

POLICIES, PROCEDURES & GENERAL OPERATIONS

STAFF & VOLUNTEER MANUAL



2017

ALLISTON OUT OF THE COLD | 41 PARIS ST. ALLISTON, ON L9R 1J3

POLICIES, PROCEDURES & GENERAL OPERATIONS

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INTRODUCTION

Mission Statement:

Alliston Out of the Cold provides safe, respectful and welcoming overnight accommodation and meals to those experiencing homelessness November to April; facilitating connection to further services, resources and community.

About the Program:

Alliston Out of The Cold (AOTC) is operated out of the Paris St. building (41 Paris St.), 7 days a week. The emergency overnight only program will be available to guests beginning November 1, 2017, and continue through April 15, 2018 (morning shift complete on April 16), including holidays. Early open and/or extension of program days will be evaluated based on weather. Hours of operation for guests accessing the space are 8:00PM until 8:00AM (see *AOTC Tasks and Timelines* for Staff/Volunteer hours of operation). AOTC operates as a volunteer-run program to serve adults and youth (16+), of all genders including transgender people, couples and others who cannot access other local services under harm reduction principles. As an emergency shelter program, access will be determined by the number of people accessing services and guests ability to adhere to safety guidelines. AOTC can accommodate 16 people on a nightly basis.

Our focus is on provision of shelter while providing resources for community-building. Volunteers will provide references to community programming in the shelter space (see Community Resource Binder located in Administrative Office). Our aim is to support guests in feeling that they belong to and are engaged in the community.

AOTC is a fragrance free environment.

Each day will be operated by 3 shifts of volunteer team members. Each team may be comprised of:

- Team Leader
- Intake
- Meal Makers
- Shift Leader
- Hosts
- Laundry Runner

The Community Coordinator may be in attendance periodically during the evening or the morning to become acquainted with volunteers, to visit with guests and to assist with problems. The Coordinator, Team Leaders and the volunteers work within a team environment. Decisions are arrived at through discussion and consensus. No one person within the administration of the program should ever feel that they are working alone.

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We thank you in advance for the commitment that you have made to AOTC and hope that you find it a rewarding and fulfilling experience.

Should you, at any time, have any concerns or suggestions for the AOTC program, please do not hesitate to contact the AOTC Community Coordinator.

This manual is meant to provide consistency and safety for both staff/volunteers and guests. The policies are not intended to exclude people or create unnecessary barriers but to ensure the safety of all involved and to create a welcoming environment for all.

Special thanks to Barrie Out of the Cold and Out of the Cold Halifax for making their operations and policies & procedures manuals available to us, allowing us to build off of their extensive knowledge and experience when establishing this program in our community.

Definitions and Important Concepts:

Volunteers:

The people who volunteer their time to help make the program operate. Volunteers will fill various roles in the operations of AOTC, from meal making, to laundry running to general operations of the program.

Guests:

The people who access AOTC for overnight shelter or other services.

Day:

The AOTC program operation hours for Volunteers – from 7:00PM to 9:00AM.

Shift:

Evening, Overnight, and Morning timeframes, assigned to Volunteers for hours of work.

Harm Reduction:

'Harm Reduction' refers to policies, programs and practices that aim primarily to reduce the adverse health, social and economic consequences of the use of legal and illegal psychoactive drugs without necessarily reducing drug consumption. Harm reduction benefits people who use drugs, their families and the community. Harm reduction approaches seek to prevent or reduce the overall level of drug consumption, with the understanding that abstinence is difficult to achieve and a barrier to accessing service. Harm reduction accepts that many people who use drugs are unable or unwilling to stop using drugs at any given time and interventions are grounded in the needs of individuals. As such, harm reduction services are designed to meet people's needs where they currently are in their lives. Remember, small gains for many people have more benefit for a community than heroic gains achieved for a select few. Keeping people

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who use drugs alive and preventing irreparable damage is regarded as the most urgent priority while it is acknowledged that there may be many other important priorities. AOTC works from a Harm Reduction framework, which means that no one will be turned away for using drugs, alcohol, tobacco and pharmaceutical drugs, as long as they are able to care for themselves while in the space and are not using on property. For more information please visit <https://www.hri.global/what-is-harm-reduction>).

Paraphernalia:

Any equipment, products and materials of any kind which are used, intended for use, or designed for use, in manufacturing, compounding, converting, concealing, producing, processing, preparing, storing, containing, injecting, ingesting, inhaling, or otherwise introducing into the human body a controlled substance.

Weapon:

Anything used, designed to be used or intended for use causing death or injury to any person, or for the purpose of threatening or intimidating any person. Anything that a volunteer feels may be used as a potential threat to the safety of themselves or others should be considered a weapon.

Substances:

Any drug, illegal or otherwise, including alcohol, that may be used by an individual which has a physiological effect when ingested or otherwise introduced into the body, causing changes in behaviour and sometimes addiction. This also includes medications and over-the-counter preparations, regardless of whether they are being used as prescribed or not.

Inclusive Space:

This space **respects** all aspects of people, including age, gender, race, ethnicity, religion/no religion, national origin, language, education, marital status, body size, political affiliation/philosophy, (a)sexual orientation, (a)gender identity/expression and creativity, physical and mental ability, social-economic status, genetic information and health/mental health status.

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CONFIDENTIALITY

Confidentiality is vital to running a safe inclusive program for all those who access the AOTC. All names and information provided by individuals accessing the AOTC are confidential and not to be disclosed to anyone outside of the space or other guests. If someone calls AOTC or comes to the door looking for a guest, do not release any information about whether the person is there or not - simply say ***“I’m sorry but I cannot confirm or deny who is staying at AOTC”***, then ask to take a message that could be passed along if you see this person. This applies to everyone: friends, family, other programs, police, etc.

Volunteers are not to share information with anyone other than volunteers for the purpose of shift change and updating in-coming volunteers. Information shared amongst volunteers should speak to actions that were witnessed on your shift and should be free from judgement. This kind of information sharing is necessary for the running of the AOTC and does not require a release of information form.

If a volunteer encounters a guest outside of the AOTC program, they are to follow the lead of the guest in how they would like to interact. Some guests may be eager to talk to volunteers, others may not. Do not disclose how you know the guest to others or ask personal information of the guest.

AOTC is committed to respecting the confidentiality of guest records, data and verbal information. This commitment ensures that all information about guests is used and disclosed responsibly. AOTC staff/volunteers have a legal, moral and professional duty to safeguard guest confidentiality. Access to guest records is limited to authorized staff/volunteers. Confidential guest information is protected always.

- If the On-Call/Team Leader must be contacted, every attempt should be made to ensure that guests’ personal information is safeguarded.
 - No texting of personal information – this should be shared verbally, either by phone or in person.

All names and information provided by individuals accessing AOTC will be treated as confidential, and will not be disclosed without a guest’s informed consent. Unless required by law, guests must consent before any information can be released to a third party.

AOTC may disclose a guest’s information in any circumstances in which it is legally or ethically compelled to do so, including the following:

- If a guest presents as a danger to themselves or others, including AOTC staff/volunteers.
- If there are reasonable grounds of suspicion, or confirmation of child abuse under the Child and Family Services Act. This includes witnessing of violence in the home or risk to children due to the caregiver’s use of alcohol or drugs.
 - If a guest is under the age of 16 and attempting to access AOTC, we have the duty to report the information to CAS.

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- An order, subpoena or summons is served by a court or other legal authority requiring disclosure.
- If there is a legal duty to report to a professional organization. (For example, when it is suspected that a guest has been the victim of a professional who has breached a professional Code of Ethics).
- If a guest presents a risk in the operation of a motor vehicle. (For example, when a person arrives at AOTC impaired and insists on driving, the police will be notified if alternative arrangements are refused).

AOTC employs reasonable security arrangements to ensure that guests' personal information can only be accessed by program volunteers and is not inadvertently or accidentally disclosed to third parties.

Except as specifically described above or as required by law, AOTC will not release guests' personal information to other organizations/individuals unless they have first given permission for us to do so. Failure to abide by AOTC Confidentiality expectations will result in immediate termination of volunteer capacities.

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PROGRAM POLICY

Program Guidelines for Guests:

- You must be 16 years or older to access space.
- Please respect other people, their belongings and space.
- Racist, homophobic, transphobic, sexist, threatening, and other disrespectful language or behavior is not tolerated. Swearing is strongly discouraged.
- AOTC is an inclusive space to all races, genders, sexual orientations and religions.
- Violence, threats, or harassment of any kind will not be tolerated.
- No close physical contact or sexual activity is permitted. Handshakes, high fives and fist bumps allowed.
- Guests who are unable to care for themselves or behave in inappropriate and/or disrespectful way as a result of substance use or otherwise, will not be admitted.
- If we find or have reason to believe that you have weapons, alcohol, drugs, (including prescription or over the counter medication), paraphernalia and/or needles on your person after intake, or that you've consumed drugs or alcohol on the property, you are at risk of losing access to the program and could be asked to leave the space.
- AOTC is not responsible for your belongings.
- Any belongings remaining in the space or a locker at 8:00AM will be considered abandoned and thrown out.
- Beds must be made immediately after intake hours are complete.
- Guests are not allowed to lie down and/or sleep anywhere on the property other than their sleeping mat.
- Only AOTC Staff/Volunteers can answer the door and let people in. Only AOTC Staff/Volunteers can answer AOTC phone.
- One person in the bathroom at a time. Please be considerate with your time in the bathroom.
- Guests are offered a locker to store all belongings that are not permitted in AOTC, such as weapons, alcohol/drugs, needles and/or paraphernalia as well as any belongings that guests do not want others to see. Lockers will be locked by AOTC Staff/Volunteers and are inaccessible throughout the duration of your stay. Should you choose to access the locker during your stay, you forfeit your space for the night and must leave the AOTC program space and property.
 - Please also place any extra and/or oversized belongings in the locker assigned to you that will be locked up and opened upon departure.
 - You are permitted one bag with you in the building. Please ensure that you have EVERYTHING that you need for your stay with you.
 - All medication, prescription or otherwise, is to be checked in to be locked up at intake. Any medication that must be taken during your stay must be done so in the administrative office in the presence of a volunteer.

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- Quiet hours begin at 11:30PM and end at 6:00AM. Guests are asked to whisper when talking, move about space only as necessary, use headphones and maintain general quiet during quiet hours.
 - All cell phones are to be on silent/do not disturb (not just vibrate).
- No pets will be allowed on the AOTC property, including service and compassion animals.
- Guests are encouraged to wear indoor shoes or slippers while in the space.
 - Slippers are provided during stay, and must be returned to volunteers for laundry in the morning.
- Guests may leave the building to have a cigarette or get fresh air. The designated rest/smoking area is located in the backyard. Guests must inform a volunteer that they are exiting to the backyard and must remain in visual contact. Any guest who does not obey this request, or leaves the backyard will be asked to leave/may not return to the space.
- In the event of an emergency evacuation of the premises, follow the direction of the AOTC volunteers and gather at the designated assembly location for roll call. Do not leave the designated assembly location, unless otherwise instructed. The emergency exits and routes are posted throughout the building.
- You are expected to stay on the program property upon entry into the space.
 - Guests who want to leave the property must take all their personal belongings and their bed will be offered to another guest.

Accessing the Program:

The accessibility of the program is determined by the number of beds of available, guest's behaviour during previous stays, guest's ability to adhere to safety guidelines and age (16+). An intake is necessary for anyone accessing the program for the first time. A check in with intake volunteer is required after initial stay. Also, each guest must place any belongings that are not permitted in the space in the locker assigned to them that will be locked by AOTC and be inaccessible to the guest throughout the duration of their stay. Should a guest require access to the locker during their stay, they will be instructed to gather their belongings and they must leave the AOTC program space and property. See *Belongings of Guests and Lockers and Inadmissible Items* for more detail.

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Inclusion & Reduced Barriers at AOTC

AOTC strives to be a low barrier, overnight shelter for guests and is an inclusive space for all genders. Some of the ways AOTC tries to achieve this are:

- Guests are asked for identification but it is not a prerequisite to assess services
- Mental health issues are not an impediment for access as long as the guest does not pose a risk to themselves or others
- Intoxication is not an impediment for access as long as the guest does not pose a risk to themselves or others
- Couples of all genders are welcome, however, couples must respect the shelter's no-touch policy
- Guests can self-identify with their preferred name, gender and pronouns
- Washrooms are single toilet, gender neutral and as accessible possible
- Racist, homophobic, transphobic, sexist, threatening, and other disrespectful language or behavior is not tolerated. Swearing is strongly discouraged. AOTC is an inclusive space to all races, genders, sexual orientations and religions.

Underage/Youth Access:

Any person under sixteen (16) years old cannot be permitted in the space (guests or volunteers). Guests will be encouraged to provide ID but it is not a requirement.

If a person comes to AOTC and self-identifies as being younger than 16 years old, AOTC Staff/Volunteers have an obligation to report the youth to Simcoe Muskoka Family Connexions (Children's Aid Society [CAS]) at 1-800-461-4236.

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Intake Process:

New guests will be required to complete an intake package with the Intake Volunteer in the office. This is the opportunity for the Intake Volunteer to get to know the guest, learn about their situation, and assess if the guest is admissible. The intake conversation should be causal but to the point. The Intake Volunteer should ask guests to provide ID to confirm identity but if the guest does not have ID it will not stop them from access the program. This is also the time that guests can put prohibited items in a brown bag/locker, store medication in a brown bag and arrange a wake up time, if needed.

Once the intake is complete, the package should be placed in a file that will be kept on the desk for the night. Team and Shift leaders will write any follow up notes in this file for the guests next stay.

All returning guests will be required to check in with the Intake Volunteer before access the program for the evening. This is the opportunity for the Intake Volunteer to update the guests file, follow up on past referrals and assess if the guest is admissible. This is also the time that guests can put prohibited items in a brown bag/locker, store medication in a brown bag and arrange a wake up time, if needed.

Once the check in is complete, the guests file should be kept on the desk for the night. Team & Shift Leaders will write any follow up notes in this file for the guests next stay.

At the end of the day all files will be placed in the filing cabinet in alphabetical order by first name with last initial.

Intake Procedure:

1. As part of the intake process, verbal consent to services is given to engage with guests and information is gathered and recorded on the intake form.
2. Upon entry into the space, guests should be signed in, using the Guest Sign-In sheet.
3. When a guest accesses AOTC for the first time, they are asked to sign and date the Intake Consent to Services and Guest Acknowledgment forms, which will be placed in their file.
 - a. These forms can be given to guests as they enter the AOTC space, to read over while waiting to meet with the Intake Volunteer.
4. Returning guests must check-in with Intake Volunteer and will be asked to provide any updates regarding changes in guest information, new/follow-up referrals, guest needs, etc.
 - a. Record any new/updated information on the Guest Update form.
5. If screening identifies an urgent and critical need, the Team/Shift Leader should be notified immediately.
6. If services at AOTC cannot be provided, alternative resources will be provided.
 - a. Guests who are intoxicated and deemed inadmissible for the night, will be directed to Stevenson Memorial Hospital.
 - b. For guests who self-identify as being younger than 16 years old, AOTC has an obligation to report the youth to Simcoe Muskoka Family Connexions (CAS) –

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Team/Shift Leader should be notified immediately. See *Underage/Youth Access* for policy regarding reporting to CAS.

7. If guests is deemed appropriate/admissible, commence intake and discuss program guidelines for guests and emergency procedures and exits.
8. Review Consent to Services, Guest Acknowledgment and the Confidentiality and Consent to Release forms with all guests, ensure that they are signed and dated and complete as necessary.
 - a. Guests have the right to refuse signing the Confidentiality and Consent to Release form, however they will not be admitted into the space without signing and dating the Consent to Services and Guest Acknowledgement forms.
 - b. Returning guests should be reminded of guest expectations, and given opportunity to amend, sign or rescind Consent to Release at every check-in.
9. Explain bed set-up procedure to guest and instruct them to set it up immediately following the completion of the intake hours (approximately 9:30PM).
 - a. Guests who request a wake-up call, are given a piece of masking tape with their name and wake-up time on it, to be placed at the foot of their bed, for volunteers to see.
 - b. Intake Volunteer will place the wake-up call information on the wake-up call sheet, as well as the wake-up call white board, to ensure that guests are woken at the time requested.
10. Place all completed intake forms in a file folder, in the following order (front to back): Intake, Consent to Services, Guest Acknowledgement, Consent to Release.
 - a. Label the file with the guest's first name and last initial, and place it on the desk for the day.
 - b. Returning guest updates should be recorded on the Guest Update form and placed in the front of the existing guest file, found in the locked cabinet, in alphabetical order (by first name) and placed on the desk for the day.
11. Shift/Team Leaders will make notes in guest file as needed.
 - a. Any disciplinary actions are noted in space provided on intake form.
 - b. Guest interactions, referral requests, important/pertinent information should be added to intake notes, and communication notes as necessary.
 - c. Any information necessary for guest file that may not fit in intake notes, may be written on Guest Update form and placed in file immediately in front of Intake.
12. At the end of the day the Team Leader will place all guest files, kept on the desk for the duration of the day, in the locked filing cabinet, in the section marked "today's guests".
13. Community Coordinator will retrieve files from "today's guests" section, to assess guest needs, referrals and proceed with follow-up contact.
 - a. Upon completion of duties, all guest files will be placed in alphabetical order in the locked cabinet..

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Open Hours:

The AOTC space will be opened by the Team Leader at 7:00PM. The Team Leader will commence opening duties and subsequently open the space to all other volunteers at 7:30 PM to commence program opening. Shift Volunteers will be onsite until 8:30AM, and the Team Leader will complete their duties and by 9:00AM, when the doors will be locked and the space closed for the day. AOTC open hours for guests is 8:00PM to 8:00AM, every day, including holidays. It is very important that these times are held firm and we cannot allow guests in early or stay late (even to help). The cut off time of entry is 9:30PM (Please see *Severe Weather* for exception).

Holding Beds and Late Entries:

Upon leaving the space in the morning, guests have the option of pre-registering a bed for that evening. A new intake is not required. Guests are expected to arrive at the space by 9:30PM to complete a check-in with the Intake Volunteer and be in the space for the night. If a guest does not arrive on-site to check-in by 9:30PM, their space will be given to another guest.

Guests that are working late shifts, that have pre-registered a bed must call the AOTC onsite phone by no later than 9:30PM to check-in and confirm their bed, otherwise they forfeit their space for that day and will not be allowed late entry.

Guests that are brought to the space by the police, for whatever reason, will be allowed late entry into the space provided that meet the admittance criteria. Late entries must be admitted by the Shift/Team Leader and intake procedures done accordingly. In an effort to maintain consistency for all guests, except as described above, no late entries will be admitted into the space – no exceptions.

Quiet Hours and Lights Out:

To aid in rest for all, quiet hours will be from 11:30PM to 6:00AM. This includes the outdoor space – as we are located in a residential area and have many neighbours. During this time, guests will be expected to stay in their beds, turn off the sound on their phones, not talk on the phone and wear headphones if they are using their phones. Guests will be allowed to go outside for fresh air or a cigarette during quiet hours one at a time. If a guest must leave early or come in late they are expected to maintain quiet hours to the best of their ability of others during these times.

Volunteers will turn off the overhead lights at 11:30PM, or earlier if agreed upon by volunteers, but no earlier than 10:00PM. The overhead lights should be turned off in the sleeping room. At this time minimal lighting is used in the kitchen and office space to illuminate the sleeping room throughout the night for safety. If available, floor lamps can also be lit in the sleeping area for those who would like to read.

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Wake Up Calls and Lights On:

Some guests may request a wake-up call while they are in the space. Guests are given an opportunity to indicate if they require a wake-up call during the intake process. Volunteers will place a piece of masking tape at the end of the guests mat with their first name and the time they would like to be woken up. Wake up times and first names are recorded on the Wake-Up Call Form in the office and will also be written on the whiteboard located in the kitchen area. Volunteers should ask guests if there is a best way to wake them respectfully, so as to not scare guests.

Volunteers will turn on the overhead lights at 6:00AM, at the completion of quiet hours, or earlier, if agreed upon by volunteers, but no earlier than 5:00AM. The overhead lights should be on throughout the building at this time. Guests are expected to wake up and begin preparing for their departure for the day, as well participate in bed tear down. Guests are encouraged to access the donation shelf for items that they be in need of and to eat breakfast served by the volunteers starting at 6:30AM. Guests will be reminded, starting at 7:30AM, of program closing times, and encouraged to gather their belongings and leave no later than 8:00AM.

Leaving the Program Property:

Guests are expected to stay on the program property after they Intake/Check In. Guests who want to leave the property must take all their personal belongings and their bed will be offered to another guest. If a guest wants to access their locker they must give up their bed, take their belongings and leave the property.

In the event of an emergency, when a guest is transported from the building by emergency services or otherwise, the belongings of the guest will be gathered and stored in the locker assigned to them for safe keeping until they are able to return to collect them.

Guests are made well aware of the emergency procedures upon intake and check-in. All guests and staff/volunteers are expected to remain at the muster point, in the event of an emergency evacuation. Any guests that leave during this time are considered to have vacated their bed for the night and their belongings will be considered abandoned should they not return to collect them by 8:00AM.

Door Traffic:

All doors are to be locked at all times and cannot be propped open. Guests can step outside to the designated area (for a smoke, conversation, air, etc.) as long as they stay on the property. Only a staff person can open the door or admit people into the space when someone knocks. Passed 11:30PM we ask that people limit their access to the backyard to the bare minimum and one at a time only to prevent neighborhood noise. Please do not let any new people into the building without stepping outside to ask why they are here. This includes volunteers, donors, guests and police (see *Police and AOTC*).

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Severe Weather:

In an attempt to keep as many people as possible off the streets during inclement or very cold weather, AOTC has a severe weather policy. This policy is put into place when environment Canada forecasts a temperature of -15°C or colder, or with a wind chill factor of -20°C or colder and is decided on by Team Leader and Coordinator before doors open. Changes to operations may include:

- Staff can decide to open the program before 8:00PM if the space is ready.
- Team can decide to allow more guests (sleeping on the floor in sleeping area) to keep them out of the cold overnight. The number of additional guests must be decided upon by all volunteers for the overnight shift.
- On-call volunteers may be called in to assist with additional guests.
- Team can provide spare blankets and hot drinks/food to community members not accessing space.
- If a guest is significantly intoxicated on a severe weather night and has to be discharged, shift leader should call the local OPP or ambulance.

Taxi/Transportation:

If a taxi is needed, a call must be placed to the Team Leader, who can approve the taxi. It is to be made clear that the taxi is to only stop at the destination provided by AOTC, or the guest will pay for the taxi themselves. A record of the date, time, and destination of the taxi must be placed in the Communication Log.

Transferring Guests:

If AOTC is full for the night, volunteers may call other Out of the Cold locations (Barrie, Newmarket, etc.) to see if there is space for our guests. If space is available, the Team Leader can approve a taxi for the guest. It is to be made clear to the cab driver that the guest is only to be dropped off at the designated destination and not at any other location.

Pets:

No pets will be allowed on the AOTC property including service and compassion animals. In the event that an individual with a certified service animal is in need of service, AOTC will make every reasonable effort to find alternative lodging and services, that is able to adequately accommodate their needs.

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Phones/Tablet Use:

All cell phones are to be on silent/do not disturb (not just vibrate) in AOTC. This includes volunteers. Guests and volunteers should be instructed upon entry in to the AOTC space. In an effort to respect our neighbours and others accessing the space, cell phone use is allowed in the backyard before 11:30PM and after 6:00AM. During quiet hours, guests and volunteers are asked not to use their phones for calls, unless for an emergency.

Pictures are not to be taken at AOTC to maintain the confidentiality of the guests. Guests are permitted to listen to music or watch movies on their own devices but they must use earphones as long as it is not audible to other guests.

Parking:

Guests and volunteers are encouraged to park at the Alliston Memorial Arena located one block south of AOTC at 49 Nelson Street West. Street parking is strongly discouraged and could result in a ticket from the town. AOTC is not responsible if a guest is ticketed. Overnight volunteers are permitted to park behind The Well.

Indoor Shoes/Slippers:

During the winter months, guests and volunteers are encouraged to wear indoor shoes or slippers in the space. Slippers will be provided to guests while in the space. Slippers will be stored in a sealed plastic container outside during the day. Volunteers are encouraged to bring their own indoor shoes when the weather is wet.

Minimal Staffing:

AOTC will have a minimal staffing of 3 people at all times. The goal is to have 4 staff when possible and during severe weather days. When there are female guests in the space, there will be at least one female volunteer. AOTC will aim to have at least one person with First Aid training on each shift.

Donations:

AOTC is a community initiative that is supported in many ways. The Community Coordinator, with the aid and support of the AOTC Board of Directors will lobby for, accept and keep track of donations, both monetary and of goods, made in person or through the AOTC website by the general public. Volunteers are asked to direct any persons, agencies, organizations and/or companies who may be interested in making monetary donations to the Community Coordinator. No volunteer shall accept money on behalf of AOTC, without expressed and specific consent from the Community Coordinator,

Another way for the community to be involved is through donations of goods and services. Donations can be dropped off at The Well, Monday through Friday, from 9:00AM to 4:00PM.

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Volunteers are encouraged to direct interested donors to the website for a list of needs in order to cut down on redundant and abundant donations.

In the event that a community member attends the AOTC space looking to make a donation, please only accept donations from the donation list. Donations of clothing or small household items can be made to The Clothes Line, located at 55 Victoria St E in Alliston. Big donations must go through the coordinator during office hours.

Acceptable donations include:

Office supplies: Pens, Notebooks, Printer Paper, Sharpies, Masking Tape, Staples,

Food: Coffee (decaf and regular), Milk, Cream, Sugar, Tea, Hot Chocolate, Sweetener,

Other: Slippers (that can be washed), Socks, Hats, Gloves, Scarfs, Blankets,

Toothbrush/Toothpaste, Deodorant, Brown Lunch Bags, Paper Towels, Hand Soap, Dish Soap, Toilet Paper, Tissues, Pads/Tampons

Media:

All media inquiries must be directed to the Community Coordinator who will arrange to meet with the media directly. This is to allow for consistency of messaging and protects the privacy of guests. Media is not allowed into the space, to take pictures on the property or to speak directly to guests/volunteers without the permission of the Community Coordinator. If you are approached by the media outside of the AOTC space, please direct them to the Community Coordinator - volunteers are asked not to represent AOTC, in the media, in any capacity unless explicitly instructed by the Community Coordinator or the AOTC Board, Failure to do so may result in termination of the volunteer's capacities.

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GUEST BEHAVIOURS AT AOTC

Non-admittance or being discharged from the program is behavior-based. Any actions that put other individuals (guests and volunteers) at risk of harm are not tolerated and that person will be asked to leave. Police are called if an individual refuses to leave. Volunteers are expected to use non-violent intervention techniques to de-escalate situations of conflict.

Intoxication:

During the intake conversion, the Intake Volunteer assesses if the guest is intoxicated. Consistent with our low-barrier philosophy, guests who are intoxicated will be admitted as long as they:

- can move safely with minimal assistance,
- can care for themselves in space,
- can communicate with volunteers, and
- follow the rules expected of all guests.

If a volunteer believes that the person may be a risk to themselves or others, they may ask if/when the individual last used drugs or alcohol. If the person is too intoxicated to access the space, an ambulance will be called, as they cannot be permitted to access the space until they are medically cleared. If you are concerned about a person who is intoxicated, suggest that they take a bed near the front and once they have gone to sleep, check on them every 20 minutes to ensure their safety.

No one is turned away for intoxication if they do not pose a risk to themselves or others. **Non-admittance or discharge from the space is based on behavior, not because someone is under the influence of drugs or alcohol.**

Please remind guests that they are not to use drugs or alcohol on AOTC property and can place items in a brown bag if required.

Smoking:

Guest who smoke cigarettes are asked to do so in the back yard. Guests should not be left unattended in the back yard and the door should not be left ajar. Guest must smoke in the designated smoking area. Monitor guests going outside; they must always be within visual contact of door. Guests who do not obey the request are not allowed to re-enter. Guest can access the back yard throughout the night as long as a volunteers is available to keep an eye on them.

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No-Touch Space:

Guests and volunteers are expected to keep their hands to themselves at all times. This includes guests who are in an intimate relationship with another guest. Couples will be given separate mats and sleep according to their gender. Volunteers are encouraged to use a handshake, fist bump or high five instead of hug, for example. This policy is for both the safety of the guests and volunteers.

Sleeping:

Guests are not allowed to lie down and/or sleep anywhere on the property other than a sleeping mat. While all guests are encouraged to sleep during quiet hours, we understand that some may have difficulty doing so and may need to be up and moving about the space; guests who are not sleeping are encouraged to maintain quiet hours.

Destruction of Property:

If someone commits an act of willful and serious property damage they will be asked to leave. Staff will phone the Team Leader/On-Call and an incident report will be filled out. Police may be called and the person may be charged for their action.

Disrespectful Behavior:

Any sexualized, racist, homophobic or otherwise bigoted behavior by guests in the space needs to be addressed directly in the moment and stopped. If a guest masturbates, exposes their genitals or makes sexualized or disrespectful comments to other guest or volunteers, please approach them and ask them to stop immediately. If the behavior repeats, the guest may be asked to leave. If you need support, please talk to your team, Shift and Team Leader/On-Call. These behaviors may seem hard to address but it is really important that they are consistently and directly addressed to avoid continued behavior.

Violation of Guidelines:

If someone violates any of the guidelines, volunteers need to:

- Talk to the person to resolve the situation and communicate that those actions are unacceptable
- Ask the person to leave if the behavior continues or if the original violation is serious, which is determined by the team, consulting the Shift Leader and if necessary, the Team Leader/On-Call
- Call the non-emergency police if the person refuses to leave (Nottawasaga OPP 705-434-1939)
- Note any violations to the guidelines in the Communication Log and guest file

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Discharging Guests:

If someone is asked to leave for violating the guidelines, the guest is “discharged” and cannot stay in the space for at least that night. On the shift that the guest is discharged, Volunteers can provide means to keep that person safe for the night, including blankets, food, a gift card or transportation to get them to another space for the night.

In most cases, guests may return the next night but if the behavior continues this may be extended beyond the night of the incident. At the discretion of the Shift Leader (in collaboration with the Team Leader whenever possible), guests who’s behaviours warrant a multi-day suspension will be placed on a Do Not Admit list, and informed of the duration of their suspension from the program. When a guest is discharged for multiple days, they cannot be on the property, or receive food, blankets or transportation from AOTC. In the case of a serious incident, a guest may be discharged from the program for the remainder of the season.

Do Not Admit (DNA) List:

A Do Not Admit (DNA) list will be kept in the Administrative Office. This list is for the purpose of those performing Intake duties and continuity of services. When a guest is discharged for multiple days, their name, reason for discharge and date of return will be included on the list. The same information will be recorded in the guest file on their intake form. In the event that a guest has been placed on the DNA list, they will not be allowed to access the program until:

1. The duration of the suspension has occurred
2. They have met with the Community Coordinator, during daytime posted hours, to discuss the incident and agree to conditions for return.

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BELONGINGS OF GUESTS

Guest should be reminded that AOTC is not responsible for their belongings.

Guests must take all of their belongings with them in the morning or whenever they leave the shelter. AOTC will not store any guest belongings or medications throughout the day. Any belongings or medications remaining in the space after 8:00AM are considered abandoned and will be disposed of.

Lockers & Inadmissible Items:

During intake guests will have the opportunity to place any extra and oversized bags into a locker. Guests are allowed to have one reasonably sized bag with them in the space, and are instructed to ensure that they have **everything** that they need for the duration of their stay with them, as the contents of the locker will not be accessible to them until the morning, before they leave.

While in the space, guests are not allowed to have the following items on their person:

- Needles (clean or dirty, packaged or not)
- Drugs (prescription or otherwise - this includes over the counter medication like Tylenol, cough syrup, Gravol, vitamins, etc.)
- Alcohol
- Weapons

In order to make the space as accessible as possible to individuals, regardless of whether they have these items in their possession or not, all inadmissible items are to be placed in the locker for safe keeping. AOTC staff/volunteers do not need to know the contents of the locker, and will respect the privacy our guests, however, if we reason to believe a guest has any of these items on their person while they are in the space, they will be asked to leave immediately.

Lockers will be opened and accessible to guests at the door AS they leave the space and only at this time! All guests are encouraged to claim their belongings before leaving the space. Any belongings remaining in the space after 8:00AM will be considered abandoned and disposed of. AOTC will not store any belongings throughout the day, for guests.

Medication:

If a guest needs to take medications while at AOTC, they must indicate so at intake/check in. This will be indicated on their intake form, the Communication Log and at shift change so that other volunteers know that this guest may access their brown bag. Guests with medication will be instructed to place all medications, in labelled prescription bottles, or original OTC packaging into a brown bag. Bags will be stapled shut, marked clearly with Rx, guest's first name and last initial and placed in the locked medicine cabinet and kept there until returned to guest upon leaving. In the event that a medication must be kept refrigerated (i.e. methadone, insulin, etc.),

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these medications are to be placed in a separate brown bag, stapled shut, marked clearly with Rx, guest's first name and last initial and placed in the mini fridge located in the Administrative Office. Bags will not be opened by staff under any circumstances while the guest is in the space. When a guest needs to access their medication, they will inform a staff/volunteer and be escorted to the Administrative Office by the Shift Leader. Guests will be given their stapled bag to open and extract any/all medications that they must take at the time, and the Shift Leader will record the guest's name and last initial, approximate time of access to bag, medications taken and amount witnessed on the Medication Record form found inside the locked medicine cabinet. Guests **must** take any medications that they are accessing from their brown bag, in the Administrative Office, in the presence of the Shift Leader, for safety reasons. Puffers for asthma and EpiPens should be kept on the person and do not need to be turned in to staff. Volunteers **will not** assist with medication. Once done, guests are instructed to return all medications to the brown bag, at which point the Shift Leader will re-staple the bag closed, and return the bag to the locked medicine cabinet.

Bags will be returned to guests at the door AS they leave the space and only at this time! All guests are encouraged to claim their bags before leaving the space. Any bags remaining in the space after 8:00AM will be considered abandoned and disposed of. AOTC will not store any medication throughout the day, for guests.

Needles:

During intake, guests are asked to dispose of any used needles they may have in their possession in the available sharps containers. Guests are not permitted to have on their person used or unused needles. Clean needles will not be given to guests or be on the AOTC property.

Needle Stick Injury:

A needle stick injury is when someone's skin is accidentally punctured by a needle. Do not reach anywhere that you cannot see (e.g. in a bag or under a mattress). If you come across a needle or if a guest informs you of a needle on property, please wear gloves, be careful/aware and put the needle into the provided sharps containers.

A number of serious infectious illnesses can be transmitted through needle sticks injuries so it is important to seek treatment quickly if this type of injury happens. If a needlestick injury does occur:

- Encourage the wound to bleed and wash it with soap and water
- Tell your shift leader immediately, the team leader will be called and arrangements will be made to have you taken to the hospital.

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EMERGENCY PROCEDURES

Make yourself familiar with emergency procedures for the building. Emergency procedures, including building layout, location of fire extinguishers and exit routes are posted throughout the building and in the Operations Binder.

Fire Alarm and CO2 Monitor:

Smoke detectors and CO2 monitors are throughout the AOTC building. **In case of fire or CO2 alarm**, follow the directions contained on the emergency procedure posters throughout the building. Once outside the building, assemble at the designated assembly point: The adjoining driveway at the north end of the property by Paris St.

- Team/Shift Leaders are responsible for taking the sign in sheet for guests.
- Guests and all volunteers should be advised at the beginning of each shift to assemble at the designated point for your building.
- A roll-call should be taken by the Team/Shift Leader once outside and if anyone is missing this person's name should immediately be given to the fire department personnel.

Emergency Numbers and Emergency Service Providers:

In an emergency, call 911. Other Emergency Telephone Numbers are posted in the AOTC office, and inside the Operations Binder. In the event that emergency services are called, and will be entering the building, ensure that all guests are informed (when reasonable) with as much advanced notice as possible. Remember, that some guests may have a complicated relationship with the Police, and may wish to leave the space in the event that Police will be entering the building. In an effort to maintain a safe and confidential space, we must commit to informing guests of anyone entering the building, outside of staff, volunteers and guests.

Police: If you need to call the police, please state in a concise manner the nature of the call (i.e. if needing a fast response for an emergency). Be sure to give all pertinent details. If police are called for assistance, complete a detailed incident report, including reason for the call, names of the guests involved (obtain from police, if unsure), badge number and name of officers attending, etc. This report must be signed and dated, by both the person completing the report as well as the Team Leader. Clear, concise records are essential should there happen to be a serious problem and you are questioned. You must also make a note in the Communication Log including the same information. See *Incident Reports* for procedure. All entries in the Communication Log must be signed and dated in case follow-up is needed. See *Police and AOTC* for more details.

Ambulance: If an ambulance is called, complete a detailed incident report, including reason for the call, names of the guests involved (obtain from EMS, if unsure), badge number and name of Paramedic/EMT(s) attending, etc. This report must be signed and dated, by both the person completing the report as well as the Team Leader. Clear, concise records are essential should

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there happen to be a serious problem and you are questioned. See *Incident Reports* for procedure. You must also make a note in the Communication Log including the same information. All entries in the Communication Log must be signed and dated in case follow-up is needed.

Fire: See procedure in event of fire under 'Fire Alarm & CO2 Monitor'. If the fire department is called, complete a detailed incident report, including reason for the call, names of the guests involved (obtain from firefighters, if unsure), badge number and name of officers attending, etc. This report must be signed and dated, by both the person completing the report as well as the Team Leader/On-Call. Clear, concise records are essential should there happen to be a serious problem and you are questioned. See *Incident Reports* for procedure. You must also make a note in the Communication Log including the same information. All entries in the Communication Log must be signed and dated in case follow-up is needed.

REMINDER: If the Police or Ambulance are called, ensure that the door is always supervised. 911 calls require the caller to stay on the line until the police arrive. Police dispatch will ask for constant updates regarding the situation surrounding your call.

Serious and Critical Incidents:

In any event of a critical incidence or serious occurrence, an incident report must be completed and the Team Leader must be informed immediately. All incident reports must be signed and dated by the Shift Leader completing the form, in collaboration with any volunteers involved, as well as the Team Leader.

Examples of incidences that require completion of the Serious & Critical Incident Report include:

- Suicide ideation
- Medical emergency (including use of AED)
- Threats of harm
- Safety issues
- Abusive behaviours
- Breach of confidentiality
- Substance use
- All CAS reports

Crisis situations and/or critical incidences might constitute grounds for breaching confidentiality. Please refer to exceptions to confidentiality outlined in *Confidentiality* section for more details.

Using the Serious & Critical Incident Report form, the Shift Leader will determine whether the Team Leader needs to be informed immediately, or by the end of the shift. Written reports are completed by the Shift Leader, in collaboration with any volunteers involved, and signed by both the Shift and Team Leader. Completed reports are to be placed in the locked cabinet, in the folder marked "Incident Reports", to be submitted to the Community Coordinator.

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Use of AED:

The AED at the AOTC is located in the kitchen.

An Automated External Defibrillator (AED) is a portable electronic device that automatically diagnoses life-threatening, irregular beating of the heart and can treat this through the application of electrical therapy which stops the irregular beating, allowing the heart to re-establish an effective rhythm. With simple audio and visual commands, AEDs are designed to be simple to use. Your responsibility is to know where the AED is located in the AOTC building. If anyone (guest or volunteer) appears to be suffering from life-threatening irregular beating of the heart, immediately retrieve the AED from its location and follow the audio commands provided by the machine. If another volunteer immediately identifies that they have been trained in CPR, you may ask them to take over but do not hesitate to start treatment. Ask someone else to call 911 and only stop treatment or turn treatment over to another person when instructed by a trained emergency responder. **DO NOT DELAY STARTING TREATMENT.**

If the AED device is used, complete a detailed incident report, including name(s) of the guests involved, observations that lead to use of AED, volunteers involved in administration of AED, etc. This report must be signed and dated, by both the person completing the report as well as the Team Leader/On-Call. Clear, concise records are essential should there happen to be a serious problem and you are questioned. See *Incident Reports* for procedure. You must also make a note in the Communications Log including the same information. All entries in the Communication Log must be signed and dated in case follow-up is needed.

EpiPens and Inhalers:

If a guest has their own EpiPen or inhaler, they are allowed to keep them on their person during their stay. Should a guest need to use their EpiPen or inhaler during their stay, volunteers may assist and/or administer them in the event that the guest is unable to adequately do so for themselves. When an EpiPen is used, volunteers must call 911 and complete an incident report. Should an inhaler be used, at the discretion of the Shift Leader, depending on the severity of the reason for use, 911 may be called, at which point an incident report must be completed. See *Serious and Critical Incidents* for more details.

Naloxone:

Naloxone is an antidote to opioid overdose. Taking too much opioid drugs (like morphine, oxycodone, methadone, heroin, or fentanyl) can slow down or stop breathing. Naloxone restores normal breathing and consciousness within 1 to 5 minutes of injection. Giving naloxone can prevent death or brain damage from lack of oxygen during opioid overdose. Volunteers are encouraged to have and bring their own Naloxone kits with them on shifts, however AOTC will have a Naloxone nasal spray kit on site that volunteers are encouraged to use first. This kit will be kept in the Administrative Office, accessible to volunteers only.

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Naloxone can be injected through clothing into the big muscle of the thigh, arm or buttocks. Follow the instruction provided for the nasal spray kit.

Posters are throughout the space listing signs of opioid overdose. If you recognize any of these signs, call 911 and follow the steps provided in the kit. If you are providing emergency first aid, using a Naloxone kit, the first action should always be to have someone call 911. In the event that Naloxone is administered an incident report must be completed. See *Serious and Critical Incidents* for more details.

First Aid Treatment:

Volunteers are NOT permitted to administer any medical treatment, including any medications such as analgesics like Tylenol®. Guests with serious injuries should be sent to Stevenson Memorial Hospital (SMH) via ambulance or, for less serious injuries, via taxi. Record the taxi #, driver and destination in the Communication Log and complete an incident report if necessary. Consult with your Team/Shift Leader before sending a guest out of the shelter for treatment (see *Emergency Numbers and Emergency Service Providers* for more information). The first aid kits are located in the kitchen and intake areas.

For minor cuts, bruises, blisters, etc. first aid may be administered on-site with the following guidelines:

- If a trained first aider is available, this person should administer the first aid.
- Wear disposable gloves.
- Clean the affected area thoroughly - with supplies provided in first aid kit.
- Apply a dressing such as adhesive bandage.
- If it is a foot issue, provide fresh socks, if available.
- Monitor the guest and his/her condition.
- If the condition worsens or you suspect the condition is more serious than originally assessed, arrange for transport to SMH.

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POLICE AND AOTC

The population we serve can have a complicated relationship with police. AOTC policies recognize that police presence in the space may be a necessary reality, but should be limited to situations of necessity. Whenever possible, Team Leaders should be contacted to deal with the police.

Calling the Police:

Volunteers may choose to call the police where necessary to remove a guest, to respond to violence, or in other emergency situations. Volunteers should see the police as a last resort even in these circumstances. However, the safety of the space, volunteers, and guests is our first concern.

When Police Can Enter the Space:

If the police are not called by volunteer, there are very limited situations where they have the right to enter the space:

- If the police are called, they have the right to enter and assess the situation to ensure it is safe. This can include a call from a volunteer, but can also include a response to an alarm, an accidental call or a call from a guest that the volunteers do not know about. If you know it was an accidental call and everything is safe, explain the situation but do not impede them if they want to enter.
- If they are accompanying paramedics who wish to have the police with them.
- If they are literally chasing a guest who enters the space to escape from them. This is a very rare situation and the Team Leader should be called.
- If they have a search warrant saying they can search 41 Paris Street or Alliston Out of the Cold. This is a very rare situation and the Team Leader should be called as urgent legal advice may be necessary.

In any situation where the police may be entering the shelter, make an effort to inform guests of their presence (without waking anyone up).

Police Do Not Have the Right to:

- Obtain any information about guests staying in shelter, including confirming whether a guest is or is not in the shelter.
- Enter the space except in the circumstances above.
- Enter the space based on an arrest warrant (a warrant which says they can arrest a person but does not say they have the right to search 41 Paris Street or Alliston Out of the Cold).

If in doubt, call the on-call team leader (if they are not present) for advice on how to deal with specific police situations.

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DISPOSAL OF ABANDONED ITEMS

(For Team Leaders or Coordinator to be carried out during the day, not during AOTC hours)

Alcohol:

Pour it down the drain and recycle the bottle.

Electronics & Cell Phones:

These devices are to be given to Team Leader, who will keep them locked for 1 week. If they are not claimed within a week, they will be taken to an electronic recycling depot.

Government Issued Documents/Cards:

If documents are found on the property, keep them in the owners file and return them to their owner, if they return to the space. Any documents or cards remaining at the shelter when we close at the end of the season will be destroyed.

Illegal Substances & Weapons:

Drop these items off at the police station. The person dropping them off simply needs to say that they came across these items in the community and wanted to turn them into the police. If the weapon is a gun, contact the Team Leader and Coordinator.

Medications:

Labeled medication can be stored in the guests file and returned if the guest returns. If not labeled, drop medication at any pharmacy where they can safely dispose of them.

Personal Documents:

Do not read through any personal documents. Look at determine whether they are government issued and if they are not, throw them away. If the documents are government issued, keep them and return to their owner, if they return. Any documents or cards remaining at the shelter when we close at the end of the season will be destroyed.

Sharps:

Put these in the sharps container even if they are still packaged.

Garbage/Recycling/Compost:

Garbage/recycling/compost should be put at the curb on Wednesday evenings/overnights. Garbage day for the AOTC location and area is Thursday and can be picked up as early as 7:00AM on Thursday morning. Volunteers are encouraged to wear gloves when collecting and disposing of garbage.

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VOLUNTEERING

AOTC is operated by volunteers. The following are a few guiding practices to being involved at AOTC as a volunteer. As this is our first year running this program in Alliston, we are aware that policies may be changed or added as we work through the year. Any questions or concerns can be forwarded to the Community Coordinator and will be addressed by the AOTC Board. Thank you for your support of AOTC!

Becoming a Volunteer:

Anyone interested in becoming a volunteer should be encouraged to access the AOTC website, www.allistonoutofthecold.life and fill out an online application for volunteering. A recent Vulnerable Sector Criminal Check must also be completed and submitted before volunteering. Volunteers must be 18 years of age. All volunteers are required to attend an orientation session/basic volunteer training before beginning as a shift volunteer (in any capacity) and are then encouraged to attend several trainings offered by AOTC, including First Aid Training, etc. that may happen throughout the AOTC season. Time commitment expectations may vary depending upon volunteer roles, however, we ask that all volunteers commit to at least one shift a month. Volunteers are asked to read and sign the Volunteer Service Agreement and Volunteer Confidentiality Agreement prior to commencing in any capacity at the AOTC space. Please be advised that your email and phone number may be shared with the Volunteer Coordinator and Team Leaders to allow them to cover shifts when needed.

Meal Makers who are not acting in any other volunteer capacity with AOTC are not expected to complete the above process in order to complete their duties.

Consistency:

Assertiveness and confidence are essential to being a volunteer with AOTC. Volunteers are responsible for enforcing policy and guidelines and we need to be consistent for the benefit of everyone. Consistency sets boundaries and allows people to develop expectations for the space. Working as a team with other volunteers on shift is important as well. Try to make major decisions as a group and check in with each other throughout the shift. Policies will be reviewed and updated in January 2018. If policies need to be changed before January, they will be posted in the front of the Communication Log for all volunteers to read and also be sent out by email.

Expectations of Volunteers:

- Attendance is crucial. Show up and be punctual.
 - If you cannot attend your shift, follow the procedure for cancelling a shift outlined in the *Cancelling Shifts* section below.
- Be mindful of your own personal privacy.
 - Use your first name only
 - Do not give out your last name, telephone number or address
 - Do not engage guests on social media.

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- Do not lend or borrow money.
- Do not extend special favours.
- Do not accept gifts from guests

- Be mindful of your own personal safety. Never be alone with a guest.
 - No touching - offer up a high five or handshake instead of a hug.
 - Do not engage in inappropriate physical contact.
 - If at any time you find yourself in an uncomfortable situation with a guest, remove yourself from the area immediately and inform your Team/Shift Leader and/or the Community Coordinator.
- Be respectful of our guests by being a good listener and interacting in conversation, playing cards or games, etc.
- Respect the privacy of our guests. Anyone wishing to take photographs or conduct personal interviews with guests must adhere to the procedure outlined in *Media* section of this manual.
- Maintain confidentiality always! See *Confidentiality* section for more details.
- Do not give guests medications - not even an aspirin or over-the-counter medication.
 - For mild illness, provide Kleenex, a hot drink, and dry clothing.
 - For serious illness, send the guest to SMH for treatment; AOTC taxi chits are available (speak to the Team/Shift Leader to obtain this). See *Taxi* section for more detail.
- Know emergency procedure and all exits; where 1st aid kit, AED and Naloxone kits are located.
- Know where community resource binder is located for guests that may request referrals.
- Do not complete incident reports without the Team/Shift Leader
- Communicate important information with Team/Shift Leader that would be relevant to communicate between shifts and/or to the Community Coordinator.
- Assertiveness and confidence are essential to being a volunteer.
- Be consistent! Consistency sets boundaries and allows people to develop expectations for the space. It is predominantly volunteers who enforce policy and guidelines and we need to be consistent for the benefit of everyone.
- Work as a team with the other volunteers on shift. Try to make major decisions as a group and check in with each other often during shifts.

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Cancelling Shifts:

If you become aware of a shift that you are unable to attend, up to 48 hours before the day you are scheduled, please cancel your spot, using 'Sign-Up'. You are encouraged to sign up for an alternative shift that is vacant, in its' stead. For shift cancellation within 48 hours of the day in which you are scheduled, you must contact the Volunteer Coordinator, via telephone, to cancel the shift. **Do not cancel by email – your email will NOT be received in time.**

The procedure for cancelling within 48 hours of the day in which you are scheduled is as follows:

1. Contact the Volunteer Coordinator (647-501-4410) immediately to inform them of your inability to attend the shift, between the hours of 7:00 AM and 7:00 PM.
2. The Volunteer Coordinator will utilize the spare/on-call volunteer list to coordinate a replacement.

****Please avoid cancelling shifts at the last minute, except in extenuating circumstances.**

In the event that you are unable to attend a shift, at the last minute, after the commencement of the day you are scheduled (after 7:00PM), you must call the on-call Team Leader cell to inform them of your inability to attend. The Team Leader, in collaboration with the Shift Leader(s), will utilize the spare/on-call list to seek a replacement at short notice.

All volunteers should ensure that they understand their responsibility in the event that they cannot attend a shift.

Communication Log & Notes:

The Communication Log (Com Log) will be located in the office for all volunteers to access during their shift. This is the space for volunteers to leave notes for other volunteers. Names and personal information about guests should not be written in the Com Log.

Communication Notes (Com Note) are to be completed at the end of every shift, by the shift leader. The Com Note outlines any unusual or noteworthy incidents (namely, incident reports), as well as important or pertinent information to communicate between shifts (in addition to shift change communication), and for the Community Coordinator. The Com Note will also list supplies that are needed, thank you notes to be sent out or maintenance. Due to the nature of our volunteer schedule, it is important that any resources recommended to guests are communicated so that Community Coordinator and/or other community volunteers can follow up with guests. Notes should be made in the guests file if follow up is needed. The Com Note must be signed and dated by the shift leader completing the note. In the instance that there is nothing to report, the shift leader should note the same and sign off. The Team Leader will review the note at the end of the day, sign and date the note, and place it in the Communication file in the locked cabinet for the Community Coordinator to retrieve.

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Note taking is an important part of volunteering as it allows other volunteers to know what was shared with you by guests while you were on shift. Please make notes clear, factual and without judgement. Record only what was shared directly from the guest and any community referrals you made as a volunteer. This is also the space to record pertinent information that the guest shared with you (example: the number of children they have).

Personal Boundaries:

The following are some guidelines for interacting with guests in a mutually beneficial way:

- Do not give out your last name, telephone number or address, or engage guests on social media.
- Do not lend or borrow money.
- Do not extend special favours.
- No touching - offer up a high five or handshake instead of a hug.
- Do not try to do advocacy for guests outside of the space instead refer them to appropriate services.
- If a guest is communicating with you in a way that makes you feel uncomfortable, communicate that you are uncomfortable with the direction of the conversation. Ask the guest if there is anyone else that they can talk to about this issue and/or check the resource binder to offer them an appropriate referral. Speak with Team Leader for more information and support.
- If a guest is communicating with you in a way that you feel is inappropriate (outside the guidelines), explain to the guest why the conversation is inappropriate for the space.

Gifts:

To maintain appropriate and reasonable boundaries, volunteers are not to accept gifts from guests, within reason.

Belongings of Volunteers:

Volunteers are asked to leave personal belongings to a minimum in the space. Please leave money, important documents, medication etc., in your car or if needed during shift, in the locked cupboard designated for volunteers in the Administrative Office. While guests are awake, volunteers should spend as little time as possible on personal devices (cell phones/tablets) and must refrain from taking pictures while in the space. When guests are sleeping, volunteers should use earphones while on their personal devices. Please take all your belongings with you at the end of your shift.

Dressing for Volunteering:

Volunteers should come prepared to interact with diverse populations of people. Please dress comfortably with closed toe shoes. Volunteers are encouraged to bring and wear indoor shoes throughout their shift to be prepared for any situation.

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Name Tags:

Volunteers are expected to wear their Volunteer Badge (lanyard and name tag) for the duration of their shift. This helps to make you more approachable and allows volunteers to identify each other. Please only put your first name on your name tag. This badge will be your entry into the building – especially for those entering for Overnight and Morning shifts, when doors are closed to incoming guests and entry is restricted. Upon arrival at the location, please make your presence known at the front door, and show your badge to the volunteer answering the door, stating your name and that you are arriving for your shift. In the event that a volunteer arrives without their badge, the Shift Leader will verify the incoming volunteer and allow entry.

Resting While Volunteering:

We understand that the overnight shift is long and will often be uneventful. We ask that if volunteers need to rest during their shift that they do it in turns (so there is only 1 person resting any given time). Realistically, volunteers are not likely to sleep during their shift, but are encouraged to rest when needed. Volunteers may read, use their personal devices and engage in quiet conversation with other volunteers once their shift tasks are complete.

On-Call Cell Phone:

The Team Leader will be required to have the on-call cell phone throughout the night. This can be picked up at the beginning of their day, at 7:00 PM, when they arrive at the space to begin Team Leader opening tasks. It is the responsibility of the Team Leader to be prepared to answer the phone/text or come to the space throughout the night. We ask that the Team Leader avoid drinking while on-call and stay within the community overnight. The on-call phone and its charge cord will be returned in the morning, upon return for closing duties, and placed in the locked cabinet in the Administrative Office, for the next Team Leader to pick up at the start of their day. The number for the on-call cell will be displayed clearly and kept accessible for Shift Leaders and other volunteers, throughout the day, in both the Kitchen and Administrative Office.

Keys:

Each Team Leader will be equipped with a set of keys (2) to be used to operate their assigned day. The unmarked key will open all the entrance/exit doors for the building and the key marked with a blue key cover opens the Administrative Office only. Team Leaders will use their set of keys to open and close the AOTC space, and at their discretion, may pass the keys to the Shift Leader(s) to use onsite, while they are away from the building/on-call; however, the Team Leader is responsible for their set of keys, and must notify the Community Coordinator immediately should any keys go missing or be misplaced.

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ROLES AND RESPONSIBILITIES

Community Coordinator:

The Community Coordinator is the person responsible for the operation and administration of the AOTC Program. The Community Coordinator will oversee the overall operations and be available during posted hours to address issues. The Community Coordinator will work with community partners, participate in community collaboration and local projects and represent AOTC in the media. Reporting to the AOTC Board of Directors, the Community Coordinator will compile and keep demographic information regarding guests' accessing AOTC. With the help of the Board of Directors, the Community Coordinator will utilize this information to apply for grants and funding from various stakeholders and government programs. Additionally, the Community Coordinator will lobby for, accept and keep track of donations, both monetary and of goods, made in person or through the AOTC website by the general public.

It is the responsibility of the Community Coordinator to establish and maintain ongoing communications with all of the volunteers. Any changes in regards to volunteers (i.e. change of contact details, inability to continue to volunteer in capacity, etc.) must be reported directly to the Community Coordinator. The Community Coordinator will utilize the support of the Volunteer Coordinator(s) for general overseeing of volunteers (see *Volunteer Coordinator* for more details).

During the AOTC operation season, the Community Coordinator, with the help and support of the Connection Facilitator(s), will address any identified needs of AOTC guests, and perform follow-up, referrals, support and connection to services identified by Connect Volunteer(s) as needed. Additionally, guests may access the Community Coordinator during posted hours throughout the day.

Additionally, the Community Coordinator will be responsible for the following tasks, specific to the operation of AOTC season, but may delegate certain tasks to Team Leaders or other volunteers as needed:

*** Tasks which can be delegated are marked with an asterisk***

JUNE - NOVEMBER	<ol style="list-style-type: none">1. Contact existing volunteers to confirm that they are returning.2. Re-confirm meal makers from last season; determine meal/food needs for all shifts.3. Assess any vacancies. Advertise recruitment.4. Communicate with churches to:<ol style="list-style-type: none">a. Receive any non-database volunteer applicationsb. Assist with recruitment of new volunteers, if requested5. Manage online volunteer applications.6. Amend database to reflect new information.7. Deliver 'pre-packaged' "Shift Training for All Volunteers" several times prior to beginning of season.
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	<ul style="list-style-type: none"> a. Welcome new and returning volunteers to the program. 8. *Perform screening interview for volunteers wishing to act as Team/Shift Leaders and compile list of those accepted. 9. Deliver Team/Shift Leader Training session to ascertain what is new for the upcoming season. 10. Deliver Intake Volunteer training specific to the Intake process for guests. 11. Instruct new volunteers to sign up for shifts using Sign-Up. 12. Meet with new and returning Team/Shift Leaders near season start to discuss delegation of duties and any new procedures for the upcoming season. 13. Ensure building, kitchen, etc. are clean and ready to go. 14. Review inventory on hand, on site, to ensure that all necessary supplies are fully stocked for the start of the new season. 15. Organize and store <u>specific</u> clothing - coats, pants, NEW socks, NEW underwear, etc. - that may be required by guests. 16. Organize and store <u>specific</u> donations for guests, to be kept on-site – gloves/mitts, hats/toques, toiletry items, etc. 17. Stock kitchen with non-perishable items. 18. Stock administrative office with necessary items (paper, pens, printer ink, staples, paper clips, etc.). 19. Maintain records of money spent, keep receipts & forward to Treasurer for reimbursement.
<p>NOVEMBER – APRIL</p> <p>DAILY</p>	<ul style="list-style-type: none"> 1. Check locked file cabinets for 'incident reports', 'Com Notes' and read 'Com Log'. <ul style="list-style-type: none"> a. Determine AOTC space needs based on information provided. b. Follow-up with any AOTC guests that need referrals, support, services, etc. c. Review 'incident reports' and contact AOTC Board if warranted d. Return completed 'incident reports' to locked file cabinet. 2. Maintain daily, weekday hours to be accessible to the public, AOTC guests and AOTC volunteers. 3. Support Volunteer Coordinator(s) in assigned duties; assist as needed. 4. Support Team Leader whenever further assistance/guidance is necessary during operation hours. 5. Check-in with Connection Facilitator(s) <ul style="list-style-type: none"> a. Address any identified needs. b. Perform follow-up, referrals, support and connection to services identified by Connect Volunteer(s). 6. Ensure that AOTC building space is left clean and usable to other user groups of the space. <ul style="list-style-type: none"> a. Oversee any rentals, user groups, etc. accessing the space and maintain ongoing contact regarding space usage.
<p>NOVEMBER – APRIL</p> <p>WEEKLY</p>	<ul style="list-style-type: none"> 1. Stock kitchen with fresh fruits and vegetables as needed. 2. Connect with Volunteer Coordinator on an ongoing basis to discuss any issues, concerns and/or needs. 3. From information received from Communication Log reports, determine if any items need to be restocked/replenished 4. Arrange/perform laundry detail; drop-off marked dirty bags on Monday,

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	<p>pick-up marked clean bags on Tuesday</p> <ol style="list-style-type: none"> a. Sort and store laundry in appropriate storage.
<p>NOVEMBER - APRIL</p> <p>MONTHLY</p>	<ol style="list-style-type: none"> 1. Communicate with Team/Shift Leaders on a regular basis. 2. Field phone calls and emails regarding operation of AOTC. 3. Be available for crisis management and problem solving. 4. Receive, sort and store donations of goods. 5. Replenish non-perishable as needed. 6. Check AED to ensure it remains in working order. 7. Check 1st Aid kit and naloxone supplies to ensure that they are stocked and up-to-date. 8. Replenish administrative office supplies as needed. 9. Prepare and send out thankyou letters, as required. 10. Maintain Petty cash account. 11. Maintain records of money spent, keep receipts & forward to Treasurer for reimbursement.
<p>DECEMBER - JANUARY</p>	<ol style="list-style-type: none"> 1. Meet with Team/Shift Leaders one month after season begins to address any problems that may exist. 2. Schedule and encourage all late-starting volunteers and leaders to attend mid-season training session.
<p>JANUARY - FEBRUARY</p>	<ol style="list-style-type: none"> 1. Meet with Team/Shift Leaders mid-season to address any problems that may exist. 2. Deliver 'pre-packaged' "Shift Training for All Volunteers" for late-coming volunteers.
<p>APRIL</p>	<ol style="list-style-type: none"> 1. Make arrangements for year-end Appreciation Event for volunteers (together with Team/Shift Leaders)
<p>MAY</p>	<ol style="list-style-type: none"> 1. Meet with Team/Shift Leaders at the end of the season to debrief and wrap-up. 2. Arrange/conduct year-end cleanup of building, kitchen and storage areas. 3. Attend Volunteer Appreciation event. 4. Organize any facility repairs or upgrades required for following season. 5. Participate in annual review with Board

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Volunteer Coordinator:

This may be a shared position.

The Volunteer Coordinator is responsible for the general overseeing of volunteers during AOTC operation season and will collaborate with the Community Coordinator to establish and maintain ongoing communications with volunteers. During the AOTC operation season, changes in regards to volunteers (i.e. change of contact details, shift cancellations, emergency cancellations, etc.) will be managed by the Volunteer Coordinator. The Volunteer Coordinator duties include (but are not limited to):

- Ensure that all shifts are covered (using Sign-Up); notify Community Coordinator of any vacancies and needs.
- Ensure that all shifts have full complement of necessary team members.
- Field phone calls and emails from volunteers regarding shift changes/emergency shift cancellation and coverage.
- Update volunteer database as new volunteers are added.
- Inform new volunteers about training and shift 'Sign-Up', and instruct them on how to access/use the website.
- Maintain a list of on-call and spare volunteers that are available on short notice to cover any shifts necessary on days they have indicated availability.

Connection Facilitators

This role may be shared by individuals from community agencies/organizations in a service role, approved and scheduled by the Community Coordinator.

A Connection Facilitator will arrive at the AOTC space, on a rotating basis, during the Morning Shift to connect with guests and assist in facilitation of connection to community services. They will engage with guests and act as a liaison to community services, supporting guests that may need assistance to access and/or utilize services in the community. Each day, the Community Coordinator will connect with the Connection Facilitator assigned to attend the AOTC space, in order to gather information regarding their interactions with guests, as well as any necessary follow-up, referrals, support and/or connection to services. Connection Facilitators are bound by the same confidentiality expectations of all AOTC volunteers and are expected to communicate all relevant guest information and significant interactions with guests to the Shift/Team Leader before the end of the shift, as well as the Community Coordinator at the time of check-in. Any referrals, support or connection to services made directly to guests by the Connection Facilitator must be reported to the Community Coordinator, for follow-up and continuity of services.

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Team Leader & On-Call:

All new and returning Team Leaders will be screened and interviewed by the Community Coordinator during the off-season months. The position is screened for applicants with some previous community service/people work training and experience. Suitable individuals have current or past experience in people services of some kind and would be able to draw on such experience to help lead the day. Successful candidates will be informed prior to commencement of season. Team Leaders must participate in a pre-season training session and meetings with the Community Coordinator to discuss delegation of duties and any new procedures for the upcoming season. Returning volunteers may be enlisted by the Community Coordinator to assist in screening and interviews for new Shift Leaders for the upcoming season, as needed. Team Leaders are expected to volunteer for no less than 1 day, every other week during AOTC operating season. A Team Leader may volunteer in other capacities at other times, should they choose to do so.

Team Leaders are responsible for overall team leadership, team building, and team effectiveness to ensure the seamless functioning of all 3 of their shifts. Team Leaders will be present, at the shelter, for at least one of the three shifts during their assigned day, acting as the Shift Leader during that time. Whenever the Team Leader is not present, on site, they will be “on-call” and available by “on-call cell” to the team members for the other shifts via phone or text throughout the duration of the 2 shifts the Team Leader is not present. Team Leaders must open the AOTC building at 7:00 PM (regardless of whether they work the evening shift) and perform Team Lead opening tasks, in preparation for arrival of volunteers. The Team Leader will return to the AOTC building by 8:15AM to participate in closing tasks, check-in with Shift Leader and complete any necessary duties (including signing any completed incident reports). In the event of an emergency, the Team Leader will be contacted, if they are not present, to be informed and consulted (if necessary); all incident reports must be signed by the Team Leader.

<p>Team Lead Opening Tasks (Before Evening Shift)</p>	<ol style="list-style-type: none"> 1. Open building and retrieve on-call cell and Community Coordinator report and/or Communication Note from the day before from locked cabinet in Administrative Office. 2. Read through the Communication Log for any relevant information passed along by the previous Team Leader or other volunteers. 3. Check for any holds and place list in administration area. 4. At 7:30 PM open doors for volunteers
<p>November-April</p>	<ol style="list-style-type: none"> 1. Participate in a meet-n'-greet function, before season commences, to meet volunteer. 2. Provide number of on-call cell phone to Shift Leaders and understand that they may call you at any time during the 2 shifts you are not present for. 3. Touch base with Shift Leaders for other 2 shifts at the beginning of their shift, in person or via telephone, and brief them on potential guest problems, review holds and procedure for late entry/intake, as well as to ascertain status of guests overnight, including late

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	<p>entries and determine whether you need to attend to sign any incident reports.</p> <ol style="list-style-type: none"> 4. Support Shift Leaders in any decisions regarding guest behaviour. 5. Be available, on site during 1 shift (evening or overnight shift), and 'On-Call' during the remainder of the day (between 7:00 PM and 8:30 AM). 6. Attend monthly Team/Shift Leader meetings, or as arranged.
After Each Day	<ol style="list-style-type: none"> 1. Complete and submit Team Leader daily report on Communication Note. 2. Sign off the end of the day in Communication Log. 3. Complete/sign any incident reports completed during the day and file appropriately. 4. Add to weekly shopping list and submit to Community Coordinator when supplies are low and/or needed immediately.
April	<ol style="list-style-type: none"> 1. Participate in year-end cleanup of entire location and storage areas. 2. Assist with arrangements for year-end Appreciation Event for volunteers.
May	<ol style="list-style-type: none"> 1. Attend Volunteer Appreciation Event.

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Shift Leader:

All new and returning Shift Leaders will be screened and interviewed by the Community Coordinator (and/or returning Team Leaders) during the off-season months. These positions are screened for applicants with some previous community service/people work experience. Suitable individuals have current or past experience in people services of some kind and would be able to draw on such experience to help lead a shift, under the guidance of a Team Leader. Successful candidates will be informed prior to commencement of season. Shift Leaders must participate in a pre-season training session and meetings with the Community Coordinator to discuss delegation of duties and any new procedures for the upcoming season. Shift Leaders are expected to volunteer for no less than 2 shifts per month. A Shift Leader may volunteer in other capacities, at other times, should they choose to do so.

In the absence of the Team Leader, the Shift Leader will be responsible for the seamless functioning of their respective shifts. Shift Leaders will be scheduled for shifts in which the Team Leader will not be present, on site, but available by “on-call cell”.

It is the responsibility of each Shift Leader to establish and maintain on-going communications with their volunteers. In the event of an incident on-site, Shift Leaders may complete an incident report, however incident reports **MUST** be reviewed and signed by the Team Leader. The Shift Leader will attend monthly Team/Shift Leader meetings, or as arranged. Although Shift Leaders may decide to do this alone, many of the tasks may be delegated to other volunteers, as needed.

*** Tasks which can be delegated are marked with an asterisk***

<p>Every Shift</p>	<ol style="list-style-type: none"> 1. Touch base with Team Leader as necessary regarding any important communication, completion of incident reports, etc. 2. Read through the Communication Log for any relevant information. 3. Hold brief meeting with volunteers to pass on relevant information and remind them of volunteer expectations. 4. Complete a Communication Log note regarding pertinent shift details for incoming Shift Leader and their volunteers. 5. Contact Team Leader whenever necessary for support and especially in the event of an incident requiring an incident report, and obtain further direction required for any incident or concern. 6. Do not leave location before the following shift is present; touch base with next Shift Leader and brief them on guests.
<p>Evening Shift</p>	<ol style="list-style-type: none"> 1. *Set up administration area with nametags, AOTC manuals, intake forms, brown bags, etc. <i>(may be delegated to Intake Volunteer)</i>. 2. Coordinate activities for the evening but <u>do not participate directly</u> in any one task (as to be available at all times). 3. Welcome and provide direction/training to first time volunteers or spares on the shift.

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	<ol style="list-style-type: none"> 4. *Monitor arrival of food and obtain direction for keeping it warm/cold until ready to serve; include “unexpected food donations” in the menu plan for the evening. 5. Provide direction to volunteers regarding food - keeping warm/cold, meal preps for lunches, etc. 6. Ensure that intake volunteer is prepared for intake procedures (especially first-time guests). 7. Hold a brief meeting with the volunteers before the doors open to pass on relevant information. 8. At 8:00pm, open doors to guests. Shift Leader has the discretion to allow guests early entry during inclement weather. 9. Oversee preparation, operation and wrap up of the evening. 10. *Constantly monitor what is happening outside the door. 11. Do not leave before the following shift is present. 12. Before leaving AOTC location, ensure that overnight shift has full complement of male and female volunteers; if this is not so, remain until a spare volunteer is obtained. 13. Remind overnight volunteers to provide a bagged breakfast and a bagged lunch for any guests leaving before breakfast. 14. Complete Communication Note noting important and pertinent information to be passed along to Community Coordinator, including any needed supplies. 15. Complete an entry regarding shift events in the Communication Log. 16. Ensure that before leaving location that incoming Shift Leader and other volunteers have contact telephone number of on-call Team Lead.
<p>Overnight Shift</p>	<ol style="list-style-type: none"> 1. Coordinate activities for the night but <u>do not participate directly</u> in any one task (as to be available at all times). 2. Welcome and provide direction/training to first time volunteers or spares on the shift. 3. Participate in Shift Change communication and hold a brief meeting with the volunteers before shift commences to pass on relevant information. 4. *Lights out at 11:30 PM. 5. Ensure that a bagged breakfast and lunch are prepared and distributed to any guests leaving before breakfast. 6. Oversee operation and wrap up of the night. 7. Enforce quiet hours. 8. *Constantly monitor what is happening outside the door. 9. Do not leave before the following shift is present. 10. Before leaving AOTC location, ensure that morning shift has full complement of volunteers; if this is not so, remain until a spare volunteer is obtained. 11. Remind morning volunteers to provide a bagged lunch for all guests 12. Complete Communication Note noting important and pertinent information to be passed along to Community Coordinator, including any needed supplies. 13. Complete an entry regarding shift events in the Communication Log.

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	<p>14. Ensure that before leaving location that incoming Shift Leader and other volunteers have contact telephone number of on-call Team Lead.</p>
<p>Morning Shift</p>	<ol style="list-style-type: none"> 1. Ensure that guests leave by or before 8:00am. (No exceptions). 2. Empty refrigerator of any leftover food, bread, salad, etc.; deliver usable items that will not keep until the next shift to approved donation locations. 3. Ensure Laundry volunteer arrives to handle blanket detail on laundry days. 4. *Close administration area, including intake, brown bags, name tags, AOTC manuals, etc. 5. *If required, do/assign laundry (i.e. dish towels, towels, face towels, occasional items of clothing, etc.). 6. *Ensure blankets are placed in marked bags for laundry detail and store appropriately. 7. *Dispose of all garbage (see <i>Garbage/Recycling/Compost</i> for more detail). 8. Complete Communication Note noting important and pertinent information to be passed along to Community Coordinator, including any needed supplies. 9. Complete an entry regarding shift events in the Communication Log. 10. Make a final check to ensure all AOTC items have been put away. 11. Ensure that the entire location is left tidy and clean and in readiness for the next day.
<p>May</p>	<ol style="list-style-type: none"> 1. Attend Volunteer Appreciation Event.

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Intake:

The Intake Volunteer will be responsible for administrative duties, especially intake of guests, during the evening shift.

Sept/Oct	<ol style="list-style-type: none"> 1. Participate in specialized training specific to Intake Volunteers (includes training on completing intake forms and procedure for guest initial entry and returns).
Before Shift	<ol style="list-style-type: none"> 1. Ensure that admin area is set-up and all required paperwork is ready for guests to complete upon entry (including Intake Pkg, Guest Sign-In, Returning Guest Update forms, Confidentiality Policy, Guest Expectations, Brown Bag, Do Not Admit list etc.). 2. Review Communication Log and check with Team/Shift Leader for any update regarding guests in relation to re-entry, access, lateness, holds, etc.
During Shift (8-9:30)	<ol style="list-style-type: none"> 1. As guests arrive at the AOTC location for the first time, they must complete an intake, which will then be kept in their file in the administration area. 2. Ask each guest for ID upon entry/completing intake or sign-in and ask for permission to copy. <ul style="list-style-type: none"> o In the event that a guest does not have or refuses to produce ID, guest may be admitted, provided that a detailed description of the guest is provided in intake paperwork. 3. Have all new guests sign guest acknowledgement agreement indicating that they understand the expectations of AOTC guests, and remind them of these upon return/re-entry. 4. Returning guests will sign in upon entry with the Intake Volunteer and any new information will be recorded and kept in the guest file. 5. Ensure that all new and returning guests are aware/reminded of the AOTC confidentiality policy & procedure, emergency exit location and procedure and guest expectations upon entry.
During Shift (once all intakes are complete)	<ol style="list-style-type: none"> 1. Complete any necessary Communication Log entries pertaining to guest entry, re-entry, holds, lateness, etc. and alert Team/Shift Leader. 2. Participate in the evening shift with the other Host Volunteers, completing the tasks expected of Hosts until the completion of the evening shift.

Hosts:

Host Volunteers will participate in the operation of the shift that they are scheduled for. At the direction of the Team/Shift Leader, Host Volunteers will complete tasks required for the seamless functioning of the shift. Hosts interact with guests throughout the course of their shift (unless it is during quiet/sleep hours).

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Meal Coordinator:

The Meal Coordinator will liaise with local churches and community members interested in volunteering to make meals, provide baked goods, and donate food items. Additionally, the Meal Coordinator will work with local schools and/or a representative of the local school boards to coordinate monthly food drives and donations of food items and other goods to stock the AOTC pantry, donation cart, shelter needs and cleaning supplies. The Meal Coordinator, with the support of the Community Coordinator, will keep weekly stock of the kitchen/pantry supplies and ensure that items are fresh, not out of date, kept stocked and needed items are added to weekly shopping list.

Meal Makers:

Each Meal Maker should have the telephone number of the Community Coordinator and on-call phone (after 7:00pm). In most instances, the making of a meal is coordinated by one person and a team of volunteers who either cook together or cook at home, and then deliver the finished product.

If for any reason there is a problem in providing the meal for a particular shift, it is imperative that the Coordinator be notified as early as possible so that a replacement may be obtained.

Meals are to be dropped off between 7-7:30 pm. Alternatively, they can be dropped off in the morning between 7:00-8:30 am.

Meals should arrive hot or cold (not warm). Soup, stew and chili can arrive cold/hot but we ask that casseroles arriving in the evening be hot. Please use the stock pots provided by Out of the Cold or use a disposable Aluminum tray. Alternatively, you can bring cold soup, stew or chili in containers and then transfer the contents into the stock pot at the Paris St building.

If you choose to use your own crock pot, pot or dish, please pick it up the following morning or evening. Be aware that we will do our best to ensure your dishes are well cared for but we cannot guarantee their wellbeing.

We are expecting to feed 20 people at a maximum. The typical roaster pan will generously feed approximately 10-12 people (18 cups) when filled.

Leave a 1" space at the top of the casserole to allow for re-heating; over full casseroles spill over into the oven. As the casseroles need to stay warm in the oven for about 45 minutes, also ensure that there is enough liquid to prevent the dish from becoming too dry.

To facilitate easy cleaning and re-use of foil pans, spray with Pam or wipe with oil before filling.

Prepared meals should be delivered to the location around 7:30pm and as hot as possible.

Tip for transporting meals: To lessen spills in the car, line a cardboard box with layers of newspaper and set casserole inside the box, covering with more layers of newspaper. If wrapped in this way your dish of hot food will stay reasonably hot until you reach the location.

If the meal is made prior to the date of the shift, please mark clearly that the casserole was previously frozen and then re-heated.

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Laundry:

The Laundry Volunteer will arrive at the AOTC location during the morning shift every Monday and complete laundry detail. Bags must be picked up from the AOTC location and then brought to each laundry facility (see below for more details).

Blankets will be kept in tagged/marked bags and stored outside until laundry day. Blankets must be dropped off and picked up at Dixie Cleaners any time after 6:00AM during the morning shift every Monday. Clean blankets are picked up Tuesday morning and brought back to the AOTC location and correctly stored for the week.

Direction to Dixie Cleaners (82 Dufferin St. S).

This laundry location is on the west side of Dufferin St. S, in the small strip plaza just south of Albert St. E. The Laundromat's normal business hours are 7:00 AM to 6:00 PM Monday-Saturday. To get to the Cleaners from the AOTC location, take Paris St. south to Albert St. W. Make a left on Albert St. W (towards Church St. S). You will go through a set of lights (Church St. S) and then over the train tracks. There is an entrance into the parking lot of the cleaners off of Albert St. directly after the train tracks.

All other miscellaneous laundry items (towels, dishcloths, etc.) will be kept in marked bags, stored in the kitchen until laundry day. Miscellaneous laundry must be dropped off and picked up any time after 6:00 AM during the morning shift, every Monday. Clean laundry is picked up Tuesday morning and brought back to the AOTC location and correctly stored for the week.

Direction to Tender Touch Laundry Services (70 Victoria St. E).

This laundry location is on the north side of Victoria St. E, in the small strip plaza just east of Centre St. N. The Laundromat's normal business hours are 6:00 AM – 11:00 PM daily. To get to the Cleaners from the AOTC location, take Paris St. south to Wellington St. W. Make a left on Wellington St. W (towards Church St. S). Continue on Wellington until Centre St. S, where you make a left onto Centre St. S towards Victoria St. E. At Victoria St. E, make a right (at the lights at Shopper's Drug Mart). There is an entrance into the parking lot of the cleaners off of Victoria St. E before the train tracks.

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GENERAL DUTIES

FOR ALL VOLUNTEERS

Volunteers must familiarize themselves with the location of the following:

- Emergency Exits
- Emergency Muster Point
- Fire Extinguishers
- First Aid Kits
- Naloxone Kit
- AED

Before All Shifts:

- Make sure that the location and on-call phone number is kept in your car or in your purse/wallet when you leave for your shift. In the event that you should be delayed in a snowstorm or for other reasons, please make every effort to telephone your Team/Shift Leader to advise your expected time of arrival.
- Arrive on time for your shift to get organized and participate in shift change. Shifts overlap by 15 minutes, in order to ensure that there is adequate time to communicate shift change information.
- Familiarize with guests and what is happening in the space. Take time to briefly read the Communication Log, to ensure that you are aware of any pertinent information regarding guests and AOTC daily operations.

Upon Arrival:

- Leave personal belongings in the designated safe area; it is recommended that valuables be left at home.
- Take off outerwear, including boots, and store in volunteer area. Put on indoor, comfortable, shoes.
- Sign-in for your shift. The sign-in book is kept with the Communication Log.
- Ensure that you are wearing your Volunteer Badge and that it remains visible to guests.
- Wash hands thoroughly or use hand sanitizer provided, especially before preparing food.
- Participate in any set-up required for shift and any tasks as delegated by the Team/Shift Leader.

Shift Change/Briefing Expectations:

- Once Team/Shift Leader and their volunteers are present for their shift, all volunteers will participate in a shift change/briefing as deemed necessary for the Team/Shift Leader.
- Several (at least 1) Host Volunteer may be asked to continue to interact with guests and continue to complete shift tasks, and will thus not participate in shift change/briefing.
- Ensure that all pertinent, important and necessary information is communicated, verbally, during shift change/briefing with next shift volunteers, to ensure seamless functioning of the day throughout each shift.
- Utilize and what is happening in the space.

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- Exchange keys.
- Inform incoming staff of the names and locations of guests (it is the responsibility of incoming staff to be aware of the location of guests).
- Communication Log notes for previous night/shift to keep consistency and as up to date as possible on guests.

Before Departure:

- Each shift is to remove any full garbage bags. Refer to *Garbage/Recycling/Compost* sections for more details.
- Recycling - Break down all cardboard and tie together. Place items in appropriate recycling bins.
- Complete Communication Log notes and record any important/pertinent information in individual client files as necessary.
- Participate in shift change communication as necessary.
- Participate in any end-shift tasks as delegated by Team/Shift Leader (i.e. on site laundry, clean-up, site tear down, etc.).

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SHELTER TASKS & TIMELINES

The following is a guideline only of tasks that volunteers should perform during their shift. Team/Shift Leader may delegate and instruct on additional tasks throughout the shift, as necessary.

Evening Shift (7:30 PM - 11:30 PM):

The duty of this shift is to interact with the guests in a social setting and settle them for the night.

Opening Tasks/Set-Up

7:00 PM Team Leader Arrival:

(The Team Leader will be on premises at 7:00 PM; all other volunteers are expected to arrive at 7:30 PM)

- From information received from previous day's Team Leader, determine if any items need to be restocked/replenished.
- Read through the Communication Log for any relevant information passed along by the previous Team Leader or other volunteers.
- Check for any holds and place list in administration area.
- At 7:30 open doors for volunteers.

7:30 PM SET-UP:

- Set up administration area with nametags, AOTC manuals, intake forms, brown bags, etc.
- Put oven on at 300° F to keep food that is arriving warm, or ensure that the crock pot/warmer is plugged in.
- Receive food from Meal Maker(s) and follow directions provided for keeping warm/hot or cold.
- Start one urn of coffee (decaffeinated ONLY) only (3 ½ cups coffee to 55 cups). Prepare subsequent urns, as needed.
- Turn on kettle for tea/hot chocolate and fill hot water urn.
- Set-up dividers and mats/blankets.
- Set-up social area, including meal area.
- Set-up sign-in/intake table
- Ensure all proper and required papers are in order and that pens are available.
- Shovel sidewalk, door/entrance area and designated area in yard when necessary.
- 7:50 Pre-shift Meeting:
 - Review recent entries in the log, receive update from Team/Shift Leader
 - Review roles for the evening; Team/Shift Leader, Intake, Hosts
 - Discuss who will monitor doors, kitchen, social area, bathrooms, etc.
 - Distribute keys, name tags, etc.
 - Review policies and procedures as needed.

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Evening Shift Tasks:

8:00 PM - 11:30 PM

- Open doors for guests, ensure entry is orderly.
- Guests MUST Sign-In and complete Intake (or update for returning guests).
- Follow intake process:
- Intakes are generally done in the order of guests' arrival
- Complete intake with guest, verbally, assisting guest with reading and signing forms as necessary.
- Ensure brown bag policy is followed
- Assign a bed to each guest
- DO NOT admit any guests who show obvious signs of troublesome intoxication by alcohol or drug.
- Transfer intake information, once doors are closed to guests, into Communication Log and ensure new guest file is created with important/pertinent information included.
- Make note of wake-up calls on wake-up call sheet and white board and ensure that piece of masking tape with name and time for wake-up call is placed at the end of the guests' mat.
- Monitor guests going outside.
- Guests must always be within visual contact of door. Guests who do not obey the request are not allowed to re-enter.
- Guests must make their beds as soon as possible.
- Mattresses will stay up (against the wall) until 9:30PM; once intakes are completed. For guests that may want to go to sleep earlier, they can be instructed to set-up their beds starting along the south wall, closest to the administration office.
- Help guests find warm winter items and hygiene supplies if needed.
- Serve food: guests may be served after their intake is complete.
- Check bathrooms periodically to ensure no liquid or drugs have been hidden and that bathroom is kept clean/stocked.
- Interact with guests in social areas.
- Fill out relevant information about the operation of program in the Communication Log for volunteers working subsequent shifts.
- Note any supplies needed on the "Supplies Needed" section of Communication Log.
- Make sure the donations cart is stocked for overnight and emergency beds are accessible or set-up if possible.
- Tidy up kitchen - clean all dishes and cookware, wipe surfaces with disinfectant wipes, dispose of/cover and store leftovers (as necessary), remove all garbage and recycling items (refer to *Garbage/Recycling/Compost* for more details). Label food containers with date/time.
- Participate in shift change once overnight staff have arrived.
- 11:30 PM = LIGHTS OUT

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Overnight Shift (11:15 PM - 6:30 AM):

This shift spends the night ensuring guests have a safe and quiet rest.

Although the least active, this is in fact the most important shift because without it there would be no overnight shelter.

This shift is staffed with a minimum of one female volunteer if there are any female guests. See *Minimal Staffing* for more details.

Overnight Shift Tasks:

11:15 PM -6:30 AM

- Participate in shift change communication with evening shift staff
- Ensure that you are always aware of the location of all guests.
- Do a recount of overnight guests; maximum capacity is 16, unless otherwise stated (due to severe weather).
- Admit any late entries as necessary - only those who have pre-arranged to hold a bed for late entry, due to work or other extenuating circumstances.
- Team/Shift Leader to complete intake as needed, assign a bed and ensure brown bag policy is followed
- All guests should be settled for the night; if not, encourage it.
- Guests are often restless. They wake up and may want to go outside for a cigarette or fresh air. This is allowed; however, the door must never be left unattended or ajar. Guests must smoke in the designated smoking area.
- Monitor guests going outside; they must always be within visual contact of door. Guests who do not obey the request are not allowed to re-enter.
- If a guest leaves for the night, make it clear that they will not be allowed to return that night - make a note in their file as well as the Communication Log. Notify Team Leader if necessary.
- Volunteers are expected to be awake for the entire shift.
- Volunteers may rest in shifts, provided all overnight duties are complete.
- Volunteers may watch movies, use cell phones and/or other electronic devices, as long as ear buds are used at an appropriate volume level so as to not disturb others.
- Make frequent bed checks throughout the night (every 15-20 minutes).
- Staff should remain available if anyone needs to talk or has any concerns through the night.
- If a guest is restless during the night, spend some time with them and try to resolve their situation without disturbing other guests.
- Conversations can take place in social area, or Administrative Office, if needed.
- Some guests may have to leave early for a job, an appointment, or some other reason. Requests for an early wake-up call will be listed in Communication Log and on whiteboard in administrative office, as well as on a piece of masking tape placed at the

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end of the guest's mat. It is very important that volunteers wake the guest up at the requested time so that the commitment may be kept.

- Prepare a bagged lunch for each guest.
- Those that are leaving early (before breakfast time) are entitled to a bagged breakfast as well as bagged lunch.
- Prepare bagged breakfast and lunches as close to earliest guest departure as possible.
- Clean and disinfect bathrooms.
- Run dishwasher, tidy and clean fridge and freezer, keep kitchen organized.
- Disinfect surfaces (doorknobs, tables, counters, etc.).
- Tidy and disinfect administrative area.
- Sweep and mop kitchen, bathrooms and hang out area.
- 6:00 AM = Prepare breakfast and coffee (caffeinated) for guests.
 - Count on 3 cups per person
- 6:00 AM = Lights on/Wake-Up
- Fill out relevant information about the operation of the program in Communication Log for volunteers working subsequent shifts.
- Note any supplies needed on the "Supplies Needed" section of Communication Log.
- Participate in shift change once morning shift staff have arrived.

Morning Shift 6:15 AM - 8:30 AM:

This shift serves a hot breakfast to guests before they depart for the day.

NOTE: Monday through Friday The Well is open at 10:00am for shelter and coffee.

Mornings Shift Tasks:

6:15 AM - 8:30 AM

- Participate in shift change communication with overnight shift staff
- Ensure that you are always aware of the location of all guests.
- Do a recount of overnight guests, noting any guests that have left early/wake-up calls.
- Set-up eating area to serve breakfast.
- Ensure coffee is on and ready for guests.
- Prepare to serve breakfast and drinks.
- Prepare portable shelf with common toiletry items, NEW sock/under garments and winter wear (hats, mitts, etc.) before waking guests and place in sleeping room.
- 6:30 AM = Serve breakfast.
 - Volunteers will serve breakfast to guests, ensuring safe food handling.
- Have blankets gathered up and placed in marked bags for laundry.
- Maximum 5 blankets per bag; tape note onto outside of bags to indicate the total number of blankets.
- Sterilize beds with a solution of vinegar and water (labelled spray bottles are located in the cleaning supply cabinet in the kitchen).
- Allow beds to dry and pile against wall to be stored once guests have left building.

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- Move room dividers against wall to be stored once guests have left building.
- Encourage guests to help with this task.
- 7:30 = Remind guests that they have to leave the premises by 8:00 AM
- 7:45 = Breakfast is put away (give a 10-minute warning to guests).
- 7:50 = Donation shelf put away (give 5-minute warning to guests).
- Return any items and brown bags to guests as they leave, and offer a bagged

PLEASE NOTE: brown bags containing medicine and locker contents are to be returned to guests at the shelter door, as they are leaving with all of their items - guests are not permitted to be in the space or re-enter the space once they have collected their belongings.

Closing Tasks/Take Down:

8:00 AM

- Ensure that all guests have left the building
- Clean up building - put away tables, chairs, bed mats, dividers and all signage.
- Clean kitchen - clean off all counter spaces, wash and put away dishes.
- Dispose of/store any leftovers (as necessary). Label containers with date/time.
- Empty and rinse coffee urn.
- Clean bathrooms.
- Ensure blankets are bagged with an indication of number of blankets in each bag. (see *Laundry* for more details)
- Recycle, compost and remove all garbage.
 - Garbage bins, recycling and green bins must go out to curb on Thursday mornings
- Sweep and mop the sleeping room, social area, kitchen, bathrooms and any other areas.
- Fill out relevant information about the operation of program in the Communication Log for volunteers working subsequent shifts.
- Note any supplies needed on the "Supplies Needed" section of Communication Log.
- Return keys to administrative office staff cabinet.
- Lock all doors upon leaving.
- Check building (all rooms inside and outdoor spaces) to ensure no one is on premises and lock all doors upon leaving.

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