Mission: To ensure that homeless people in Lane County have a place to sleep indoors when temperatures drop to 29 degrees or below between November 15th and March 31st.
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1. Introduction

The Egan Warming Center is a coalition of community members representing service providers, nonprofits, faith based social activist communities and local government who have come together to ensure that homeless people have shelter during extreme cold weather. Named in honor of Major Thomas Egan, a kindly gentleman who froze to death during a cold spell in 2008, the Warming Center mission is simple: to ensure that homeless people in Lane County have a place to sleep indoors when temperatures drop to 29 degrees or below between November 15th and March 31st. The Egan Warming Center is being administered by the St. Vincent de Paul Society of Lane County (SVDP).

1.1 Purpose

These Standard Operating Procedures (SOP) lay out the protocols for implementing the Egan Warming Center (EWC) during extreme cold weather. The Egan Warming Center is an emergency shelter for those without housing to provide them a safe and warm space in such conditions. Unsheltered persons, especially those living with medical, mental health, or addiction issues, are even more vulnerable in times of inclement weather. EWC’s purpose is to ensure as best it can that all those who need and want shelter in extreme cold weather have it. These SOP will ensure the safe and effective operation of EWC for staff and volunteers as well as safeguarding the people we are serving.

1.2 Scope

This document provides protocols and procedures for the activation, operation and deactivation of the EWC. It details staffing and volunteer requirements and roles, operating procedures, communication flow, types of care provided, and information about community resources.
2. Coalition Leaders and Stakeholders

St. Vincent de Paul (SVDP) is serving as the lead agency for the Egan Warming Center effort. SVDP’s role includes providing professional staff, coordinating volunteers, and providing general oversight of the program.

2.1 Coalition Leaders

The following organizations and individuals were instrumental in creating, planning, and implementing plans for the Egan Warming Center. They remain resources for the program:

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization/Role</th>
<th>Phone</th>
<th>Email</th>
</tr>
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<tbody>
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</tbody>
</table>

In addition, we extend our deepest thanks to the following organizations, which also helped get the coalition started:

American Red Cross, Oregon Pacific Chapter • Catholic Community Services of Lane County • Church of the Resurrection • City of Eugene • Ebbert Memorial United Methodist Church • Eugene 4J Schools • First Baptist Church of Springfield • Lane County Emergency Management • Lane County Commission for the Advancement of Human Rights • Lane County Public Health • Lane Transit District • Springfield Shelter Rights Alliance • Springfield School District • St. Alice Catholic Church

We are also grateful for a number of volunteers who started the program and continue to provide critical support.
3. Paid Management Staff

3.1 Operations/Volunteer Coordinator

This person is responsible for overall operation of the warming center. Tasks include coordinating volunteers, arranging and staffing volunteer orientations, updating the website, sending volunteer alerts and newsletters, assisting with site logistics and operations, arranging for procurement and delivery of supplies and food, and liaising with the Egan Warming Center Coalition. The Operations Coordinator is the decision-maker for overall site operations and determines what sites are operational for each event. They ensure the safety of all guests and volunteers by developing appropriate procedures, making training available, making regular rounds of sites when they are operational, and responding to emergency situations at sites. Site Coordinators report to the Operations Coordinator. This is a paid position contracted through St Vincent de Paul.

3.2 Finance and Administration Coordinator

The Finance and Administration Coordinator keeps track of the guest registration logs, oversees data collection to meet reporting requirements and monitors all costs incurred throughout the season of operation and ensures that key elements are appropriately tracked. This is a paid position contracted through St Vincent de Paul.
4. Volunteer Operations Support Roles

4.1 Transportation Coordinator

The Transportation Coordinator is responsible for obtaining accessible transportation resources and ensuring the availability and functionality of all EWC vehicles for transporting Warming Center guests. This may include setting up towing service, securing transportation services, and planning for any emergency repairs or maintenance. A more detailed description is included in Appendix 11.12.

4.2 Food Service Coordinator

The Food Services Coordinator is responsible for supervising all food operations. A key element to this role is to ensure that an adequate level of food supply is on hand at each Warming Center site. A more detailed description is included in Appendix 11.13.

4.3 Volunteer Mobilization Coordinator

The Volunteer Mobilization Coordinator helps coordinate volunteers for a specific site on nights the Warming Center will be open. They respond to phone calls and emails and assign people to specific shifts and duties. They work closely with the Site Coordinator to generate an accurate list of volunteers each night. A more detailed description is included in Appendix 11.14.
5. Volunteer Area Leads

5.1 Site Coordinator

The Site Coordinator is responsible for overseeing the successful operation of a Warming Center site. The Site Coordinator works with the Facility Lead contact to ensure the facility is managed appropriately and restored to the conditions in which it was found at the end of each Warming Center event. Working with other volunteers, this person will ensure there are enough volunteers for each shift, help set up and break down the sites, arrange for food and other supplies, and otherwise manage the overall successful operation of the site. They will convene a volunteer meeting at the beginning of each night, and train volunteers on data collection. For this reason, Site Coordinators must complete the Intake Training as well as the Volunteer Orientation. The Site Coordinator has decision making authority for the site during individual events and reports to the Operations Coordinator. They typically (but not always) serves as the Shift Lead for Shift 1. This is a designated Lead Volunteer position for each shelter. A more detailed description is included in Appendix 11.10.

5.2 Site Shift Lead

The Site Shift Lead is responsible for overseeing all aspects of a Warming Center site during a particular shift. Working closely with the Site Coordinator, this person will supervise volunteers and ensure the comfort of guests at the Warming Center. The Site Shift Lead has decision making authority for the site during individual events and reports to the Operations Coordinator. In addition to the Volunteer Orientation Site Shift Leads must complete the Intake Training. This is a designated Lead Volunteer position for each shelter. A more detailed description is included in Appendix 11.11.

5.3 Health Care Lead

The Heath Care Lead oversees the set up and monitoring of an identified area for guests who are sick or have other special needs. This position is responsible to implement identified procedures for ensuring a clean and comfortable space for people to rest and be nurtured with fluid, light food, and over-the-counter medications upon request. They will also assist the Site Shift Lead during medical emergencies. This is a designated Lead Volunteer position for each shelter. A more detailed description is included in Appendix 11.15.

5.4 Behavioral Care Lead

The Behavioral Care Lead is responsible for implementing identified procedures for working with guests who are acting out due to a mental illness, and providing a safe and orderly space for these folks to rest without disturbing other guests. This is a designated Lead Volunteer position for each shelter. A more detailed description is included in Appendix 11.16.
5.5 **Food Service Shift Lead**

The Food Service Lead is responsible to prepare food and drinks for a specific shelter site. In addition, they train and supervise food service volunteers. Food Service Leads from all sites may meet occasionally to share best practices and coordinate efforts. *This is a designated Lead Volunteer position for each shelter. A more detailed description is included in Appendix 11.17.*

5.6 **Intake/Exit Shift Lead**

In the evening, the Intake/Exit Lead is responsible for implementing systems to welcome guests, check them in, collect necessary data, and check their bags in an efficient manner. The following morning this person will help guests collect their belongings and exit in an efficient manner. The Lead will work with the Site Leader to identify volunteer roles and responsibilities for these activities. Intake/Exit Leads are required to go through an additional training on data collection. *This is a designated Lead Volunteer position for each shelter. A more detailed description is included in Appendix 11.18.*

5.7 **Resource Shift Lead**

The Resource Lead ensures the optimum level of comfort for each individual while they are guests at the Warming Center. They coordinate access to sleeping bags, pillows, blankets, first aid supplies, and socks or other available clothing (if available). If necessary, the Resource Lead also arranges guest transportation to various other facilities depending on individual needs. In addition, this person takes the lead in making information about community resources available to guests. When possible they facilitate direct contact with agency staff. *This is a designated Lead Volunteer position for each shelter. A more detailed description is included in Appendix 11.19.*

5.8 **Security Lead**

The Security Lead is responsible for implementing the EWC Safety Plan for each assigned site. This person coordinates directly with the Site Coordinator and Site Shift Lead. The Security Lead continually checks for potential hazards and responds to any incidents. The Security Lead also ensures all areas of the facility designated as off-limits are properly secured and routinely checked for security breaches and reports to the Site Lead. *This is a designated Lead Volunteer position for each shelter. A more detailed description is included in Appendix 11.20.*

5.9 **Facility Lead**

The Facility Lead is a designated contact at each EWC location. They serve as a liaison between each facility and the staff and volunteers. The Facility Lead instructs the Site Lead on the logistics of each facility (location of lights, heating, etc.) and any operating procedures. They also make sure the site is in good condition before the Warming Center opens and after the Warming Center is deactivated. *A more detailed description is included in Appendix 11.21.*
5.10 Pet Care Lead

The Pet Care Lead provides a safe place for guests with cats and dogs to kennel their pets overnight. Volunteers will greet guests, help get pets settled in kennels, and stay with the animals overnight. Pet Care volunteers will be provided by Pro-Bone-O and Save the Pets in cooperation with Greenhill Humane Society. *This position is not required at all shelter locations.*
6. **Volunteer Recruitment and Orientation**

   6.1 **Volunteer Application Requirements**

   Individuals interested in volunteering at a Warming Center must complete a Volunteer Application. Applications can be downloaded on our website, [www.eganwarmingcenter.org](http://www.eganwarmingcenter.org), or individuals may register electronically under the "Volunteer" section. Warming Center volunteers must be at least 18 years of age and must be willing to attend a mandatory orientation/training prior to serving. At the conclusion of the training all volunteers will complete and sign a Volunteer Agreement Form and a form indicating their availability and contact information (see examples in Appendix 11.2).

   6.2 **Volunteer Orientation and Training**

   The regular Volunteer Orientation and Training addresses the following topics:
   - Egan Warming Center Coalition Mission and Values
   - Organizational Structure
   - The Experience of Homelessness
   - Conflict Resolution & De-Escalation Techniques
   - Roles and Responsibilities
   - Schedule and Set-Up Needs
   - Safety and Security
   - Health and Care Considerations
   - Communication Plan
   - Orientation Feedback
   - Self-assessment
   - Volunteer agreement
   - Sign-up time

   Intake/Exit volunteers are required to go through an additional training that addresses the following topics:
   - Why data collection is important
   - How to use the data collection forms
   - How to enter data into the online data tracking spreadsheet

   6.3 **Basic Shelter Schedule**

<table>
<thead>
<tr>
<th>Time</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:00 PM</td>
<td>Site Prep: Site Lead and Facility Liaison Report</td>
</tr>
<tr>
<td>5:30 PM</td>
<td>Set Up: Area Leads Report</td>
</tr>
<tr>
<td>6:00 PM</td>
<td><strong>Shift ONE Volunteers Report</strong></td>
</tr>
<tr>
<td>6:30 PM</td>
<td>Volunteer Orientation Meeting</td>
</tr>
<tr>
<td>7:00 PM</td>
<td>Volunteer Opens for Guests</td>
</tr>
<tr>
<td>10:00 PM</td>
<td><strong>Shift TWO Volunteers Report</strong></td>
</tr>
<tr>
<td>5:30 AM</td>
<td><strong>Shift THREE Volunteers Report</strong></td>
</tr>
<tr>
<td>6:00 AM</td>
<td>Wake Up Guests</td>
</tr>
<tr>
<td>6:30 AM</td>
<td>Begin Check-Out Procedures</td>
</tr>
<tr>
<td>8:00 AM</td>
<td>Close Shelter &amp; Clean Up</td>
</tr>
<tr>
<td>9:00 AM</td>
<td>Lock Up Facility</td>
</tr>
</tbody>
</table>
6.4 Basic Shelter Volunteer Shift Schedule

Shift ONE: 6:00 PM – 10:30 PM
Shift TWO: 10:00 PM - 6:00 AM
Shift THREE: 5:30 AM – 9:00 AM

(NOTE: On mornings when the Warming Center is deactivated, Shift Three volunteers may be asked to stay later to help clean up)
7. Concept of Operations

7.1 Stages of Extreme Weather Response

The stages of extreme cold weather response are:

- Identification of an Imminent Extreme Weather Event
- Alert/Notification of public and private partners, staff and volunteers
- Activation of Warming Center
- Operation of Warming Center
- Closure of Warming Center

**Identification of an Imminent Extreme Weather Event:** SVDP staff regularly monitors weather reports and communicates with local meteorologists to be aware of pending conditions.

**Alert/Notification of public and private partners, staff and volunteers:** When local weather forecasts and conditions indicate that overnight temperatures are likely to be 28 degrees or lower, staff will follow the alert communication protocols outlined later on in this document.

**Activation of Warming Center:** Staff and volunteers begin preparing to open Egan Warming Center sites for a minimum of two nights. A critical step to be taken at the beginning of operations is the clear designation of the management authority and decision-making persons.

**Operation of Warming Center:** Staff and volunteers welcome guests to Warming Center sites and hosts them overnight.

**Deactivation of Warming Center:** After an extreme cold weather event, Warming Center sites will close. Activities during this time period include transitioning guests back into the community, closing the sites, cleaning the sites so they are returned to the condition in which they were found, taking stock of available resources, and identifying needs for the next activation of the EWC.
8. Operational Guidelines

8.1 Activation

SVDP staff monitors the weather and determines when an extreme cold weather event is imminent. This decision will be made by noon. Once extreme weather has been identified, SVDP initiates communication with staff and volunteers as per the following Alerts checklist:

Alerts:

1. **Info Alert @ 72 hours** (Level 1 notification – RED icon on website)
   (**NOTE:** At this point SVDP can still choose to cancel the Warming Center opening if the weather forecast changes)

2. **Advisory Alert @ 48 hours** (Level 1 and 2 notifications – YELLOW icon on website)
   (**NOTE:** At this point SVDP cannot choose to reverse the decision to open the Egan Warming Center)

3. **Action Alert @ 24 hours** (Levels 1, 2 and 3 notifications – GREEN icon on website)

Notification:

1. **Level 1** – Staff, volunteers, coalition members and site contacts

2. **Level 2** – Service providers, LTD and RideSource, taxi drivers

3. **Level 3** – Public officials and Police, Media

8.2 Operation (before opening)

A. Volunteers

1. The Site Coordinator will work with a designated Volunteer Mobilization Lead to recruit sufficient volunteers to staff the Warming Center.

2. When appropriate, the Site Coordinator will contact leads with whom he/she has worked in the past to fill key positions.

B. Facility Inspection

1. The Site Coordinator will walk through the Warming Center using the Mobilization Checklist and note the condition of the facility and equipment and determine any additional needs.
2. The Security Leads will conduct a walk-through of the Warming Center and surrounding area using the Activation Checklist.

3. Site Coordinator and Site Shift Lead should have an up-to-date list of important phone numbers and a list of their volunteers, with phone numbers, at the beginning of each day.

C. Establish safety and security procedures.

1. Develop specific safety and security plans for each Warming Center site.

2. Determine number of personnel to designate as Security Volunteers and determine their duties.

3. Determine locations where Security Volunteers will be stationed.

D. Facility Set-Up

1. Intake/Exit, which includes a guest sign-in, paper and computerized forms for data collection, a secure place for storing these forms, bag check numbers, and a sign-in for volunteers.

2. Sleeping area with foam pads.

3. Area for guests who are not ready to sleep at lights-out to play games, watch television or visit with each other and volunteers (when available).

4. Food area for serving food and hot beverages.

5. Medical area for guests who need basic first aid items or require a quieter place to rest and receive fluids if ill.

6. Smoking area (if one doesn’t already exist): set up receptacles for cigarette butts outdoors.

7. Supply area with clothing, socks and other items for guests (when available).

8. Pet care area (when appropriate).

9. Volunteer sleeping room (when appropriate).

10. Appropriate signage will be placed at various locations around the facility. Signage includes:
    a. Signs designating different areas such as comfort room and health room
    b. Maps of facility, including emergency exits
    c. Guest agreements
E. When Site Lead is satisfied that the Warming Center is ready to receive guests, he or she will declare the Warming Center open.

### 8.3 Deactivation

A. Warming Center Manager coordinates closure of Warming Center with shelter staff using the Activation Checklist as a guide.

B. Transportation services are notified that Warming Center closure is imminent and transportation schedules are posted.

C. Warming Center staff completes Warming Center closure using their task lists as a reference and clean up their respective areas.

D. SVDP staff contacts Facility Lead to make sure facility was returned to original or better condition and see if facility has any needs before the next cold weather event. Particularly if the Warming Center has been open for several days, sites may need help re-stocking supplies, cleaning carpets, paying higher-than-normal utility bills, or covering other unexpected costs.
9. Levels of Care

9.1 General Care

Individuals who require shelter from extreme cold weather can access a Warming Center for shelter, food and a bed.

9.2 Additional Needs Care

Some guests will require assistance that exceeds the basic level of care provided at the EWC but will not require skilled medical care. The EWC will serve guests with additional needs (non-medical) who may require Disability Access, such as first and second trimester pregnancy (stable), vision- or hearing-impaired individuals, amputees, and wheelchair-bound individuals.

A. Minor illness. Guests will not be turned away if they have illnesses including colds and flu’s. These individuals will be asked to spend the majority of their time in an area where they can isolated from the general population to avoid spreading the illness. This area will also give them a better opportunity to rest and receive fluids, light snacks and basic over-the-counter medication.

B. Major illness. Individuals with serious health conditions may require hospitalization. A Lead Volunteer should ask the person before calling 9-1-1 or CAHOOTS. If the individual refuses treatment, keep them as comfortable as possible. EMTs and trained individuals can treat these individuals if they become incapacitated, but otherwise no one can force them to receive treatment. If the individual wishes to stay at the site, check with other sites to see if they have a doctor who can come and assist.

9.3 Behavioral Care

Guests that require assistance that exceeds the basic level of care may require skilled mental health care or other specialty care. They include individuals who may be inebriated, actively psychotic, generally disruptive, or a combination of these conditions.

EWC staff and volunteers with de-escalating skills need to be appointed to interface with those individuals. Consideration should also be given to the need for specialized care, such as transporting individuals to alternate care sites or to hospital emergency rooms. CAHOOTS or the Transportation Coordinator can help with transportation. If poor behavior cannot be mitigated individuals may be removed from the Warming Center site (see Section 10.5 for more details).
10. Policies

10.1 Drugs and Alcohol

Use of drugs and alcohol is not allowed inside or outside Egan Warming Center sites.

10.2 Weapons

No weapons are allowed inside the Egan Warming Center.

10.3 Decision-Making Authority

SVDP Operations Coordinator, Volunteer Coordinator, and Finance and Administration Coordinator; Site Coordinator; and Site Shift Lead are the only people with final decision-making authority at the Egan Warming Center. Area Leads may make decisions about their area but must comply with final instructions by someone with decision-making authority.

10.4 Capacity

Each Egan Warming Center site has a capacity based on Fire Marshall requirements and available mattress pads. When sites are nearing capacity they shall communicate this to the other site leads and folks providing transportation so guests can be diverted to another site. If a site continues to get walk-in traffic after they have reached capacity, check with other sites to make sure they have room, then arrange for the individual to be transported. If people arrive late at night they will probably need to be done by taxicab. Sites can take people beyond their capacity as long as they do not exceed Fire Marshall regulations, and as long as the site had adequate volunteers to assist guests.

10.5 Removing Guests

People who use drugs or alcohol, possess weapons, are aggressive or abusive toward other people, or otherwise behave in a manner not consistent with Warming Center policies may be asked to leave. Site Coordinators and Site Shift Leads should keep in mind the following guidelines when asking a person to leave:

- If possible, have more than one person present when making the decision to ask someone to leave and actually telling them to leave.
- White Bird Crisis Line is available 24 hours if people have questions about how to handle an incident.
- Anyone, including the Site Coordinator, should accept a “tap-out” from a member of their team. If they do not agree with it, they will still leave the situation but can discuss it with the person in private at a later time.
- Offer the guest a good quality sleeping bag when they leave.
- If someone is asked to leave a Warming Center site, they are not permitted to go to another Warming Center site that evening. Site Coordinator or Site Shift Lead should call other sites to inform them of the person’s name.
• After an incident, debrief with trusted volunteers, SVDP staff if possible, and a couple homeless people to see how the incident was handled and what could be done better next time. Guest will only be removed for one night unless they have repeated violation or the violation is egregious. The Site Coordinator and/or Site Shift Lead may require that the individual have a conversation with them before they allowed back into the center.

10.6 Incident Reports and Logbooks

All incidents must be documented on an Incident Report form. The information from Incident Reports will be reviewed by SVDP staff, written up, and delivered to each site with the Intake Checklist the next night the Warming Center opens. It is particularly important to note if a site asks someone to leave the property and why.

Each site will also have a logbook for problems that are not severe enough for an Incident Report, or to note things the Site Coordinator or next Site Shift Lead should know. At the beginning of each shift, Site Coordinators/Shift Leads should read through the logbook.
11. Operational Appendices

11.1 Volunteer Application
11.2 Volunteer Agreement
11.3 Intake/Exit Form
11.4 Guest Agreement Form
11.5 Mobilization Checklist
11.6 Health Policies and Procedures
11.7 Sanitation Procedures
11.8 Restroom Cleaning Procedures
11.9 Intake/Exit Procedures
11.10 Volunteer Site Coordinator – Job Description
11.11 Volunteer Site Shift Lead – Job Description
11.12 Transportation Coordinator – Job Description
11.13 Food Service Coordinator – Job Description
11.14 Volunteer Mobilization Lead – Job Description
11.15 Volunteer Health Care Lead – Job Description
11.16 Volunteer Behavioral Care Lead - Job Descriptions
11.17 Volunteer Food Service Shift Lead – Job Description
11.18 Volunteer Intake/Exit Shift Lead – Job Description
11.19 Volunteer Resource Shift Lead – Job Description
11.20 Volunteer Security Lead – Job Description
11.21 Facility Lead – Job Description
11.19 Media Messaging Guidelines
Egan Warming Center
GUEST AGREEMENT FORM

1. Respect for everyone.
2. No alcohol or drugs on the premises. Please do not leave the facility to get drunk or high and then return.
3. No weapons.
4. No sexual activity.
5. Bags must be kept in the bag-check area at all times. Volunteers will help you access your bags if needed.
6. Quiet time from 10:00 pm to 6:30 am.
7. Smoke breaks are available in designated areas and times.
8. If there is a problem or concern, find a staff person or volunteer to help solve it.
9. If you can’t sleep, make use of the common room to relax, chat, etc.
10. Keep your sleeping area, bathrooms, and common areas clean and tidy.
11. Pets must be kept in crates at all times.
12. Take all belongings with you when you leave each morning.

These agreements will make the shelter safe for everyone and ensure that it can continue to be open. Breaking any of the agreements will be dealt with immediately and may result in your removal from the Warming Center. Thank you!!!
## Warming Center Mobilization Checklist

### Warming Center Information

<table>
<thead>
<tr>
<th>Site Lead:</th>
<th>Date of Activation:</th>
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<table>
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### Facility Readiness

#### Water Faucets Operational

(If no, note problems)

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<thead>
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#### Toilets Operational

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#### Showers Operational

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#### Lighting

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#### Heating / Cooling

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#### Power

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### Layout and Signage

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<td>Registration Set up</td>
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### Supplies

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<td>Cleaning Supplies</td>
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<tr>
<td></td>
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<td>Lead Volunteer Nametags</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Emergency Contact List</td>
</tr>
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</table>
How to protect staff, volunteers, and guests:
• If you are sick—STAY HOME.
• Staff vulnerable to H1N1 virus (pregnant women or those with suppressed immune systems) should avoid direct client contact and get on list for the vaccine.
• For other staff, avoid unnecessary contact with symptomatic people and keep social distance of at least six feet.
• Wash hands often, especially after sneezing, coughing or contact with people who are sneezing or coughing.

General:
• Avoid giving out aspirin, ibuprofen, or other over-the-counter medications. It is fine to have them on hand and let guests take medications for themselves.
• Try to give some basic education on how the slow the spread of illnesses (cover cough, don’t share cigarettes, etc.)
• Use common sense or enlist the help of someone with first aid experience to determine if a person’s illness is serious enough to warrant calling an ambulance. Do not hesitate to call for an ambulance if necessary. If an individual needs urgent care but is not sick enough to require emergency transportation, inform the Site Lead. They may be able to arrange for alternative transportation.

Shelter set-up:
• Have a sick room or sick area in shelter.
• Place foam pads head to toe to help slow the spread of a virus through coughing and contact.
• During intake, ask clients if they are feeling feverish and coughing. If yes, reassure them they will have a place to stay and use stick-on thermometers to determine if they have a fever.
• Have disposable tissues available near beds, in sick area, at check-in, in restrooms and in all common areas,
• Have trash cans readily available for tissues. Empty them frequently.
• Keep hand sanitizer (must be > 60% alcohol to be effective). Large-sized, non-portable bottles may be best.
• Encourage guests to wash their hands often, especially after coughing or sneezing. Keep liquid soap on hand and use hot water.
• If possible, have lotion available, as the sanitizers and washing dry out skin quickly.
• Have surgical masks available (drywall masks work just fine) for clients who are coughing and staff working in sick area/room.
• Have good signage demonstrating how to slow the spread of germs (cover a cough, use hand sanitizer, etc.)
• Have broth or bullion available for ill guests. This is a good way to keep them hydrated and they will also receive some nourishment.

Intake area:
• Everyone uses hand sanitizer.
• Ask questions: Are you sick? Recently ill with a cough and/or fever and chills? May I take your temperature?
• Reassure people that there is a special accommodation area for guests who are sick.
Sanitation Procedures
Egan Warming Center

Personal Sanitation
- Act as though all surfaces such as doorknobs and all mattress pads, blankets, backpacks and other personal possessions are contaminated with MRSA (Methicillin-Resistant Staphylococcus Aureaus) or body fluids. MRSA can survive on dry surfaces for months.
- Wash your hands frequently even when using sanitizer; hands must be relatively clean for the sanitizer to work. Scrub for at least 15 seconds. Don’t touch the faucet or doorknob or anything else after cleaning your hands.
- Don’t touch your eyes, nose, or mouth unless you have just washed or sanitized your hands.
- Wear disposable plastic gloves when handling guest possessions or bedding. Hold things away from you to avoid getting bacteria or viruses onto your clothes.

Facility Sanitation Procedures
- The morning shift should sanitize tables, doorknobs, pens, and chairs. Measure the sanitizer and water and mix according to directions on the container. The surfaces must stay wet a minimum of 10 minutes to kill the bacteria.
- Each morning, all guests should place their bedding in their bag and bring it to the Resource volunteers so it can be organized. Guests will use the same bedding on subsequent nights.
- Sanitize all pads every day. Watch for evidence of bed bugs. If bed bugs are present it will look like pepper has been sprinkled over the surface. Report bed bugs immediately to the Site Coordinator.
- Bedding material should be placed in plastic trash bags or laundry bag and stored separately from clean blankets until it can be washed.
- If the Warming Center will not be open the following night, volunteers should sanitize all pads and place all bedding in plastic trash bags. If possible, have guests place their blankets in bags so volunteers do not have to handle them.
Restroom Cleaning Procedures
Egan Warming Center

What you need
1. Rubber gloves and eye protection.
2. A mop bucket half filled with disinfectant cleaner solution.
3. A sponge mop.
4. Several cleaning and drying rags.
5. A white nylon scrub pad or scrub sponge.
6. A spray bottle of window cleaner.
7. A toilet swab or brush.
8. A dust mop or broom.
9. A hand broom and dust pan.
10. Liquid hand soap for dispensers and key to open dispensers.
11. Ample supply of toilet tissue, and hand towels.
12. Replacement liners for waste containers.
13. Warning sign: “Restroom Closed for Cleaning” or similar.

Your Basic Pattern
Sweep floor/swab (i.e., get very wet) door handles, sinks, counters, check partitions; wipe at least the handles, outsides of toilets including flush handles, insides of toilets [these surfaces must remain wet for 10 minutes to kill all germs; time yourself] / trash and dispensers/ mirrors/ mop floor.

Sweep floor
Use the hand broom to clean out corners, behind the stools, under registers, and along the walls, and then sweep the open areas with your dust mop or broom.

Swab surfaces
Swab (i.e., get very wet) door handles, sinks, counters, outsides of toilets including flush handles, insides of toilets [these surfaces must remain wet for 10 minutes to kill all germs; time yourself] Use a toilet brush or swab on the inside of toilets especially under the rim. Do not dilute your solution with toilet water; i.e., stay above the toilet water line.

Empty trash
Take trash bags out with care in case there are needles or other sharp objects in the trash. If necessary, clean the trash receptacles. Replace with clean plastic bags of the appropriate size. Also empty the sanitary napkin disposal containers and reline.

Dispensers
Check all towel dispensers, toilet paper holders, and soap dispensers and refill as necessary. This may require one or more special keys. See the Facility Lead or Site Coordinator if you don’t know where these keys are.

Mirrors
Using your glass cleaner and a fresh/clean/dry cloth, clean the mirrors.

Dry and Polish
Sinks, counters, toilet seats, toilets, urinals.
**Mop floor**
Work from the back of the restroom to the front. You may want to really wet under the urinals first and mop there last.

**Finishing**
Leave a warning sign that the floor is wet, take your tools and trash and you’re done! Thank you.
**Intake/Exit Procedures**  
Egan Warming Center

**Intake Procedures**
1) Site Coordinator or SVDP staff person will deliver the following items to the site each night:
   a. Laptop computer  
   b. Intake form (if needed)  
   c. Abbreviated Intake form (if needed)  
   d. Intake Checklist (except on the first night of the Warming Center season)  
   These items should be received by the Site Coordinator, Site Shift Lead, or Intake/Exit Area Lead.

2) The Intake/Exit Lead will also gather the following:
   a. Intake instructions for volunteers  
   b. Clipboard with guest sign-in sheet  
   c. Clipboard with volunteer sign-in sheet  
   d. Secure storage place for intake forms  
   e. Numbers for bag check  
   f. Assorted pens

3) Volunteers will be positions by the door and/or at a table near the entrance. The Intake/Exit Area Lead and the volunteer using the computer must have completed the Intake/Exit volunteer training in addition to the regular volunteer orientation. For other Intake/Exit volunteers this training is suggested but not required.

4) As they enter, both guests and volunteers will be asked to sign in. All guests will be asked to complete an Intake process. **Although guests are not required to go through Intake to receive services, volunteers are required to ask them to participate.** Volunteers are also required to make every effort to collect at least the guest’s name and date of birth. Social Security Numbers are very helpful as well. Volunteers may not make up information for guests. Volunteers might say, "The next time you come to any Warming Center you will only have to give your name and we'll just check you off the master list." It helps guests if they know they don't have to go through this form every time.

   Please review the Guest Agreements with guests at check-in. This is particularly important on the guest's first night.

5) There are four different processes for check-in:
   a. If the guest has not received services in Lane County before, they must fill out the Intake Form.  
   b. If the guest has received services in Lane County in the past, AND has not been to the Egan Warming Center in the current season, they must fill out the Abbreviated Intake Form.  
   c. If the guest received services in Lane County that day, AND has not been to the Egan Warming Center this season, they can checked in on the laptop computer using a very short process (paper form will also be available).  
   d. If the guest has been to the Egan Warming Center in the current season, their name is checked off the Intake Checklist.

All Intake forms must be kept in a secure location.
6) Once the guest has completed Intake, they move on to bag check. Volunteers should write the bag number on the guest’s intake form (or sign in sheet if paper form is not available).

7) Once the guest has checked any bags, they move to the Resource/Storage room, where they receive:
   • Bedding and a plastic bag for storage if new
   • Bag with bedding from the previous night if returning

8) The same volunteer will walk them through the facility and show them any key areas, including the sleeping area, food area and entertainment area.

9) Once the majority of guests have shown up, a trained Intake/Exit volunteer should enter all new guest information into the computer and make sure all forms have the shelter location written on them. Afterward, they must return the forms to a safe location.

10) Once the majority of guests have arrived, the Site Coordinator/Shift Lead will use the guest sign-in sheet to determine if every guest went through the Intake process. If not, they will walk through the facility to do intakes with people who did not go through the process earlier.

11) The Site Shift Lead on Shift Three is responsible for making all intake forms and the laptop computer available to the SVDP staff person who comes to pick it up in the morning. Shift Leads should communicate to each other where this information is being kept.

12) The Site Coordinator/Shift Lead for Shift One is responsible for orienting all volunteers at the beginning of Shift One. In this orientation, they should always emphasize the importance of data collection.

**NOTE:** If a guest moved to a different location, send their Intake form with them if possible.

**Exit Procedures**

1) Guests who need to temporarily leave the Warming Center should sign out with Intake/Exit volunteers, then sign in when they re-enter. Volunteers should remind people that they are not to leave to get drunk or high. People who exhibit inappropriate behavior because they are abusing substances may be asked to leave the Warming Center.

2) Each morning, all guests should place their bedding in their bag and bring it to the Resource volunteers so it can be organized.
Volunteer Site Coordinator

Job Description

Goal:

To manage a specific shelter site consistent with the guidelines established by the Egan Warming Center (EWC) in the Standard Operating Procedures (SOP). Serve as supervisor for volunteers and guests to ensure safety and comfort of all involved.

Reporting:

- Site Coordinator reports to the Egan Warming Center Operations Coordinator
- Volunteer Leads report to the Site Coordinator when present; otherwise, they report to the Site Shift Lead

Specific duties:

- Works closely with Site Shift Leads to provide overall supervision for site
- Works closely with Volunteer Mobilization Lead to recruit and assign volunteers
- Work with Food Service Coordinator and Food Service Lead to acquire food and beverages
- Meet with Facility Lead to review floor plan, set-up, and logistical needs
- Obtain a floor plan of the physical site
- Preview the site using Mobilization Checklist
- Review security plan with Volunteer Security Lead
- Coordinate placement of signage indoors and out
- Orient and coordinate volunteer Leads. Convene a Volunteer Orientation Meeting at the beginning of Shift 1 to communicate any changes in policies or operations
- Oversees records and registration. This includes explaining the importance of data collection to all volunteers, making sure data collection is done correctly, and making sure all guests go through the intake process.
- Facilitate teamwork and a positive morale
- Work with SVDP staff to order supplies for site.
- After a cold weather event, ensure site is returned to pre-event condition
- Occasionally meet with other Site Coordinators to discuss policies and procedures for the Egan Warming Center
Volunteer Site Shift Lead

*Job Description*

**Goal:**

To manage a specific shelter site, on a particular shift, in a manner that is consistent with the guidelines established by the Egan Warming Center (EWC) in the Standard Operating Procedures (SOP). Serve as supervisor for volunteers and guests to ensure safety and comfort of all involved when Site Coordinator is not present.

**Reporting:**

- Site Shift Lead reports to the Site Coordinator (this can be the same person)
- Volunteer Leads report to the Site Shift Lead when the Site Coordinator is not present

**Specific duties:**

- May also serve as the Site Coordinator.
- Works closely with Site Coordinator to provide overall supervision for site
- Review security plan with Volunteer Security Lead
- In cooperation with Area Leads, supervise volunteers.
- If Site Coordinator is not present, orient and coordinate Area Leads. Convene a meeting of all volunteers at the beginning of Shift 1 to communicate any changes in policies or operations
- If Site Coordinator is not present, oversees records and registration. This includes explaining the importance of data collection to all volunteers, making sure data collection is done correctly, and making sure all guests go through the intake process.
- In the morning, gives intake forms, volunteer sign-in sheets, and Incident Reports to SVDP staff
- Facilitate teamwork and a positive morale
- Occasionally meet with other Site Shift Leads to discuss policies and procedures for the Egan Warming Center
Transportation Coordinator  
*Job Description*

**Goal:**

Transport guests to and from sites; between sites; and to appropriate facilities when specialized care is appropriate.

**Reporting:**

- Transportation Coordinator reports to Operations Coordinator.

**Specific duties:**

- Pick up guests at day centers and other gathering places and transport them to Warming Center sites. Transfer guests between sites if necessary.
- Communicate with Site Coordinators regularly so sites don’t get overcrowded.
- Help arrange taxi service to transport guests late at night.
- In the morning, transport guests back to day centers.
Food Service Coordinator

*Job Description*

**Goal:**

Provide oversight to all aspects of food service at warming center sites, including acquiring food and safe food preparation and service.

**Reporting:**

- Reports to Operations Coordinator.

**Specific duties:**

- Work with Operations Coordinator and FOOD for Lane County to maintain relationship for getting food donations. Develop food list and procedures for picking up food.
- Depending on food availability, set menus for Egan Warming Center each night. Arrange for food donations from FOOD for Lane County and purchase any additional items needed.
- Procure coffee, tea, and all paper products. Deliver to sites or arrange for delivery.
- Serve as a resource to the Operations Coordinator for questions about food service at sites.
- Assist site-specific Food Service Leads with questions about food preparation and service.
Volunteer Mobilization Lead

Job Description

Goal:

Help the SVDP Volunteer Coordinator arrange for volunteers at each Warming Center site.

Reporting:

- Volunteer Mobilization Lead reports to the SVDP Volunteer Coordinator but works closely with the Site Coordinator at the site where they’re sending volunteers

General Duties:

Unlike other Egan Warming Center volunteers, the Volunteer Mobilization Lead does most of their work from their home or office. They are assigned to a specific site, and work closely with the SVDP Volunteer Coordinator and the Site Coordinator to arrange for volunteers at a specific Warming Center site. People serving in this position must have regular access to a telephone and a computer with internet service and a printer. Volunteer Mobilization Leads must go through an additional training session with the Volunteer Coordinator. They must have access to reliable transportation, or have someone who can make daily deliveries to Warming Center sites. Although several people can serve as Volunteer Mobilization Leads, there is only one person assigned to one site per night.

Specific Duties:

- Once Volunteer Coordinator has sent out the Action Alert, monitor voice mail system and email hourly. Respond to volunteers who call in for different shifts.
- Create a list of the volunteers who will be available for each position and shift. Include volunteer cell phone number if available.
- Deliver the volunteer list to the Site Coordinator in a timely manner.
- Receive feedback on volunteer performance from Site Coordinator/Shift Lead. Enter this information in the volunteer database.
Volunteer Health Care Lead

Job Description

Goal:

To provide a comfortable space and care for guests who are sick and have special needs.

Reporting:

☐ Health Care Lead reports to the Site Coordinator (when present) or Site Shift Lead
☐ Health Care Volunteers report to the Health Care Lead

Specific Duties:

☐ Set up comfort room area
☐ Train and supervise volunteers
☐ Maintain a sanitary environment
☐ Dispense water, fluids and light snacks as needed
☐ Make over the counter medications available upon requests
☐ Track the use and distribution of supplies
☐ Review resource information
☐ Periodically check restrooms and replace supplies if needed
☐ Regularly check the comfort room to assist guests

Basic Shelter Schedule:

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<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:00 PM</td>
<td>Site Prep: Site Lead and Facility Liaison report</td>
</tr>
<tr>
<td>5:30 PM</td>
<td>Set Up: Area Leads report</td>
</tr>
<tr>
<td>6:00 PM</td>
<td>Shift ONE Volunteers Report (Shift ONE: 6:00 PM – 10:30 PM)</td>
</tr>
<tr>
<td>6:30 PM</td>
<td>Volunteer Orientation Meeting</td>
</tr>
<tr>
<td>7:00 PM</td>
<td>Shelter Opens for guests</td>
</tr>
<tr>
<td>10:00 PM</td>
<td>Lights Out for guests</td>
</tr>
<tr>
<td>10:00 PM</td>
<td>Shift TWO Volunteers Report (Shift TWO: 10:00 PM - 6:00 AM)</td>
</tr>
<tr>
<td>5:30 AM</td>
<td>Shift THREE Volunteers Report (Shift THREE: 5:30 AM – 9:00 AM)</td>
</tr>
<tr>
<td>6:00 AM</td>
<td>Wake Up guests</td>
</tr>
<tr>
<td>6:30 AM</td>
<td>Begin Check Out procedures</td>
</tr>
<tr>
<td>8:00 AM</td>
<td>Close Shelter &amp; Clean Up</td>
</tr>
<tr>
<td>9:00 AM</td>
<td>Lock Up Facility</td>
</tr>
</tbody>
</table>
Volunteer Behavioral Care Lead

Job Description

Goal:

To provide a safe, orderly and comfortable space to care for guests with behavioral or mental health needs.

Reporting:

- Behavioral Care Lead reports to the Site Coordinator (when present) or Site Shift Lead
- Behavioral Care volunteers report to the Behavioral Care Lead

Specific Duties:

- Train and supervise volunteers
- Work with guests with behavioral issues to ensure they do not harm themselves and others
- Give regular reports to the Site Coordinator/Shift Lead
- Maintain a sanitary environment in the special accommodation space
- Review resource information

Basic Shelter Schedule:

- 5:00 PM Site Prep: Site Lead and Facility Liaison report
- 5:30 PM Set Up: Area Leads report
- 6:00 PM Shift ONE Volunteers Report (Shift ONE: 6:00 PM – 10:30 PM)
- 6:30 PM Volunteer Orientation Meeting
- 7:00 PM Shelter Opens for guests
- 10:00 PM Lights Out for guests
- 10:00 PM Shift TWO Volunteers Report (Shift TWO: 10:00 PM - 6:00 AM)
- 5:30 AM Shift THREE Volunteers Report (Shift THREE: 5:30 AM – 9:00 AM)
- 6:00 AM Wake Up guests
- 6:30 AM Begin Check Out procedures
- 8:00 AM Close Shelter & Clean Up
- 9:00 AM Lock Up Facility
Volunteer Food Service Shift Lead

Job Description

Goal:

To provide food and drinks for a shelter site.

Reporting:

- The Food Service Lead reports to the Site Coordinator (when present) or Site Shift Lead
- The food service volunteers report to the Food Service Lead

Specific duties:

- Works with Site Coordinator and Food Service Coordinator regarding food service planning
- Works with Facility Lead regarding storage and staging
- Orient shift volunteers and assigns responsibilities
- Monitor sanitation and health code requirements
- Manage presentation of food and drinks
- Ensures clean-up and disposal of food and drinks
- Works with the health and behavioral care rooms for special needs
- Clean kitchen; leave in same or better condition in which it was found

Basic Shelter Schedule:

5:00 PM  Site Prep: Site Lead and Facility Liaison report
5:30 PM  Set Up: Area Leads report
6:00 PM  Shift ONE Volunteers Report (Shift ONE: 6:00 PM – 10:30 PM)
6:30 PM  Volunteer Orientation Meeting
7:00 PM  Shelter Opens for guests
10:00 PM Lights Out for guests
10:00 PM Shift TWO Volunteers Report (Shift TWO: 10:00 PM - 6:00 AM)
5:30 AM  Shift THREE Volunteers Report (Shift THREE: 5:30 AM – 9:00 AM)
6:00 AM  Wake Up guests
6:30 AM  Begin Check Out procedures
8:00 AM  Close Shelter & Clean Up
9:00 AM  Lock Up Facility
Volunteer Intake/Exit Shift Lead

*Job Description*

**Goal:**

To ensure orderly intake and exit systems for guests and their belongings. **Intake/Exit Leads are required to go through an additional training to serve in this position.**

**Reporting:**

- The Intake/Exit Lead reports to the Site Coordinator (when present) or Site Shift Lead
- Intake/Exit volunteers report to the Intake/Exit Lead

**Specific Duties:**

- Trains and assigns volunteers to areas and duties
- Supervises volunteers throughout the intake and exit process
- Designates a bike lock up area and oversees check in of bikes
- Oversees the check in and storage of personal belongings. Supervise guests when accessing bags to make sure they don’t remove drugs, alcohol, weapons or other inappropriate materials.
- Ensures that all guests sign in and complete the appropriate intake procedure upon admittance. Places intake forms in a secure location.
- Ensures that guests are introduced to Resources Volunteers.
- Coordinates with security regarding storage

**Basic Shelter Schedule:**

- **5:00 PM** Site Prep: Site Lead and Facility Liaison report
- **5:30 PM** Set Up: Area Leads report
- **6:00 PM** Shift ONE Volunteers Report (Shift ONE: 6:00 PM – 10:30 PM)
- **6:30 PM** Volunteer Orientation Meeting
- **7:00 PM** Shelter Opens for guests
- **10:00 PM** Lights Out for guests
- **10:00 PM** Shift TWO Volunteers Report (Shift TWO: 10:00 PM - 6:00 AM)
- **5:30 AM** Shift THREE Volunteers Report (Shift THREE: 5:30 AM – 9:00 AM)
- **6:00 AM** Wake Up guests
- **6:30 AM** Begin Check Out procedures
- **8:00 AM** Close Shelter & Clean Up
- **9:00 AM** Lock Up Facility
Volunteer Resource Shift Lead

*Job Description*

**Goal:**

To provide access to supplies, transportation, and referral options ensuring comfortable accommodations for our guests.

**Reporting:**

- Resource Lead reports to the Site Coordinator (when present) or Site Shift Lead
- Resource volunteers report to the Resource Lead

**Specific Duties:**

- Train and assign volunteers to areas and duties
- Obtain sleeping supplies needed (pillows, blankets, sleeping bags, pads, etc.)
- Obtain personal supplies needed (first aid, socks, personal hygiene items, etc.)
- Distribute blankets, sleeping bags and personal hygiene items
- Receive and process donated goods, including providing tax receipts to donors
- Identify guests with special medical needs
- Distribute contact information for social service agencies
- Arranges transportation for transfers/referrals
- Notify Site Coordinator/Shift Lead of transfers/referrals
- Coordinates with the health and behavioral care rooms for special needs

**Basic Shelter Schedule:**

- 5:00 PM Site Prep: Site Lead and Facility Liaison report
- 5:30 PM Set Up: Area Leads report
- 6:00 PM Shift ONE Volunteers Report (Shift ONE: 6:00 PM – 10:30 PM)
- 6:30 PM Volunteer Orientation Meeting
- 7:00 PM Shelter Opens for guests
- 10:00 PM Lights Out for guests
- 10:00 PM Shift TWO Volunteers Report (Shift TWO: 10:00 PM - 6:00 AM)
- 5:30 AM Shift THREE Volunteers Report (Shift THREE: 5:30 AM – 9:00 AM)
- 6:00 AM Wake Up guests
- 6:30 AM Begin Check Out procedures
- 8:00 AM Close Shelter & Clean Up
- 9:00 AM Lock Up Facility
Volunteer Security Lead  
*Job Description*

**Goal:**

To ensure the Warming Center site is managed in a way that provides safety and protection for all guests, volunteers and staff.

**Reporting:**

- The Security Lead reports to the Site Coordinator (when present) or Site Shift Lead  
- The Security volunteers report to the Security Lead

**Specific Duties:**

- Train, supervise and delegate assignments to volunteers  
- Work with Site Coordinator to assess facility security risks  
- Ensure routine monitoring for hazards  
- Ensure facility boundaries are complied with  
- Respond to special incidences  
- Inform Site Coordinator/Shift Lead of incidents  
- With Site Coordinator/Shift Lead, complete Incident Reports  
- Coordinate with the outside smoking area monitor  
- Coordinate with the Site Coordinator/Shift Lead regarding inter-agency involvement including determination to engage police assistance.

**Basic Shelter Schedule:**

- **5:00 PM** Site Prep: Site Lead and Facility Liaison report  
- **5:30 PM** Set Up: Area Leads report  
- **6:00 PM** Shift ONE Volunteers Report (Shift ONE: 6:00 PM – 10:30 PM)  
- **6:30 PM** Volunteer Orientation Meeting  
- **7:00 PM** Shelter Opens for guests  
- **10:00 PM** Lights Out for guests  
- **10:00 PM** Shift TWO Volunteers Report (Shift TWO: 10:00 PM - 6:00 AM)  
- **5:30 AM** Shift THREE Volunteers Report (Shift THREE: 5:30 AM – 9:00 AM)  
- **6:00 AM** Wake Up guests  
- **6:30 AM** Begin Check Out procedures  
- **8:00 AM** Close Shelter & Clean Up  
- **9:00 AM** Lock Up Facility
Facility Lead

Job Description

The Facility Lead serves as a liaison between the host organization and SVDP staff and volunteers. They provide information about the facility and are available for questions and trouble-shooting.

Specific Duties:

- Know the location of various rooms available for use, and suggest how each might work best as a shelter component.
- Be prepared to identify areas that are “off limits” and know how to restrict access to them.
- Be familiar with the physical elements of the facility, such as light switches, heating, plumbing, and how to use them or shut them down in the event of a malfunction. This person should also know the location of all entrances and exits and how to unlock each one. If there is an alarm system, will know the codes or procedures for disarming it when needed.
- Be familiar with the kitchens and bathrooms and know where supplies are stored. Be familiar with the neighborhood (location of nearby bus routes, convenience stores, etc.)

The Facility Liaison will be on-site during the opening hours each day, and available by phone at all times when the center is open. Ideally, there will be a back-up liaison that can help in the event we experience multiple days of extreme cold weather.
Donations

• Cash donations can be mailed to St. Vincent de Paul at P.O. Box 24608, Eugene, Oregon 97402. Donations can also be made online at www.svdp.us/get-involved/donate.

• Donations of goods can be dropped off at any St. Vincent de Paul location (list of locations at www.svdp.us). Please do not bring donations to warming center sites; volunteers must divert their attention from guests to receive these donations. Items needed:
  o Sleeping bags
  o Blankets
  o Winter coats
  o Sweatshirts
  o Flannel shirts
  o Hats and gloves
  o Small tarps

• Canned/boxed food donations should go to FOOD for Lane County, 770 Bailey Hill Road in Eugene. Please do NOT drop food off at any warming center site. Health regulations require us to refuse any food items prepared outside of the site kitchen.

Volunteers

• Volunteers must attend a mandatory orientation before volunteering at the centers. Information about volunteer orientations is available at www.eganwarmingcenter.org.