeping Room and/or the 1st floor Women and Children’s Sleeping Room using the stairwell on the west side of the dining room.

Persons outside (in the parking lot or on the property) should be told to come inside during the warning period.

METHOD OF EVACUATION TO TORNADO SHELTER AREAS

Staff/Volunteers should spread out with adequate supervision throughout the PADS bathrooms, dining room, and sleeping rooms. Without spreading panic, instruct everyone to go downstairs to the 1st Floor Women’s and 1st Floor Women and Children’s Sleeping Rooms. Some persons, especially children, may need assistance in following instructions.

From Soup Kitchen-PADS-PADS A.M. area, the evacuation route is:

down the stairway on the west side of the dining room and into the women’s sleeping area.

A volunteer and/or staff should be the last one down, checking the building from the men’s sleeping room all the way down, including the washrooms. The outside dining room door should be locked.

Everyone should remain away from windows and glass doors until the tornado warning is lifted.

RETURN TO MINISTRY AREAS

Once the Weather Service has announced the “all clear”, everyone may return to their area of the building. The return route should be the Reverse of the evacuation route. Again, adequate supervision along the way will assure an orderly transition.
EMERGENCY PROCEDURES – POWER FAILURE

In case of an unexpected power failure, the following procedures should be followed:

- **Locate lanterns, flashlights and candles** and check batteries. Staff can access the box kept in copier room.
- **Emergency lighting** in the building will provide safety-level lighting for about 45 minutes to one hour. Don’t use other lights (lanterns, etc.) until the emergency lights fail.
- **Phones** will be useless during a power failure. If volunteers are around and have cell phones, ask them to keep one handy for emergency use.
- **Sewage back-up** will occur if too much water is used in the building. **No showers or dishwashing. Flush toilets only when absolutely necessary. Anything that goes out our drains will eventually return via floor drains if these practices are not observed.** 1st floor staff should locate mops, rags and squeegees to contain sewer back-up.
- **Movement of guests/residents** should be minimal for everyone’s safety. Encourage low-level activities (cards, puzzles, etc.) to keep people occupied.
- **Freezers and refrigerators** must be kept closed to preserve temperatures.
- **Don’t assume** that folks will remember what they are supposed to do: not flush, no showers, no refrigerators, etc. Remind them and have others monitor.
- **Smoking** is banned inside. Make provisions on a limited basis for folks to smoke outside or in an area where smoke will not overwhelm everyone.
- **Alarms** will go off and need to be silenced. Staff should know the procedure for this.
- **Heat** will not work making it difficult to keep the building warm. Keep doors closed as much as possible. Check for open windows. **DO NOT USE OVENS/STOVES FOR HEAT!** Make sure adequate blankets are available. People should have access to coats, hats, etc.

WHEN THE POWER IS RESTORED:

- Gather lanterns, flashlights, etc., and return them to a secure place.
- **GRADUALLY** restore power or use of power, especially for motorized equipment that causes major power draws.
- Report any equipment problems or building safety problems to staff.

THANK YOU!