

**HOLY ROSARY  
OFFSITE WOMEN'S SHELTER**

**A HANDBOOK  
FOR VOLUNTEERS**

Revised October 2017



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## HOLY ROSARY OFFSITE SHELTER MISSION STATEMENT

Holy Rosary Shelter is committed to:

- Helping homeless women by providing safe, secure shelter
- Providing a needed resource in response to growing homelessness within Seattle
- Fostering the growth of the community through nurturing and respecting the need of those less fortunate
- Upholding the dignity and freedom of all persons
- Promoting active service to the wider community

*The biggest "problems" you are likely to experience  
at the shelter are lack of sleep  
and time away from your family.*

*Thank you sincerely for those sacrifices!*

*Enjoy the gift of God's diversity in humankind and infect others  
with your good cheer and spirit.  
With basic "common sense" precautions,  
your work will be highly rewarding.*

## INTRODUCTION

In October 1999, Holy Rosary Parish began providing offsite emergency housing, two nights per week, for ten women each night.

Due to the significant development in the Seattle area, condominiums and commercial buildings have replaced much low-income housing. This depletion of affordable housing, along with the low minimum wage (many homeless women do work), as well as other factors, have left many women with no other alternative but to live on the streets. These are mothers, sisters, daughters, and grandmothers every night in Seattle without homes.

Several local churches and synagogues, including St. John, St. Mark's, Woodland Park Presbyterian and Temple De Hirsch Sinai, are successfully contributing to the solution of homelessness by providing offsite emergency housing.

Holy Rosary provides offsite emergency housing for ten women, on Saturday and Sunday nights. Because Noel House (a women's homeless shelter in downtown Seattle, run by the Archdiocesan Housing Authority) can only bed 40 women each night, the remaining women are referred to offsite shelters. Noel House only refers women to offsite shelters whom they have already screened for alcohol and drug abuse, and inappropriate behavior.

We depend on volunteers to provide this much-needed ministry to the homeless.

- Volunteer drivers transport the women to and from Holy Rosary in a bus purchased with a generous grant from the Boeing Employees Community Fund.
- Two overnight volunteers stay at the shelter with the women overnight. They set out the food, greet the ladies, monitor lights out, and wake the ladies in the morning. They are the hosts for the night.
- Hospitality volunteers provide a healthy snack each evening, including milk for the next morning's coffee and cereal.
- Another team of volunteers keeps the shelter organized, decorate, and ensure supplies are stocked.
- Laundry volunteers take the dirty laundry home each week and return it clean and ready to use.
- The facilities team keeps things running and helps with supplies.

To contact the volunteer coordinators, or committee members, or Noel House, please see the phone number section at the back of this manual. A volunteer coordinator will usually be available by phone. Noel House is staffed all night long, and specialists are always available to answer questions or help deal with situations IF they arise.

## ACKNOWLEDGEMENTS

This handbook was partially adapted from another created under the auspices of the Shelter Developer of the Archdiocesan Housing Authority (AHA). Please feel free to adapt it for your own use, kindly acknowledging the AHA.

## VOLUNTEER ROLES

Role	Description
Driver	Shuttle women to/from shelter on: Saturday night and/or Sunday morning and/or Sunday night and/or Monday morning
Hospitality	Bring hearty and healthy snack on Saturday or Sunday night and ensure the essentials are there such as milk
Overnighter	Spend the night at the shelter with another overnight volunteer from about 8:00 pm Saturday or Sunday night until 8:00 am on Sunday and 7:00 am Monday morning.
Supplies/Facility	Keep the shelves/drawers stocked with sundries, non-perishable snacks, juice, and other food. Help clean and decorate the facility.
Laundry	Take home the dirty laundry, wash and dry it, and return it folded to the shelter before Saturday evening.

## RELATING TO OUR GUESTS

### Focus On Simple Companionship

#### DO

Keep it simple. You're here to provide companionship and safe shelter. Be warm and friendly. Introduce yourself. Be yourself. Listen and give friendship, security, warmth, and acceptance. Know that the gift of your ministry helps our guests in some way.

#### DON'T

You are not a case manager or therapist. Don't try to save the world or solve an individual's life problems. Don't take on the role of "rescuer." Do not expect to meet every need. The needs of your guests will far exceed your ability to give.

Guests' healing, rehabilitation, or getting back on their feet takes a long time, much longer than the scope of your work at the shelter permits.

You can most graciously meet the needs of your guests by putting aside guilt over your relative good fortune and being open to the gifts of the spirit that your guests bring.

## **Guest Participation**

If guests offer to help out with clean up or food preparation, definitely include them. Doing things together is a good way to establish a connection.

The guests are expected to:

- Evening: assist with unloading and loading the bus and bringing linens to and from the third floor (with exception of those in poor health)
- Put NH bedding back in the sacks provided and help take them to the bus
- Put HR bedding and towels they used in the laundry baskets
- Empty their room trash container into the one in the main break room
- Wash down their bed with a spray solution of vinegar and water

## **Mutual Privacy**

Privacy is important to all of us. This shelter is ONLY for guests sent (screened) from Noel House, and volunteers. In order to establish a sense of community and safety for your guests and volunteers, do not allow anyone else in without proper screening. Unless they are shelter volunteers—if they don't have the code—DO NOT let them in.

### **DO**

Welcome your guests' stories

Outside the shelter, you may want to share your experiences from the shelter with friends and colleagues, but always maintain the privacy of your guest. This is a good way to promote understanding of the situations of people who are homeless.

### **DON'T**

Don't probe into their private lives

Don't allow your privacy to be breached – Don't give out your contact or other information

Never use a guest's name or identity outside the shelter

## **Giving Or Receiving Gifts**

It is unwise to borrow, lend or give money to your guests. Likewise, do not give or accept material gifts of more than token value, other than those provided by the Shelter at Christmas and other special occasions.

## **Contact Outside Shelter Hours**

Do not arrange to see guests in private situations, especially at your home or work. This is for your guests' safety as well as your own. Your guests are frequently vulnerable to emotional or other exploitation, intended or unintended.

For your own security, you are meeting persons with potentially complex personalities, and issues. You will know them rather briefly in a certain emotional phase of their life. Often there is more involved in a given situation than meets the eye. A person's illness may cause them to change dramatically in private surroundings in ways that you cannot anticipate.

Within these boundaries, if you chance to encounter guests outside the shelter, respond, as you feel comfortable. This includes anything from sitting down over a cup of coffee to crossing the street to avoid the encounter. Whatever you do, keep yourself and your homeless friend in a public situation. Do not give rides; go on shopping sprees, etc.

If you are unsure about what level of interaction outside the shelter is appropriate, talk it over with others in your host group or discuss it with someone at Noel House who knows something about the mental and emotional state of the guest.

## **Talking/Debriefing About Your Experience**

If you feel uncomfortable for any reason, excuse yourself, seek out another staff person, and talk it over.

The people you serve, as well as you those serve with, are all human, with human strengths and weaknesses. If a situation makes you uncomfortable, please discuss it with your co-volunteer or someone on the contact list (toward end of manual).

It is also true that you are in contact with people who are often in physical, psychic, and/or spiritual pain. Being a companion to someone in such a state can take its toll on your spirit. One of the best ways to help yourself deal with what you have witnessed is to talk about it with others. Sharing your stories, in ways that respect the privacy of your guests, can lighten your load. Sharing your insights can also be an important way to advocate for people who are homeless.

There may also be questions about how you should respond to someone or insights that might help the professionals who are working with one of your guests. Feel free to talk things over with Noel House staff as needed. They are very friendly, committed, and helpful.

## **RULES**

The following rules are posted and enforced at our shelter



- **NO ALCOHOL/DRUGS**
- **NO WEAPONS**
- **NO VIOLENCE AGAINST PERSONS OR PROPERTY**
- **NO VERBAL ABUSE OR THREATS TO CAUSE INJURY**
- **NO SEXIST OR RACIST REMARKS**
- **NO SMOKING OR EATING IN ROOMS**
- **SMOKING ONLY IN DESIGNATED AREA IN BACK OF BUILDING**
- **SMOKING ONLY BEFORE LIGHTS OUT AT 10:00 PM AND AFTER 6:30 AM ON SUNDAYS AND 5:30 AM ON MONDAYS**
- **LIGHTS OUT BY 10 PM**

### **Announce The Rules Each Night**

Guests need to be clear what the rules and expectations are, as well as know that they are in a place where they will be safe. We have established a minimal set of behavior infractions, which result in a guest being asked to leave. A review can be done as part of your welcome; e.g., "We want you to enjoy your stay here and to feel safe. That means, take it easy, be polite, clean up your own mess, and no alcohol, drugs, weapons, violence or threats."

**Regarding smoking:** Absolutely no smoking inside the building, INCLUDING ROOMS. The smoking area is on the first floor outside the kitchen area; doors must remain closed so that smoke does not return into the building. Smoking is not permitted between 10 pm and 6:30 am on Sundays and 5:30 am on Mondays. Guests must ensure that cigarettes are extinguished and disposed of properly in the metal container provided.

### **Enforcing Rules**

Enforce the rules conscientiously. Consistency is important in instilling safety and fairness for the whole group. Provide a shelter with enough structure that your guests can relax.

If a guest breaks the rules, you have a choice to expel them, or allow them to stay depending on your judgment and the seriousness of the infraction. If a guest appears remorseful after breaking the rules, it may still be emotionally difficult to expel them, even for a major infraction.

Remember, the eviction is more about providing the group (hosts and guests) with a sense of protection and security than it is about punishment for the infraction. Remember, too, that acting out and apologizing is an escalating cycle to which some people are addicted.

Call Noel House if you need help making a decision on expulsion or how to deal with the situation. Also, report any violations to Noel House, by phone if necessary, and ALWAYS in Noel House and Holy Rosary Logbooks.

**One more rule** is that no one under 18 is allowed in the building after 9:30. This allows for Hospitality volunteers to bring children to help serve food.

## **INTERVENTION**

*NOTE: THIS SECTION AND THOSE FOLLOWING ARE INCLUDED AS A 'WHAT IF' CONTINGENCY. WE HAVE HAD NO SERIOUS PROBLEMS OR INSTANCES AS DESCRIBED BELOW.*

There may be instances in which a guest becomes agitated or angry with you, another staff, or one of the other guests. First and foremost remain calm. Do not hesitate to call Noel House or 911 and ask for backup if you feel the situation is getting out of hand or if anything is being used as a weapon.

Speak calmly and gently, even if you are in a situation in which you must ask someone to leave. Do not adopt a confrontational stance or attitude. Be as helpful and conciliatory as possible. Try to help solve the immediate problem that gave rise to the crisis.

Actively listen. Keep repeating back to the guest what you understand to be his problem, e.g. "I understand that you feel upset that...."

Be a broken record. Keep repeating the primary thing that you need next, e.g. "I need you to speak more quietly;" "I need you to stop threatening Alice."

Repeat clear limits, e.g. "I understand that you want such and so, but I'm not able to do that;" "I understand you are angry with Alice, but you need to calm down before I can help with your disagreement."

Maintain a respectful distance from the guest in question, at least four feet. This is for your own protection as well as giving your guest her "space."

Never embarrass a guest no matter how abusive or emotional she is being. Acknowledge her anger or distress.

Focus on and keep repeating what you need her to do. Give her choices.

Do not block your guest's access to an exit. "Storming out" can be a necessary face-saver and you do not want your guest to feel trapped.

Do not usurp or interrupt the authority of another volunteer if the other volunteer originally addressed the issue. Do stand near for support and be ready to step in if the other staff asks you to do so.

Try to give yourself room for maneuvering. If the situation is escalating, in addition to calling 911 for police backup, position yourself behind a table or a counter-- anything that would impede a sudden lunge in your direction.

It's often helpful to have another staff person back you up. It's usually not helpful to have other guests enter the fray, but you can ask for their help in getting another staff person on the scene. Know that other guests are observing so it is important to be consistent and clear.

If you feel in any danger of losing your temper, allow someone less impassioned to take the lead. It is appropriate to say straight out, "I'm feeling hot under the collar, Ms. Volunteer, could you take the lead here talking to Alice Guest about the problem."

If more than one guest is involved in the crisis at hand, definitely get help from another host. Separate the guests and work one-on-one with them as above.

If the disagreement between two guests has escalated to the physical stage, do not try to separate the guests physically. With the help of another staff person, try to talk them apart. If you are in the position of asking people to leave because of the fighting, let them go at different times so that the fight is not continued outside.

If you have called 911 and the situation resolves, call 911 back and let them know the police are not needed.

If a guest decides to leave the shelter and you are unsuccessful at changing her mind, you may give her a bus ticket (located in the logbook). Guests may also choose to call a cab. If a guest does leave, please make sure to record that fact in the logbook so that Noel House will be informed. No guests may re-enter the shelter after they have left for the evening.

Again, volunteers may call Noel House at any time, and particularly if any confrontation arises and they can help with the situation.

## **Suicide Threats**

Address all suicide threats or comments by asking if they have a plan to carry it out. In general, the more specific they are, the more serious the situation is. One volunteer should be questioning the person, while the other calls Noel House (206-456-3450), or if it seems imminently serious, the Crisis Line (461.3222). Get the person on the phone with trained staff (Noel House or Crisis Line) as soon as possible.

Also, if a person is acting or behaving despondently, it is appropriate to ask them if they are considering harming themselves.

**In either case, if they have a plan, find out how specific they have gotten in their thinking and how soon they plan to take action. Secure a firm commitment, in writing if possible, that they will not harm themselves within the next 24 hours.**

If they are considering suicide with a tool they have in hand, ask them to allow you to take it into custody for their protection. Ask them if they want to be hospitalized for their own protection.

Likely, arrangements to get the person to trained help will be taken, but if not, keep a suicide watch on the person through the night; that is, assign a staff person to talk with the person as needed. Keep an eye on the person even when they appear to be sleeping. It is a good idea to set up the guest's sleeping situation so that they are away from an exit, thus reducing the opportunity to slip away in the night.

## **Questions To Consider When With Guests**

When in doubt about your response to a guest, here are some questions to ask yourself:

- If I do this, how will it make our guest feel?
- What will this person expect after this? What will other guests expect? Am I starting something that shouldn't be started or that can't be carried out due to circumstances?
- Will this empower our guest?
- I see my role in this, but what role do our guests see me in?
- What are my limits, and have I made them clear?

## **HEALTH AND HYGIENE**

Many homeless are in poor health due to the stress of their living conditions, poor nutrition, and exposure. In fact, they are more vulnerable to your illnesses than you are to theirs. Protect them and yourself by using common sense health precautions such as covering your mouth if you cough or sneeze. Wash your hands frequently when you are on duty. During flu season, you may want to consider getting a flu shot yourself.

### **Medications**

Because of possible liability, do not give medications to the guests. Even over-the-counter medications like Tylenol, cough drops, Maalox, and Advil can cause problems if taken in excess. These products are available at the shelter. You may offer them to guests, but don't put them directly in their hand. Place the dose or pill in a dixie cup, and let the guest take it herself.

### **Bodily Fluids**

ALWAYS use latex gloves in situations involving bodily fluids. Be very careful not to contaminate yourself or your clothing in such situations. Always use bleach to clean

up areas that have been contaminated with bodily fluids. Always use gloves when handling used bedding and towels, even if bodily fluids do not appear to be involved.

## **Bugs**

Lice and other cooties can pass to others who come into intimate contact with clothing, bedclothes, hats, or hairbrushes of people who have the pests. Lice can be a real problem for guests in a shelter situation. All mattresses should be covered with impermeable waterproof material. Each guest should have clean bedding and towels. At minimum, blankets must be "burned" between uses by different clients. Burning involves unfolding the blankets, placing them loosely into a dryer, and tumbling them with hot air for a half-hour so that they will get uniformly hot enough to kill any lice eggs.

Even if a guest expects to be back the next night, she should not be allowed to leave her bedding at our shelter. This is because the guest's plans or those of Noel House might change in the interim.

If you notice one of your guests itching a lot, mention the fact to her mental health professional, which should be able to get the person some treatment.

## **Linens/Beds/Pillows**

Noel House provides linens. Each guest is responsible for taking and setting up their own sleeping area. Two sheets and one blanket are the norm, unless Noel House indicates differently. Each room has a bed and a pillow. Guests are responsible in the morning for wiping down the mat/pillow with a spray solution of vinegar and water that is also in each room. Guests should also place their used linens in bags to be returned to Noel House. In the morning, guests are required to leave their rooms in a clean and orderly state.

If the bedding from Noel House does not fit the bed or the ladies want extra blankets, there are more blankets in the storage closet at the end of the hall. There are also sheets and pillowcases in the closet in the host room. In addition towels and wash clothes are located in the closet in the host room.

## **MEDICAL EMERGENCIES**

In the case of medical emergency, one staff person call 911 to request an Aid Car, then wait at the door for the medics to arrive. Also notify Noel House at 206-456-3450. Another staff person should stay with the guest until help arrives. In a case involving, or potentially involving, bodily fluids, immediately put latex gloves on so that you can be free to use your touch to calm and help the person without putting yourself at risk.

## **FACILITY ISSUES**

### **Security**

Allow no one in the building that is not connected with the shelter. If someone rings the doorbell and wants in, they do not belong there. If they belong, they will have the code to get in. We want to keep everyone safe.

No one but Holy Rosary and Noel House should know the location of our guests.

When you arrive, check that all doors are bolted from the inside. This includes the first and second doors to the smoking hallway. Check to make sure that five doors *and* all the windows are locked on the first floor and basement: front door, kitchen door, stairway door next to kitchen, pre-school door in basement, basement door leading out to Genesee Street. Check again before lights out in the evening and before you leave in the morning.

The firewall doors at each end of the hallways need to be closed at all times. (It's obviously okay to prop them open as people come in and out, but as people get settled, please close them.)

No children under eighteen years of age are permitted to stay overnight in the shelter.

### **Telephone**

Overnight volunteers are encouraged to bring their cell phones if they have one. Please make sure the overnight coordinator has your cell phone number. The shelter telephone is on the third floor by the north door. Guests are free to use the phone, with a ten-minute limit on calls. Guests may not give out the shelter telephone number unless a volunteer gives permission. We do not want the line tied up with incoming calls, unless they are for volunteers. The number is 937-1488, ext. 233. Long distance and 1-800 numbers are blocked.

### **Plumbing & Heating**

Shelter workers report that every once in a while, huge amounts of toilet paper or other objects are found crammed into toilets. Monitor the toilet scene and be prepared with plungers and rubber gloves. If you know who has done the damage, it is appropriate to ask them to clean up.

If you need to adjust the heat, try the valve on the underside of each room's radiator. Heat has been a problem (too little/too much) because the shelter is on the top floor, and heat rises! Make a note in the log if it is comfortable, too cold, or too hot. We will work it out with your help.

## Rooms

The Holy Rosary Shelter provides 7 rooms for guests. The volunteers' staff room is clearly marked. Guests are not to be in the volunteers' staff room without permission. Each room is numbered. Noel House staff will have assigned room numbers to guests before loading the bus.

Room assignments come from Noel House and the ladies are to follow those assignments without questions. If anyone is unhappy with their room, they are welcome to leave.

## Locks

The supply closet is located down the hall on the right. The key to open it is on the staff room desk. If you need an item, please take it, keeping in mind that the boxed foods and juices are for the lunches. Please lock the door when you are finished. Juice and popcorn if hospitality does not show are in a closet in the hospitality room.

Sheets, towels and pillowcases are in the staff room closet.

In the closet on the south end of the building are extra blankets and toiletries. Also refer to the list in the staff room for other items that might be needed, such as sheets.

## OVERNIGHT ACTIVITIES

### Drivers

The **drivers** are responsible for transporting the ladies to and from our shelter. Each evening they drive the van to the downtown shelter and pick up the ladies. In addition they collect the bedding and bring that to our site with the ladies. They read the room assignments to the ladies before they leave downtown in case there are concerns. Each morning they return the ladies from our shelter to the downtown locations.

### Hospitality

A **hospitality volunteer** is responsible for providing a hearty and healthy snack, such as boiled eggs, lunchmeats, or other non-sweets. During the cold, winter months, our guests really love it when there is something hot for them to eat at the shelter, i.e., warm soup or chili or even pizza.

Before bringing food, they need to check the shelter to see what is there. We need  $\frac{1}{2}$  gallon of milk and bread in addition to the snacks. However do not overstock the refrigerator as space is limited and we do not want to throw out food that is not consumed during the weekend.

They may deliver the food before the guests arrive and store it in the refrigerator. Alternatively, they may show up about the time the guests arrive so that they can meet or greet them. Volunteers are welcome to bring family members during this ministry, but due to limited space and privacy issues we ask that all hospitality volunteers leave the third floor by 9:30.

## **Overnighters**

The **overnight team** is responsible for preparing for the arrival and chaperoning the ladies for the time they are there. Following is the main responsibilities for the **overnight team**. More detailed activities and times are included in the appendix for the roles.

## **Evening**

- Arrive by 8 pm - Set snacks and food out for the group are presented in a way that would make the Heath Department proud. That means, for example, that foods are dished out or in individually wrapped portions. People who serve or prepare food should wear gloves if they are touching the food.
- Greet the women at the first floor door. Visit. Check doors again, and lights out at 10 pm.

## **Morning**

- About 6:45 am (Sun.) or 5:45 am (Mon) - Make coffee.
- Put out juice, milk, and cereal for our guests in the morning.
- Begin knocking on doors and waking the women.
- Remind the women that they can create a snack back and take any leftover food.

## **Monday only:**

- Tell women to spray clean their mattresses and take the bedding in the sacks provided back to the van.
- Remind the ladies to put all Holy Rosary bedding and towels in the laundry bin at the end of the hall.
- Empty garbage cans and take all garbage out back door (by smoking area).

## **Lights Out/Wake Up/Departure**

Lights are turned out in the hallway and social room by 10 pm. If you wish to leave a light on in the Hospitality Room, please use the energy efficient one above the snack area.

Guests may choose to keep the light on in their individual room if preferred. Night-lights have also been provided for them. Volunteers will begin waking the guests by 6:50am (Sun.) or 5:50 am (Mon.) unless a guest asks to be awakened earlier. All



guests must be loaded on the bus and ready to leave by 7:30 am (Sun.) or 6:30 am (Mon.). Guests may leave earlier, e.g. if they have to get to work. Otherwise, all guests **must** return on the bus. Please note all non-bus departures in the logbook, for Noel House's information.

Be sure to check all windows in each room to make sure they are closed and locked after our guests leave. Close the door to the host room so it is locked.

In case of snow or other events that may keep the driver or bus from taking the women back to Angeline House, please direct the ladies to the bus stop at Calif Ave SW and SW Alaska

## PHONE NUMBERS / EMERGENCY INFORMATION

Cynthia McGee	House On-Call Supervisor	206-437-7448
Shelley Neal	Overnight Coordinator	206-941-1399
Matt White Russell White	Driver Coordinators	206-719-3221 206-719-3591
Diane Redenbaugh	Hospitality Coordinator	206-375-3952
Judy Johnston Ellen McGovern	Ministry Team Leader (supplies, etc.)	206-932-1488 206-937-8658
Scott Stoefen	Maintenance and Facilities Problems	206-409-0355

## EMERGENCY

Emergency Medical, Police or Fire	911
Holy Rosary Rectory	206-935-8353
Noel House	206-456-3450
Crisis Line	206-461-3210
Parish Center Phone	206-937-1488

## ADDRESSES

Shelter Address	4152 42nd Ave. SW
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Holy Rosary Church	4210 SW Genesee Street
Noel House	118 Bell Street

## WHAT TO DO IF....

### **There are no Drivers**

If the bus has not left upon your evening arrival (at or before 8:30PM), call that evening's Driver right away.

If Driver cannot be reached or is not able to drive, call Russell White or Dan Jensen to see if they can quickly pick up the Ladies at Angeline House.

If you cannot reach them, call Shelley Neal, or Diane Redenbaugh. If no Drivers are available, someone needs to call Noel House so they know the ladies will not be collected that night.

### **There is no Hospitality:**

Call that evening's Hospitality right away if the food is not there upon your evening arrival.

If Hospitality cannot be reached or is not able to deliver, please use what you have. There are limited supplies in the closet. Some people choose to make a run to the store but that is their choice.

### **There are no Overnights:**

If Overnights are not on hand when a Driver delivers the Ladies to the Shelter, then she/he will call that night's Overnights and stay with the Ladies until one of the Overnights has arrived.

If the Overnights cannot be reached, then the Driver will contact Shelley Neal or Diane Redenbaugh, and wait with Ladies until an Overnighter has arrived.

## FAQs

### **1. What if We Suspect Substance Abuse?**

Assess the situation. If the woman is coherent, try to find out what she took or drank.

- If it's only alcohol and the guest is slightly impaired, use your judgment whether she should stay. Ask them for any remaining alcohol they have in their possession and confiscate it.

- If it's any other substance, and/or the woman is barely, or not coherent, see advice (below) from Noel House (NH).

Note: Typically, substance abuse means the woman will not be invited back to our shelter.

**A volunteer wrote:** One morning we had a woman obviously on the nod from some drug. We could barely get her dressed and down the stairs as she was a large woman and couldn't stay conscious. Then she disappeared! And we finally found her passed out on the toilet; how she got back upstairs I don't know. If we hadn't had a snowy morning, the bus would have been ready to take off before we were able to locate her and might have left her behind.

**NH Response:** "First, we try not to send you women who tend to overdose on substances as this can be quite scary and labor intensive. Call NH immediately. When NH runs across someone who is dozing and not responsive, we try to get their attention by speaking loudly and letting them know we need a response to know that they are all right. We then ask the woman to stay awake and speak with us for at least five minutes so that we can further assess her. If the drugged person is not able to do this, it is a sign that she may have overdosed on a drug and therefore needs to be seen by medical personnel. Call 911.

Many people do not like it when an ambulance is called because the medics give a shot to help bring people to sobriety that is quite unpleasant. It is very important to call the medics in this situation no matter how much the person may protest as this can be a life threatening situation and we are not trained to know whether someone's state of toxicity is too dangerous to maintain.

Please, always keep in mind that the staff here at Noel House is a resource for you at any time of the night or day. There is always someone awake and on duty ready to answer any question or just brainstorm on an issue you all may be experiencing. The staff may also be able to check in with a woman over the phone about an incident and they are also available to welcome a woman back to Noel House for the evening if a certain incident necessitates that she leave your space."

## **2. Snow and Ice?**

Every so often we cannot drive the bus due to weather conditions. Please do NOT drive your personal car downtown for your safety, as well as for liability reasons. We will try to always keep a stash of bus tokens on hand, in the white overnight binder in the staff room. If not, please give our guests bus fare money and HR will reimburse you.

## **3. Tardy volunteer?**

When this happens, it usually means someone forgot. We all do our best but sometimes things happen. We are very thankful for all that our volunteers do.

**Evening:** If the van has not left by the time the overnigheters arrive, the overnigheters should call the driver to investigate why they're not there yet. If you can't reach the driver, please call one of the team listed in the host room.

If the driver arrives and no overnigheters are there, please call the overnigheters listed on the roster in the host room. If you can't reach the overnigheter, please call one of the team listed in the host room.

**Morning:** If the bus has not arrived by the scheduled time, call the driver listed on the roster. If you can't reach the driver, please call one of the team listed in the host room.

#### **4. Missing bedding and towels.**

Sometimes the ladies forget to put the beddings and towels they get from us in our laundry bins. Please remind the ladies on Sunday night and Monday morning to return our bedding and towels to the laundry bins.

#### **5. No show on hospitality?**

Sometimes the hospitality volunteers forget too. Don't sweat it. Don't run out and buy anything. The women ate dinner downtown already. There's always popcorn. And, if there is no milk in the morning, there is usually a stash of hot cereal and toast fixings. It is suggested that hospitality folks only bring a half-gallon of milk instead of full gallon on Sat night.

#### **6. Anti-Sweet Tooth? Can't imagine it, but...**

During the holidays, some guests vehemently complained about extra sweets we offered, including packets and baked goods the HR students lovingly prepared. If this happens, don't take it personally and just remind them they don't have to take it or eat it, and that we have only good intentions.

#### **7. Too Hot? Too Cold? Just Right?**

Each room has a knob on the bottom of the heater that the ladies can adjust. They are not easy to find but they are there.

#### **8. Who You Gonna Call? Building Busters**

For plumbing, radiator, flooding, or other building related problems, call Scott Stoefen (409-0355).

#### **9. What do you do if a guest wishes to leave during the night?**

At times, a guest may want to leave the Holy Rosary Shelter. Reasons may include, but are not limited, that she is sick and requires treatment in a hospital, she may not be satisfied with her room assignment, or that she has other plans for the evening.

(All of these are reasons that have been given in the past!)

If a guest leaves the shelter for any reason, medical or otherwise, she must understand that she will not be re-admitted. If an ambulance takes her to a hospital, it is important to let the aid workers that she will not be re-admitted to Holy Rosary. If a guest does choose to leave the Holy Rosary Shelter, and wants to return to another shelter, she can return to Angeline's: 2030 3rd Ave after 9pm.

If there are any questions about re-admittance, please contact the staff at Noel House.

## **APPENDIX A – Overnight Volunteers**

### **TIMELINE AND ACTIVITIES:**

#### **8:00 PM Arrive at shelter**

- Lights on (hall and hospitality room)
- Get your bed ready
- Confirm pillows and pillowcases are on each bed
- Set out/up hospitality food if not already done (check refrigerator)
- Review the last few entries in the HR logbook regarding pertinent information from volunteers
- Extra time? – Review manual (bodily fluids, intervention skills, etc.)

#### **8:15 – 8:30 PM Bus Arrives**

- Driver brings log sheet with room assignments and bags of bedding (1 blanket and 1 sheet per lady)
- Greet/ welcome women
- Remind guest of Rules and Responsibilities posted in hall and in each room. And remind them of times – lights out at 10 pm, wake-up 7:00 am on Sundays, 6:00 am on Mondays, bus leaves at 7:30 am on Sunday and 6:30 am on Monday and enjoy their stay!

#### **10:00 PM**

- Set up coffee for breakfast
- Parish Center Door Check – After all smokers are inside, make sure all outside doors in the parish center are locked. You might want to take the Floor Plan and a flashlight (staff closet shelf) with you.
- **SET ALARM CLOCK FOR 6:45 AM (SUNDAY) / 5:45 AM (MONDAY)**
- **LIGHTS OUT** in hall and hospitality room
- Leave bathroom light on

### **MORNING**

#### **6:45 am on Sunday / 5:45 am on Monday**

- Wake Up
- Start coffee
- Set out breakfast food

#### **7 am on Sunday/ 6 am on Monday**

- Turn on hall lights
- Start waking up women (may take several tries). Some women prefer to sleep an extra 10-15 minutes and skip breakfast.

- Breakfast time! Encourage ladies to take snacks from the previous evening so it is not wasted.
- Let guests know driver will be here at 7:25 / 6:25 am to start loading - Bus leaves at 7:30 am / 6:30 am
- Remind women to check responsibility list in their rooms (trash, clean mats, let mats dry against wall but away from heater). They must take their personal belongings with them even if they are staying Sunday night. They may leave their bedding.
- Women put bedding in Noel House bags (Sunday night) or on Saturday night if not staying Sunday night

**7:15 am on Sunday / 6:15 am on Monday**

- Check rooms again and make sure all guests are awake and aware the bus will be leaving in 15 minutes
- Driver will come to get bus keys if necessary (If the AM and PM driver are one and the same, he/she might have kept the keys overnight)
- Bus arrives. It is your responsibility to make sure the guests are ready and bus loaded by 7:30am / 6:30 am.

**7:30 am on Sunday/ 6:30 am on Monday**

- Guests depart
- Make sure all rooms are free of trash and beds are away from heaters with windows closed
- Clean-up kitchen area
- Write in log books
- Make sure storage room key is on the staff room desk
- On Mondays, take all garbage to the dumpster-outside 1st floor kitchen door, and place the recyclable and compostable bags in labeled garbage cans in the 1st floor kitchen.
- **Time to go home! Thank you for all your help!! God bless!!**

**The outside door will lock upon closing.**

## APPENDIX B - Drivers

### TIMELINE AND ACTIVITIES:

#### Evening Schedule (Sat / Sun) with goal is to return to HR Shelter by ~8:15pm)

##### Leave HR with the Van at 7:30pm

- The van keys are located in the Parish Center – 3rd floor Host Room closet, (Need building code and Host Room code)
- Collect a new Room/Bed Assignment sheet from the binder in the Host Room
- When you leave, take the pylons (cones) from the front of the van and block the parking spot off in front of the Rectory.

##### 1st Stop - Angeline House / YWCA (~7:45pm)

- **Directions** (2025 3rd Avenue, between Virginia & Lenora):
  - Take 99 to the Seneca Street Exit
  - Left on 1st Ave
  - Right on Virginia
  - Left on 3rd Ave (Angeline is on right, North end of block)
- **Parking:** use the Load/Unload parking spot up in front of the YMCA
  - **Turn on emergency flashers**
  - If Load/Unload zone is full, just park in street, but position passenger entry door at an opening between parked cars.
- **Collecting Shelter Guests:**
  - Take the Room Assignment Sheet into the Angeline lobby - leave van's passenger doors open so women can start loading.
  - A YMCA staff member will fill out the Assignment Sheet.
  - Before leaving Angeline, use the Assignment Sheet to announce the room/bed assignments to the guests and verify all guests are on board
  - NOTE that sometimes a guest will get off the van if they do not approve of their room/bed assignment. That is OK and is NOT the Driver's responsibility to work out an alternative solution.

##### 2nd Stop – Noel House (Saturday night only, unless new guest on Sunday):

- **Directions** (118 Bell Street, between 1st & 2nd Avenue)
  - Head north on 3rd Ave to Bell
  - Left on Bell and cross 2nd Ave.
  - Right into alley – at end of 1st building will see a chain-link room on the right
- **Collect Bedding:**
  - Women's bedding is located in a basement room (a locked, chain-link fenced – called the "Cage")



- The key for the room is on the van's keychain.
- There should be 1 bag of bedding per woman. (If not enough, go to Noel Lobby on Bell St. and ask for addition bedding).
- Before leave, be sure the Cage door is closed and locked.
- 

**3rd Stop - Return to Holy Rosary**

- **Directions:**
  - Drive North through the alley to Battery
  - Right on Battery St.
  - Right on 2nd Avenue
  - Right on Bell St (or continue South to Columbia)
  - Left on Elliott St.
  - Follow to Alaska Way Viaduct (Hwy 99) on ramp
  - Hwy 99 to West Seattle Bridge, and eventually Holy Rosary
- Pull the van in front of the Parish Center, help the women exit, and assist with the bedding.
- Give Room/Bedding Assignment Sheet to Overnighter Host
- Park the van and return the Van Key chain to the Host Room closet
- Note any anomalies and/or issues on the Overnight Log

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**Morning Schedule (Sun / Mon)** with goal to depart 7:30am/Sun & 6:30am/Mon

**Arrive at the Parish Center ~7:15/Sun or 6:15am/Mon**

- The van keys are located in the Parish Center – 3rd floor Host Room closet.
- On Monday, also pick up Safeway Fuel Gift card in closet.
- When you leave, take the pylons from the front of the van and block the parking spot off in front of the Rectory.
- Drive the Van around the block and pull up in front of the Parish Center.
- Assist the women into van.
- ON MONDAYS - load used bedding into van

**Sunday Morning Stop:**

- **Angeline House/YWCA:** (2025 3rd Avenue, between Virginia & Lenora)

**Monday Morning Stops:**

- 1) **Mary's Place** (1830 9th Ave)
  - Pull into parking lot entrance just past Mary's so women do not exit into traffic.

- Driver should exit van 1st to assure women walk around front of van to sidewalk (vs. into traffic on outside of van).
- 2) **Angeline House/YWCA** (address above)
  - While Angeline does not open until 8am, some guest like to go and wait
- 3) **Noel House:** (118 Bell Street, between 1st & 2nd Avenue)
  - Return bedding to Noel's ally-located basement room on Monday mornings
- 4) **Women's Wellness Center** (1900 2<sup>nd</sup> Ave)
  - Stop the bus across the street so women are let off on the sidewalk.

**Final Stop - Return to Holy Rosary**

- Return the Van to the parking stall in front of the Rectory. Return the Key to the host room closet. Make sure the Parish Center door closes & locks when you leave.
- **Monday AM drivers - please remember to fill the gas tank.**
  - Use Safeway fuel gift card (from Shelter Host closet).
  - Before returning to Holy Rosary head up to The Admiral Safeway Gas Station (Across from the Metropolitan Market) and top the gas tank off with DIESEL, the tank is on the driver's side and key is on the ring.
- Please leave the gas receipt and the card in the logbook and note that the tank was filled.
- If the fuel card is running low (less that \$20 remaining) email Russell White so that a new card can be provided.

## APPENDIX C - Hospitality

### TIMELINE AND ACTIVITIES:

The responsibility of **Hospitality** is to bring a hearty snack for the evening as well as something to add to the cereal provided for breakfast. The ladies get dinner at Angeline's but sometimes they choose not to eat it or they are still hungry.

Remember some of the ladies have dental issues so foods that are easy to chew are appreciated. Some ideas:

- Pizza, soup, or sandwiches (something hot is appreciated especially on cold nights)
- Chips and salsa or crackers and cheese
- Cookies or some light dessert
- Fruit (softer fruit is better like bananas, grapes, oranges instead of apples)
- Hard boiled eggs
- Yogurt
- Coffee cake or small donuts or muffins
- In addition please be sure there is 1/2 gallon of milk. For the morning, please bring something to add to the cereal already provided.

**Please check the fridge first.** Sometimes there are supplies from the previous weekend or from the school milk donation. If you bring more than can fit in the small fridge, it will go to waste.

Please put the snacks on the table in the kitchen area on the third floor or in the fridge as needed. We ask that you leave a note so those coming to help with the overnight know all the things to look for - and who brought them so we can log it.

### Timeline

Deliver the food before the guests arrive and store it in the refrigerator. Alternatively, you may show up about the time the guests arrive so that you can meet or greet them.

Volunteers are welcome to bring family members during this ministry, but due to limited space and privacy issues we ask that all hospitality volunteers leave the third floor by 9:15 pm.

## **APPENDIX D - Health & Safety**

The following precautions should be adhered to at all times:

- Be aware of emergency exits and evacuation plan for each service site. Find out where the emergency and supplies and first aid kits are stored.
- When handling dirty blankets, sheets, towels or soiled clothing, always wear latex gloves and hold the items away from your body.
- Always wash your hands and wear gloves when handling any food. If you switch tasks, from handling food to taking out garbage, always change your gloves.
- Plastic utensils should always be thrown away, never reused.

### **Important Safety Rules**

Violation of these rules may result in a client being asked to leave immediately. The following activities are prohibited at all times:

- Threats or use of violence towards other participants, staff or visitors
- Verbal abuse or harassment of other program participants, staff or visitors
- Possession of weapons, dangerous flammables or explosives
- Theft or other illegal activities
- Destruction of property
- Use of alcohol or illegal substances in the building is prohibited.
- Contributing to conditions that threaten the safety of the program and its participants.
- Allowing anyone access to the Parish Center without staff knowledge. Only staff may open the front door.

### **Communicable Diseases**

Like all shelters, the Holy Rosary Shelter is a high-risk environment for communicable diseases. Be mindful of your health: do not come to work if you are feeling sick, wash your hands frequently, and stay informed of job-related health risks. Noel House Programs can provide communicable disease training for all staff annually.

Be aware of clients' health concerns as well. If you observe a client with symptoms of a communicable condition (such as a chronic cough, lice, or an open wound), please talk to her about it. Noel House Programs may require her to seek medical care before returning to our program. Please contact Noel House if such an issue arises.

## **Lice and Scabies**

Any woman with lice or scabies must get treated and bring verification to Noel House that treatment has been established. Anyone who contracts lice or scabies should save their receipts for treatment products in order to be reimbursed by Noel House. If staff goes to the doctor this is covered by workmen's compensation. Tell the physician that we are "self-insured" and bring appropriate paperwork.

## **Bed Bugs**

Bedbugs are efficient hitchhikers and are usually transported on luggage, clothing, beds, furniture, etc. This is a particular problem for hotels, motels, and apartments, where turnover of occupants is constant. Their medical significance is mainly limited to the itching and inflammation from their bites. Infestations also may cause anxiety, embarrassment, and loss of sleep. Noel House Programs has steps to reduce the risk of infestation in our facilities.

When a client first arrives at Bakhita Gardens:

- Client belongings are treated for bed bugs at the Concierge Desk before belongings may be brought to residential floors.

When there is a bed bug sighting:

- Make a logging about the report, including client name, bed #, when she saw the bug(s) and approximately how many. Assure the client that Noel House will address the issue.

When a client reports bed bug bites:

- Check the bites or ask her to describe the bites. Bed bug bites are itchy and usually occur in threes.
- Make a logging about the bites, including client name, bed #, when she believes the bites occurred and whether you believe they are bed bug bites.
- Encourage the client not to scratch the bites because they could become infected. If the bites are infected, refer her to get medical evaluation as soon as possible.

## **APPENDIX E – Noel House Intervention Suggestions**

When intervening in a crisis situation, try to seek the good of the individual while seeking the good of the whole community. Remember to RESPOND, NOT REACT, to the situation.

Most crisis situations do not occur without some warning. Early interventions with women who appear distressed or agitated will prevent a crisis from happening. The most important part of your responsibility is to BE AWARE AT ALL TIMES.

### **Verbal Response**

- Low, calm voice
- Short sentences
- Use the woman's name

### **Body Posture**

- Feet planted firmly
- Hands open and visible
- Get eye-contact (use your best judgment)
- Use slow movements
- Move in a way showing you are in control (move deliberately; never run)

### **NEVER**

- Point your finger at a woman, shout, ridicule, be condescending or challenging, lose your
- Temper, intimidate, or use threats.
- Engage in a physical confrontation with a woman.
- Embarrass a woman no matter how abusive she is.
- Interrupt another staff's intervention. Do stand near for support and be ready to step in if your coworker asks you to do so.

### **ALWAYS**

- Give the woman the space (physical and psychological) to back off. Have patience and confidence.
- Be clear and stay focused on the behavior at hand that is causing a problem. Do not get sidetracked into a discussion of who started what, but focus on what you observed and what you need the woman to do.
- Acknowledge their anger or distress, i.e. "I understand you are upset..."

- Give the woman choices. For example: “You may stay and lower your voice or you may leave. It is up to you.”
- Keep repeating what you want the woman to do. Use “I need” statements. (“Lower your voice” or “I need you to leave the shelter”).
- Back up your coworker during an intervention.
- Let others know if you have set any limits on a woman or given a warning.

Know that other women are observing so it is important to be consistent and clear. If necessary, ask them to get other staff for assistance.

## EMERGENCY

### **IMPORTANT: MAINTAIN SILENCE DURING ALL EMERGENCY EVACUATIONS.**

- EVERYONE Remain calm and quiet; Hysteria prevents clear thinking.
- Act as quickly as possible.

### **FIRE:**

Assess the situation.

#### **In the event of a small fire:**

- Volunteer 1     Call 911.
- Attempt to put out the fire with fire extinguisher (by middle staircase).
- If fire is under control, close windows and doors to minimize oxygen flow.
- Exit the building.
- Volunteer 2     Grab logbook and shelter manual.
- Lead guests out the exit staircase by the staff room. Do not go down the other stairwells as doors may be locked.
- Congregate on the church lawn across the street.
- Take attendance.

#### **In the event of a larger fire, or a fire that appears to be getting out of control:**

- Volunteer 1     Lead guests out the exit staircase by the staff room. Do not go down the other stairwells as doors may be locked.
- Volunteer 2,     IF POSSIBLE, gather a cell phone, logbook and staff manual.
- IF POSSIBLE, close windows and doors to minimize oxygen flow
- Follow the others out the same staircase.
- Everyone:        Gather across the street on the grass, next to the Church.
- Volunteer 1 -    Make emergency phone calls.
- Volunteer 2 -    Take attendance
- If exits are not available, use alternate staircases or exit doors.



## **EARTHQUAKE:**

Immediately **STOP, COVER, and HOLD**. Take cover under tables and beds, as far away from windows as possible. Cover your head with your arms as a protection against falling debris.

*When possible,*

- Volunteer 1 - Exit the building with the guests.
- Volunteer 2 - Collect the cell phone, staff manual and log. Exit the building.
- Everyone - Gather across the street on the grass, next to the Church.
- Volunteer 1 - Make emergency phone calls.
- Volunteer 2 - Take attendance

**STOP** - Do not run – avoid the instinct to “take flight”

**COVER** - Quickly move to a safe place, under a door jam or table, etc., away from windows and mirrors and/or cover your head with your arms.

**HOLD** - Be sure to hold onto a table or brace yourself in a safe place