

Emergency Cold Weather Shelter

Orientation Meeting 10/23/2021 Held via Zoom - with on-site visits to be arranged



Sign In / Welcome / Introductions to Maple Park Church, the host & home for the shelter / Board Introductions

***Please send an email to info@weallbelong.org with the following:**

Name	Team or Preferred Days/Shifts	Email	Phone Number	Role (meals, greeter, driver, kitchen, beverages, cleaning, etc.)
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Shelter Philosophy and Basics

Shelter Operations

- Health, Safety and COVID-19 Considerations
- Typical Shelter Night and Morning – how it will work this season
- Transportation –
 - Using 14-passenger Ford van with the following Pick-Up Locations
 - Lynnwood City Hall – 7:00pm
 - Trinity Lutheran Church - 7:05pm
 - Drop off at Maple Park Church
 - Third stop Value Village Sign on Hwy 99 at 172nd
 - *FRIDAY EVENINGS ONLY* Maplewood Presbyterian Church – 7:10pm
 - Morning Pick Up – 1st group to Bus stop at James Village at 7am - 2nd drop-off at 7:10 to City Hall 3rd drop off at bus stop just north of Hwy 99 and 176th
- Overnight Staff: Introductions and responsibilities
- Exceptions – what will we do
 - Every Wednesday is late access at 9:00PM. Kitchen teams can start setting up as early as 7:30PM (if needed). Overnight staff should arrive no later than 8:30PM and make sure no guests are wandering.
 - Wednesday Pick up will be delayed to 8:50PM at City Hall and 8:55PM at Bus stop at James Village on 196th. Third stop pick up will occur as well as any additional runs.
 - Maple Park will work with us on a calendar of any other nights which will require late access. Team leads will be notified of alternate plans along with greeters and drivers
 - No Back-up Location– the shelter may be closed if there are overnight conflicts

Review Shelter Procedures

- Background Checks for ALL Volunteers (Trinity processes / good for 2 yrs/ fill out if needed or unsure)
- Review Maple Park Facility Use Guidelines – this is a “working document.” After we are open a few nights, we may make some modifications so things run more smoothly for guests & volunteers. Any changes will be emailed out to team leads and updated guidelines will be posted on the Volunteer Page of the www.WeAllBelong.org shelter website

Supplies from trailer should only be transported from the trailer for meal packaging purposes during non-shelter times. All items should be returned to the trailer before the shelter opens

- Process to store shelter supplies in the trailer located at the back of the church
 - Meal Teams - access supplies **from the side door of the trailer** using the small 2 shelf cart:
 - Bring in cooking equipment (materials on metal shelf)
 - Bring in coffee supply tub and 4 thermal carafes (2 for coffee and 2 for hot water)
 - Bring in paper plates / paper goods tub
 - Bring in tub of cleaning supplies

- **Put down the ramp at the back of the trailer.** Hosts should access the mats & blankets using designated carts in the trailer. USE THE BOARD to fill the gap & avoid breaking cart wheels.
- Keep supplies secure – **lock the trailer when not in use!** NO guests in the trailer please.
- Review Clean-Up and Closing the shelter in the morning
- Substitutes – A list will be provided / teams need to find their own coverage (except greeters/drivers)
- **Shared Supplies for ALL Teams to use** (Board Member: Reina Hibbert)
 - Hot Drinks – filters, coffee, hot chocolate, teas, sugar, creamer, stir sticks
 - Paper Products – cups/lids, meal packages, napkins, foil, cling wrap
 - Clean-Up Supplies – Clorox wipes, paper towels, spray cleaner, bleach, garbage bags
 - Kitchen basis - gloves, brillo and sponges for dishwashing
 - First Aid Kit – Band aids, antibiotic cream, Tylenol
 - Feminine hygiene products and incontinence pants
- **Food Preparation / Meals**
 - Food Handlers Card (get a card online at www.foodworkercard.wa.gov)
 - Using the Kitchen – stove-oven / refrigerator / microwave
 - **We will not be doing any cooking during open shelter times. Any food brought to the MPC kitchen should be cooked and prepared for packaging before the shelter opens for guests.**
 - Kitchen Clean Up – sanitize all surfaces prior to leaving the shelter after food distribution
- **Beverages**
 - Using the coffee machine
 - Coffee may be brewed during the evening meal and distributed by a volunteer.
 - Guests **SHOULD NOT** self-serve beverages. A volunteer will be needed to distribute beverages during the evening meal and the morning meal should be packaged with a shelf-stable beverage (milk preferred).
 - Beverages will be at the discretion of the team
 - All beverages should be in a package that is relatively spill-proof. All cups should have a lid.
 - Please clean up spills/have guests clean up ASAP
- **Breakout Into Groups to learn more details about each role**
 - Shelter Teams can break out into the following areas:
 - Greeter orientation and thermometer demo
 - Van (Drivers)
 - Meal Teams
 - Facilities and Operations
 - Eating & Sleeping Areas
 - Volunteer Room / Smoking Area
 - Trailer
 - Health and Safety

Contacts for Shelter Questions

Is the Shelter Open?

- Cold Weather Shelter Website: www.WeAllBelong.org (open/closed listing on top Right)
- Trinity Phone System 425-778-2159, ext. 8 for updates on opening
- Lynnwood Library posts an open or closed sign daily during the winter months

General Questions:

- Reina Hibbert - info@weallbelong.org 425 743-9843

Shelter Supply Questions and Requests

- Kerem Onat tricksel@gmail.com 206-734-0943

Emergency Cold Weather Shelter Operations Timeline



Shelter Opens 7:00 PM (8:30pm on Wednesdays, with guests arriving after 9PM)

- Van Driver and Van Greeter meet at Trinity Lutheran Church at 6:15PM
- Overnight staff arrive at MPC between 6:00-6:30PM, set up smoking area and supervise access to mats/blankets
- Meals arrive at MPC between 6-7PM
- Greeters (ideally 4) arrive at MPC by 6:30PM, COVID-19 screening, check-in and bag searches begin at 7:00pm
- Meal and Beverage distribution volunteers arrive at 6:45PM and set up respective areas

Transportation (guest pick-up, initial COVID-19 screening and check-in)

7:00pm	Driver picks up guests at Lynnwood City Hall
7:05pm	Driver picks up guests at Trinity Lutheran Church
7:10pm	FRIDAYS ONLY Driver picks up guests at Maplewood Presbyterian Church
7:15pm	Driver drops off guests at shelter
7:35pm	Driver picks up guests at Value Village Sign at 172 nd and Hwy 99
7:40pm	Driver drops off guests at shelter – makes additional runs as necessary

Evening

7:00pm	Guests arrive – Outside Greeter screens self-transported guests for COVID-19 and checks guests in
7:00pm	Bag-check Greeters claim guests one at a time and search bags in partitioned area in the Fellowship Hall. Guest is escorted to assigned a sleeping area. Kitchen and beverage volunteers bring meal and beverage to the guest. Overnight staff distribute blankets
8:00pm	Overnight staff make general announcements
8:15-9pm	Dinner team cleans up
Smoking	(Smoke Breaks as supervised by overnight staff)
10:00pm	Lights out

Overnight

- Overnight staff act as Fire watch - one person awake at all times over night
- Overnight staff monitor the shelter throughout the night and do walk-throughs every 30 minutes
- Limited beverages available – Overnight staff to distribute
- Smoke Breaks (as supervised by overnight staff)

Morning

5:30am	Breakfast meal arrives at Shelter (can also be dropped off the night before and refrigerated)
6-6:15am	Guests wake up
Smoking	(Smoke Breaks as supervised by overnight staff)
6:30-7am	Guests put away mat & blankets, sweep floors & clean restrooms supervised by overnight staff
6:50am	Kitchen volunteer distributes morning meals as guests are ready to exit shelter
7:00am	Driver picks up guests at shelter and makes multiple runs as needed
7-7:30am	Team Clean-up (kitchen/sleeping areas/return supplies to trailer/facility inspection & lock up)

Transportation (guests return to three points in Lynnwood)

- 7:00am Driver picks up guests at shelter
- 7:05am Guests arrive at Bus stop at James Village on 196th
- 7:15am Driver returns to shelter and picks up guests to take bus stop on Hwy 99 and 176th, then to City Hall



Emergency Cold Weather Shelter Procedures

Shelter activation – called by the program director (Reina Hibbert). Decision to open the shelter will be made by 9am on day of - earlier if possible. Activation status will be listed on: the www.WeAllBelong.org website, Trinity Hotline (425-778-2159, ext. 8), and posted at the Lynnwood Library.

Guest Check-In – is done at the shelter on entry and greeter will be in place at 7:00pm (9PM on Wednesdays). Guests must stay in their assigned sleeping areas until the overnight staff are ready and can monitor the smoking area.

Bathrooms: Bathroom trips will be escorted. A volunteer or staff member will need to wipe down the bathroom after each use and a final cleaning in the morning with bleach will be completed.

Aggressive Behavior – not tolerated. Call 911 or ask person to leave. Note regulation in guest agreement for guest to guest relations.

Smoking – smoking area will be in the front parking lot outside the entry door. Set up cones to mark the smoking area and inform guests. Enforce smoking area. Do not allow people to exit the area. “Smoke breaks” must be monitored at all times during the night. Keep door closed and not propped open to conserve heat.

Sleeping Areas – COVID-19 precautions prevent the physical separation of men and women, but women should be prioritized assigned sleeping areas in the Fireside room, while men should be assigned to the Fellowship Hall first. If we have a family unit, we will need to adjust in real-time.

Fire Watch – **one overnight staff MUST remain awake at ALL times throughout the night.** Lynnwood Fire Dept. may stop by for random check/s that a Fire Watch person is in place overnight. **Every 30 minutes the overnight staff on duty should do a walk-through of the shelter area and restrooms.**

Guest Late Arrival – Overnight staff conduct late check in and bag search. If needed, the non-emergency number for the police is 425.-407-3999. If no one answers call 911 and explain your needs

Clean-Up – assign tasks to guests in an equitable way and maintain follow through. Our shelter philosophy is that guests are part of the community and should participate in making it run smoothly. We suggest that this should include shelter set-up and clean-up (mats, blankets, sweeping, wipe down tables, bathroom, etc.).

Medical Emergencies – call 911; non emergent medical concerns, call consulting doctor, Karen Hibbert

Resources for people experiencing homelessness are listed on the www.weallbelong.org website

The following are categories listed under the resource tab on the top menu bar:

- Free Community Meals – a location for most days of the week
- Food Banks
- Healthcare (medical, dental, mental health)
- Employment Services & Day Labor
- Showers and Laundry

**S. Snohomish Co. Cold Weather Shelter
Guest Agreement**

Welcome!

We are glad to have you here and want to make it a comfortable, safe place for all guests and volunteers. Following these rules will assure that you can stay all night and accept transport to our drop off locations in the morning. You will be provided with an evening meal on arrival and breakfast to-go. Thank you for coming!

While in the shelter, I agree to:

- Not bring in alcohol, recreational drugs, or drug paraphernalia. If these are found during check-in, I will be unable to stay. If I bring alcohol, drugs, or drug paraphernalia in a second time during the shelter season, I will not be able to return until NEXT season.
- Surrender knives or other sharp items at check-in and retrieve them from staff before leaving.
- Have my belongings and outer garments searched.
- Smoke or vape (no cannabis) in designated smoking areas only at designated times.
- Remain in the designated smoking area while outside the building.
- Keep fire exits open and clear.
- Remain quiet during sleeping hours.
- Stay civil, friendly, and treat others with respect and care.
- Respect requests of others and help them when I can.
- Use a single blanket and mat.
- Follow directions of shelter staff without argument.
- Work with other guests and the volunteers to clean up the facility and put away all items.
- Refrain from intimacy.
- Immediately clean up any messes I make.
- **I will wear a mask at all times when I am in the shelter and remain at least 6 feet from other people.**

Which best describes your current living situation?

____ I live on the streets most of the time.

____ I couch surf most of the time.

____ I sleep in my vehicle most of the time.

____ Other (please describe) _____

I usually spend my time in: (circle one) Lynnwood, Bothell, Mountlake Terrace, Edmonds, Shoreline, Everett. If elsewhere, please list. _____

print name

signature

date

Emergency Cold Weather Shelter Maple Park Church Facility Use Guidelines



As part of our agreement with Maple Park, CWS will ONLY use the older section of the church to operate the shelter.

These spaces include:

- Kitchen (meal prep and windows into the Fireside Room to serve meals and hot drinks)
- Fireside Room (meals & hot drinks will be restricted to this space only)
- Fellowship Hall and Fireside Room (2-large open spaces) that will be used for:
 - General sleeping area – mats must not be moved from their designated area.
 - The greeter check-in and bag check area will be inside and adjacent to the double exterior doors in the Fellowship Hall. The area will be cleared after check-in to allow an additional sleeping mat.
 - The movable wall between the 2 large rooms must remain open at all times for ventilation.
- Sunday School Wing of Rooms (on the left side of the church)
 - Classrooms 1 and 2 will be used for medical isolation
 - Families will be located in the classrooms as assigned
 - The 3rd classroom adjacent to the restrooms will be used by staff and volunteers for personal storage and sleeping.
- 2 Single restrooms (BOTH restrooms will be unisex to accommodate ALL shelter guests)

No one (volunteers or guests) should access the new section of the church. To provide a reminder to everyone, the overnight staff will install & remove a door alarm on the double doors that lead from the fireside room to the new section. There will be a sign “for emergency exit ONLY” - the door must remain unlocked for fire safety. If someone goes into the new section of the church, an alarm will sound.

Building Access

Entry and exit from the building will be by the large double doors into the Fellowship Hall. First access the building keys in the CWS Lock Box located on the on the far left side of the building when facing the church. There are 3 keys on the lanyard:

1. Large silver key which opens the exterior doors AND the door into the Kitchen
2. Small gold key which opens the CWS Trailer located behind the church on the left side of the building
3. A small black key used to unlock the trailer boot lock (should not be needed)
4. Key for bike lock cable

The double doors next to the lockbox will not be used.

Bringing in kitchen supplies, mats & blankets

Use the double doors that lead directly into the Fellowship Hall to bring in mats, blankets, and kitchen supplies at the start of service. At lights out, the overnight staff will install a door alarm on these double doors. All guests & volunteers must use the double doors into the Fellowship Hall for smoke breaks or entry/exit to the trailer for needed supplies.

Guest Access when Opening & Closing the Shelter

- Greeters will arrive by 6:45pm (8:30pm on Wednesdays)
- No guests may be on church property waiting for the shelter to open prior to 7:00pm
- No guests may enter the building before 7:00pm (9:00pm on Wednesdays)
- Guests must be transported away from the church by 7:20am

- Volunteers must be gone by 7:45am
- No guests can remain on church property after 7:45am either walking or in a vehicle

Heat (each room has its own thermostat)

The church would like us to be energy conscious and be sure to set back any thermostats to 59 degrees if they have been turned up during shelter use. Please Note: our shelter guests prefer cooler temps as they are used to being outdoors. **Volunteers may want to dress in layers.**

Ventilation

During the COVID-19 public health considerations, we will need to properly ventilate the shelter. According to the map attached, windows will be open and some will have fans to move air around the shelter. The kitchen hood vents and exhaust will be on at all times during the shelter being open.

Smoking

1. Smoking area must be 25 ft from doors and windows, and will only be permitted in the area directly outside the designated double doors with the lock box in the parking lot
2. All smoking breaks will be monitored by shelter hosts
3. A can will be put out for guests to extinguish cigarettes & not litter the area (return can to trailer)
4. Individuals smoking outside must keep talking at a conversational level & not disturb church neighbors

Using the Kitchen – For day-use meal packaging ONLY

Use the Shelter’s pots, pans & cooking equipment now stored in the trailer. All equipment belonging to the shelter will be tagged - do NOT use the Church’s pots, pans or dishes. **Upon arrival, the Meal Prep team should first access needed supplies in the trailer.** You should plan to bring in the following:

- Tubs of cooking equipment/supplies (knives, cutting boards, silverware, pots, pans, etc.) plus any additional cooking supplies located on the shelves in the trailer
- The Coffee Supply Tub (coffee, tea, creamer, sugar, cups, etc.) + 3 Thermal Carafes
- The Paper Products Tub (plates, bowls, napkins, etc.)
- The Cleaning Supply Tub

Kitchen Equipment The Church has the following kitchen equipment that we can use to prepare meals:

- Refrigerator - Used ONLY for storage of pre-packaged meals until distribution. Any extra meals should be removed from the refrigerator before closing down the shelter.
- 1 Commercial Stove with a cooktop that includes: 4 gas burners, a grill surface and 2 ovens
 - Pilot lights will be on and the burners and griddle will be HOT to the touch. Please use caution when working around the stove/oven.
- 1 Consumer-sized Microwave located on the countertop
- 1 Commercial Coffee System - brews coffee directly into thermal carafes (directions listed on the wall)
 - Follow directions carefully to avoid grinds in the coffee
 - Do NOT use the hot water spout on the coffee machine. Use the electric tea kettle to preserve the water in the reservoir for making coffee
 - USE ONLY CWS Coffee from the coffee tub of supplies
 - USE ONLY CWS Thermal carafes & Pitchers (marked with CWS)
 - Be sure to clean the coffee maker before leaving in the morning
- Commercial Sink with 3 compartments to rinse/wash/sanitize
- 1 Commercial Dishwasher (same system as we used at the Sr Center - directions listed on the unit)

Serving Meals and Hot Drinks

Shelter guests will be served pre-packaged meals. Compostable utensils will be packaged with meals. **FOOD AND DRINKS MAY ONLY BE CONSUMED IN ASSIGNED SLEEPING AREAS.**

The Kitchen serving windows will remain open at all times to ensure proper ventilation.

Kitchen Clean-up – Please leave the kitchen as clean or cleaner than you found it

- Using paper products will reduce the time and materials needed for kitchen clean up. Pots, pans and cooking equipment can be washed in the 3 sink system (rinse/wash/sanitize) or can be run through the commercial dishwasher. **Carefully read the directions on the dishwasher.** Soap and sanitizing are programmed into the system.
- Wash & dry all CWS cooking equipment. You must bring your own supply of kitchen towels and take them home after each shelter use. Do NOT use church towels. Cooking supplies can remain in the kitchen – please reload with supplies as needed for the next team to use.
- Wipe down counters, clean the coffee maker, stove and grill if they were used. Sweep floor as needed. Make sure stovetop, grill and oven are turned off -- leave the pilot lights on.

Fire Watch

- One person will be designated fire watch at all times
- The fire watch person will make sure that aisles are clear and all fire exit doors are unobstructed
- The fire watch person will be awake at all times and perform a fire walk through the areas CWS uses every 30 minutes

Closing down in the morning

In the morning, all shelter supplies MUST be returned to the trailer. The Church needs to be cleaned up and ready to resume regular morning activities.

Before leaving, please be sure the following are done. **Make use of the shelter guests to help get this done quickly:**

- Wipe down mats with bleach solution. Sleeping areas may be left intact unless otherwise notified.
- If isolation rooms have been used all surfaces must be wiped down with bleach solution.
- If needed: Put mats and blankets back on their carts and place to the side in the Fellowship Hall
- Clean Bathrooms – wipe down sinks and toilet with bleach solution
- All floors in shelter areas must be swept and cleaned of any spills (broom, mop & bucket in supply closet near the kitchen)
- Remove all trash and consolidate into large black trash bags. Take all trash out to dumpster in parking lot – replace liners in trash cans.
- Make sure kitchen is clean (as outlined above) and LOCKED
- Remove fans from windows and lock all windows
- All interior lights must be turned off prior to leaving the building in the morning
- Make sure all CWS supplies have been returned to the trailer and the trailer is locked
- Make sure the building doors are secure
- Return the key to the Lock Box

South Snohomish County Emergency Cold Weather Shelter



Fire Watch Responsibilities and Requirements

1. The Fire Watch must be dedicated to fire and emergency watch tasks, and not involved in other tasks including host services, food preparation, maintenance, or intake.
2. The Fire Watch must be on duty and alert during all periods when guests are sleeping.
3. The Fire Watch responsibilities are:
 - be familiar with the placement of fire extinguishers
 - watch for fires and safety hazards
 - communicate and enforce prohibitions on open flames, electric heaters, and smoking in the building
 - maintain clear exits including a 5 ft clearance inside and out
 - ensure that exit paths are maintained in the sleeping area per the Exit Plan
 - call 9-1-1 in case of fire or other emergency.
 - supervise exiting of the building in case of fire or emergency, directing guests to a meeting place away from the building 50 feet or greater
 - if safe, use fire extinguishers and/or the kitchen hood suppression system to extinguish the fire, once the alarm is sounded.
 - it is the responsibility of the Fire Watch to remain alert at all times. Should the Fire Watch become drowsy at any time, they are required to hand off fire duties to a second team member who will then become the active Fire Watch.

South Snohomish County Emergency Cold Weather Shelter

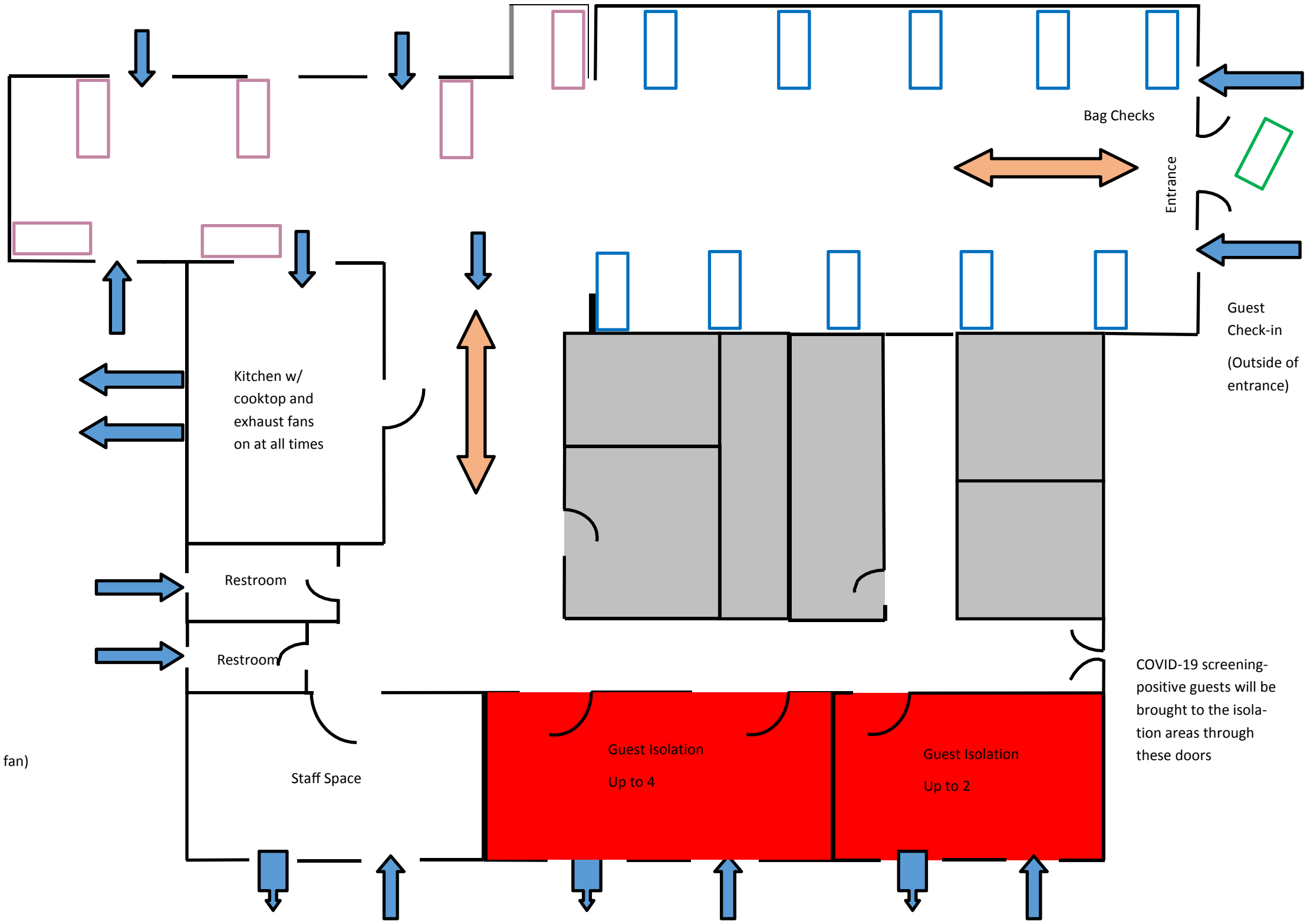
Volunteer Agreement



WELCOME and thank you for volunteering! You bring caring to this world and put the human back in humanity.

We would like your efforts to be rewarding and safe for you, your team, and our guests. For that to happen we need to inform you of a few tips and policies that will help us achieve that:

- Please work to uphold the policies of the Cold Weather Shelter. While you may be tempted to bend the policies, doing so will provide encouragement for our guests to lobby for special treatment and create the “but last night they let me do it” syndrome. (see shelter notebook for policies and agreements)
- Please do not permit guests to enter the shelter after the greeter/security person leaves unless:
a) shelter volunteer performs the check-in process including a bag search or b) the guest is brought by a police or fire person and were searched by that person prior to admittance.
- Respect the property that we are using. We are all guests in the facility. Make certain the facility is left in better shape than it was when we arrived.
- Have guests help clean up the facility. They are happy to help & feel better about themselves as a result.
- In the Shelter Van, do not exceed the speed limit or drive in a manner unsafe for conditions. Be conservative.
- Make sure your team has working cell phones so that help can be called quickly in an emergency.
- Don't attempt to solve a medical emergency alone. Act conservatively. Call 911 if you are not certain. Call our consulting physician (# in shelter notebook) for advice on non-emergency health issues
- Do not attempt to resolve any violent or potentially violent conflicts on your own. Act conservatively and call 911 if you are not certain. Do not threaten to call 911 and then stop. Always carry through with this action if the situation is such that a threat is deemed necessary.
- Please make sure no fire doors are locked from the inside and are kept free and clear in case of emergency. Specific site plans will be available at each site.
- Please familiarize yourself with the location and operation of fire extinguishers, kitchen fire suppressors and location of all exits.
- The Overnight staff main duty will be fire watch with 1 person WIDE awake, at all times during the night, with one person being the designated fire watcher solely dedicated to this role.
- Please evacuate the building immediately in the case of fire or if a smoke detector goes off. Do NOT stop to assess the situation: evacuate to a safe distance (55 feet or more).
- Please make sure all electrical equipment is in good working order and stoves or ovens are turned off after meal preparation. Do not bring heaters or other items into the shelter that could start a fire.
- Please follow all health codes when handling food and secure a food handlers permit. Make sure you wear gloves when handling food. Make sure all refrigerated items are kept refrigerated.
- Take all perishables with you. No food can be left in the refrigerator except approved Common Supplies.
- For the health and safety of all individuals, all volunteers are required to use personal protective equipment (PPE) as appropriate to your role and tasks, maintain at least 6 feet of social distancing, and following all recommended cleaning and sanitizing procedures at all times while serving in the shelter.



↓ Walk way directions

□ Guest Mats

↓ Assisted airflow (window fan)

↓ Open window/Airflow

Kitchen w/
cooktop and
exhaust fans
on at all times

Restroom

Restroom

Staff Space

Guest Isolation
Up to 4

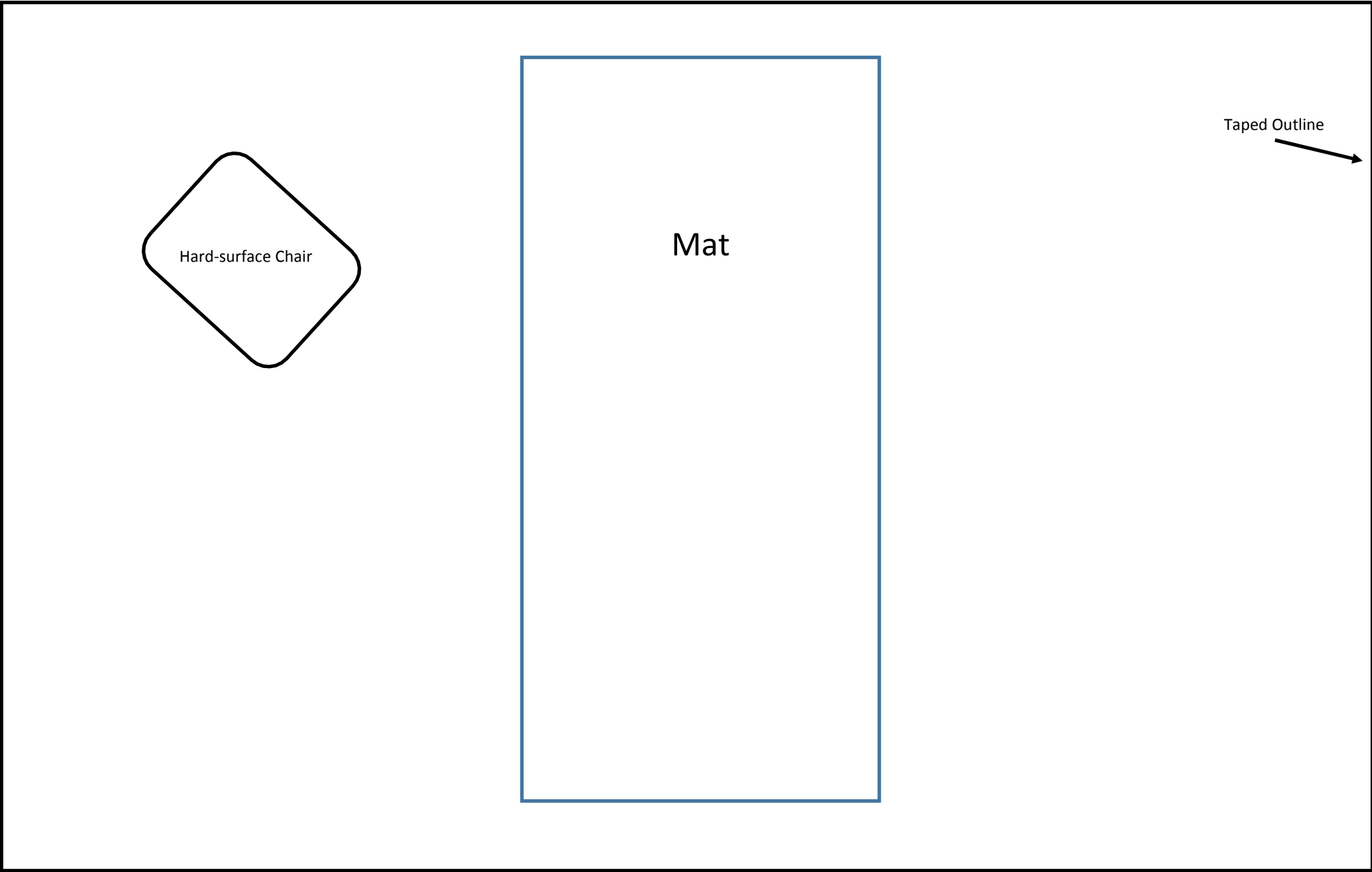
Guest Isolation
Up to 2

Bag Checks

Entrance

Guest
Check-in
(Outside of
entrance)

COVID-19 screening-
positive guests will be
brought to the isola-
tion areas through
these doors



Hard-surface Chair

Mat

Taped Outline

10 feet total between sleep spaces