

Night Shelter / Drop-In



Wakefield Baptist Church



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# Volunteers' Handbook

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## **Introduction**

Thank you for your interest in volunteering for the Night Shelter. This booklet should answer most your questions about what to do and how to do it.

There is also a wealth of knowledge and experience in the volunteer team, so do ask someone if you have any questions.

## **What we aim to do**

We provide a shelter for those sleeping rough when the forecast temperature reaches zero degrees or below for 3 nights running. The shelter then opens for a minimum of 3 nights and stays open until the temperature goes up.

We open from 8pm to 8am and provide a warm room, clean bed, a change of clothes, shower, washing machine, hot evening meal and breakfast for people sleeping rough.

## **Background**

The shelter has been provided under contract to Wakefield Council since December 2008. It is run by volunteers from all over the city.

## Volunteering

Apart from the part time Co-ordinator, the Night Shelter is entirely run by volunteers. The hours are generally unsociable and unpredictable – but most of our volunteers get a lot out of the time they give to the shelter.

The basic procedure is:

1. Complete a Volunteer Application Form
2. Attend an annual training/induction session
3. Get references checked and get a DBS check
4. Put your name down for some shifts on the online rota
5. When the shelter is triggered, we'll let everyone know
6. If we're triggered on a day you've put your name down for, we'll call you to come and do your shift

More detailed explanations of all these steps can be found below.

## Volunteer Roles

There are various different roles for volunteers. Some people stick to one or another, e.g. the morning shift, and some people do a range of different shifts. Briefly, the shifts are:

- A Evening Meal and Breakfast Provider (7.30pm) (1 person)
- B Evening Shift (7.30-11.30pm) (3 or 4 people)
- C Overnight Shift (11pm-7am) (2 people)
- D Morning Shift (6.30-8am) (2 people)
- E Laundry/Other (1 person)
- F Drop-In volunteers (several roles)

There will also be someone '**on call**' who is available to come in an emergency or to give advice or lend an extra hand.

Through the evening shift one of the volunteers will be designated as the volunteer **Team Leader**. The Team Leader will have specific responsibility for making decisions and ensuring the safety of the people on that shift.

## Volunteer Rota

There is a rota for the Night Shelter Shifts at <http://s.coop/nsvolrota>

**We need volunteers to sign up in advance to fill the shifts and avoid last minute panics!**

Examples of how you can fill the rota in:

- a) Some people decide to do one particular day a week (or fortnight) and sign up for that day for several weeks in advance (useful for diary planning).
- b) Some people will choose a few days when they know they will be able to volunteer, but they could be quite random.
- c) Some people will wait until we send out the last minute texts and emails, but it helps everyone if we can be better organised than this.

Some volunteers have done a lot of shifts in the past (more than half of the 476 shifts in 2012-13 were done by 15 people). We would like to even this out a bit if we can this year so we're asking every volunteer to aim to do at least 4 shifts if possible (but don't worry, we won't complain if you don't manage it).

**The Night Shelter Co-ordinator will check the weather every morning and if the Night Shelter is triggered he will contact all those volunteering that night by 1pm at the latest.**

## How to fill in the online rota

Once you are on the internet, you can simply type s.coop/nsvolrota into the address bar at the top of your browser (e.g. Internet Explorer, Firefox or Chrome) to go to the page.

There is some guidance at the top of the rota to help you. The best thing to do is:

1. Find the date you are available down the left hand side.
2. Choose the shift you want to do along the top.
3. Click once on the 'cell' (the box) that corresponds to that date and shift. This should highlight the cell.
4. Press F2 on your keyboard to edit the cell (or you can double click on the cell).
5. Now type your name: First name plus first three letters of your surname. This should add it to any other names already in that cell.
6. Press Enter to finish editing, or click on any other cell.

If you make a mistake:

- Try pressing 'Esc' on your keyboard. This will cancel editing and restore the cell as it was.
- If this doesn't work, press 'Ctrl' + 'Z' to undo the last edit.
- Then try again.

If necessary, let the Night Shelter Coordinator know and they can solve any problems.

**Alternatively, if you don't have access to the internet or struggle using it, call or text the NS Coordinator to add you on to the rota.**

## Communication

As a Night Shelter volunteer you can expect regular emails and text messages throughout the Winter season. Unfortunately we can't keep track of individual circumstances as we are dealing with so many people, so we hope you will bear with us. You can always delete or ignore our messages when you can't help.

Of course if you do want to stop receiving messages do let us know and we will remove you from our lists.

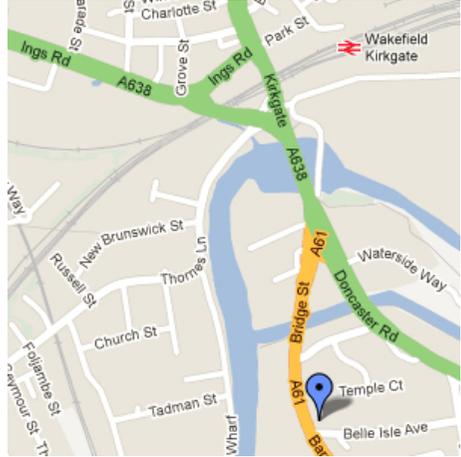
## Where are we?

Wakefield Baptist Church  
Belle Isle Avenue  
Wakefield  
WF1 5JY

(opposite the Arriva bus depot on Barnsley Road)

01924 382966

[www.nightshelter.org.uk](http://www.nightshelter.org.uk)



## Getting in

We use the original church door facing Belle Isle Avenue (not the newer double door in the car park). There is a door bell high up on the right of the door if necessary.

## Setting Up for the Night

Evening volunteers arrive at 7.30pm, meal provider arrives from 7.30pm, aiming to serve food by 8.15pm.

When the evening volunteers arrive they need to:

- Set up tables in the Hall:
  - One large table in front of the kitchen to serve food from
  - Two large tables with chairs and place settings for the evening meal (an extra table may be needed if busy – it's better not to squeeze people too close together)
  - A small table and a chair by the hall entrance for a 'reception'
- Set up the TV and sofas
  - The TV goes on a low wooden table to the left of the Fire Exit.
  - The aerial hangs on a hook on the right of the Fire Exit
  - The extension cable plugs in behind the stainless storage unit.
  - Two sofas are set up facing the TV
- Prepare the 'reception' area
  - Make sure you have the necessary paperwork:
    - Night Shelter Registration Forms
    - The list of Registered people
    - The Code of Conduct/Data Protection Statements and the Consent forms
    - The Daily Log Sheets and recent summary sheets (and read them so you know what's been going on)
  - Also have ready on this table:
    - A couple of pens
    - **The spare phone from the office** (on the filing cabinet on the left as you walk in)
    - A box of toiletries to hand out as required
- Turn on the heating (and leave it on overnight):
  - in the Boiler room (next to the Meeting Room) the top three timers need to be switched to On (that is: DHW, Youth Hall and Foyer/Office).
  - in the Hall turn on the blowers with the wall switches.

- If any women are staying, turn on heating in the meeting room too (Zone 5, middle switch on bottom row and check the radiators are turned on).
- Building and Security:
  - Turn off the Door Chime (instructions later in this guide).
  - Each volunteer gets a set of keys and a personal safety alarm.
  - Put screen from the Foyer near entrance door so people go straight into hall (instead of down the corridor).
  - Check all offices and the meeting room are locked.
  - Lock the door from the corridor to the Foyer unless people are using the shower (especially if the Foyer/Chapel are in use).
  - Put the sign up in the window of the new church doors to tell people to use the side entrance.
  - Check for any items lying around that need to be put away or made safe/secure.
  - Check the showers are OK for the evening (there should be soap, towels)

## **Evening Meal and Breakfast – 7.30pm**

The volunteer for this usually does most of the preparation and cooking at home. Some people cook and freeze in advance.

The food can be brought from 7.30pm when the other volunteers arrive, but must be ready to serve from 8.15pm as soon as the registration and signing in is complete. There is no need to stay to serve the food but some people do and this is both satisfying and helpful, especially on busy nights.

This volunteer should also bring milk and usually bread, and maybe other breakfast food.

The Night Shelter Co-ordinator will get in touch, usually by text message, and will let the volunteer cook know how many people are expected (roughly) and what else is needed.

### ***What to cook?***

We're fairly flexible. Sandwiches and ready meals have occasionally been served in the past, but we do aim to provide a nutritious cooked meal. There are also now quite a lot of frozen portions of food left over from drop-ins that can be cooked for late-comers or to avoid the need for ready meals.

Popular choices include stews, cottage pie, soup, potatoes, pies, etc. Pasta dishes tend to be less popular although pasta bakes are good. People are doing well with eating rice at the drop-in these days. We have a problem with some people not liking vegetables, so we try to sneak as many in as possible in a way that they will get eaten...

### ***Daily log for cooks***

This year we're asking all cooks to write a quick note on the daily log sheets: what you cooked, how many ate, any other comments or feedback. Please write your name in the right hand column next to your comments. Thank you.

### ***Food Hygiene***

We recently arranged Food Hygiene Training for the WBC staff and Drop-In volunteers and we're due for an inspection of our kitchen soon. We're trying

to implement a better system for everyone, which naturally involves some extra care and checks.

The main thing that needs to be done at the Night Shelter is to ensure that food is properly cooked and hot before serving, and that any left-overs are properly cooled and stored immediately afterwards.

We also need to take care that everything is properly cleaned and that different food items are prepared separately, e.g. raw meats, cooked meats, and vegetables on separate chopping boards.

There is a green folder in the kitchen which contains some temperature check and diary sheets which we ask kitchen volunteers and Team Leaders to complete, as well as further detailed guidance on Food Hygiene.

There is a temperature probe in the cupboard just above and to the left of the cooker. Please use this to check that food is cooked to temperatures of at least 75° in the centre and served above the minimum temperature of 63°. Any reheated food should reach 82° in the centre for at least 2 minutes.

## Signing People In

We have improved this process and made new forms. **Please print/ write clearly so we can read all names and comments.**

1. The Daily Log Sheet (and continuation sheet)
2. Registration Form
3. Registration Record Sheet
4. Code of Conduct and Data Protection Statement
5. Consent Form

All these forms are now kept in two clip-boards (instead of the old ring binders). Completed forms should be placed in the Night Shelter In Tray (in the desk drawer just inside the office) for processing.



# Daily Log - Continuation sheet

There is now a specific continuation sheet available in the Night Shelter filing cabinet.

## Registration Form

This has also been redesigned to:

1. Be easier and more attractive to fill in
2. Get some more information about guests' health needs
3. Encourage us to be more proactive in some cases.

The only absolutely necessary information is Date of Birth, Gender and Ethnicity, as we have to report this information as part of our contract. Please spend time if possible filling in this form with each new guest. The time and care taken will improve the information that we get. Try to fill in every section, and maybe think about different ways of asking for some information. For example, next of kin is often left blank, but 'who should we contact in an emergency' may get a response.

It is useful if we can get more information. For example, we might find it useful if someone has ticked the Turning Point box and they become ill during the evening. We will also be sharing anonymous health data with relevant agencies.



No.

Please fill in this form as fully as possible when you arrive for your first night at the Night Shelter. **Thank you.** (\* indicates required information.)

*First Name <input type="text"/>		*Surname <input type="text"/>		*Date of Birth <input type="text"/>	
Nationality: <input type="text"/>		Language: <input type="text"/>		Do you want an interpreter? <input type="checkbox"/>	
Phone no.: <input type="text"/>					
Next of kin (or emergency contact):					
Name: <input type="text"/>		Phone: <input type="text"/>			
Relationship: <input type="text"/>		Address: <input type="text"/>			
Your last address: <input type="text"/>					
Where have you been sleeping recently? <input type="text"/>					
Are you seeing any other agencies? (Please mark all that apply with an x)					
<input type="checkbox"/> Probation	<input type="checkbox"/> Turning Point	<input type="checkbox"/> Alcohol Team			
<input type="checkbox"/> GP	<input type="checkbox"/> Rent Deposit Scheme	<input type="checkbox"/> Foundation			
<input type="checkbox"/> Mark Way House	<input type="checkbox"/> Vulnerable Adults	<input type="checkbox"/> Council			
<input type="checkbox"/> Homeless Team	<input type="checkbox"/> Savour Trust	<input type="checkbox"/> Informal Learning			
<input type="checkbox"/> Bridge 11 Housing	<input type="checkbox"/> Job Centre Plus	<input type="checkbox"/> Interserve			
Other, please specify: <input type="text"/>					
How would you rate your health during the past 4 weeks?					
<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Very Poor	



We're trying to get extra help for people with multiple and complex needs. Do you fit into any of these categories? (Please mark all that apply with an x.)

<input type="checkbox"/> In trouble with the law	<input type="checkbox"/> Diagnosed mental health problems
<input type="checkbox"/> Drug or alcohol addiction	<input type="checkbox"/> Homeless

Do you have any health issues that we should know about? Would you like help with any health issues, for example getting to see a dentist?

Are you registered with a GP?  Are you registered with a Dentist?

**Ethnic Monitoring**

<input type="checkbox"/> White	<input type="checkbox"/> Black or Black British
<input type="checkbox"/> British	<input type="checkbox"/> Caribbean
<input type="checkbox"/> Irish	<input type="checkbox"/> African
<input type="checkbox"/> European	<input type="checkbox"/> Any other Black background
<input type="checkbox"/> Gypsy/Roma/Traveller	<input type="checkbox"/> Asian or Asian British
<input type="checkbox"/> Any other White background	<input type="checkbox"/> Indian
<input type="checkbox"/> Mixed	<input type="checkbox"/> Pakistani
<input type="checkbox"/> White and Black Caribbean	<input type="checkbox"/> Bangladeshi
<input type="checkbox"/> White and Black African	<input type="checkbox"/> Chinese
<input type="checkbox"/> White and Asian	<input type="checkbox"/> Any other Asian background
<input type="checkbox"/> Any other Mixed background	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Other group (please specify) <input type="text"/>	

Staff use:  
 Sign here to confirm that you have explained the Code of Conduct and Data Protection Statement to this person and they have signed a consent form.  
 Print Name:  Signed:  Date:

There is a space at the end for a **volunteer to sign and date the form** when it's all done, before putting in the In-Tray to be processed and then filed in the Night Shelter filing cabinet for data protection & confidentiality reasons.

These forms are available in the filing cabinet if volunteers need to see them for any reason while on a shift.



## Registration Record Sheet

As the Registration Form is being completed, you should write the guest's name clearly on the Registration Record Sheet. This form will be kept in the front of the clipboard so that we can check to see who has been registered. This check will also help with consistent spelling of guests' names on the Daily Log Sheets.

**Registration Record Sheet**  
 Please write clearly. Registration forms will be kept locked up to ensure safety of confidential data. This will be the day to day reference to check if someone has already registered at the Night Shelter and to ensure their names are recorded correctly on the Daily Log Sheet.

No	First Name	Surname	No	First Name	Surname
1			22		
2			23		
3			24		
4			25		
5			26		
6			27		
7			28		
8			29		
9			30		
10			31		
11			32		
12			33		
13			34		
14			35		
15			36		
16			37		
17			38		
18			39		
19			40		
20			41		
21			42		

## Code of Conduct and Data Protection Statement

These are on a laminated A5 sheet, back to back, kept in the clip-board with the Registration Forms and the Consent Forms. All new guests need to be shown these and agree to them (see Consent Form section below). They may need help reading and understanding them. There are two copies.

## Consent Forms

These are small (A6) forms that need to be signed by all new guests.

The first two points are required by our contract, and by signing guests simply agree to follow the code of conduct and agree to anonymous data being shared as per our contract. In principle if these are not agreed to then we cannot offer the service.

The third and fourth point may optionally



### Consent Form

Please complete this form on first entry to the Night Shelter.

- I've been shown the Code of Conduct and I understand and agree to it.
- I've seen the Data Protection Statement and I understand and agree to it.
- I agree that the Night Shelter can get information about my housing situation from other local housing providers.
- I agree to basic information about me being given to and received from other relevant health, housing and statutory organisations when required.

Print name:

Signed:

Date:

be crossed out. They increase in significance. Point three enables us to find out where people move on to after the shelter, and point four enables us to do a bit more work if necessary or requested.

Once the consent form is signed, this should be recorded at the bottom of the relevant Registration Form.

## The Signing in Process

At 8pm someone will unlock the door and welcome our guests into the hall where they will find a small table with a volunteer and some forms.

It can take some time to complete all the forms, especially if there are several new guests, so follow these steps:

1. **take people's names** (check spelling carefully and write clearly) and record them on the **Daily Log Sheet**;
2. check that they intend to stay all night, as we only serve food to people who are homeless and need to stay in the shelter;
3. get them to **read the Code of Conduct and Data Protection Statement** and **sign the Consent Form**;
4. check that they have no alcohol, drugs or other items banned by the Code of Conduct. Write name tags to tie on **bags and put them aside** to store in the Office for safe-keeping (see the H&S section below for more info on storage of bags and coats);
5. let them in to eat, and tell them you'll find time to talk to them and complete the **Registration Forms** later. In the meantime, transfer their names onto blank Registration Forms and write them on the Registration Record Sheet too.

If there are only one or two new guests and not many altogether, this process may be slightly adapted if desired to complete registration forms on entry.

## Restrictions on entry

We try to be as open as possible and we place few restrictions on entry – it is an emergency cold weather shelter and we don't want to turn vulnerable people away into the cold if we can avoid it. Over the years we have had to develop some exceptions however:

- A) **If someone is drunk or intoxicated**
- B) **If someone simply wants to eat and go**
- C) **If someone refuses to sign the Consent Form (parts 1 and 2)**
- D) **Under 18's are not allowed**
- E) **If we are exceed our limit of 15 people**
- F) **If someone is subject to a temporary ban**

There is always some discussion about the first two points and to a certain extent refusing entry is down to the discretion of the Team Leader (in consultation with the Night Shelter Co-ordinator).

For example:

- a) Many rough sleepers are also alcoholics and it is unreasonable to expect them to be completely dry and rattling when they come to the shelter. We then have to make a judgement about whether they are so drunk or intoxicated they may pose a risk to other guests or volunteers.
- b) There have been occasions where we identify particularly vulnerable people who are placed in temporary hotel accommodation with no access to food or cooking facilities, and we have allowed (even encouraged) them to eat with us when we're open and then return to their room for the night.
- c) It may seem overly petty to refuse entry to a vulnerable person on these grounds alone.

If we do have to turn people away there are some options:

- **For minors, or if we go over our limit of 15, call Social Care Direct.** Wakefield Council may have a statutory duty to provide shelter in these cases. Social Care Direct is also the way to contact the Out of Hours Duty Homeless Officer.
- **You may have to call the Police or an Ambulance.** Note that the Police will no longer take drunk and incapable people to 'sleep it off'

in the cells, but they will come and remove difficult individuals from our premises if required. Only call an ambulance if you are concerned for the immediate health of someone.

## **The evening shift**

All of this will probably have been completed by 9pm, and there are still two more hours to go before lights off! Don't worry, there's still plenty to keep you occupied...

## ***Dining room to sleeping room***

After people have finished eating, volunteers will need to:

- wash up and clean up in the kitchen
- keep tea, coffee, milk, sugar, etc. stocked and maintained
- clean and tidy the tables in the hall
- bring out the mattresses and sleeping bags
- and other jobs listed below

## ***Clothes boxes***

Sleeping bags and clothes boxes are kept together in the end cupboard in the hall (by the table store). Get all the clothes boxes out and open them. People are welcome to help themselves, but please try to stop them from taking too much. Write a note if possible in the Daily Log of who took roughly what so we can monitor this from night to night.

Good coats, boots, thermals, socks and underwear are kept in the chest and shelves in the corner of the office so they don't disappear too quickly – but please don't forget to hand them out.

## ***Smoking breaks***

There are smoking breaks at 9pm, 10pm and 11pm **subject to suitability**. Please don't let anyone go out for a cigarette outside these times as it can cause arguments. There is a hi-vis jacket for a volunteer to wear during smoking breaks, and a sand bucket for cigarette ends. The best place for smoking breaks is under the chapel roof near the double doors.

## *Showers*

When people sign in to the shelter they are asked if they would like a shower. Showers are usually available from 8.30pm. There is 15mins for a shower. After 15mins go and check on them. Also check the room after each shower. Clean towels are kept in the Boiler Room and toiletries in the office.

Bear in mind that the shower uses the same hot water supply as the kitchen, so with lots of showers and washing up the water can go cold. The hot water heater on the boiler (DHW timer) is set to On so it should warm up again after a while.

## *TV*

The TV is set up and usually on from 8pm until 11pm. At 11pm it is unplugged and taken back to the office with the remote control and the extension lead. The aerial is wound up and hung on the hook on the wall. Occasionally **if the evening and overnight volunteers agree** the TV may be kept on a little later to see the end of a film (or the football on Saturday night especially).

## *Talking to people*

Many of our guests are quite sad and lonely and appreciate someone to talk to. It is really good when our volunteers can spend some time fulfilling this need.

## *Info and advice*

We are gathering information about housing providers and other useful services, this is either in the office or in the hall and it would be good to share this information with people in the shelter.

## *Independent Advocacy*

This is where volunteers support people to go to meetings and appointments and help them make their voices heard so they can access appropriate services. If anyone can potentially give time to doing this it would be great. Referrals from the evening shifts could be passed on to advocacy volunteers. If you are interested in finding out more about advocacy, please get in touch.

## ***Access to the Chapel***

Occasionally someone might ask to go to the chapel. This is fine as long as things are quiet in the Hall and there is a volunteer available to supervise. The foyer may also be a suitable place for some quiet prayer and reflection. Time in the chapel or the foyer should be kept reasonably short. Guests can of course pray anywhere in the church building, or they are welcome to attend the Sunday service at 10.30am

## ***Going to sleep from 10.30pm***

Our guests usually start settling themselves down from about this time, and there is usually an easy transition to lights out at 11pm. Volunteers can help this by reminding people what time it is.

Also at this time the tea and coffee table is moved into the hall and the water and milk supplies are topped up. There needs to be plenty as our guests often access this facility during the night. There is no access into the kitchen between 11pm and 7am so no chance to collect more milk. Also volunteers may want to take a small jug of milk into the office for their own use.

Make sure the Kitchen door and Foyer door are locked.

## **Handover to Overnight Shift – 11.00pm to 11.30pm**

- What do the overnight volunteers need to know about our guests tonight?
- Any messages to pass on in the morning?
- Is everyone's bag/belongings clearly labelled?
- Are there any unfinished Registration Forms?
- Check you **leave all three sets of keys**

## **Overnight Shift – 11pm to 7am**

Ideally there should be a man and a woman on this shift, although that's not always possible. The volunteers should:

- Remain awake and **be on call** for any needs that may arise. One of the night shift volunteers may sleep but be ready to wake if needed.

- Supervise and care for the service users.
- Check and be vigilant with regard to the building's security.
- Record any incidents or other relevant observations on the Daily Log.

**If no-one arrives to use the shelter by 11.30pm then the shelter should be closed and things will need to be packed away.** Morning and laundry shift people should be notified of the closure by text. Volunteer contact numbers are stored in the filing cabinet in the front office.

## Handover to Morning Shift – 6.30 am to 7.00am

This is very similar to the guidance on the previous page, please refer to that.

## Morning Shift – 6.30am to 8.00am

At 7am the shift starts properly by opening the hall doors, turning on the light switch inside the hall, carrying in the drinks table, and going into the kitchen.

Guests will mainly start getting up quite quickly as you refill the drinks flasks with boiling water, refresh the tea, coffee, milk and sugar and clean the table.

Then put up a new table (or two) in the middle of the room ready for breakfast – hopefully get some of the guests to help with tables and chairs.

Breakfast is usually toast and cereals, but can be cooked if you want.

The other tasks are:

- Make sure people get up in good time, ready to be out of the door by 8am.
- All the mattresses should be stacked under the bay window, and sleeping bags put in the plastic bins in the end cupboard (unless they need to be washed).
- Guests should have name tags on their sleeping bags if they expect to return that night (you may be able to use the same tags that were on their bags overnight).
- Return any bags and other belongings from the office.
- Guests may go outside for a cigarette at any time in the morning.
- Leave the kitchen clean and tidy. Leave any laundry in the laundry basket. Sweep and clean the hall if necessary/ possible. Check and

clean the toilets and shower room if necessary/possible. (Cleaning equipment is either in the cleaning cupboard under the stairs or in the boiler room.)

- If there's not enough time to do the cleaning for any reason, please inform the Night Shelter Co-ordinator.
- Ensure all files, paperwork and equipment is returned to its proper places – mainly the filing cabinet or the Night Shelter In Tray drawer.
- Turn the boiler zones 2,3 and 5 back onto timed (DHW stays ON)
- Check the security of the building (mainly that the fire door is properly shut and that everyone has left).
- Leave the two main sets of keys in the box in the filing cabinet with the personal safety alarms.
- Set the door chime on the alarm (see procedure below).
- Set the alarm on your way out, lock the front door, and post the last set of keys in an envelope through the letterbox.

## Dealing with incidents

Over the last six years we have had very few serious incidents at the Night Shelter, but we are working with people who experience a lot of physical, emotional, verbal, and other kinds of violence in their lives and there is always a chance that something might happen.

- If you see something happening, or about to happen, please do something about it if you can.
- Remain calm and professional.
- Remind people they are in a church shelter and they should be on their best behaviour.
- Don't go out of your comfort zone – remember different people have different strengths and approaches.
- The priority is everyone's safety – call the Police if you're worried things are getting out of hand.

## Laundry and cleaning

This role wasn't regularly filled last year, but would be very useful. If a volunteer was able to come in at 9.30 in the morning (usually). This wouldn't be required every day, but can be very useful, especially at the end of a run of opening when we wash all the bedding. (Cleaning equipment is either in the cleaning cupboard under the stairs or in the boiler room.)

## Keys

There are three different sets of keys for the shelter. The first set is unique and is held by the person leading the shift, yellow tag. The second set is a set of shift keys for the other people on the shift, there are two of these, purple tags, and the third set is for the team leaders to get access to the building and the office, there are 6 of these. The keys on the Team Leader bunch and the Shift Bunch all have duplicates on the large bunch for the leader of the shift. All keys are colour coded and the appropriate locks have the equivalent colour. See attached sheet.

## Alarm

Team Leaders will be given the alarm code. To 'open' (or deactivate) the alarm

you only need to enter the four-digit alarm code. To activate the alarm you simply need to re-enter the code.

Don't be tempted to press ENT after typing in the code as this gets you into the alarm management. If you do this by mistake all you need to do is press ESC repeatedly until the time and date are displayed on the LCD screen.

## Fire Alarm

If the Fire Alarm rings, evacuate everybody into the car park immediately. The Fire Alarm control box can be accessed through the other door in the office. Check the Fire Procedure for full details.

## Door chime procedure

In order to avoid disturbing our neighbours, we turn off the front door chime – so it doesn't beep every time the door is opened.

At the same time the door should be **locked** and kept locked except when someone is entering or exiting the building.

- Turn off door alarm before 8pm:
  1. Enter four-digit alarm code
  1. Press **ENT**
  2. Press **5**
  3. Press **B** repeatedly until it says 'Disabled'
  4. Press **ENT**- it will beep
  5. Press **ESC**
  6. Try the door
- Turn on the door alarm before 7am:
  1. Enter four-digit alarm code
  7. Press **ENT**
  8. Press **5**
  9. Press **B** repeatedly until it says 'Enabled'
  10. Press **ENT**- it will beep
  11. Press **ESC**
  12. Try the door

## Night Shelter Policies and Procedures

The Night Shelter has a range of other policies and procedures in place to support and manage our work. These can be found in the filing cabinet in the office, and some of them are also available on the website. If you have any questions please do ask a Team Leader or the Night Shelter Co-ordinator.

These policies and procedures currently include:

- Health and Safety Policy and Risk Assessments
- Confidentiality - Policy and Approach
- Data Protection Policy
- DBS Checking Policy
- Problem Solving Approach and Procedure (in case of any disputes between volunteers and/or staff)
- Complaints Procedure (in case of complaints from Night Shelter Guests)
- Volunteer Policy and Volunteer Agreement

## Health and Safety

A few extra words are probably helpful about Health & Safety. Please do have a look at the more detailed Policy and Risk Assessment when you have time, but some key points include:

- Don't let anyone or anything block the fire exit in the hall.
- Guests are not allowed to enter the kitchen for health and safety reasons.
- Bags are stored in the office overnight for health and safety reasons.

## Your notes



