

General Nightly Timeline

Early Evening Shift 5:45-10:15PM

5:45 pm.

- Sign in to Volunteer Log
- Please read log for the last couple of days to get familiar with current events.
- Set out food, drinks, and snacks.
- Check bathroom for supplies.
- Set out mattresses and cots
- If available, get TV ready for viewing.

6:00pm. Do not allow guests in before 6:00pm! Check-in is between 6pm and 8pm unless arranged beforehand.

- Greet guests as they arrive.
- ALL new and returning guests must sign in EACH night.
- As they enter, ask each guest if they:
 - are carrying any weapons that need to be locked up for the night. They may lock any knives or other weapons in the safe provided at each site. Please tag each item and give them the ticket stub to reclaim their items in the morning. (tags and tickets in volunteer box)
 - are sick or have any special needs we should be aware of.
 - need a special wake-up call.
 - if they will be returning the following evening.
- Engage in conversation but remember that this is probably a new and strange place to them so avoid personal or probing questions.
- Offer coffee and snacks as available. NO FOOD is allowed in sleeping areas.
- Ask guests if they need an early “wake up” and mark on guest sign-in sheet for future reference.
- Volunteers will conduct intakes as needed during this time. Intake form is for HRWS use only and is our way to better understand the needs of those we serve.
- If guest has their own bedroll, they can use that; if not, you can offer a sleeping bag. **Guests MAY KEEP sleeping bags but they must bring them back when they return to the shelter.** If a guest wants to keep a sleeping bag please note their name and the date in the log and give them a marker so they can identify their bag the next night.
- Provide personal assistance as needed and appropriate to guests.
- Continue evening rounds: check hallways, doors, bathrooms and outside area for fire safety and security.

9:00 pm. Evening chores by guests begin.

- 9:00pm Snacks are put away.
- 9:15pm Guests should be settled. Help with last minute needs of guests.
- Set out pitchers of water and cups on a table for guests to use during the night.
- 9:00pm Lock the door.

If no guests arrive by 9:00pm, call Site Coordinator(s) who will call night and morning shift volunteers and let them know they don't need to come in, but are “on call”. Turn down heat. Restack mattresses, turn out lights and lock up.

9:30 pm. “Lights out” - means time for sleep. *All guests are to be on their beds with all electronic devices turned off or silenced.*

Night Shift 10:15pm-5:15am

Night shift arrives at 10:15pm. Night shift signs in on volunteer sheet.

Shifts 1&2 should QUIETLY go over forms and any issues specific to our guests needs.

10:15 pm – 5:30 am

- Continue nightly rounds for fire safety and security.
- Assist guests as needed during the night.
- Check Incident Report Log to keep up to date on critical information about the shelter.
- Check bathrooms for neatness and cleanliness.

Morning Shift 5:00am-7:30am

Morning shift arrives at 5:00am: Morning Shift signs in on volunteer sheet.

Night and Morning Shifts quietly go over any details/issues from night shift.

Night shift signs out.

5:30 am

- Early-risers may go outside to designated smoking area for a smoke.

5:30 am

- Clean snack area and put out breakfast foods if applicable
- Make coffee and hot water. Please do not reheat either coffee or hot water from previous evening.
- Make final preparations for breakfast.
- Check notes for requests for early “wake up”.

6:00 am.

- Wake up all guests and help with any special needs.
- Unlock door for more convenient access for guests.
- Check which guests intend to return in the evening and place an “R” next to their names.

7:00 am.

- All guests should exit facility. No lingering on site campus.
- Lock exterior doors for security.
- Open windows to air our rooms if needed.
- Wipe down chairs and mats with disinfecting wipes or a solution of 1 tablespoon bleach to 1 gallon of water.
- Clean snack and breakfast areas.
- Empty garbage.
- Vacuum sleeping rooms and hallway.
- Clean and disinfect bathrooms.
- Unplug and clean coffee pots.
- Turn down heat.
- Shut and lock all windows and doors before exiting.