

Veneta Emergency Shelter Volunteer Training

This document provides training for volunteers for the Veneta Emergency Shelter.

MISSION STATEMENT: To provide emergency shelter to our neighbors during times of extreme weather or disaster.

When the temperature is 28 degrees Fahrenheit (30°F) or below and during other hazardous conditions, the Community Shelter operates 5:30pm–8:00am. Check the website for the activation status.



Fernridge Faith Center, 25133 E. Broadway, Veneta, OR 97487.

Website: www.fernridgecommunityservices.com

Contact Us

Please contact the Volunteer Coordinators for questions or to volunteer:

- Junie Gangle (Shelter Coordinator) 541-556-3336
- Isa Jennings, Jabrila Via, Cammy Wilberger (volunteer coordinators)
venetawarmshelter@gmail.com.
- Activators, who decides when we open - Junie, Isa, Jabrila, and Cammy Wilberger

EXPECTATIONS

Even though a church is hosting the shelter, we are not here to evangelize. This is not a “church thing,” rather a “people thing.” Volunteers should show respect for all faiths and religious practices. If people ask you questions and want to talk to you about your faith, that is fine. We just want to be kind and respectful.

Hospitality

- Be welcoming. Smile! ☺
- Be flexible and teachable.
- Ask questions.
- Be willing to assist where asked or needed.

We should not do the following:

- Give rides to guests.

- Provide money.
- Judge or pry.

Rules of Respect

All volunteers and guests will treat each other with respect using appropriate behavior and language. Each person will:

1. Be Safe
2. Be Responsible
3. Be Respectful

Well-behaved pets are welcome. Food and water can be provided (check the pantry for dog food).

- Owners must keep pets crated while in the building and have them in their control at all times.
- Service dogs MUST be leashed and under control of handler at all times.
- Owners must clean up after their pets.

Minors who are guests are welcome without a parent or legal guardian. We do not let authorities know unless we have been given instructions, by our local sheriff, to be on the lookout for a Minor that is in danger. Minors who are volunteering must be accompanied, at all times, by a parent or legal guardian.

Alcohol, Tobacco, or Drugs

Alcohol and substance abuse in itself is not a reason to exclude a guest. Sobriety is not required for our guests, but we do address bad behavior caused by drinking or substance abuse.

- Consumption of alcohol, marijuana, or other drugs (except prescriptions) is not allowed in the Church or on Church property.
- Drinking and use of marijuana and illegal substances are not allowed on church property.
 - o Guests must leave the building and church property to use alcohol or marijuana.
- Guests may smoke tobacco outside at least 10 feet from any door.

When to Ask Guests to Leave

Shift/Team Leads can ask guests to leave if they cannot show respect to other guests, volunteers, or themselves. Examples include the following:

- Excessive shouting or disruptive verbal outbursts
- Behavior that creates an unsafe environment
- Verbal or physical threats to themselves or other people

Three-strike rule. There is a three-strike rule for serious behavior issues that result in a guest being asked to leave.

1. For the 1st incident, the guest can be asked to leave for that night.
2. For the 2nd incident, the guest can be asked to leave that night or for a series of nights, depending on the seriousness of the issue.
3. For the 3rd incident, the guest can be asked to not come back for the season.

Behavior related to substance abuse can be a reason to ask a guest to leave.

- Bad language, disruptive arguments, and fighting are not allowed on church property and may result in the guest being told to leave.
- If a guest is suspected of having or leaving inappropriate items, e.g., alcohol containers or drug paraphernalia, two people (either the Team Lead and another volunteer or the volunteers on shift) should talk to the guest privately and remind the individual about the policy of no alcohol or drugs on church property.
- If the guest cannot give a commitment to compliance to any of the guidelines, the guest can be informed that s/he will not be able to come to the shelter again.
- This includes if the guest is out in their car. We do not allow drug use on the property, including the parking lot.

Process for When to Ask Guests to Leave

1. First and foremost, ensure the safety and security of you, other volunteers, and all guests.
2. Directly address the behavior of the guest. If appropriate, you can try to de-escalate the guest with clear instructions, such as, "Please lower your voice."
3. If time allows during the incident, the volunteer should contact the Team Lead assigned for the night.
4. If the guest causing the disruption does not comply with verbal instructions to change his/her behavior inside the building, the guest can be asked to leave.
5. If the guest refuses to leave, depending on the severity of the situation:
 - Always call the Team Lead.
 - Contact the Mobile Crisis Unit first. See below:
 - For emergency situations: call police (911).
6. Follow up with the Team Lead after an incident occurs.
 - Immediately inform the Team Lead assigned for the night of unacceptable behavior if this hasn't already been done.
7. Document the incident in the notes for the next shift regarding what happened.

Mobile Crisis Unit

MCS-LC Crisis Line(541) 682 – 1001

988- Call or Text

911- To access our services through 911, ask for us by name: "Mobile Crisis Services of Lane County."

Crisis Lines operate 24/7.

Monday - Friday 6AM to 11PM

Sunday – Saturday 2PM to 11PM

Services Provided

- Crisis de-escalation and safety planning.
- Access to certified mental health professionals.
- Access to client focused resources.
- Coordination with existing providers.
- Provide direct referrals for behavioral health care.
- Transportation coordination
- Follow-up check within 72 hours of contact.
- Naloxone administration (also known as Narcan)

Regarding Medical Concerns

- Volunteers are never to make medical decisions for guests.
- If a guest is having trouble breathing, is having chest pains, is having a seizure, call 911. Do not decide for yourself if they will be OK or not.

DONATIONS

Shelter accepts donations via the website (www.fernridgecommunityservices.com) and checks can be made out to the Warm Shelter Fund.

Food used for Shelter is provided by Food for Lane County and donated.

We can provide certain critical items, depending on donations.

- Paper products, trash bags, and coffee items.
- Blankets, gloves, socks, hats, and feet and hand warmers.
- Tents, tarps, and sleeping bags.
- Other clothing can be donated to and picked up at Lilies of the Field at Olivet Baptist Church, 25027 B Dunham Street, Veneta; open Tuesdays and Thursdays 2:00–4:00 pm.

VOLUNTEER RESPONSIBILITIES

All volunteers are expected to:

- Remain awake and attentive and demonstrate effective judgment through each shift on duty.
- Work with and within a diverse community network of resources, in a mature, responsible manner.
- Communicate respectfully and effectively with guests, staff and community partners.
- Demonstrate the ability to utilize necessary resources to safely facilitate emergency shelter.
- Keep the pantry door locked during the time our guests are in the Fellowship Hall.
- Leave notes for the next shift, including any problems, good things that happened, and food issues.

Training

Training is mostly online

- Watch the training videos and read the manual and documents.
- Additional specialized training can occur one-on-one trainings with a trainer.
- Additional “On-the-job” training can be provided when you “shadow” a shift before you volunteer to work a shift.
- Sign up on the website and add “new” next to your name the first two times you volunteer.

- For the safety and security of the program, Warm Shelter volunteers MUST be trained (in person or online) prior to working a shift.

If interested in training, go to our website at fernridgecommunityservices.com

We appreciate you being on time for your shift.

- Allow you and the volunteers on the previous shift to share information and transition.
- Be prepared to start your shift right on time.
- If you are going to be late or are unable to fulfill your shift as soon as possible, please contact the Team Lead.

Youth Volunteers at Shelter

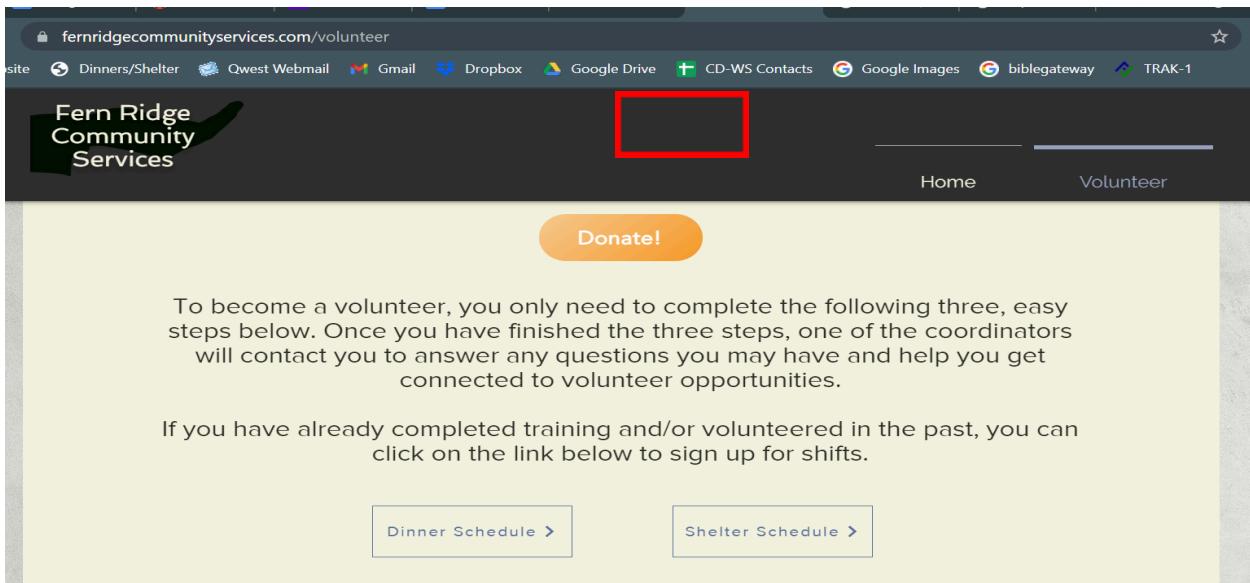
- All youth under the age of 18 must have a Youth Volunteer form filled out and signed by a parent or guardian.
- Youth under the age of 18 must be accompanied by an adult (for example, teacher, Scout leader, or volunteer mentor).

HOW TO VOLUNTEER

- **All Volunteers:** Sign up on the website: www.fernridgecommunityservices.com
- If questions, contact: Shelter Coordinator Junie Gangle 541-556-3336, Shelter Volunteer Coordinator: Isa Jennings, 541-914-0644, Jabrila Via, 541-335-9258, Cammy Wilberger, 541-514-0444, or venetawarmshelter@gmail.com.

To Sign Up on the Website

1. From the Fern Ridge Community Dinners and Community Warm Shelter home page (www.fernridgecommunityservices.com) follow the steps. On the website page <https://venetadinners.org/warm.html> select the **Shelter** button. Examples below are the Veneta Warm Shelter sign-up page.



To become a volunteer, you only need to complete the following three, easy steps below. Once you have finished the three steps, one of the coordinators will contact you to answer any questions you may have and help you get connected to volunteer opportunities.

If you have already completed training and/or volunteered in the past, you can click on the link below to sign up for shifts.

[Dinner Schedule >](#) [Shelter Schedule >](#)

2. Add your name to one or more of the shifts. Each person should have his/her own entry (i.e., own row). Do not add names of other people in the same box as your name.

	Add your name to the signup list				
	Leader	Dinner	Overnight (1)	Overnight (2)	B-fast, close
		Janet A.			Janet A.
<input type="button" value="Submit (you may enter more than one shift)"/>					

3. Select **Submit**.

	Add your name to the signup list				
	Leader	Dinner	Overnight (1)	Overnight (2)	B-fast, close
		Janet A.			Janet A.
<input style="border: 2px solid red;" type="button" value="Submit (you may enter more than one shift)"/>					

4. Your name will appear on a row beneath the shifts for which you signed up.

Signup List (you can remove names)					
#	Leader	Dinner	Overnight (1)	Overnight (2)	B-fast, close
<input type="checkbox"/>			Ray (new)		
<input type="checkbox"/>		Maggie (training)			
<input type="checkbox"/>		Janet A.			Janet A.
<input type="checkbox"/>	Teri 503-502-4009				
Delete Selected					

Notes to add when signing up:

- If you are a new volunteer, please add “**new**” next to your name for your first two times of volunteering.
- If you are signing up for “on-the-job” training to “shadow” a shift before you volunteer to work a shift, add “**training**” next to your name.
- If you are a youth (under 18 yrs. old) add “**youth**” next to your name and make sure your adult guardian also signs up.
- If a service animal will be present, use “**+dog**” along with the volunteer’s name.

To Delete Your Sign-Up

If you are unable to fulfill your shift, please notify the Team Lead as soon as possible.

You can delete the shift(s) you signed up for by removing your name from the sign-up list. At this time, you cannot select a specific shift; you have to delete all of the shifts you signed up for and then sign up again for the correct shift(s).

1. From the home page, select the **Warm Shelter** button.
2. Select the day of the shift(s) you want to delete.
3. In the left column, select the check box beneath the # (number sign).
4. Select **Delete Selected**.

Signup List (you can remove names)					
#	Leader	Dinner	Overnight (1)	Overnight (2)	B-fast, close
<input type="checkbox"/>			Ray (new)		
<input type="checkbox"/>		Maggie (training)			
<input checked="" type="checkbox"/>		Janet A.			Janet A.
<input type="checkbox"/>	Teri 503-502-4009				
Delete Selected					

Please DO NOT remove another volunteer’s name from the sign up list.

- If you mistakenly delete someone else's name from the list, please re-add it.
- If you accidentally delete a name and cannot re-add it or don't remember who it was, please contact the Volunteer Coordinators immediately.

VENETA WARM SHELTER OPERATING PROCEDURES

When the temperature drops **28 degrees Fahrenheit (28°F) (or below)** or during other hazardous conditions, the Warm Shelter provides a free place to take emergency shelter for the night. When activated, the Warm Shelter operates **5:30pm–8:00am** in the Fellowship Hall of Fernridge Faith Center at 25133 E. Broadway, Veneta, OR 97487. Check the Fern Ridge Community Dinners and Community Warm Shelter website: www.fernridgecommunityservices.com for the activation status.

Anyone coming in the door during the hours of operation will get a warm place to sleep up to church capacity (currently up to 24 inside), along with a hot dinner and take out breakfast. Guests are often members of our community who are homeless or need to take shelter. Guests are welcome to leave and return as needed. If we do not have anyone planning on sleeping by 11:00pm, we will close the shelter for the night and put a sign on the door, to spare volunteers watching an empty building. Adult volunteers on duty will supervise behavior. (*This is not an Egan Center.*)

Along with a place to sleep, the shelter provides a hot meal (dinner) and a to go breakfast) and limited entertainment (music, movies, cards, games, etc.) to lift guests' hearts from the cold and darkness.

The Warm Shelter is made possible by coordination with Fernridge Faith Center and community partners such as the City of Veneta, Fern Ridge Advocates for the Unhoused Group, other local churches, and—most of all—volunteers.

We thank everyone who volunteers their time and services. Without sufficient staff, the Warm Shelter cannot open safely.

- For an online version of this training manual, see www.fernridgecommunityservices.com

Contact List

The Warm Shelter Volunteer Contacts Google sheet lists the contact information of all volunteers. This list includes guests who provide their emails and phone numbers so they can be contacted upon activation. This list is only available to the Shelter Planning Team.

Overview of Shifts

- **5:15pm-9:00pm:** Dinner/Greeters (2 people)
- **8:55am-12:45 am:** Evening (2 people)*
- **12:40am-4:30 am:** Overnight (2 people)*
- **4:25am-8:00 am:** Morning/Takeout Breakfast/Cleaning (2 people)*

Detailed Schedule

Volunteering should be kind and calm. Come to the Warm Shelter ready to work and to enjoy fellowship with guests and other volunteers.

- 5:30 pm: Dinner/Greeter shift arrives and doors open
- 6:00 pm: Dinner is served
- 8:55 pm: Evening volunteer arrive and debrief with dinner shift
- 10:00 pm: Quiet time - lights are reduced, TV off once a movie ends
- 12:40 am: Overnight volunteers arrive and debrief with evening shift
- 4:25 am: Morning/Takeout Breakfast/Cleaning shift arrives and debriefs with overnight shift
- 7:00 am: Wake up guests (if not already awake)
 - Hand out breakfasts packaged for takeout & clean area
- 8:00 am: Doors closed and locked
- **UPDATED 11/2023:** If it is extremely cold (in 20's or below) at 8:00am and it has been communicated to the volunteers that the church is available, we may stay open until 9:30 am, ***if two volunteers are able to stay later.*** If guests are ready to leave earlier, they may.

Volunteer Roles

Many volunteers are needed to operate the Warm Shelter:

- Team Leads (coordinate and oversee activated night shifts)
- Activation Communicator (posts signs and communicates opening to Sheriff and Fire Dept.)
- Shift Volunteers (cooks, greeters, and cleaners)

If you need to leave early or cannot complete a full shift, contact the Team Lead.

Activation Communicator will:

- Contact Sheriff Dispatch and Fire Department reader board.
- Place flags on the gates at 8th St. and Territorial and put out the yard sign.
- Other locations for putting up signs is being explored.

Team Leads

Team Leads are responsible for overseeing the staffing of a Warm Shelter activation night and have access to a church key. Upon activation, responsibilities include:

- Being on call and reachable by phone in case of behavioral issues or a volunteer not showing up for a designated shift.
- Filling a shift if a volunteer does not show for a shift and another volunteer cannot

fill in.

Team Leads are not necessarily assigned for the duration that the Warm Shelter might be activated. When different Team Leads are assigned for different nights, the activated Team Lead should pass along shift notes and sign-up information from the previous night(s) in the Warm Shelter notebook.

Activation

Activation of the emergency Warm Shelter depends on the following 3 factors:

1. **Extreme weather conditions or disaster** indicating a significant danger for neighbors to stay in their usual living environment. These include temperatures **28 degrees Fahrenheit or below** or may include consideration of successive days at below freezing temperatures.
2. **Availability of 2 Adult Volunteers** per shift to remain awake throughout the night and monitor and supervise the safety of those being sheltered and the church itself from 4:15 pm to 8:00 am.
3. **Activation decision is made** by the Warm Shelter Activation Lead.

ACTIVATION PROCESS:

1. **Activation Lead** will monitor weather and emergency reports and:
 - When the forecast predicts, send a mass email for **possible activation** and/or **activation** and go on StandBy status. This can be done up to 72 hours (3 days) before the possible activation.
 - Also, contacts the Shelter Coordinator and the website manager to update information on the website and to consult if needed.
 - Makes the decision to activate by 4:00 p.m. the previous day (24-hour notice). We try and make this call final even if the temperature rises. There can be exceptions.
2. **Volunteer Coordinator** then:
 - Notifies website manager to set activation status.
 - Ensures volunteer slots are filled including that there is a **Team Leader**.
 - **If we do not have enough volunteers by 12pm the day of the activation, the shelter will not open.** Signs need to be posted and contacts on Emergency Contact list contacted.
4. Repeat above until **Activation Lead** deactivates the Warm Shelter.
 - Upon deactivation of the Warm Shelter: **Activation Lead or Volunteer Coordinator** sends a mass email announcing the close
 - Informs the **Shelter Coordinator** and **Activator Communicator** to update the website and online schedule.

All Shifts:

- When volunteers arrive, sign-in on the volunteer log.
- Wear a name tag.
- Every guest signs the agreement and understands the behavior expectations at least once during a series of activation nights.
- Keep the nightly check in sheet up to date with people coming and going.
- Provide beverages. If a guest needs a beverage, they will come to the kitchen window and request a cup of coffee, tea, or water. Single use packages of sugar/creamer will be available.
- If someone arrives hungry (including pets), pre-packaged foods will be available.
- The volunteers should do a periodic walk thru, e.g., check the bathrooms, make sure no one has gone to the other side of the church such as the foyer.
- Keep up with the cleaning (clean as you go).
- Write shift notes in the binder as you have something to share with the next shift(s).
- We are not giving away sleeping bags without someone giving us their old sleeping bag. If they do give us their old sleeping bag, we will toss it in the rubbish bin. We will record that we gave them a sleeping bag on the nightly check in sheet and report that to the Team Lead, who will report that to Mid-Lane Cares who is tracking supplies. If someone requests a tent, we need to record that we gave them a tent and then report that information to the Team Lead who will report it to Mid-Lane Cares.

Dinner/Greeters Shift: 5:30pm to 9:00pm (cook, serve, clean up)

- Put up signs around the fellowship room; outside on the fellowship hall door, on the foyer doors, in bathrooms, by the kitchen window. Use blue tape. The signs have labels on them to indicate where to put them.
- Make sure the signs on double doors going into the foyer stated to keep out are posted.
- Set up the table with items that are available to take, i.e. gloves, socks, shoes, small blankets, toiletries, hand and feet warmers. You can get items from the Warm Shelter white closet.
- Set up beverages in the kitchen.
- Cook dinner.
 - o Menus and location of food can be found in the WS folder. This is not a 3-course meal. It's something hot and easy, e.g., soup, stew, pizza. Dessert is also served

- **5:30pm: Open doors.**
 - One volunteer checks-in the guest, while the other prepares food.
 - Have guests sign the agreement forms. We need one agreement form signed per year. Records on the check in sheet that the form is on file.
 - Keep track of who is there, by writing their name on the list and if they signed the agreement, when they come and go.
 - Throughout the evening record where they are sleeping in the room on the diagram. Please note the areas that they are allowed to make a bed.
 - Help guests select a mattress and a sleeping bag and show them where they can set up in the Fellowship Hall. Do not allow anyone to sit on or sleep on the couches.
 - You can point out supplies that are available for them to take.
- **6:00pm: Serve dinner.**
 - Serve guests at the serving window.
 - This is not a 3-course meal. It's something hot and easy, e.g., soup, stew, pizza. Dessert is also served.
 - Document number of dinners served on the Warm Shelter clipboard.
- **Breakfast prep** (if time): prep takeout/bagged breakfasts for the morning.
 - Document the number of breakfasts we gave out on the Warm Shelter clipboard.
- Clean kitchen and wash dishes.

Evening Shift: 9:00pm to 12:45am

- Offer movies or games.
- **10:00 pm: Start of quiet time. Turn off the movie and turn down the lights.**

Overnight Shift: 12:45am to 4:30am

- Quiet time.

Morning/Cleaning: 4:30am to 8:00am (provide takeout breakfast at 7:00 am, clean)

- **Breakfast prep:**
 - Ensure that takeout/bagged breakfasts are prepped.
 - Items can include boiled eggs, pastries, or fruit.

- **7:00am: Wake guests and provide takeout breakfast.**
 - It is vital that we keep records to report to the institutions that support the community program.
 - Document the number of takeout meals in the Warm Shelter Meal Clipboard.
- Guests are responsible for bagging their sleeping bag only. The sleeping mats will remain until after cleaning.
- Ensure that all guests have removed their belongings. As necessary, remind them that they cannot leave their belongings on the property.
- Cleaning: Clean kitchen, dining room, and Fellowship Hall. Sweep and mop all floors. Take out trash and recycling. Check bathrooms and clean as needed.
- Spray mattress down with disinfectant and restack in the cabinet with the sleeping bags.
- Put away the items that are free to take in the white cupboard.
- If it is the last activation night, take down ALL the signs inside and outside and put in the Volunteer Binder.
- **8:00am: Check all the doors in the Fellowship Hall and make sure they are closed and locked.**
- **UPDATED 11/2023:** If it is extremely cold (in 20's or below) at 8:00am and it has been communicated to the volunteers that the church is available, we may stay open until 9:30am, if the volunteers are able to stay later. If guests are ready to leave earlier, they may.

Additional Clean up Instructions:

Use the provided check lists for what to clean and what items to use to clean with.

Kitchen should be cleaned by morning volunteers.

- Clean up beverage service (coffee, tea, water)
- Toss out any food not already consumed
- Toss out food that is questionable (e.g., moldy bread or hard noodles).
- Check the ovens and refrigerators for leftovers.
- Clean the stoves and counters. Wipe under the stove tops.
- Wash any dishes used—including pots, pans, roasters, and bowls. Instructions on how to run the dishwasher are on the dishwasher.

- Put all dishes, cookware, and serving implements away. Cabinets and drawers are labeled with the correct placement of dishes and utensils. Store the roasters and other cooking appliances.
- Turn off the sanitizer and clean the drains.
- Run the garbage disposal and rinse the sinks.
- Make sure that all stoves and faucets have been turned off.

Hall/Breezeway Clean-Up

- **Guests are responsible for bagging their sleeping bags.**
Sleeping pads remain until after cleaning.
- Ensure that all guests have removed their belongings. As necessary, remind them that they cannot leave their belongings on the property.
- Sweep the floors.
- Clean both bathrooms in the hallway.
- Take out the garbage and recycle items. The garbage and recycling containers are located either outside of the north door (back entrance) of the Fellowship Hall or by the east driveway. The key for the rubbish bin is hanging on the inside cabinet door above the microwave.
- TV remotes should be wiped down and placed on the first shelf in the box marked "TV remotes" above the microwave.

Last Person Out

- Check that all windows are closed:
 - Fellowship Hall
- Double check bathrooms.
- Turn off the lights.
- Lock the door(s) if not already locked. Check that all are shut and locked.
 - Front and side doors to Fellowship Hall.
 - Door to Pantry

Changing the thermostat. The thermostat is located on the west wall. If the temperature needs to be adjusted, it is a touch screen controls. (Last person will need to change temperature back to appropriate setting, 68 degrees.)