

# ***Hood River Warming Shelter***



***hoodrivercares.org***

**Because the Gorge Community Cares**

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	kind of conduct occurring in the shelter because of its effect on morale, feelings of safety and in maintaining a welcoming atmosphere, so you should consider reporting the conduct to a shelter Host, the Volunteer Coordinator, the Guest Services Coordinator or Chair.....	9
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93.....	3.The Chair will need to know all the details of what you consider to be harassment, including information such as the names of any potential witnesses or other victims of the same harasser, specific descriptions of the offensive conduct, a chronology of when specific events happened and any reasons, if applicable, why you delayed reporting the harassment. Discussing this information with the Chair may be very embarrassing or difficult, but it is very important that you disclose all details of the harassment to them. Otherwise, your integrity may be questioned later for failing to disclose relevant information, or the steering committee could conclude that the problem is not severe or pervasive enough to warrant any corrective action.....	10
94.....	4.You should also expect the Chair (in conjunction with the Volunteer Coordinator and Guest Services Coordinator) to take remedial action if it determines that sexual harassment or some other inappropriate behavior did occur, to deter the conduct from happening again. Disciplinary actions might include oral or written warnings, suspension, or discharge. However, just because the Chair (in conjunction with the Volunteer Coordinator and Guest Services Coordinator) disciplines the harasser, it does not necessarily mean that the conduct is severe enough to legally qualify as sexual harassment. Also, if this is the first time that the Chair (in conjunction with the Volunteer Coordinator and Guest Services Coordinator) was made aware of the actions of the guest/volunteer/staff person, it may not be legally liable for a sexual harassment claim if the actions the steering took were successful in stopping the harassment and deterring future harassment.....	10
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## **Introduction**

The Hood River Warming Shelter (HRWS) is a coalition of community members representing service providers, nonprofits, faith-based communities and local government who have come together to ensure that the un-housed and inadequately housed have shelter during the winter months. Although the Hood River Warming Center is chartered under the umbrella of Gorge Ecumenical Ministries (GEM), participation is not limited to GEM member churches.

## **Purpose**

These Standard Operating Procedures (SOP) lay out the protocols for running the Hood River Warming Shelter (HRWS). HRWS is an emergency shelter for those without housing, or with inadequate housing, to provide them a safe and warm space during the winter months. Unsheltered persons, especially those living with medical, mental health, or addiction issues, are even more vulnerable in times of inclement weather. HRWS's purpose is to ensure as best it can that all those who need and want shelter in extremely cold weather have it. These SOP will ensure the safe and effective operation of HRWS for staff and volunteers, as well as safeguarding the people we are serving.

## **Mission**

The mission of the Hood River Warming Shelter is to Compassionately provide a safe place to meet the basic human needs of those without shelter from mid-November through mid-March. We value respect for the dignity of all humans, especially those who are homeless. We aim to create a space that is physically and emotionally safe for all, regardless of race, ethnicity, nationality, religion, gender, gender identity, or sexual orientation.

## **Guiding Principles**

- Our guests are to be treated with dignity and respect.
- Our organizational principles will be as simple and non-bureaucratic as possible, consistent with a "welcoming atmosphere."
- We welcome community involvement.

## **Confidentiality Statement**

Our guests are to be treated with dignity and respect at all times. Consistent with that overriding emphasis is the importance of respecting the right to privacy and confidentiality of our guests. If we succeed in creating a warm and welcoming atmosphere it is possible that our guests will share with some of us their hurts and personal stories. It is our commitment that any such information be kept confidential.



## Public and Private Stakeholder Groups

The following organizations were instrumental in creating, planning, and implementing the Hood River Warming Center program:

### Organizations:

- FISH Food Bank
- Faith Connection
- Give Them WINGS, INC.
- Gorge Ecumenical Ministries
- Hood River Commission on Children & Families
- Hood River County Schools
- Hood River County Sheriff's Dept.
- Hood River Police Department
- KBNO Hispanic Radio
- LEOs
- Providence HR Memorial Hospital
- Safeway
- Soroptomists
- United Way
- WalMart

### Local Churches:

- Asbury United Methodist/Our Redeemer Lutheran Church
- Hope and Life Hispanic Church
- Hood River Christian and Missionary Alliance
- Hood River Church of the Nazarene
- Hood River Valley Christian Church
- Immanuel Lutheran Church
- Riverside Community Church
- Shepherd of the Valley Bible Church
- St. Mark's Episcopal Church
- St. Mary's Catholic Church
- Unitarian Universalist
- The Vineyard Church

***The Hood River Warming Shelter Coalition would like to acknowledge the time and hard work already put in to forming warming shelter policies and procedures from which this manual draws heavily:***

Anawim Christian Community – Portland, Oregon  
H.O.P.E. Warming Centers/Covenant Connection, Gresham, Oregon  
Eagan Warming Center/St. Vincent DePaul, Eugene Oregon  
Out Of The Cold Warming Centers, Waterloo, Ontario Canada

***In addition, we would like to thank individuals working with the homeless who have contributed wise advice from their experiences over the years:***

Pastor Steve Kimes, Anawim Christian Community, Portland  
Jonathan Neufeld, Pastor of Community Ministry, Seattle Mennonite Church  
Benjamin Curtis, Dispatch Center Manager, Operation Nightwatch, Seattle

## 1. Hood River Warming Shelter Committee

- 1.1. **Administrative Chair:** Works with Volunteer Coordinator to make sure HRWS policy and procedures are followed.
- 1.2. **Volunteer Coordinator:** Processes volunteer applications and background checks. Coordinates volunteer orientation and training. Communicates with Shelter Host and Site Coordinators regarding local implementation of policies, procedures, and any site incidents.
- 1.3. **Guest Services Coordinator:** Provides emotional and spiritual support for guests and make community referrals as appropriate.
- 1.4. **Shelter Host:** Opens/staffs first shift for shelter Thursday through Monday. Works closely with Volunteer Coordinator and Site Coordinator communicating guest/volunteer/site issues and ensuring shelter policy is consistently applied.
- 1.5. **Weekly Coordinator:** Coordinates volunteers for the week they cover, sending out schedule reminders and making sure all shifts for that week are filled.
- 1.6. **Support Positions:**
  - 1.6.1. **Website Administration:** Maintains/updates HRWS website with articles related to homelessness, fundraising opportunities, statistics and other important links.
  - 1.6.2. **Advertising/Marketing:** prepare and distribute flyers and postcards related to HRWS prepare press releases related to HRWS.
- 1.7. **Supplies Coordinator:** Facilitates inventory and restocking of supplies. Communicates with Shelter Host on a regular basis to know what supplies will need to be re-ordered.
- 1.8. Advertising and Marketing:
- 1.9. Website Administration

## 2. Volunteer Recruitment and Orientation

- 2.1. **Volunteer Application Requirements:**
  - 2.1.1. Individuals interested in volunteering at the Warming Shelter must complete a Volunteer Application (Appendix A).
  - 2.1.2. Must have a current (2 years) background check (Appendix B).
  - 2.1.3. Warming Shelter volunteers must be at least 18 years of age and must have attended a required orientation/training prior to serving.
  - 2.1.4. At the conclusion of the training all volunteers will complete and sign a Volunteer Agreement Form and a form indicating their availability and contact information.
  - 2.1.5. Children of volunteers, ages 15-17, may volunteer with a parent if:
    1. they have completed volunteer training and signed all the forms.
    2. parent(s) have signed a waiver for the child, AND
    3. Child does not replace the need for a second, adult volunteer on site.

- 2.1.6. All volunteers must complete HRWS volunteer training course including: a) Basic orientation. b) De-escalation training and c) Sexual Harassment Training.
- 2.1.7. Volunteer Agreement: (Appendix C-1: expectations/boundaries, C-2: confidentiality, C-3: Sexual Harassment Policy)

**3. Appendix C Summary: As a paid or volunteer staff member of the Hood River Warming Shelter, I agree to the following:**

- 3.1. I support the mission and values of HRWS.
- 3.2. I am willing to follow directions and abide by decisions made by the managing staff of the HRWS.
- 3.3. I will endeavor to keep my commitments to the HRWS.
- 3.4. I am willing to function as part of a team.
- 3.5. I am willing to follow protocols regarding reporting abuse of children and other vulnerable populations.
- 3.6. I understand that the HRWS is not an appropriate place for any form of manipulation or pressure.

**4. Basic Shelter Schedule**

- **5:45 PM** Site Prep: Shelter Host and Volunteers Report and begin site preparation and set-up.
- **6:00 PM** Shelter Opens for Guests
- **9:00 PM** Doors locked (if no guests have arrived by this time Shelter Host will notify next shifts and volunteers may go home)
- **9:30 PM** Lights out for Guests.
- **6:00 AM** Wake Up Guests
- **6:30 AM** Begin Check-Out Procedures
- **7:00 AM** Guest Check-Out Completed
- **7:00 AM** Close Shelter & Clean Up
- **7:30 AM** Lock Up Facility

**5. Hood River Warming Shelter Health Policies & Procedures**

- 5.1. If you are sick, please inform the Weekly Coordinator and STAY HOME.
- 5.2. ALL VOLUNTEERS are strongly encouraged to get a current flu shot - Staff vulnerable to H1N1 virus (pregnant women or those with suppressed immune systems) should avoid direct client contact and get on list for the vaccine.
- 5.3. For other staff, avoid unnecessary contact with symptomatic people and keep social distance of at least six feet.
- 5.4. Wash hands and use hand sanitizer often, especially after sneezing, coughing or contact with people who are sneezing or coughing.

**5.5. General:**

- 5.5.1. Try to give some basic education on how to slow the spread of illnesses (cover cough, don't share cigarettes, etc.)
- 5.5.2. Use common sense or enlist the help of someone with first aid experience to determine if a person's illness is serious enough to warrant calling an ambulance. Do not hesitate

to call for an ambulance if necessary. If an individual needs urgent care but is not sick enough to require emergency transportation, inform the Site Lead. They may be able to arrange for alternative transportation.

### **5.6. Shelter Set-Up to prevent the spread of illness:**

- 5.6.1. Have a sick area in shelter.
- 5.6.2. Place mattresses head to toe to help slow the spread of a virus through coughing and contact.
- 5.6.3. During intake, ask clients if they are feeling feverish and coughing. If yes, reassure them they will have a place to stay and use stick-on thermometers to determine if they have a fever.
- 5.6.4. Have disposable tissues available near mattresses, in sick area, at check-in, in restrooms and in all common areas,
- 5.6.5. Have trash cans readily available for tissues. Empty them frequently.
- 5.6.6. Keep hand sanitizer readily available(on check-in and food tables) (must be > 60% alcohol to be effective).
- 5.6.7. Encourage guests to wash their hands often, especially after coughing or sneezing. Keep liquid soap on hand and use hot water.
- 5.6.8. If possible, have lotion available, as the sanitizers and washing dry out skin quickly.
- 5.6.9. Have surgical masks available (drywall masks work just fine) for clients who are coughing and staff working in sick area/room.
- 5.6.10. Have good signage demonstrating how to slow the spread of germs (cover a cough, use hand sanitizer, etc.)
- 5.6.11. Have broth or bullion available for ill guests. This is a good way to keep them hydrated and they will also receive some nourishment.

### **5.7. Intake area:**

- 5.7.1. Everyone uses hand sanitizer.
- 5.7.2. Ask questions: Are you sick? Recently ill with a cough and/or fever and chills? May I take your temperature?
- 5.7.3. Reassure people that there is a special accommodation area for guests who are sick.

## 6. Job Descriptions

### 6.1. ADMINISTRATIVE CHAIR

- 6.1.1. Communicates with secretary regarding the preparation of the monthly Steering Committee meeting
- 6.1.2. Chairs the monthly Steering Committee meeting
- 6.1.3. Serves as a liaison with Gorge Ecumenical Ministries
- 6.1.4. Communicates with Gorge Ecumenical Ministries (GEM) bookkeeper regarding accounts payable, payroll, etc.
- 6.1.5. Communicates with insurance company regarding Worker's Comp and other related insurance issues
- 6.1.6. Works with Marketing/Advertising to prepare press releases
- 6.1.7. Media spokesperson of HRWS
- 6.1.8. Provides Staff supervision
- 6.1.9. Works on grants and fundraising opportunities
- 6.1.10. Attends Volunteer Trainings Sessions to introduce yourself and to meet new volunteers

*\*\*does not serve as Host or Weekly Coordinator*

### 6.2. VOLUNTEER COORDINATOR

- 6.2.1. Contacts churches and other groups to promote volunteer interest prior to start of season
- 6.2.2. Conducts 3-4 training sessions prior to start of season
- 6.2.3. Conducts 1-3 training sessions during the season
- 6.2.4. Is available to meet with specific groups to do training
- 6.2.5. Processes applications and conducts background checks
- 6.2.6. Serves as the administrator for the volunteer online schedule
- 6.2.7. Conducts Host and Weekly Coordinator training
- 6.2.8. Provides support to Host and Weekly Coordinators
- 6.2.9. Addresses and debriefs volunteer incidents
- 6.2.10. Communicates with Hosts, Weekly Coordinators, Guest Services Coordinator, and Administrative Chair
- 6.2.11. Training must include the following elements:
  - 1. daily operations
  - 2. conflict de-escalation
  - 3. sexual harassment/misconduct
- 6.2.12. Attends Steering Committee Meetings

*\*\*does not serve as a HOST or WEEKLY COORDINATOR*

### **6.3. GUEST SERVICES COORDINATOR**

- 6.3.1. Provides emotional and spiritual support for guests and make community referrals as appropriate
- 6.3.2. Stays aware of resources and support networks in the Gorge community & Portland
- 6.3.3. Makes appropriate referrals to the Emergency Voucher Program
- 6.3.4. Is on site a minimum of 2 times/week for 2 hours
- 6.3.5. will be provided a temporary phone for volunteers and other staff to contact in case of a guest emergency
- 6.3.6. Assists guests with transition at the end of the season
- 6.3.7. Communicates with Volunteer Coordinator, Hosts, Weekly Coordinators and HRWS Chair
- 6.3.8. Attends Steering Committee Meetings
- 6.3.9. Attends Volunteer Trainings Sessions to introduce yourself and to meet new volunteers.
- 6.3.10. Other duties as assigned

### **6.4. HOST Job Description (4 people to needed to fill positions; ideally, 5)**

- 6.4.1. Opens shelter nightly and coordinates nightly check-in, overseeing set-up and assuring guests are aware of, and following, shelter guidelines
- 6.4.2. Assists other volunteer(s) opening the shelter nightly
- 6.4.3. Checks shelter phone for messages and make sure phone is turned on and charged
- 6.4.4. Distributes shower passes, socks/gloves, CAT bus tickets and clothing vouchers
- 6.4.5. Keeps track of nightly statistics and ensure records, registration, and reports are done correctly
- 6.4.6. Maintains guest log including nights stayed for each guest
- 6.4.7. Informs guests about 30-day stay policy and alerts guest when they reach 20 days
- 6.4.8. Keeps track of supplies and inform supply coordinator of any needed items
- 6.4.9. Works with Weekly Coordinators to make sure laundry is prepared for delivery/pick up from hospital each Monday
- 6.4.10. Maintains shelter log and inform Weekly Coordinator and Volunteer Coordinator about guest, volunteer, or site issues
- 6.4.11. Writes a short, weekly summary-report of week's activities for next Weekly Coordinator and Volunteer Coordinator
- 6.4.12. Sits on the HRWS Steering Committee
- 6.4.13. Assists Volunteer Coordinator in confirming volunteer's background check information
- 6.4.14. Attends Volunteer Trainings Sessions to introduce yourself and to meet new volunteers
- 6.4.15. Other duties as assigned

**6.5. WEEKLY COORDINATOR Job Description***(4 people needed to fill this position; ideally, 5 people)*

- 6.5.1. Coordinates weekly volunteer team (via email/phone recruitment); send out schedule reminders including volunteer duties
- 6.5.2. Makes sure all un-filled shifts are covered or talk with Host about closing shelter for the night and phone volunteers signed up for that evening.
- 6.5.3. Orients and coordinates volunteer team including reviewing security and infection control procedures for your site with volunteers.
- 6.5.4. Facilitates teamwork and a positive morale.
- 6.5.5. Passes along guest/volunteer concerns to Host, Guest Services Coordinator, Volunteer Coordinator and Administrative Chair
- 6.5.6. Communicates appreciation to Volunteers and welcome any feedback.
- 6.5.7. Sits on HRWS Steering Committee
- 6.5.8. Attends Volunteer Training session
- 6.5.9. Other duties as assigned

**6.6. HRWS SUPPORT POSITIONS**

**6.6.1. Website Administration**

1. Maintains/updates HRWS website with articles related to homelessness, fundraising opportunities, statistics and other important links
2. Communicates directly with Volunteer Coordinator, Guest Services Coordinator and Administrative Chair
3. Attends HRWS steering committee meetings

**6.6.2. Advertising/Marketing**

1. Prepares and distributes flyers and postcards related to HRWS
2. Prepares press releases related to HRWS
3. Communicates directly with Volunteer Coordinator, Guest Services Coordinator and Administrative Chair
4. Attends HRWS steering committee meetings

**6.6.3. Supplies/Shopping**

1. Purchases needed supplies for HRWS and maintain storage of supply items
2. Delivers supplies to HRWS each Monday
3. Turns in all receipts to HRWS Chair on Monday of each week
4. Communicates directly with Guest Services Coordinator, HOSTS and Administrative Chair
5. attends HRWS steering committee meetings

6.7. **Volunteer Duties** (Detailed time-frame for duties in Appendix E)

*To provide a safe, comfortable space including care for guests who are sick and have special needs.*

6.7.1. Specific Duties:

1. Check shelter phone for messages (password is 1234)
2. Read Communication Log
3. Sign Volunteer Sign In Log, including phone number. (first name only)
4. Listen for volunteers arriving.
5. Advise later-arriving volunteers of any situations.
6. Know fire evacuation procedures.
7. Know where telephone is (take note of emergency numbers)
8. Wash hands frequently.
9. Wearing gloves, set out food, juice, coffee, water, sugar, cream
10. Keep food area tidy.
11. Record specific issues in incident report log

## 7. Policies Guidelines & Expectations of Hosts and Volunteers

- 7.1. Please sign a Confidentiality Form.
- 7.2. Become familiar with the Guest Agreement and Nightly Agenda. This is what the guests have been told to expect.
- 7.3. Staff, Hosts and volunteers are expected to stay awake for the duration of their shift. During the overnight shift there must be one volunteer awake and on duty at all times. This is to ensure everyone's safety.
- 7.4. A hand-drawn map of mattresses with guest names will be created/updated each night. This is a tool to be used in case of an emergency and will indicate who has entered the facility for the evening. **DO NOT share this information** with anyone outside of staff, volunteers, and guests. Hood River Warming Shelter Coordinators will be of assistance in completing this form. Please ensure that each shift has access to this sheet.
- 7.5. Facilities must meet current local fire codes.
- 7.6. Transportation of guests, for any reason, is NOT allowed. It can become very difficult to say no, and to decide who 'gets to go' and who doesn't. It is a matter of safety and risk management and our insurance does not permit us to cover this risk.
- 7.7. If a guest arrives late, have the Shelter Host or Weekly Coordinator meet them. If there are late arrivals past HRWS hours, the volunteers will be informed of the time of their arrival.
- 7.8. If a guest is seen smoking or lighting matches, lighters, etc. inside the facility, they will be warned once. If a second infraction occurs, the guest will be asked to leave the property and will not be allowed to return. Smoking will be allowed ONLY in designated areas until 9:00 pm and after 5:30 am. Guests are not permitted to roll cigarettes or make other preparations inside the building. Please help the condition of the facility by reminding smokers to pick up butts and use ashtrays.
- 7.9. Host sites are to be cleaned and bathrooms fully stocked each morning. This should include: vacuuming of facility, sweep/mop bathroom floors, wipe down counters, sinks, and toilets with disinfectant. Mirrors and doorknobs, shower walls, floors and fixtures should be cleaned as well.
- 7.10. Guests who arrive and are noticeably drunk or high will not be allowed into the shelter. A guest is noticeably drunk/high when their personality, ability to walk, speak and interact with others is impaired. If a guest is asked to leave they will be allowed in the following night. When the shelter is operating in "Emergency Mode" as defined below guest may be allowed to stay the night for safety reasons.
  - 7.10.1. **"Emergency Mode"** exists when the weather is so severe as to constitute an immediate or imminent threat to the life and health of anyone sleeping outside. It is defined as being when one of the following conditions exist:
    1. Significant accumulation of snow on the ground (if the ground is white with snow that is significant)

2. Accumulation of 1/4 inch of ice on the ground, trees or buildings
3. Temperature below 27 degrees Fahrenheit at the time the shelter opens at 6:00 pm
4. Any combination of temperature, snow, ice, rain and/or wind that meet this criteria

***Emergency Mode is automatically enacted if conditions 1, 2 or 3 exist upon the Host's arrival at the shelter. Emergency Mode can be enacted by any two of the following members if they agree that condition 4 exists:***

5. Shelter Host. If the Host is unable to reach any of the above in a timely manner the Host may enact "Emergency Mode" by himself.
6. Administrative Chair
7. Volunteer Coordinator
8. Guest Services Coordinator
9. Weekly Coordinator

***The Host may also allow an exception to this rule, either to allow or not allow a person who has been drinking into the HRWS if the Host believes it to be in the interests of the guest(s) and/or in the spirit and purposes of the HRWS. An explanation should be written down in the activity log. Please record this event in the Log.***

**7.11. Drug and Alcohol Policy:**

- 7.12. Drugs, alcohol and/or paraphernalia are not allowed on any of the host site properties. This is to include the outside perimeter, as well as the parking lot. Guests that have been drinking or using drugs will not be allowed into the HRWS, except when "Emergency Mode" has been enacted.
- 7.13. Incidents of physical and/or emotional abuse should be reported immediately to the Shelter Host or Weekly Coordinator. Should escalation continue to become unmanageable, call 911.
- 7.14. Any guest cursing at, yelling at, or raising their voice to another guest, volunteer or the Host shall be asked to leave the HRWS. If it occurs in the morning or after midnight you will not be allowed in the following night. If the incident is not learned of by the Host until later, then at the time the Host learns of it and determines that it did happen the Host shall inform the guest that they will not be allowed to stay that night or return the next night, whichever the Host deems is best. Any guest cursing at, yelling at, or raising their voice to another guest, volunteer or the Host shall not be allowed to return until they have apologized for doing so to the appropriate person(s).
- 7.15. Do not confirm to anyone whether or not a guest is or has entered a host site. Information regarding someone's stay is to be given only to the Police or other public officials, provided they have given you proper identification. They should then be referred to Hood River Warming Shelter staff, if on site.
- 7.16. Always use gloves when serving food, providing first aid care, handling bedding, or removing garbage.
- 7.17. Do not dispense medications to anyone.
- 7.18. All personal property of guests is to be stored next to their mat in their individual space. Personal belongings are not to be stored for anyone.
- 7.19. No guest shall exchange, sell, lend, trade or borrow any goods, items, money or services with another guest while on the premises of the HRWS. No volunteer or Host shall exchange, sell, lend, trade or borrow any goods, items, money or services with a HRWS guest outside of the normal goods and services provided by the HRWS to all of its guests.
- 7.20. Once a guest steps into the site of the HRWS they are deemed to be "in for the night" and may not leave and return to the shelter unless they are specifically allowed to do so for that night only by the Shelter Host, in the case of an emergency or urgent situation. Guests shall be expected to take care of any other business or needs prior to arriving at the shelter so that they may remain inside once they have come in. Exceptions to this policy are designated smoking breaks, persons sleeping in their vehicles and pre-approved absences for work or attending AA or other support groups.
- 7.21. Guests MUST sign in before selecting a mattress, sleeping area, sleeping bag or obtaining food. No guest who has not signed in will be given the above or allowed to remain in the HRWS. No saving beds, spaces, cots or mattresses.

- 7.22. Guests will be notified upon their arrival of the emergency procedure and the location of exit doors and restrooms.
- 7.23. If provided, volunteers can use the Hospitality Room for playing games, reading, etc. as long as the noise volume remains at a respectable level. Guests are not allowed to use the Hospitality Room after lights out and before breakfast. Guests are asked to remain in the hallway or their assigned bed area if they are not using the restroom. TV/Movies—if a TV is available no R rated or higher movies.
- 7.24. Volunteers can accept the assistance of guests when they offer to help with tasks in the HRWS areas, i.e. vacuuming, cleaning their own mats, bathroom cleaning, kitchen clean-up, etc. This provides assistance to the team of volunteers and gives back a sense of participation to our guests.

## **8. Sexual Harassment Policy**

### **8.1. What is sexual harassment?**

- 8.1.1. Sexual harassment is unwelcome behavior that happens to you because of your sex. Some types of behavior that can be considered sexual harassment are:
- 8.1.2. Unwelcome sexual advances
- 8.1.3. Request for sexual favors, or
- 8.1.4. Verbal or physical conduct of a sexual nature

### **8.2. Sexual harassment in the shelter can be against the law when:**

- 8.2.1. Submitting to or rejecting this conduct is used as the basis for being allowed to work, volunteer or stay as a guest in the shelter. This is also sometimes called "quid pro quo" harassment.
- 8.2.2. The conduct is sufficiently severe or pervasive that it creates an intimidating, hostile, or offensive work environment. This is called hostile environment harassment.

### **8.3. What is sexual violence in the shelter?**

- 8.3.1. Sexual violence is divided into three categories:
  - 1. use of physical force to compel a person to engage in a sexual act against his or her will, whether or not the act is completed;
  - 2. attempted or completed sex act involving a person who is unable to understand the nature or condition of the act, to decline participate, or to communicate unwillingness to engage in the sexual act, e.g., because of illness, disability, or the influence of alcohol or other drugs, or because of intimidation or pressure; and
  - 3. abusive contact.

### **8.4. What types of conduct are considered sexual harassment?**

- 8.4.1. Many different kinds of conduct that are of a sexual nature may be sexual harassment, **if** the behavior is unwelcome and if it is severe or pervasive. However, courts have resisted adopting what they consider a workplace "code of conduct" or list of behavior that is automatically considered to be sexual harassment. As a result, if the conduct is not unwelcome or not severe or pervasive, courts will not necessarily consider each type of conduct listed below to be sexual harassment.
- 8.4.2. Some examples of conduct that may be sexual harassment:

1. **Verbal or written conduct:**  
Comments about clothing, personal behavior, or your body; sexual or sex-based jokes; requesting sexual favors or repeatedly asking you out; sexual innuendoes; telling rumors about your personal or sexual life; threatening you
2. **Physical conduct:**  
Rape or assault; impeding or blocking your movement; inappropriate touching of your body or clothing; kissing, hugging, patting, stroking
3. **Nonverbal conduct:**  
Looking up and down your body; derogatory gestures or facial expressions of a sexual nature; following or stalking you
4. **Visual displays:**  
Posters, drawings, pictures, screensavers or e-mails of a sexual nature

#### 8.4.3. I think I'm being sexually harassed at the shelter. What should I do?

1. When dealing with sexual harassment, there is no one best thing to do, because every situation is different. However, there are two important things to remember, as they affect your ability to pursue legal action should you decide to in the future.
2. **Say no.** One legal requirement for sexual harassment is that the conduct be "unwelcome." Make sure the harasser knows that you consider his or her conduct to be unwelcome. Tell the person that his or her behavior offends you. Firmly refuse all invitations for dates or other personal inaction outside of the shelter. Don't engage in sexual banter or flirt back in response, or otherwise send mixed signals. Direct communication, whether verbal or in writing, is better than ignoring the behavior and hoping it will go away.
3. **Report harassment to the shelter Hosts, Volunteer Coordinator, Guest Services Coordinator or Chair.** It is very important that you report the harassment. Tell a shelter Host, Volunteer Coordinator, Guest Services Coordinator or Chair; all of these persons have the power to stop the harassment. It is best to notify them in writing, and to keep a copy of any written complaint you make. Describe the problem and how you want it fixed. This creates a written record of when you complained and what happened in response to it. While you may not think complaining will do any good, the shelter staff may later claim it would have stopped the harassment if it had known about it, so reporting the conduct is very important to show that the staff was aware of the harassment.
4. Other strategies you may also want to try at this point:
  1. **Write it down.** As soon as you experience the harassment, start writing down exactly what happened. Be as specific as possible: write down dates, places, times, and possible witnesses to what happened. If possible, ask other volunteers to also write down what they saw or heard, especially if the same thing is happening to them too. Others may read this written record at some point, so be as accurate and objective as possible.

2. **Talk to others.** If you can do so safely, talk to other people at the shelter about the harassment. You may find witnesses, allies, or others that have been harassed by the same person or who would be willing to help support you. Tell supportive friends, family members, and colleagues about the abuse. Telling others about the harassment not only can give you much needed support, but it can also be important evidence later.

**8.4.4. I am being harassed by someone of the same sex. Is this sexual harassment?**

1. It can be. It is possible for males to sexually harass other males, and females can sexually harass other females. The key question the law asks is whether the conduct itself would have occurred if the victim had been of a different sex: is a male harasser harassing a male employee in a way that he would not harass a female—or is a female harasser harassing a female employee in a way that she would not harass a male employee?
2. The sexual orientation of either the harasser or victim is not the only relevant factor to this analysis, as harassing conduct does not have to be motivated by sexual desire. It can also be demonstrated through the harasser's general hostility to one sex, or evidence showing that the alleged harasser in fact targeted only one sex.

**8.4.5. Can men bring a sexual harassment claim?**

1. Yes. Although the more common and familiar sexual harassment scenario is a female employee targeted by a male harasser, men can be sexually harassed by someone of either sex. If the harassment meets the legal standards described above (either equals a tangible employment action or is severe and pervasive), then a man can bring a legal claim.

**8.4.6. My coworker doesn't like working with men, and is constantly making derogatory comments about me, since I'm the only man in the department. Is that sexual harassment?**

1. Gender-based harassment can also be against the law, even if the conduct is not sexual in nature or not motivated by sexual desire. The conduct can still be considered unlawful harassment if it singles you out because of your gender. If the conduct you describe is severe and pervasive enough to create a hostile environment for you, then it would be against the law. Similarly, harassment on the basis of race, color, religion, national origin, age, or disability can also violate the federal laws which make it illegal to discriminate on those grounds.

**8.4.7. One of my coworkers occasionally tells a sexually explicit joke. I've asked him to stop but he just tells me to "loosen up a little." Is this sexual harassment?**

1. The answer would likely depend on how explicit the jokes tend to be (some jokes are obviously more sexually graphic than others, which would affect a determination of the conduct's severity), or how frequent the jokes are told (which would affect pervasiveness). Simple teasing, offhand comments, or isolated incidents that are not extremely serious are not against the law, even if the comments are unwanted and/or offend someone.
2. If you have told your coworker that you find it offensive, and the situation continues, you may wish to discuss it with a shelter Host, the Volunteer Coordinator, the Guest Services Coordinator or Chair to determine whether others are also offended by the jokes, or whether your company has a policy that would be violated by this behavior. Perhaps a solution can be reached that does not involve filing a formal complaint or lawsuit.

**8.4.8. A guest, a volunteer or staff person keeps brushing against me "accidentally" and giving me suggestive looks. I don't want to bring a lawsuit—I just want it to stop. What do I do?**

1. Since one of the legal requirements for sexual harassment is that the conduct be "unwelcome," make sure this person knows that you consider his or her conduct to be unwelcome. Tell the person that his or her behavior offends you. Firmly refuse all invitations for dates or other personal interaction outside of work. Don't engage in sexual banter or flirt back in response. Direct communication, whether verbal or in writing, is better than ignoring the behavior and hoping it will go away, so if you do not feel comfortable talking to this person, you may wish to prepare a letter to ensure that he or she knows exactly how you feel.
2. If that doesn't work, you may want to tell shelter Host, the Volunteer Coordinator, the Guest Services Coordinator or Chair who have the power to stop the harassment. This does not require you to file a lawsuit or hire an attorney, and may be sufficient to resolve the problem without further legal action.

**8.4.9. One of the guests/volunteers/staff persons is single and I think she might be interested in me. I am a volunteer/staff person. Can I ask her out on a date, or is that against the law?**

1. Here are some of the considerations you should keep in mind:
  1. **anti-nepotism or dating policies:** The shelter doesn't have a policy forbidding you to date another volunteer or staff person, but we do ask that you notify the Chair before dating another volunteer or staff person so that we know that the relationship is voluntary and consensual. **Volunteers/staff persons are not permitted to date shelter guests during the shelter season.**
  2. **authority over employee:** Even if you are not supervising the volunteer/staff person you hope to date, do you have any power over the conditions of his/her service to the shelter? Does she/he reasonably believe you have authority over her in some way? This could affect whether she/he feels free to accept or reject your request for a date.

3. **advancement:** If either of you are promoted, will that put him/her in your direct chain of command? If so, both of you should consider what that means. Will one of you be willing to change jobs or forgo advancement in the shelter?
4. **breakup:** If you do date successfully for a while, but later break up, what happens then? Will both of you be willing and able to interact normally in the shelter and face the pain potentially caused by seeing each other every day? Many harassment claims (whether legitimate or not) arise after a workplace relationship ends badly, either because one party persists in what is now considered unwelcome harassment after previously consensual conduct, or because one of the parties seeks revenge against the other.

**8.4.10. A staff member, volunteer or guest yells obscenities at everyone, male or female. Some of the obscenities are very sexually graphic. Is this sexual harassment?**

1. While this is not sexual harassment by the court's standards, the steering committee does not want this kind of conduct occurring in the shelter because of its effect on morale, feelings of safety and in maintaining a welcoming atmosphere, so you should consider reporting the conduct to a shelter Host, the Volunteer Coordinator, the Guest Services Coordinator or Chair.

**8.4.11. I am gay, and one of the volunteers/staff persons/guests is constantly making graphic sexual remarks to me because of my sexual orientation. Is this sexual harassment?**

1. It depends. Do the comments relate to the above definition of sexual harassment, or are they discriminatory in nature? Either way, these kinds of remarks are not permitted in the shelter.
2. If you have been subjected to these types of comments, you may wish to consult with the shelter Host, the Volunteer Coordinator, the Guest Services Coordinator or Chair.

**8.4.12. How can I complain to the shelter staff (Host, Volunteer Coordinator, Guest Services Coordinator or Chair) about inappropriate conduct which I consider to be sexual harassment?**

1. If you have made it clear to the other volunteer, shelter staff or guest that he or she is engaging in conduct that you consider unwelcome, and the conduct does not stop, the next step is to report this conduct to the appropriate shelter staff. Going through internal complaint procedures may be difficult or uncomfortable, and may not be enough to stop the harassment, but if you unreasonably fail to use any preventive or corrective opportunities the steering committee provides, the shelter may be able to avoid legal liability for the harassment, depending on the circumstances.
2. The next step is for the Chair to promptly investigate your claim. You should fully cooperate with any investigation, as your failure to do so could negatively affect any legal claim you may have. It is illegal for the shelter staff to retaliate against guests/volunteers/staff for bringing or participating in complaints, but it does happen, so be sure that you also keep track of and report any incidences of retaliation.
3. The Chair will need to know all the details of what you consider to be harassment, including information such as the names of any potential witnesses or other victims of the same harasser, specific descriptions of the offensive conduct, a chronology of when specific events happened and any reasons, if applicable, why you delayed reporting the harassment. Discussing this information with the Chair may be very embarrassing or difficult, but it is very important that you disclose all details of the harassment to them. Otherwise, your integrity may be questioned later for failing to disclose relevant information, or the steering committee could conclude that the problem is not severe or pervasive enough to warrant any corrective action.
4. You should also expect the Chair (in conjunction with the Volunteer Coordinator and Guest Services Coordinator) to take remedial action if it determines that sexual harassment or some other inappropriate behavior did occur, to deter the conduct from happening again. Disciplinary actions might include oral or written warnings, suspension, or discharge. However, just because the Chair (in conjunction with the Volunteer Coordinator and Guest Services Coordinator) disciplines the harasser, it does not necessarily mean that the conduct is severe enough to legally qualify as sexual harassment. Also, if this is the first time that the Chair (in conjunction with the Volunteer Coordinator and Guest Services Coordinator) was made aware of the actions of the guest/volunteer/staff person, it may not be legally liable for a sexual harassment claim if the actions the steering took were successful in stopping the harassment and deterring future harassment.

## **Appendix**

### **Various Operating Documents**

## **Details for Various Signs**

### **Outside Sign**

HOOD RIVER WARMING SHELTER

OVERNIGHT STAY

Check in: 6:00 PM

Check out: 7:00 AM

Sorry, no pets allowed

**Mission:** To Compassionately provide a safe place to meet the basic human needs of those without shelter from mid-November through mid-March.

### **Rules: The following will not be tolerated:**

- Use of Alcohol, tobacco or other illicit substances
- Violence in word or deed
- Weapons or potential weapons

**Washrooms:** Labeled with Standard Symbols

### **Clean Hands**

Wash Your Hands For Health

### **Out of Bounds**

Area Out Of Bounds

### **No Smoking**

Smoking Outside in Designated Areas Only

### **Closing**

Doors Close At 9:00 P.M.

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## **Hood River Warming Shelter Guest Agreement**

We hope that your stay here, as our guests, will be as pleasant as possible. We expect that you will do your part in keeping our facilities clean for everyone by picking up after yourself and helping with general cleanup. Please take a few minutes to read this sheet as it contains important information about your overnight stay.

*To help keep the warming shelter safe and comfortable for all our guests and volunteers, I agree to follow all the policies listed below and will be courteous and respectful to volunteers and guests.*

**REGISTRATION (intake) – All intake paperwork will be completed with a volunteer when you arrive**

**CHECK IN/OUT HOURS – Check-in: 6:00-9:00pm. Check-out: by 7am**

No guests will be admitted earlier than 6pm or later than 9pm unless pre-arranged with the Shelter Host.

**ALCOHOL and ILLEGAL DRUGS – No drug/alcohol possession or use in or around the Host Site facility and/or property is allowed. Violation of this policy is grounds for being asked to leave the shelter. Guests who arrive intoxicated will not be allowed to stay at the shelter that evening.**

**WEAPONS - No weapons are allowed. If you have a weapon, please check it in when you arrive. It will be tagged and locked up for the night and will be returned to you in the morning.**

**SMOKING – Only allowed in designated areas 6pm-9pm and 5:30am-7am**

You may not smoke, use matches, or lighters inside the facility for any reason. **This will be grounds for being asked to leave the shelter.**

**LEAVING THE FACILITY – Other than smoking in designated smoking area, if you leave after entering you will NOT be allowed back in. Check-in is as soon as you enter the shelter. After checking into the shelter you may not return to your car without permission and an escort.**

**QUIET HOURS – From 9:30pm – 6:00am.** Guests are to be on their beds with all electronic devices turned off or silenced.

**SEXUAL ACTIVITY – Sexual activity is not allowed** in the building, parking lot, or outside perimeter. Violators will be asked to leave.

**VISITORS – We have a no visitors policy.** If you are expecting someone to pick you up, please clear this with staff first or they will be turned away. Guests are not allowed to have animals or people sleeping in their vehicles or anywhere else on the host site property that is not in the designated area.

**PERSONAL BELONGINGS – You may not store any personal belongings at the facility.**

Hosts, staff and/or site owner/operators are not responsible for lost or stolen property. Any items left will be discarded. Please check the bathroom and the sleeping area thoroughly before you leave.

**BEDDING – We provide one sleeping bag for each guest per season.** You may leave your sleeping bag at the facility if you plan to return in the evening.

**PETS – No pets allowed.** Documented service animals are allowed with vest, licensing tag, or paper documentation.

**CHILDREN – Parents are responsible for the behavior of their children.** No physical or emotional abuse of children is allowed. A parent must be with his/her children at all times. Do not leave children unattended. If a minor arrives or is left at the facility without his or her parent, the police and Child Protective Services may be called.

**MEALS** – Morning snacks will be available on site beginning at 6:00am. Evening snacks and coffee are also available.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# Hood River Warming Shelter Volunteer Application Packet

Thank you for your interest in extending a generous hand and compassionate heart for those who are homeless in our community. The Hood River Warming Center Coalition consists of community members representing service providers, religious congregations, nonprofits, and local government who aim to mobilize individuals for action when the cold weather arrives this winter. Please mail or e-mail the completed form to the Volunteer Coordinator at your earliest convenience.

## PLEASE PRINT

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Address/City/State/Zip \_\_\_\_\_

Business/Group Affiliation \_\_\_\_\_

Phone (D) \_\_\_\_\_ Phone (E) \_\_\_\_\_ Cell \_\_\_\_\_

Email #1 \_\_\_\_\_ Email #2 \_\_\_\_\_

Are you certified in Basic First Aid/CPR? \_\_\_\_\_ **YES**    **NO** \_\_\_\_\_

Are you 18 years of age or older? \_\_\_\_\_ **YES**    **NO** \_\_\_\_\_

Do you have a current (past 2 yrs.) background check on file with the city or county of Hood River , Hood River County School District or Providence Hospital? \_\_\_\_\_ **YES**    **NO** \_\_\_\_\_

**If "YES", Where?** \_\_\_\_\_

I attended volunteer orientation training: (DATE) \_\_\_\_\_

Please list any skills or volunteer/professional experience relevant to working with people (not a prerequisite)?

Please indicate the shift(s) you will most likely be available to work: (some sites may require combined shifts)

1. **SHIFT ONE:**      **5:00 AM – 7:30 AM** (Wake-up, checkout, and cleanup) \_\_\_\_\_
2. **SHIFT TWO:**      **5:45 PM – 10:15 PM** (Site set-up, in-take, and service) \_\_\_\_\_
3. **SHIFT THREE:** **10:15 PM – 5:15 AM** (Evening and bed-down prep, overnight watch) \_\_\_\_\_
4. **I am flexible...** \_\_\_\_\_
5. **I am willing to be "on call" for:**
  1. \_\_\_\_\_ **Shift One:**      **5:00 AM – 7:30 AM**
  2. \_\_\_\_\_ **Shift Two:**      **5:45 PM – 10:15 PM**
  3. \_\_\_\_\_ **Shift Three** **10:15 PM – 5:15 AM**

Signature \_\_\_\_\_ Date \_\_\_\_\_

***Mail your completed application to HRWS, PO Box 656, Hood River, OR 97031***

## **VOLUNTEER EXPECTATIONS & BOUNDARIES**

Volunteers are the lifeblood of the HRWS program. Because of many generous volunteers from several faith-based and community organizations, the HRWS program will be able to offer help to the homeless, year after year. With a desire to serve those without homes in our community to the best of our ability, the HRWS program has developed these expectations for all of our volunteers. All HRWS program leadership and volunteers will conduct themselves in a friendly, but professional manner when interacting with guests. Volunteers should be aware that the perception of favoritism is detrimental to the HRWS guests and to the community.

All guests should be treated equally and with respect by volunteers. It is imperative that all volunteers and staff have clear boundaries when working with the guests. When volunteers interact with guests and with HRWS staff, it is expected that respect be given and received on all sides. Conversations initiated by the staff and volunteers should be about appropriate, healthy topics that are never of a sexual nature. Conversations that become unhealthy should be re-directed. ***Any repeated inappropriate remarks by guests should be promptly reported to the Shelter Host, Site Coordinator, or Volunteer Coordinator AND entered into the incident report log. (if one of these three supervisors are not present you may email a description of the incident to them). See also the Sexual Harassment Policy.***

### **Volunteers should NEVER:**

- Give or loan guests money or personal items.
- Take guests home.
- Provide or offer to provide transportation.
- Give special gifts that are not given to all other guests.
- Give, receive or exchange personal phone numbers with a guest.
- Enter a relationship with a HRWS guest where money or services are exchanged as a result of a connection with the HRWS program.

These gestures may seem like a “nice” thing to do, but please consider that these behaviors pose a serious violation of necessary boundaries and put both volunteers and guests in comprising and sometimes dangerous situations. For example: Guests may begin to feel obligated to go home with someone who has been nice to them even if they do not really want to. These situations can escalate and become dangerous for the guests, the volunteers, the staff, the building and the continuation of the program. Please remember this is for your safety and the safety of our guests.

### **Questions to Consider in Examining Potential Boundary Issues:**

In each case, boundary issues may pose dilemmas for the volunteer and there may be no clear or obvious answer. In determining how to proceed, consideration of the following questions may be helpful.

- Is this in the guest’s best interest?
- Whose needs are being served?
- Will this have an impact on the service being offered?
- Should I make a note of my concerns or consult with the Shelter Host, Site Coordinator, or Volunteer Coordinator?
- How would this be viewed by the guest’s family or significant other?
- How would I feel telling a colleague about this?
- Am I treating this guest differently?
- Does this guest mean something ‘special’ to me?
- Am I comfortable in documenting this decision/behavior in the HRWS site log or in a note to the

- Shelter Host, Site Coordinator, or Volunteer Coordinator?
- Does this violate the volunteer expectations?

If you are concerned about whether or not a behavior is within the boundaries of your role as a HRWC leader or volunteer, please contact the HRWC Volunteer or Program Coordinator.

### **Physical Contact**

There are a variety of ways of using touch to communicate nurturing, understanding and support such as a pat on the back or shoulder, a hug or a handshake. Such touch can however, also be interpreted as sexual or inappropriate which necessitates careful and sound judgment. Volunteers must be cautious and respectful when any physical contact is involved, recognizing the diversity of cultural norms with respect to touching, and aware that such behavior may be misinterpreted. Please ask permission before hugging or moving into the personal space of a guest.

### **Volunteering as a Former Recipient of Services**

The HRWC program welcomes those who formerly stayed as guests in the HRWS program to serve as volunteers. However it is the policy of the HRWS program that our volunteers be out of shelter and have not accessed services for at least one season before they can serve as a HRWS volunteer. Any exceptions to this guideline should be approved by the HRWS Volunteer or Program Coordinator. We will certainly consider making exceptions where the interested volunteer can be partnered with an existing volunteer during their time of service with the HRWS program.

### **Discrimination**

Guests with documented physical and/or mental health disabilities are not to be discriminated against. Please remember that they may have restrictions placed on them by their doctor. All staff and volunteers need to be sensitive and understanding about our guests' restrictions and needs. In addition, volunteers must respect confidentiality between Hood River Warming Shelter staff and guests in these situations. HRWS staff cannot violate this trust by sharing information about guests to volunteers and other guests. Guests should not be discriminated against based on sexual orientation, race or religion.

Discrimination practices and/or inappropriate behavior by staff and volunteers include but are not limited to;

- Showing favoritism towards guests.
- Treating others differently due to sexual orientation, religious beliefs or preferences.
- Treating others differently due to age, race, gender, or physical and mental abilities.

Volunteers are discouraged from discussing their own sexual orientation or religious belief with guests in a manner that could be interpreted as threatening or disrespectful to the guest.

***By signing this document I acknowledge that I have also received and read the Sexual Harassment Policy and agree to abide by it and the other terms laid out in this Expectations and Boundaries document.***

\_\_\_\_\_  
**Volunteer Signature (First & Last)**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Volunteer Name (Printed)**

# **Confidentiality Policy & Waiver Agreement**

Volunteer Name (Printed) \_\_\_\_\_

Please remember that we are bound by the trust people place in us to keep their conversations confidential. Small bits of information shared with someone outside the program (i.e. spouse, best friend, roommate, church members, etc.) may seem harmless to you, but may identify a person or issue you have been entrusted with. Persons who violate this trust will not be permitted to continue volunteering.

All discussions that take place within the scope of your involvement with the guests and the program will remain confidential. If you have a question concerning this policy, contact a staff member of HRWS.

## **The purpose of these policies is:**

1. To protect the identity of guests and treat each one with the care and dignity we would want for ourselves.
2. To provide protection and safety for our HRWS staff and volunteers.
3. To nurture the commitment of trust among ourselves.
4. To continue the trust and confidence in the HRWS program.

## **I Affirm That:**

I shall respect the privacy of our guests and hold in confidence all information obtained in the course of volunteering. Therefore, I will not disclose guest confidences to anyone except:

- as mandated by law.
- to prevent clear and immediate danger to a person or persons
- if there has been a “release of information” signed by the guest in the course of my work with HRWS staff, with the aim of helping the guest.

I shall possess a professional attitude, which upholds confidentiality towards guests, co-workers, and any sensitive situations arising in the program. I, upon the conclusion of volunteer work, shall maintain guest and co-worker confidentiality and I shall hold as confidential information about sensitive situations within our program. This Confidentiality Policy applies during and after my participation with the HRWS program.

## **I Affirm That:**

I am applying to perform certain volunteer services related to the Hood River Warming Shelter (HRWS) Program. I acknowledge that my participation is completely voluntary on my part. In consideration of my being allowed to participate in this volunteer community service event; I, the undersigned, for myself, my heirs, and assigns hereby release and discharge Hood River Warming Shelter, and the Host Site, its affiliates, associates, and any participating organizations, for any claims for damages or injury I may incur resulting from my participation in this volunteer community service event. I understand that my indirect or direct participation with the HRWS program may involve risk of injury and/or illness.

This is to acknowledge that I have read, understand, and agree to the Confidentiality Policy & Waiver Agreement.

\_\_\_\_\_  
**Volunteer Signature (First & Last)**

\_\_\_\_\_  
**Date**

***If you don't have a current background check, please fill our the form below and include with your application.***

## **Hood River County Background Checks**

All volunteers or paid staff working at the Hood River Warming Shelter (HRWS) are required to have completed a background check with verification from your church/work/agency supplied to the Volunteer Coordinator. Refusal to provide the necessary information may result in denial of a volunteers acceptance into the Volunteer Program.

Your eligibility to work at the HRWS will be determined by the Volunteer Coordinator after verification/completion of the background check and review of your application. Thank you for your cooperation.

### **BACKGROUND RECORD CHECK AUTHORIZATION**

Your document will be mailed back to you as soon as we've recorded and approved it.

If you do not have a current (2 years) background check and live/have lived outside of Oregon during the past 18 months, please first contact your church or organization or fill in the following form so that we can provide one for you (Background checks through HRWS cost us \$10 each for us to process so other alternatives are preferable if available).

*If you have a current background on file with another agency (indicated on page 1), you DO NOT need to fill out this page.*

## **BACKGROUND CHECK AGREEMENT**

I certify that all answers and information submitted by me are true and complete to the best of my knowledge. I authorize you to make such investigation and inquiries of my personal, employment, educational, military, financial, medical, criminal histories and other related matters as maybe necessary in arriving at an employment decision. I hereby release employers, schools, and other persons from liability in responding to inquires in connection with my application.

In the event that my application as a volunteer is accepted, I understand that false or misleading information given in my application or interview(s) may result in discharge.

Notice: A photocopy or fax of this release may be accepted as an original.

Applicant Signature: \_\_\_\_\_

Applicant Full Name: \_\_\_\_\_  
(Please Print – Last – First – Middle)

Residence Address: \_\_\_\_\_  
(Street – City – State – Zip)

Other Names Used:  
\_\_\_\_\_  
\_\_\_\_\_

Mailing Address (If Different):

Date of Birth: \_\_\_\_/\_\_\_\_/19\_\_\_\_

Social Security Number: \_\_\_\_ - \_\_\_\_ - \_\_\_\_

Drivers License Number: \_\_\_\_\_ Issuing State: \_\_\_\_\_

## **Standard Precautions For Health/Home Care and Public Service Settings**

In the majority of workplaces such as schools, factories and offices you are not at risk for Human Immunodeficiency Virus (HIV), Hepatitis B (HBV), Hepatitis C (HCV) or other infections. However, in certain situations you may come into contact with blood or other potentially infectious body fluids. This can occur anytime blood or other potentially infectious body fluids come into contact with broken skin or mucous membranes. Standard Precautions\* are measures intended to protect you from such exposures. Contact with blood, all body fluids, secretions and excretions (except sweat) regardless of whether or not they contain visible blood should be avoided. The risk of HIV, HBV or HCV infection from other body substances (such as tears or feces) is extremely low or non-existent. Feces can contain bacteria, viruses or parasites. Nasal secretions can contain viruses or bacteria.

### **HOW TO REDUCE TRANSMISSION RISKS**

1. Wash Hands Frequently
  2. Wear Gloves
  3. Wear Other Protective Barriers As Necessary
  4. Clean Contaminated Surfaces
  5. Dispose Of Contaminated Articles
  6. Report Any Exposure Immediately
- 
1. **Wash Your Hands** Hand washing remains your best defense against any infection, including HIV, HBV and HCV. Wash your hands thoroughly before and after exposure to blood and body fluids, secretions and excretions and following the removal of gloves.
  2. **Wear Gloves** Wear vinyl gloves for all contact with blood and body fluids, secretions and excretions and for wiping up contaminated surfaces and performing first aid.
  3. **Wear Other Protective Barriers** Wear other protective barriers as necessary to reduce your risk of exposure to potentially infectious body fluids on broken skin or mucous membranes. Always wear a protective barrier when there will be contact with blood and body fluids.
    1. **Masks/Protective Eye Wear/Clothing:** Wear protective eye glasses and/or masks during procedures that are likely to produce aerosols or splashes of blood and body fluids that may contact the mucous membranes of the eyes, nose, or mouth. Wear gowns, lab coats or aprons where skin or clothes are likely to be soiled.
    2. **Resuscitation Devices:** To minimize your exposure during emergency mouth-to-mouth resuscitation, mouth pieces, resuscitation bags or other ventilation devices should be available. However, the risk of infection remains low and no one should hesitate to give emergency mouth-to-mouth resuscitation without a mouth piece.
  4. **Clean Contaminated Surfaces** Wear gloves and immediately wipe up spills of potentially infected

material with paper towels and dispose of them carefully as per process below. Wash area with hot water and a household cleaner. Rinse. Apply a freshly made solution of household bleach (1/3 Cup bleach to 1 gallon of water) to the area. Leave solution on affected area for 10 minutes then wipe it up.

## 5. **Dispose of Contaminated Article**

1. **Contaminated Waste:** Dispose of articles soiled with blood or body fluids in a plastic bag tied at the top. If the first bag is visibly soiled or leaking, double bag the article before discarding in the garbage.
2. **Laundry: Wear gloves and a gown to handle** blood stained laundry, and handle as little as possible. Place in bags that prevent leakage. Rinse the laundry in cold water using gloves, gown, mask and protective eyewear (splashing very likely- unless rinsing the laundry in the wash machine, then the protective barriers would not be recommended) and then machine wash in hot water using regular laundry detergent.
3. **Sharps:** Any object that could break, cut or puncture the skin can be considered a sharp. Examples are needles, blades, knives, or broken glass. Any "sharp" may carry infectious materials and should be handled with caution.
  1. Wear gloves when handling sharps.
  2. Dispose of sharps in puncture resistant sharps containers that have lids.
6. **Report any Exposure Immediately** Report any exposure immediately to Site Supervisor and your family doctor. Note: The information provided is intended as a guideline only and is not a comprehensive resource. For additional information, please contact the Hood River County Health Department at 541-386-1115
7. **Communicable Diseases:** Any communicable disease will be disclosed to the staff at the time of intake, and the guest/family will be given proper instructions on precautionary methods. Any guests with fever and cough will be asked to wear a mask. If the individual has head lice, a shower cap will be provided to them by staff at the time of their intake, and is expected to be worn throughout the evening. (what about beards? Might think about a beard cover. Also, will a guest with lice be spending the night? If so, you may want to think about how your sleeping quarters are set up, etc.)

Note: The information provided is intended as a guideline only and is not a comprehensive resource. For additional information, please contact the Hood River County Health Department at 541-386-1115

## **Health & Safety Tips**

### **Health in Shelter:**

Physical symptoms to be concerned about include coughing, disorientation, expressed dizziness or appearing to be overly exhausted (lethargic). These could be just from living on the streets, but they could be symptoms of a sickness that needs treatment at a medical facility. Remember that many signs of mental illness are sometimes similar to intoxication and/or drug abuse. If a guest asks for you to contact 911 after HRWC staff have left, please do not hesitate to call.

### **Medical Emergencies:**

If any of the following medical emergency conditions are present, call 911 and request an ambulance immediately. Do not transport the guest to the hospital.

- Severe vomiting or blood present in vomit
  - Difficulty breathing
  - Profuse bleeding
  - Dizziness
  - Suspected broken bones
  - Injury as a result of criminal assault
  - Complications of pregnancy
  - Drug overdose, suicidal ideation or attempt
  - Seizures
  - Intermittent consciousness or any instances of unconsciousness
1. If an ambulance is called and the guest is unable to communicate with medical personnel, you may provide medics with the guest's name, age, gender, medical history, medications, and emergency contact number, if one has been provided. You may provide your observations in terms of behavior and the guest's symptoms. However, safeguard the guest's confidentiality in all other matters.
  2. An incident report will need to be completed and left for the HRWS staff.
  3. The incident should be noted in the volunteer log.
  4. In medical emergencies, do not provide treatment except for basic first-aid and CPR. This includes over the counter medications, water, laxatives, antacids, aspirin, Tylenol, or any other substance or procedure. These may worsen conditions, mask symptoms, or complicate medical treatment.
  5. Should an adult who has children be transported to the hospital, the following rules will apply to the care of any minor children remaining on site;
    - If the hospitalized guest is in shelter with an adult partner, it will be assumed that the remaining adult will take responsibility and supervision of the child or children.
    - If the hospitalized guest is a single parent, the emergency contact person should be called immediately. If no such contact person is stated on the guest's information card, attempt to get a name and number from the guest.
    - No child shall leave the premises with another person, including the emergency contact, unless there is written consent from the parent.
    - Under NO circumstances, is a child of any age, to be left alone and/or unattended.

## **Death in Shelter:**

The following steps should be taken if death occurs in the shelter.

- Call 911 or designate a responsible person to call for you.
- Verify that the person is without a pulse and/or not breathing.
- If the death is beyond CPR, contact the Pastor of the facility.
- Insure that you or a responsible person is comforting and staying with family members.
- The emergency medical technician or fireman who responds will contact the coroner.
- Take the necessary time to comfort and provide support to the other residents. Be calm.
- Document situation in the volunteer log.

## **Medications:**

Guests will be responsible for their own medications. It is important that medications are kept out of the reach of children and in a prescription bottle.

8. **Communicable Diseases & Safeguard Procedures:** Communicable disease guidelines in the shelter setting cover the handling of urine, feces, vomit, and blood. The following precautions are suggested to safeguard against many communicable diseases.
  1. When handling urine-soaked bedding, use rubber exam gloves and gown or apron that have been provided.
  2. Any dirty diapers must be taken immediately out of the building and placed in an outside garbage can. A trashcan is available outside for this purpose. They may not be disposed of in the restrooms, or any other interior garbage can.
  3. Any linen or clothing that contains feces or vomit may be rinsed in the restroom toilet (wearing gloves, gown, mask and eye protection as splashing is risk) and then the sink. The toilet and sink will need to be cleaned with household sink cleaner then disinfected with bleach water in order to avoid spreading germs. Rubber or surgical gloves must be worn. Alternately, soiled bedding or clothing may be discarded and placed in the outside trashcan.
  4. All used linens or towels must be washed before offering to a new resident. No blankets, sheets, pillows, or any other such similar items may be returned to linen storage or offered to another resident without first being washed.
  5. Use exam gloves when bandaging any injury in which the skin is broken and blood is visible. This includes nosebleeds. If at all possible, have the guest (or parent, if the injured party is a minor), apply the necessary bandages themselves.

## **Miscellaneous Safety Policies**

### **Smoking:**

Smoking is not allowed anywhere inside any of the host sites. As a matter of professional ethics, staff and volunteers will not sell, loan, or give cigarettes to guests, nor buy, borrow, or accept cigarettes from guests. Smoking is permitted from 7:00-9:00pm and from 6:00-7:00am ONLY, in the designated area outside the building. Tobacco may be rolled in the outside smoking area only.

### **Drug and Alcohol Policy:**

Drugs, alcohol and/or paraphernalia are not allowed on any of the host site properties. This is to include the outside perimeter, as well as the parking lot.

### **Sexual Activity:**

Due to the environment in which our guests will be residing, sexual activity will not be allowed. This includes the outside perimeter as well as the parking lot of any host site.

### **Conflict:**

If conflict occurs between one or more guests, mediation and conflict resolution may be available and is encouraged whenever possible. If the guests cannot become respectful of each other, one or all guests involved will be asked to leave. If the situation continues to escalate, is un-manageable, becomes violent or threatening, call 911 immediately. You will need to fill out an incident report, document the incident in the volunteer log and provide the information to the host site staff and Hood River Warming Shelter Coordinator of Volunteers in the morning.

**In the case of fire** – Get everyone out of the building as quickly as possible using the most logical route away from the fire. Do not stay near the building but move everyone to the far side of the parking lot.

**In the case of an earthquake** – Move people out of the building as quickly as possible. Do not stay near the building but move everyone to the far side of the parking lot. In all cases, use common sense, move with determined speed and make sure all people are accounted for as you move from place to place.

## 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.

## **Hood River Warming Shelter 30-Day Policy**

Guests are allowed to stay in the shelter for a total of 30 nights during the shelter season. The days that each guest stays at the shelter will be tracked and they will be notified when approaching the end of 30 days.

Guests may be allowed to stay for another 30 days if they can demonstrate they are enrolled in, or trying to enroll in, a program to effectively address the issues behind their homelessness. This may include, but not limited to:

- Substance recovery program
- Employment assistance
- Mental health counseling

A letter from a program director or counselor confirming your participation and need for additional time at the shelter is very helpful.

Guests who are working but cannot afford rent will be allowed to stay at the shelter beyond 30 days as long as they remain in compliance with standard shelter policies.

Guests who are on a waiting list for housing will be allowed to stay at the shelter beyond 30 days as long as they remain in compliance with standard shelter policies.

If you think you that you qualify for an additional 30 days, please contact the Shelter Host to review your particular situation.

No matter how many days a guest has stayed at the shelter, a guest may return to the shelter on nights the shelter is operating in “Emergency Mode” unless they have been banned from the shelter for violent behavior or a severe infraction of shelter policy as determined by the Shelter Host.