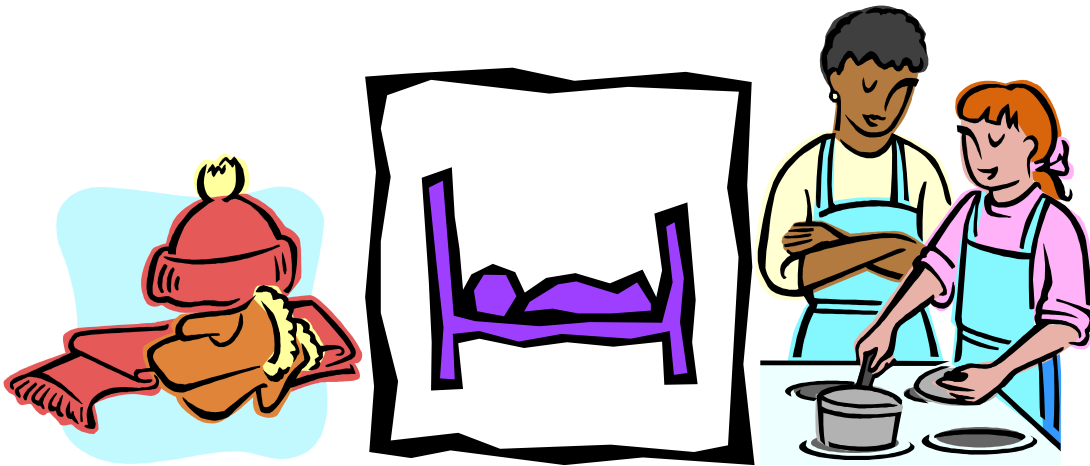


---

# One Step Beyond & Project Hospitality

## Policy & Procedures Manual 2010-11



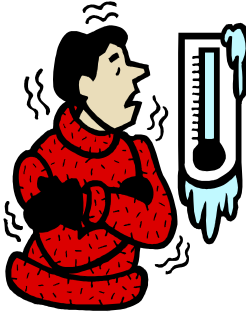
*Connecting People of Faith to People in Need*

---

# Interfaith Coalition for the Homeless (ICH) Winter Shelter Policies and Procedures

## Overview

Tucson's Winter Shelter program consists of 3 components: Operation Deep Freeze, One Step Beyond, and Project Hospitality. In addition, a medical clinic is available to all homeless clients throughout the season and is located at the Salvation Army's Hospitality House. Together, nearly 30 congregations and 20 agencies work side-by-side to provide services to homeless individuals and families in our community during the winter. The Interfaith Coalition coordinates congregations for One Step Beyond and Project Hospitality. ICH also provides staffing and supplies for the medical clinic. The Emergency Services committee of the Tucson Pima Collaboration to End Homelessness coordinates Operation Deep Freeze. The Salvation Army Hospital House serves as the central in-take point for all 3 programs.



This manual provides guidance and policies for the conduct of the Project Hospitality and One Step Beyond. Under separate cover, the Diocese of Tucson is forwarding a slightly different version of this document to those Catholic Parishes participating in the program.

## Facilities

**General considerations:** Congregations and churches can provide a special environment for homeless persons that other facilities may not be able to - that's space! Your facility needs to provide light, heat, restrooms (with showers if available), a kitchen and telephone. Mats or cots are to be used in the sleeping area and please remember to supply Kleenex and waste paper baskets. The arrangement of cots/mats is important from the standpoint of both privacy and disease control. Give some thought to how the space available can best be configured. Insure that cots are at least four feet apart. If it is possible to use some type of divider to further separate cots, privacy will be enhanced. ICH can provide cots and blankets to support those congregational programs where the sponsor has no equipment. Linens are optional and are the responsibility of the congregation. ICH furnished blankets are Federal Emergency Management Agency (FEMA) sheltering blankets and are disposable. Please DO NOT wash them or they will fall apart. As additional blankets are needed notify the program coordinator, Don Blascak at 275-5414 or email him at [dblascak@comcast.net](mailto:dblascak@comcast.net).

**Special considerations: If mixed gender groups are accepted at your facility, separate sections are required for men and women.** If minors are accepted, accompanied by a parent, there must be a separate section for the parent and child. In the event that there is a male parent and child, the need for subsections increases again. Clearly, the physical arrangements are much easier if the congregation does not allow mixed gender groups of guests and if minors are not accepted.

The limitation with regard to physical and mental disabilities of guests accepted must be strictly observed. If a driver is sent to pick up or return overnight guests by the sponsoring congregation, they shall not accept persons the congregation is not prepared to shelter safely.

**All guests sent to congregations are screened at daily intake by the Salvation Army staff to assure sobriety, wellness, and that the guest is a case managed referral.**

The sleeping area for the overnight supervisors must be set apart from that of the guests, but close enough to provide assistance and enhance the safety of all. Two overnight supervisors are recommended. **If your congregation accepts guests of both genders, there must be two overnight supervisors, one of each gender.**

## **Shelter Rules**

### ***Operations***

Each participating congregation shall assign at least one coordinator for this program. Their contact information should be easily accessible to The Salvation Army and the Interfaith Coalition for the Homeless program coordinator.



**At least two persons must be present at all times to supervise the guests.** Two persons can better provide for the safety of the guests and the safety of each other. If minors are present among the guests or if the guests are of both genders, this is even more important. Under no circumstances will two males be assigned supervisory responsibilities when single females or females with children are hosted. Nor shall two women be allowed to supervise only male guests. A male/female host team is acceptable in all situations.

With regard to gender, the most flexible combination for supervisors is one male and one female. Nevertheless, if the guests are exclusively of one gender, supervisors may be both of the same gender as the guests.

If a congregation cannot muster sufficient volunteers to meet these requirements, the program ought to be suspended until sufficient volunteers can be recruited. It is preferable not to offer a shelter program than to offer it in a manner that exposes guests, supervisors and congregation to additional risk. In some instances, and given sufficient notice, ICH can provide assistance in this situation. We request a call before any cancellation.

The profile of guests to be accepted must be clear to the overnight supervisor. If the Salvation Army sends persons for which the shelter is not prepared (such as minors), the guest may not be accepted for transportation or shelter. If the error is not recognized and managed prior to the individual entering the shelter, it must be clearly posted as to whom the overnight supervisor should immediately call to rectify the situation. A situation as described above is highly unlikely.

The health status of volunteers must also be part of the screening. Any person who is at greater risk due to age or disease should be required to be current with respect to vaccination for flu and pneumonia. It is recommended that volunteers be advised to consult with their physician if there is any doubt as to their physical vulnerability. Frequent hand washing with hot water and soap, or disinfectant hand wash is recommended for all volunteers.

## **Transportation**

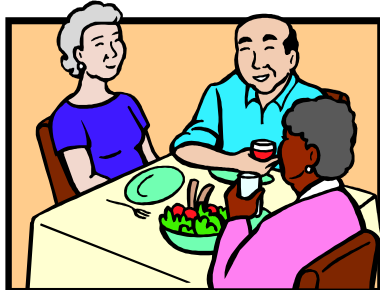
It is the option of the congregation to provide transportation for the guests. Pick-up of guests is made at the Salvation Army Hospitality House, 1021 N. 11<sup>th</sup> Avenue, between 5:30 and 6:30 p.m. In the morning, guests are driven to the Ronstadt Transportation Center, Congress and 7<sup>th</sup>

Avenue, between 6:30 and 8:00 a.m. Where congregational transport is not available AAA Transportation or the Salvation Army will provide it. When the congregation provides transportation, the insurance status of the driver and vehicle are the responsibility of the congregation. Drivers are considered highly responsible volunteers and as such should be cleared with respect to a safe driving record.

**Transport restrictions:** Drivers must know the mix of guests (men only, men and women, families etc) for which the shelter is prepared and not accept for transport guests that do not fit the mix/profile. **Persons not assigned to a congregation by the triage/assignment coordinator at the Salvation Army MUST NOT be accepted for lodging at the sponsoring congregation. ABSOLUTELY NO EXCEPTIONS.** This program is designed for guests that are under a case management plan and have a valid (Tuberculosis) TB card. This is for the safety of your volunteers and the homeless guests.

Questions about transportation should be directed to the winter shelter manager of the Salvation Army Hospitality House, 622-5411.

## Meals



A meal is served after the arrival of guests in the evening and a breakfast is served in the morning. If possible, provide a sack lunch for guests as they are leaving for the day.

Meals should emphasize protein and carbohydrates rather than sweets like desserts and sugared drinks. The chronic malnourishment that characterizes homeless persons is best addressed by evening meals like a hearty stew, meatloaf, spaghetti with meatballs, beef lasagna. These entrees may be complemented by vegetables, salads and breads.

Breakfasts might include egg and meat dishes or oatmeal with honey, complemented by fruit juice and milk. Coffee and tea are always welcome.

Volunteer teams that bring meals in must be instructed about safe handling of food and safe operation of any cooking apparatus necessary to warm the meals. These basic instructions in safe handling of food and safe operation of cooking apparatus should be posted in the kitchen area. Meals may be prepared in houses and brought in or prepared in the congregational kitchen.

Note, in particular, that all snacks must be individually wrapped. Snacks eaten from a common source, such as a bowl of popcorn, promote the transmission of germs.

## Security

There must be clear instructions posted in the shelter area as to what to do in case of medical emergency, an aggressive guest, or an aggressive person seeking to enter the shelter. Emergencies are by their nature unlikely to occur but, when they occur, the downside risk is great. There must be clear instructions as to how to proceed, if police are called during the night, regarding how to determine that it is safe to open the external door. In general, the

instructions shall be specific as to under what conditions, if any, the outside door be left opened during the night. The advantage of having two persons on duty during the night for the sake of safety should be clear.

Local law enforcement is made aware that congregations are housing guests on any given night. However, if in addition you have developed a working relationship with officers assigned to your neighborhood, you are encouraged to coordinate with them to enhance the likelihood of an effective response should there be an emergency. Under no circumstance should a person be admitted to a congregation who has not been referred by the Salvation Army.

**No individual other than those referred by the Salvation Army should be given shelter.** Instructions shall be posted as to how spontaneous visitors are to be treated and referred. No guest shall be taken to a volunteer's home or other personally owned facility nor should the volunteer provide support of any kind beyond that provided during and as part of the formal program.

**Any individual who leaves the facility or the designated smoking area without permission must not be re-admitted.** The individual should be reported the next morning to the winter shelter manager at the Salvation Army, 622-5411; that individual is no longer eligible to participate in ICH programs.

## **Health Issues**

Congregations are responsible for providing their own linens and they must be washed periodically between nights on which there are guests. Blankets provided by ICH are from FEMA and are not washable; they can be discarded after a few uses or sooner based on physical inspection. ICH coordinator will replace them when requested.

Children's toys shall be made of plastic or metal. Toys should be washed in hot, soapy water and dried after each night.

**Smoking must be restricted.** There will be NO SMOKING inside any congregations building. Smoking outside the building should be limited to a designated area that is lighted and equipped with ashtrays or butt cans.



Homeless persons are not a healthy group. Many have chronic alcohol and drug abuse problems. Many suffer psychiatric and medical conditions. The Salvation Army staff screens parish shelter visitors for medical and psychiatric problems prior to assignment. The Salvation Army will not refer any potential guest that shows any indication of alcohol or drug abuse, aggressive or otherwise problematic behavior, or signs/symptoms of acute medical disease to a congregational shelter. All guests have been cleared for Tuberculosis (TB) and alcohol screened. Only well, sober and case managed individuals will be referred.

Nevertheless, guests may have coughs or unanticipated social problems. Any symptom, medical or behavioral, will be assessed in terms of its impact on the individual and the group. If the guest seems to have a problem with management of one or more symptoms, or if a guest's

health appears to present a risk of any kind for others, there will be a clear plan for how help is to be solicited. Serious illness or behavioral problems will be managed by calling 9-1-1 for immediate assistance.

Coughing will be addressed by providing tissues and asking the individual to cover his or her nose and mouth when coughing. In order to protect the health and welfare of other guests and of volunteers, congregations must have available surgical masks, facial tissue, and a plastic waste bag for tissues to reduce the risk that any guest is transmitting disease through coughing.

**No medicines are to be distributed. NO EXCEPTIONS.** Volunteers who wish to wear surgical masks may state that they are for the protection of the guests.

Many of the homeless guests with sudden onset of symptoms will have had them before. It is always wise to ask him or her about past episodes and the manner in which he or she dealt with them most successfully.

**No medicines will be given to guests. This prohibition includes common medications such as aspirin. Cough drops are acceptable.**

The Interfaith Coalition for the Homeless operates a medical clinic that is available to all homeless individuals and it is located at the central in-take point for all programs. This clinic is staffed by a doctor and volunteer nurses. It is open every Monday, Wednesday and Saturday afternoons from 3:30 pm to 5:30 pm. It is located at the Salvation Army Hospitality House.

## **Clothing**

Congregations and churches may create clothing banks for guests. Socks, underwear, gloves and woolen caps are especially needed. Socks and underwear MUST be new. Congregations may hold clothing drives to sustain the clothing bank. Clothing for Winter Shelter guests also can be obtained through a voucher system with Primavera and St. Vincent de Paul. Please contact ICH if you would like to have vouchers to give to your guests.

## **Blankets**

If additional blankets or cots are needed, call Don Blascak, program coordinator at 275-5414 or dblasca@comcast.net. Once again, blankets provided by the Winter Shelter Program are expendable – please DO NOT wash them.

## **Other**

The times at which meals are served, the availability of food outside of meal times, and the times for lights out and rising shall be clearly posted or made known to the guests in some uniform way.

Guests cannot be required to attend a worship service. Several congregations have asked about requiring visitors to attend a congregation worship service. It is the policy of ICH to exclude this practice. It is permissible to provide counsel or prayer to any individual who asks for this activity. It must be the initiative of the guest.

# Standing Operating Procedures for Volunteers Winter Shelter Program

## PLEASE POST

1. All volunteers must have read the Resource Manual and been instructed in the particular operating rules of the congregation winter shelter program.
2. Be prepared for emergencies and unexpected events that give rise to concern. Know who to call for assistance under various circumstances.
3. Know the safety rules for medical health and behavioral management.
4. Keep good boundaries:
  - Guests are here for shelter, food and safety. Do not try to do more. They have case managers that will meet other needs.
  - Don't give out money.
  - Don't give your telephone number or address.
  - Don't give a ride in your car.
  - Don't take a guest home.
  - Do not promise anything you can't deliver.
5. Guests are human beings. Do enjoy their company.
6. Do respect their privacy:
  - Respect direct or indirect requests for respite from conversation.
  - Allow for personal space in the shelter arrangements and in your body language.
7. Remember that you will see the whole range of emotions, sometimes in the same person.
  - Do not respond in kind to anger or rudeness, but set limits.
  - Do not be overly responsive to gratitude, especially when it seems excessive.
8. Notice and work around any visual or hearing impairment.