

Blackstone Valley Emergency Shelter VOLUNTEER RESPONSIBILITIES

Thank you for giving of your time in order to serve our guests. This ministry would not be possible without the generous support of volunteers like you and we are so thankful to have you with us tonight. For more detailed information about our program, please refer to the Program Manual. A list of each night's volunteers as well as their contact information will be available with the Shelter Manual. Be prepared in case of severe weather to stay the entire night in case it is unsafe to travel. In case of an emergency, please contact our shelter coordinator, Leslie Reichert at 508-751-0799.

In order to keep things running smoothly, each shift of volunteers have different responsibilities. Please refer to the following chart for your duties. Thank you!

6:30pm - 11pm Volunteer Responsibilities

- Please arrive at 6:30pm to turn on the lights and prepare registration material.
- Manually turn on the heat in the Fellowship Hall. We are required to keep the heat set to 68 degrees between the hours of 7am and 11pm, and 64 degrees between the hours of 11pm and 7am. The thermostat will need to be reset every four hours.
- Shovel snow and ice ramp if necessary.
- Unlock the ramp door at 7pm and have a volunteer monitor the door from 7 to 9pm to ensure that guests arrive safely. To help the registration process flow smoothly, only use this door to welcome our guests.
- Ensure that each guest fills out a "Registration Form" or has one on file previously.
- Please ensure that each guest signs the "Guest Sign In Sheet" and receives a "Guest Information Sheet."
- Review Registration forms and note any medical conditions.
- Lock outside doors at 9pm. No new guests are permitted after 9pm.
- Once the doors are locked for the night, call the Northbridge Fire Department at 508-234-2111 to report the total number of overnight guests and volunteers.
- Guest should remain in the Fellowship Hall and downstairs restrooms. Please monitor guests and make sure that they do not wander into the other areas of the church for their own safety and for the safety of the property.
- Setup guest sleeping quarters by setting up accordion walls, moving tables and chairs as needed and setting up mats. Mats are stored in the Clothing Pantry, behind the classrooms in the Fellowship Hall, please bring out as many as needed. By law, each guest needs at least 8x4 feet of personal space for their sleeping mat and belongings, which means that we are only able to sleep nine adult men in the Men's Sleeping Area, eight adult women in the Women's Sleeping Area and one parent / legal guardian and up to four minors in the Family Room.
- Quiet Time begins at 10pm
- For safety purposes, the ramp outside the church needs to remain shoveled and ice free for the duration of the Shelter. Please shovel and salt as needed during your shift.
- Complete any Incident Reports as needed and be sure to notify the Shelter Coordinator in the morning.
- Please remain awake for the duration of your shift.
- If no guests arrive by 9pm, the Shelter is closed for the evening. Call remaining four volunteers to let them know that their service is not needed. Make sure to turn off the lights and lock the doors on your way out.

11pm - 3am Volunteer Responsibilities

- Check in with previous shift and find out how many people are present and if any of them have special needs. Review Registration forms and note any medical conditions.
- At this time, the doors should remain locked and guests can only leave in case of an emergency. No reentry will be permitted.
- Guest should remain in the Fellowship Hall and downstairs restrooms. Please monitor guests and make sure that they do not wander into the other areas of the church for their own safety and for the safety of the property.
- Manually turn on the heat in the Fellowship Hall. We are required to keep the heat set to 68 degrees between the hours of 7am and 11pm, and 64 degrees between the hours of 11pm and 7am. The thermostat will need to be reset every four hours.
- For safety purposes, the ramp outside the church needs to remain shoveled and ice free for the duration of the Shelter. Please shovel and salt as needed during your shift.
- Complete any Incident Reports as needed and be sure to notify the Shelter Coordinator in the morning.
- Please remain awake for the duration of your shift.

3am – 8am Volunteer Responsibilities

- Check in with previous shift and find out how many people are present and if any of them have special needs. Review Registration forms and note any medical conditions.
- At this time, the doors should remain locked and guests can only leave in case of an emergency. No reentry will be permitted.
- Guest should remain in the Fellowship Hall and downstairs restrooms. Please monitor guests and make sure that they do not wander into the other areas of the church for their own safety and for the safety of the property.
- For safety purposes, the ramp outside the church needs to remain shoveled and ice free for the duration of the Shelter. Please shovel and salt as needed during your shift.
- Manually turn on the heat in the Fellowship Hall. We are required to keep the heat set to 68 degrees between the hours of 7am and 11pm, and 64 degrees between the hours of 11pm and 7am. The thermostat will need to be reset every four hours.
- Wake guests at 6:45am and encourage them to begin packing their belongings.
- If desired, coffee or hot tea may be served as people are preparing to leave.
- Escort guests out at 7am and ensure that all guests have left and that the outside doors remain locked. If guests have nowhere else to go, Subway Restaurant downtown provides a safe place for people to warm up.
- Complete any Incident Reports as needed and be sure to notify the Shelter Coordinator in the morning.
- Please remain awake for the duration of your shift.
- Once guests have left, spray down plastic mats and return to the Clothing Pantry Room. Return furniture to its original location unless shelter will be open the following night as well.
- Clean bathrooms and kitchen as needed. Cleaning supplies are located in the Boiler Room, off of the back of the kitchen.

Lockup Procedures

Before you leave for the day, please ensure that the following tasks are completed:

- Return furniture to original location if the shelter will not be open the following night (or if it is a Wednesday or Sunday morning)
- Disinfect and return mats to the Clothing Pantry Room.
- Turn down heat to 55 degrees in Fellowship hall and both bathrooms
- Inspect entire building to make sure all of our guests have left
- Clean and inspect bathrooms
- Empty trash and take to dumpster out the back door beside the garage
- Turn off all lights
- Ensure that all doors are locked