

Severe Weather Shelter
Mission Statement

To extend the love of Christ by providing transportation, shelter, dinner and breakfast during severe weather to homeless singles in the Tualatin/Tigard area.

*Then the righteous will answer him, "Lord, when was it that we saw you hungry and gave you food, or thirsty and gave you something to drink?
And when was it that we saw you a stranger and welcomed you,
or naked and gave you clothing?
And when was it that we saw you sick or in prison and visited you?"
And the king will answer them,
"Truly I tell you, just as you did it to one of the least of these
who are members of my family, you did it to me."
Matthew 25:37-40*

Shelter Culture and Routine

Our primary goal at the Rolling Hills Community Church Severe Weather Shelter is to provide a safe, calm, and predictable environment for both guests and volunteers. Because we are a crisis shelter our scope of service is limited. A consistent routine in the shelter establishes norms and demonstrates our philosophy. In the long run, a consistent routine promotes safety and calmness.

A shelter, like a community, develops a culture. The process and structure we provide in the shelter help determine the culture. By maintaining our process and structure we provide consistency to a rotating staff and transient guests.

With up to 18 guests per night the shelter can become a busy place. Guests have many needs and wants and, because of their situation, it can be tempting to try to gratify them. Remember, there is only so much you can do. You may have to make some unpopular decisions to maintain calm and balance in the shelter. Remember that some of our guests are homeless because they have found it difficult to make sound decisions. We want you to feel comfortable at the shelter and return to volunteer again. If you run into any difficulties please do not hesitate to call one of the team leaders listed at the front of the book.

PLEASE REMEMBER:

Our focus is to provide a warm welcoming, safe, and non-judgmental place for our guests.

WE LISTEN

But do not preach or offer counseling

PLEASE RESPECT

Our guests' privacy in their own space

PLEASE RESPECT

**The confidentiality of each guest,
Do not share their name, age, or specifics of their life stories with others.**

Ministry Description

Ministry: Severe Weather Shelter

Title: Overnight Host

Description: This person is responsible for helping overnight guests feel safe and comfortable at the Severe Weather Shelter.

Time Commitment: 5:30 PM until approximately 8:00 AM

Responsibilities:

- The volunteer will greet and sign in all overnight guests and provide initial orientation of the SWS facility and its rules.
- Will arrive approximately 5:30 PM review the SWS Overnight Host Checklist and prepare the facility for the guests' arrival at 6:00 PM.
- Will spend the evening helping the guests feel comfortable and safe in the shelter. This may include playing games, putting together puzzles, and just talking during and after meals.
- In the morning, after the guests have departed (approximately 7:00 AM), the volunteer is responsible for cleaning the SWS equipment and putting the facility back to the condition it was found.
- The SWS Overnight Host Checklist will provide details on all procedures and contact information for questions or emergencies.

Ministry Description

Ministry: Severe Weather Shelter

Title: Food Preparation

Description: At the request of the Food Service Leader, the Food Preparer will prepare food for immediate use (24 hours notice) or to replenish the freezer inventory.

Time Commitment: Varies depending on the meal

Responsibilities:

- Prepare dish in disposable container and deliver to the RHCC kitchen.
- Clearly label dish with: "Severe Weather Shelter", name of dish, baking instructions and date
- Coordinate dish with Food Service

Ministry Description

Ministry: Severe Weather Shelter

Title: Food Server

Description: This person will cook and serve dinner within 24 hours of being contacted by the Food Service Leader. "Cooking" usually consists of heating up previously prepared dishes, but the Servers are welcome to provide and serve a home-cooked meal of their making if they so desire (in this case the Server would also act as the Food Preparer).

Time Commitment: Approximately 5:30 to 8:00 PM

Responsibilities:

- Be trained on kitchen operation RHCC.
- Arrive with enough time to prepare dinner for service at approximately 6:30 PM and be able to stay until approximately 8:00 PM.
- Prepare coffee, hot water, ice water, etc. and set up beverage station prior to guests' arrival at 6:00 PM.
- Set up for dinner, serve dinner and clean up after dinner service is complete.
- Return dinner items to downstairs storage area at RHCC, turn off dishwasher and ovens.
- Clean and disinfect kitchen area, cart, etc.
- Set up breakfast cart and let overnight host know where it is so they can bring it out in the morning.
- Ask guests to wash hands before dinner is served.
- Say grace.
- Wear gloves when handling or serving food.

Ministry Description

- Ministry:** Severe Weather Shelter
- Title:** Transportation service
- Description:** This person is responsible for transportation of guests in the church van to and from of the Severe Weather Shelter.
- Time Commitment:** Pick up shift: approximately 5:30 PM to 6:30 PM
Drop off shift: approximately 6:30 AM to 7:30 AM
- Responsibilities:**
- Pick up and return the guests at designated locations and times.
 - Will make sure that the van is cleaned out and ready for the next person.

Ministry Description

Ministry: Severe Weather Shelter

Title: Laundry Volunteer

Description: This person will assist the Laundry Coordinator with washing blankets, towels, and other items after the shelter has been open.

Time Commitment: 2 to 2 ½ hours

Responsibilities:

- Pick up soiled laundry in the basement of the church on scheduled day.
- Soiled laundry will be in plastic bags.
- Take the laundry to a facility with commercial washers and dryers. (Martinazzi Laundry and Cleaners, located at 19401 SW Martinazzi Ave., is near the church, and has 5 large washers.)
- 4 blankets will fit in a large, commercial front-loading washer.
- Wash with laundry detergent and bleach. (These will be made available at the church.)
- Throw away plastic bags. Fold the laundry and return to the church. Place the blankets in the large green bins. (Empty bins may be taken to the Laundromat. Make sure they do not come in contact with the soiled laundry.)
- Place clean, folded towels in a clean plastic bag. Label and return to the church basement.
- Contact the Laundry Coordinator when the task is completed.

Note: The cost of the large washer at the Martinazzi Laundry and Cleaners is \$4.75 (19 quarters) per load of 4 blankets. The wash cycle is 24 minutes. 20 blankets can be washed at the same time if the washers are all available. The dryers are a quarter per 6 minutes. It takes about \$1 to dry a load of 4 blankets.

Rolling Hills Community Church - Severe Weather Shelter (SWS)

Volunteer Code of Conduct

Professional Boundaries: I understand that as a volunteer with the SWS I will interact with the guests in a way that promotes their independence and self-sufficiency. Toward that end, it is imperative that all volunteers maintain professional boundaries with guests and they do not foster dependant relationships.

In addition, I understand that during my volunteer work, I may come in contact with guests who are in stressful circumstances. In order to assist in providing these guests with a safe, professional, positive, and comfortable atmosphere, I agree to abide by the following guidelines:

- Interact with guests in a respectful and sensitive manner.
- I will remember that many guests of the ECWS have learned to survive in very rough situations. This means that some guests may try to manipulate shelter volunteers. I will take the guests needs seriously, but maintain professional boundaries.
- I will not take guests home for any reason.
- I will not lend or give money to guests.
- I will not transport guests in my car.
- I will not give out my phone number or address to guests.
- I will not arrange to meet guests at another location.
- All youth volunteers under the age of 18 must be accompanied by their parent or designated adult and supervised at all times.

Confidentiality: We must always respect the privacy of our guests.

I have read and understood these policies and agree to follow them. If a problem or question about them arises, I will bring it to the attention of a Team Leader immediately.

Printed Name

Signature of Volunteer

Date