

Hypothermia Shelter Operations Manual 2023

St. Mary of Sorrows Catholic Church
5222 Sideburn Road
Fairfax, Virginia 22032
(RED church in 2023)

FACETS Hypothermia Program

ST MARY OF SORROWS CATHOLIC CHURCH

5222 Sideburn Road, Fairfax, VA 22032 (703) 978-4141 (front desk)

2023

Emergency Phone Numbers

Medical, Fire, Police Emergencies	call 911	
Police Non-Emergency	703-691-2131	
Mobile Crisis Unit	703-573-5679	mental health emergency
Fairfax Detox Center	703-502-7000	rather than Police if feasible
FACETS Dayatra Spalding	703-272-7147 (office)	TBD (c)
Dominion Energy Co.	571-346-0920 (c)	David (24/7) for power failure*

*then call Kathy Coleman if outage is expected to be of significant duration

Important Phone Numbers for St. Mary's

POC (Point of Contact)	Bob Forgione	703-499-2748 (c)
Administrator	Tom McIntyre	703-843-6743 (c)
Facilities Manager	Richie Witter	703-209-7387 (c)
Outreach Coordinator	Christina Benedi	571-748-8610 (c)
Office Manager	Kathy Coleman	703-867-2707 (c)
Rectory (<i>Sacramental Emergency Only</i>)		571-217-0945 (c)

2023

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St. Mary of Sorrows Hypothermia Prevention Shelter

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Fire Evacuation Plan

No Smoking Policy. Smoking shall be prohibited inside the building. However, smoking is allowed in the approved, designated smoking area outside the building beyond ~~the~~ back door marked “Hypothermia Entrance” on the Hypothermia Evacuation Diagram (page 7). Smoking materials shall be discarded only in approved receptacles. Lighted matches, cigarettes, cigars, or other burning objects shall not be discarded in a manner that could cause ignition of other combustible material.

The primary strategy during a fire emergency, fire and/or smoke alarm activation, gas leak or carbon monoxide alarm activation is to preserve the life and safety of the guests, staff and volunteers through a coordinated building evacuation process, notification of emergency responders, and accounting for or identifying person(s) who may not have successfully exited the building.

Reporting Fire Emergencies. According to the Virginia law (i.e., *Virginia Statewide Fire Prevention Code*), the following must be observed with respect to the fire emergencies and alarm activations:

- **Immediate Notification Required.** In the event an unwanted fire occurs on a property or upon activation of a fire alarm, employees or staff shall immediately notify the fire department (9-1-1) and implement the evacuation plan.
- **Volunteer Emergency Duties.** Upon discovery of a fire or suspected fire, Hypothermia Shelter volunteers shall activate the fire alarm system (fire alarm pull boxes) where provided, and immediately notify the fire department (9-1-1) and implement the Fire Evacuation Plan.
- **Delayed Notification Prohibited.** A person shall not, by verbal or written directive, require any delay in the reporting of a fire to the fire department (9-1-1).

Fire or Smoke Alarm Activation. In the event of an odor of smoke, smoke seen, fire discovered, and/or activation of any fire alarm, smoke alarm, or fire sprinkler, immediately do the following:

- 1) **Manually Activate the Fire Alarm** (*fire alarm pull boxes if not already activated*)
- 2) **Notify Occupants; Evacuate the Building**
- 3) **Call 9-1-1** (**always call 911**, *regardless of whether the fire alarm has already activated*)

Odor of Gas, Carbon Monoxide (CO) Alarm Activation. In the event of an odor of gas, gas leak, or CO alarm activation, immediately begin an orderly evacuation of the building and call 9-1-1.

Occupant Notification. Staff and volunteers shall verbally direct the occupants to evacuate the building through the appropriate emergency exits (see Hypothermia Evacuation Diagram on page 7), where they will be directed to the designated assembly area outside and away from the building. Staff and volunteers must stay calm and focused.

Evacuation Plan. Evacuation of the building shall be complete; no occupants shall remain in the building during a fire emergency, fire or smoke alarm activation, gas leak, or CO alarm activation.

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- The primary emergency escape route from Farrell Hall will be to go out the Exit door in the Men's Sleeping area and walk past the shed to the assembly areas near the main parking lot.
- The secondary emergency escape route from Farrell Hall will be to go out the Hypothermia entrance, down the path past the shed to the assembly area.
- The Farrell Hall evacuation assembly area is near the south main parking lot, on the sidewalk behind the shed.
- See diagram on following page of the Farrell Hall evacuation plan.

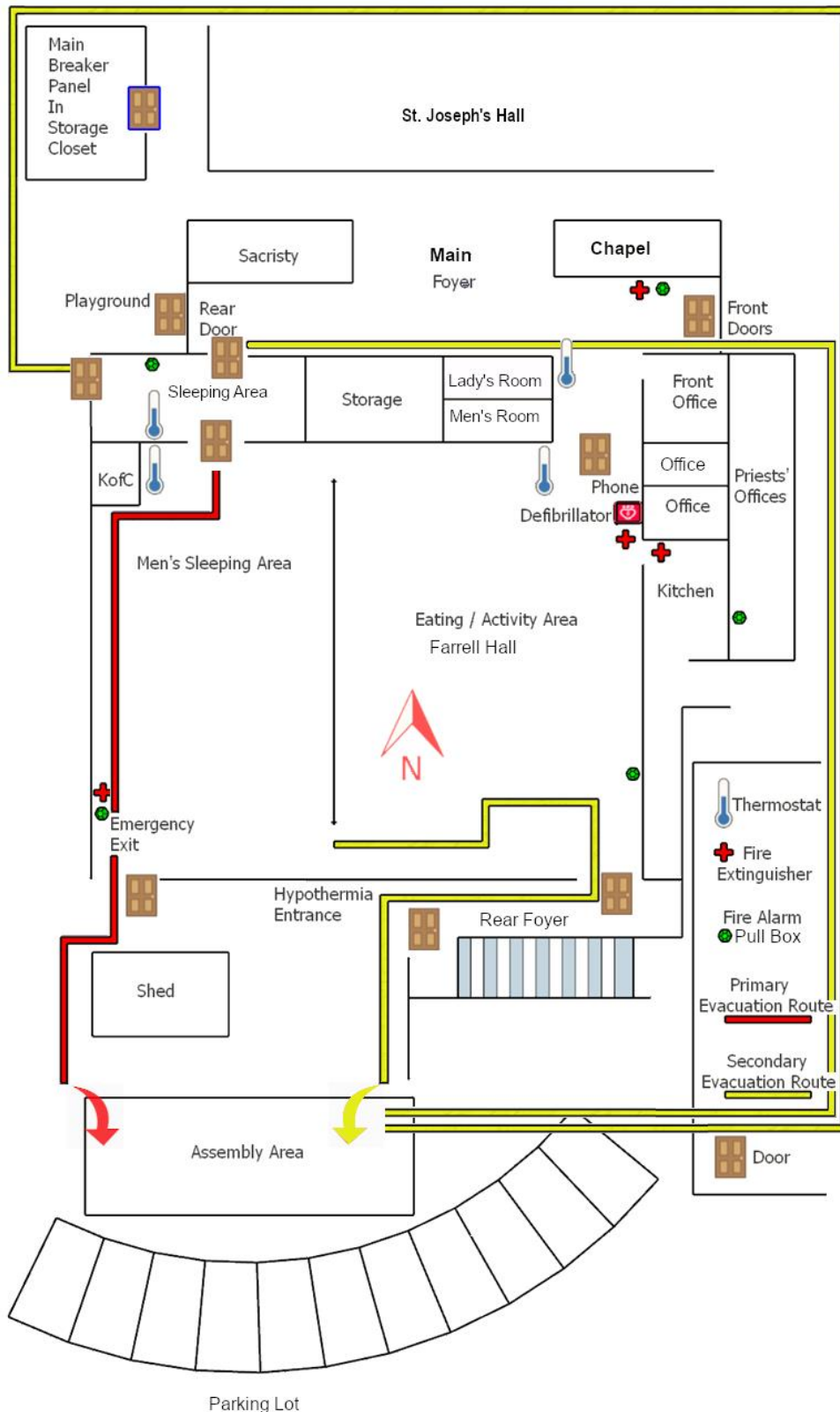
Conference Room Evacuation Plan.

- The primary emergency escape route from the Conference Room will be to go out one of the CR doors into the Farrell Hall men's Sleeping area and then out the door in that Sleeping area and walk past the shed to the assembly areas near the main parking lot.
- The secondary emergency escape route from the Conference Room will be to go out the CR door into the building foyer and walk out the foyer front door of the Parish Center and then around the building in a southerly direction to reach the assembly area.
- The third emergency escape route from the Conference Room (previously known as the Pre-school Classroom) will be to go out its rear door, and then walk north around the back of St Joseph's Hall and then around the front of the building in a southerly direction to reach the assembly area.
- The Conference Room evacuation assembly area is the same as those for Farrell Hall, namely near the south main parking lot on the sidewalk behind the shed.
- See diagram on subsequent page of the Conference Room evacuation plan.

Accountability of Occupants

- The most senior FACETS staff person on duty will be responsible for accounting for all guests and FACETS staff, using shelter check-in sheets.
- The Nightly Team Leader is responsible for accounting for all volunteers, using the volunteer check-in logs.
- The most senior church personnel present will go out to meet the first arriving fire department units. "Most Senior" means, in order, Thomas McIntyre (Hypothermia Administrator) or the Nightly Team Leader on-site.

Hypothermia Evacuation Diagram



Fire Watch – The Key Security Task

A Fire Watch is required for St. Mary’s Hypothermia Shelter by the Office of the Fire Marshal. We shall adhere to this for the safety of our volunteers and guests.

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SUMMARY:

- ▶ Perform this once every hour, approximately on the hour from 5:00 p.m. through 7:00 a.m. plus every hour during the day on Martin Luther King, Jr. Day.
- ▶ Security Volunteers (2) do the fire watch. They can solicit help if needed.
- ▶ Team Lead is to make sure fire watch gets done hourly.
- ▶ The Security Volunteers walk around, sniffing for smoke or gas and looking for fire.
- ▶ The Security Volunteers call the Team Lead if any concerns; calls 911 if an active fire.
- ▶ **** Normally do NOT go into locked doors; but are flexible in emergencies. ****
- ▶ Sign the Fire Watch Log, documenting each and every hourly inspection.

DETAILS:

Once each hour that we are in the building, two people are needed to complete the Fire Watch. The Security Volunteers together will walk around both the inside (ALL unlocked areas and rooms) and outside of the entire building looking for signs of smoke, fire or natural gas leak and be ready to call 911 if a fire is detected. In addition, the Security Volunteers are to look for any improper activities or problems whatsoever that might be taking place involving guests or others either inside or outside the building. Such activities or problems are to be reported to the Team Lead as soon as that Fire Watch is completed (sooner in an emergency). It is better for Security Volunteers not to confront guests or others. Security Volunteers are to observe, refer the situation to FACETS, and not physically intervene. We are looking for conversation and de-escalation, with FACETS taking the lead and our volunteers exercising discretion in providing support for FACETS. Talk to your Lead. Call 911 as you believe appropriate for the situation.

At the start of their shift, each Security Volunteer should have a charged cell phone, the Team Lead’s cell phone number and St. Mary’s full address so they can communicate to the emergency 911 operator if need be. If the Security Volunteers see any sign of fire, they are to call 911 immediately to report the fire and then call the Team Lead. The Lead will pull the Fire Alarm at a pull box, and alert guests and staff to proceed to evacuate by the designated routes.

St. Mary’s address is posted by the landline phone on the wall in Farrell Hall and on the front of this manual. In addition, pulling the fire alarm also provides a location to the Fire Department.

If after the walk, no fire was detected, one of the Security Volunteers will log in their findings in the white Fire Watch Log kept at the Volunteer Sign In/Out Table. The log will show at least the time of the watch, any relevant findings, and the signature of the Security Volunteer or helper.

This Fire Watch Log is to be kept current, is to be available for inspection by the Administrator or Office of the Fire Marshal at any time, and is an important element of our contribution to this Hypothermia program. It will be kept on file St. Mary's with the Facilities Manager for at least three years after its original creation.

The Hypothermia Evacuation Diagram (page 7) is permanently posted by both of the Farrell Hall doors leading to the outside, and by the Conference Room door to the Main Foyer.

Facilities/Safety Items

Power Loss

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In case of a power loss, one light in each area should remain on automatically. Emergency flashlights are available at the Volunteer Sign In/Out Table near the Guest and Volunteer Entrance to Farrell Hall.

Power Shutoff

The main breaker for the electrical system for the entire building is in the Electrical Room immediately off the left entrance to the St. Joseph Hall. The main breaker is directly inside the door on the right.

Water Shutoff

The water shut-off valve is in the 3rd priest's office on the left of the priests' corridor as entered from the Front Office (receptionist's area). It is on the front wall behind a wooden cabinet.

Fire Extinguishers

- West wall of Farrell Hall (near Exit door from Men's Sleeping Area)
- East wall of Farrell Hall (near Kitchen entrance)
- North wall of Kitchen (just inside the doorway)
- North wall of Main Foyer (to left of main doors)

Fire Alarm Pull Boxes [can only be reset by Fire Department]

- West wall of Farrell Hall (near Exit door from Men's Sleeping Area)
- East wall of Farrell Hall (near the Guest entrance door)
- North wall of Women's Sleeping Area
- North wall of Main Foyer (to left of main doors)

Defibrillator

- East wall of Farrell Hall (between the two kitchen entrances)

Typical Day's Schedule

- ▶ 4:30 pm Van leaves St. Mary's for first (by 5:00 pm) pickup of guests at the Lamb Center, earlier if van is full earlier, second pickup ~5:40 pm, 3rd only if needed as usually take extra few (if any) in a car. 2023
- ▶ 5:00 pm Doors Open for Guest Registration -- Guests Sign up for:
 - Next Morning Van transport to Lamb Center (or nearby McDonald's) only. FACETS signs up our guests. Early van – leaves by 6:20 am, later van - leaves ~6:55 am, 3rd trip if needed by personal car – leave by 7:00 am)
 - Next Day Bag Lunch request filled out (only if desired). Sign up at Volunteer Registration Desk.
 - Guests might ask some volunteer to talk with a Priest or visit chapel (if desired)

If weather is bad, allow guests to wait in the Rear Foyer (Hypothermia Shelter Guest and Volunteer Entrance) for 5:00 pm sign in.

- ▶ Guests settle in, put their gear in sleeping area or on tables in the back; relax; watch TV
- ▶ 6:15-6:30 pm – Prayer, Daily Announcements, then Dinner served
7:30 pm (approximately -- FACETS discretion) – Bedding distribution
7:00 – 9:00-ish pm – Optional Activities, games , TV, etc.
10:00 pm Lights Out in Sleeping Areas, lights lowered in Eating/Activity Area of Farrell Hall
- ▶ 5:00 am – Coffee is ready - large pot of regular with carafe of decaf is in the kitchen. The Night Lead is to turn on large coffee pot ~4:15 am.
5:30 am – Wakeup by FACETS staff begins, especially for those on the early van or having early work
5:45 am – Breakfast begins
6:20 am – First van trip leaves (approx.)
6:55 am – Second van trip leaves (approx.)
7:00 am – Extras leave in car or otherwise; **only if needed**
7:00 am – All guests must be out of St. Mary's; shelter is closed for cleanup.
If some guests need to wait for a 3rd van, they must wait outside, or in the Rear Foyer in case of bad weather
- ▶ 7:15 – 8:30 a.m. Thorough clean-up of Farrell Hall including all sleeping mats, floors, tables, bathrooms, and kitchen.

Volunteer Guidelines

Basic Reminders for Serving Our Guests

*"Holy Spirit, may you be visibly present in the way that I move through the world today."
Give me peace, patience, kindness, generosity, faithfulness, and self-control.*

- Welcome our guests as Christ would welcome them; treasure your time spent with them.
- Enjoy a meal or activity with guests when that is welcomed by the guests you wish to join.

**** Avoid congregating with other volunteers. Especially avoid any body language that could make any guests feel that you are watching or talking about them. ****

- Remember that our guests are in "survival mode", looking to make sure their basic needs are met (safety, warmth, food, and getting to where they need to go). Please be patient and try to be comforting, assuring them that we want to help them meet their needs, not to be an obstacle.
- Avoid being confrontational with any guest. If there is anything that you think a guest needs to be doing differently, please bring it up with your Team Lead and, if needed after that, with FACETS staff.
- If the work you came to do is finished, please be flexible and see if there is something else that needs doing. If you end up with free time, try just sitting with a guest. Listening to them is an incredible gift you can give without even realizing it. What you hear may change your life.
- If we have more volunteers than needed or if people are standing around with nothing to do, please note so to your Team Lead so the Team Lead may decide if there is another task or if someone may go home.
- Please respect the dignity and privacy of our guests. Part of your job may be to "watch over" them (especially security people), but please do not intrude.
- Wear a name tag with your first name BUT do not share last names or personal identifying information with guests. Team Leads, Assistant Leads and Security Volunteers are to add that information to their nametag directly below their name.
- Wear a mask whenever threat of flu or covid is high per decision of Administrator.
- Have appropriate covid and flu shots when appropriate before serving, per decision of Administrator.
- Do not give the guests any money, items, or services. Be careful if you offer personal transportation. If you see that a guest has a need that you would like to help resolve, please talk with your Team Lead or Donations Coordinator before proceeding. The Team Lead can discuss it with the Hypothermia Administrator and/or St. Mary's Outreach Coordinator as needed.

General Notes:

- Parking is available in front and side of the church and may be marked as "Volunteer Parking."
- Only enter at the back of the church at the "Hypothermia Shelter Guest and Volunteer" entrance.
- Go into Farrell Hall and sign in at the Volunteer Sign In/Out Table. Put on a name badge with **first name only**.
- Sign out when leaving the Shelter.
- Unauthorized purchases will NOT be paid by St. Mary's. If you feel a need to purchase something and be compensated for it, seek prior authorization from the Hypothermia Administrator, the Donations Coordinator, or the Food Chief.

Remember:

- It is the God in us who finds the God in people.
- God loves each of these guests as much as He loves you.
- God will give you what you need to best serve our guests.

Volunteer Job Descriptions

Point of Contact

2023

Each faith community participating in the county's hypothermia program has a coordinator who serves as the Point of Contact (POC) with the County and, in particular, the non-profit organization that oversees the program, FACETS. In addition, St. Mary has a Hypothermia Administrator who helps the POC overseeing the program and does most of the detailed preparation for Hypothermia Shelter week. The Administrator is in charge of making sure everything is in place for the smooth running of the St. Mary's Hypothermia Shelter for the selected week, traditionally MLK, Jr. week.

Off-Season Duties (post-shelter through subsequent summer):

- ***Shortly after the completion of Shelter week, provide a summary of expenses and invoices to St. Mary's Outreach Coordinator as provided by the Administrator. In the spring, present a budget for next year's Hypothermia Shelter week to St. Mary's Outreach Coordinator for approval as provided by the Administrator.***
- ***Coordinate with FACETS and St. Mary's Outreach Coordinator for week to host the shelter in subsequent year.*** POC should solicit FACETS Program Coordinator for the desired week in early spring. FACETS should then follow up with the designated week by start of summer. Traditionally we ask for and get MLK, Jr. week each year.
- ***Reserve Farrell Hall and the Conference Room for the shelter week, and reserve Farrell Hall for the volunteer coordination meeting on the prior Sunday afternoon.*** Do this as soon as FACETS confirms our shelter week. We use the conference room adjoining Farrell Hall to provide the separate sleeping area for women. Follow St. Mary's reservation process; see the Parish website for the reservation form.
- ***Announce the dates of the designated week to St. Mary's parishioners via bulletin announcement(s) and Flock Notes in late summer.*** Some especially loyal Volunteers plan vacations and even surgeries months ahead around the dates of our upcoming Hypothermia Shelter week. See the Parish website for the announcement procedure and submission form.

Pre-Season Duties (fall)

- ***Attend FACETS POC meetings (usually monthly either online or at the FACETS building starting in September or October) and coordinate with FACETS.*** These meetings help with planning, making changes from previous years, and allowing for information sharing and networking.
- ***Provide FACETS with forms from Administrator with copies to St. Mary's Outreach Coordinator.***
- ***Coordinate With Parish Outreach Coordinator.***

- Prepare Bulletin announcements and provide to Parish Outreach Coordinator for approval before submitting for publication in the bulletin. One announcement for late summer (August and September) to notify prospective volunteers of dates for upcoming Hypothermia Shelter week. A sequence of weekly announcements for the eight weeks prior to and including the starting Sunday of Hypothermia Shelter week. A ‘thanks to all’ announcement for Sunday one week after the conclusion of Hypothermia Shelter week.
- The sequence of bulletin announcements is to inform the parish of Hypothermia Shelter week dates and program needs. Announce in late November/early December that signups are coming soon. Provide signup links starting early December (avoid conflicts with Christmas and New Year functions). Coordinate the SignUp Genius activation date with the Volunteer Coordinator.
- ***Become aware of the leadership team recruited by the Administrator.***

In-Season Duties (in the weeks approaching Hypothermia Shelter week at St. Mary’s)

- ***Continue attending the FACETS POC meetings.*** This is usually helpful at least until our shelter week is over. After that, you can sometimes be a help to other POCs by attending. If you have tips/information to share, you can email the POCs of later weeks.
- ***Be aware of the Administrator’s Coordination with Team Leads and the various Function Coordinators.***
- ***Coordinate with the Parish Outreach Coordinator as needed.***
- ***Online Documents.*** The Hypothermia Administrator will prepare and send to the POC the first six documents listed in the Administrator’s In-Season Duties under the bullet *Prepare Documents for the White Hypothermia Shelter Binder*. The POC will then submit the documents to the Parish Office Manager for inclusion on St. Mary of Sorrow’s website so they will be available to any Volunteer.
- ***Coordinate with other parish groups and staff when needed.*** May also need to coordinate with other staff including the Office Manager, Pastor’s Assistant, and Bulletin Manager.
- ***Be present at the Hypothermia Shelter Volunteer Orientation Meeting.***
 - Stay at end of meeting to meet/chat with the various Leads, Coordinators and other volunteers.
- ***Ask the Pastor if a priest or deacon can attend each evening to say a blessing.***
 - Check back with Pastor as needed on whether this will happen and who will come on which night (generally hasn’t happened on most nights in the past).
 - Suggest clergy would be welcome to stay and have dinner with our guests.

Shelter Week Duties

- ***Be highly responsive to any emails from Parish staff, volunteers and FACETS staff each day*** - these may include last minute cancellations and other changes requiring immediate action.

Hypothermia Administrator

Off-Season Duties (post-shelter through summer):

- **Collect feedback from volunteers and possibly hold post-week meeting (“hot wash”) to capture possible improvements for next year; may cancel meeting if this seems advisable. Share a summary of such suggestions with volunteers and, via POC, with Parish staff.**
- **Prepare In-Kind Contribution Form for FACETS as soon as is easily feasible after shelter week concludes and provide to FACETS.**
- **Summarize expenses. Provide any invoices of expenses to POC for forwarding to Outreach Coordinator.**
- **Prepare preliminary budget for next year’s Hypothermia Shelter week. Provide to POC for coordination with Parish Outreach Coordinator who must approve the budget.**
- **Remind POC to coordinate week for next year with FACETS and to reserve appropriate St. Mary’s facilities.**
- **Update this manual and other Hypothermia Shelter paperwork as needed, incorporating any new ideas and changes gleaned from Hypothermia Shelter week, and appropriate updates.**
- **Monitor email for early questions and issues.** This includes the StMarysHypo@gmail.com account and/or any other account that Administrator gives out.
- **Announce the dates of the designated week to previous St. Mary’s volunteers via the Hypothermia Shelter email database in late summer.** Some especially loyal Volunteers plan vacations and even surgeries months ahead around the dates of our upcoming Hypothermia Shelter week.

Pre-Season Duties (fall)

- **Recruit the leadership team.** It is critical to have the Team Leads (Evening, Night, Morning (MLK Day), Afternoon (MLK Day) and the Function Coordinators in place early, before posting Volunteer openings. (May fill in missing Assistant Leads via SignUp Genius when necessary.) Function Coordinators include:
 - **POC**
 - **Volunteer Coordinator/SignUp Genius Coordinator**
 - **Sign Coordinator**
 - **Transportation Coordinator (if needed)**
 - **Security Chief**
 - **Cleanup Lead**
 - **Donations Coordinator**
 - **Activity Coordinator**
 - **Food Chief**
 - **Set Up Chief**
 - **Tear Down Coordinator**

- **Prepare the appropriate paperwork for FACETS and pass to POC in a timely fashion.**
 - Memorandum of Understanding (MOU) must be filled out with FACETS – usually use essentially the same MOU each year with updates made as needed. This MOU needs to be signed by a parish representative and a FACETS rep. The usual parish rep is the Administrator. ²⁰²³
 - Add an Amendment to the MOU (2nd document) to allow the Youth Group to prepare and serve one evening meal. Again, this is likely to be a minor modification of the previous year's Amendment. This Amendment could be augmented to cover any other exceptions that might need to be needed. This Amendment also needs to be signed by a parish representative (usually the Administrator) and a FACETS rep.
 - Emergency Contingency Plan – FACETS needs us to furnish them an Emergency Contingency Plan. This is likely to be a minor modification of the previous year's Plan updated as is needed. The Administrator will provide it to the Point of Contact for forwarding to FACETS.
- **Coordinate with the Fire Marshal and the Facilities Manager on the Fire Marshal inspections.** Also inform the Outreach Coordinator of inspection schedule. Usually there are two inspections:
 - Preliminary inspection is done in mid fall (often combined with the church's routine fire inspection). Only necessary to attend initial inspection, where final inspection should be scheduled.
 - Final inspection is usually done about two weeks prior to the assigned week.
 - St. Mary's staff critical contact is the Facilities Manager. The St. Mary's of Sorrows Facilities Department is responsible for taking any corrective actions to comply with these inspections.
- These inspections are a good time to note any concerns on maintenance issues to Facilities Manager, especially if these issues will need a remedy prior to Hypothermia Shelter week. Some follow up by Administrator may be required on these concerns. A prior tour of St. Mary's Parish Center facilities by the Administrator is advisable, to make notes of such concerns (e.g., seeking repair of doors, etc.).
- **Coordinate With Parish Outreach Coordinator.** Plan with Administrator for a sufficient number of VIRTUS-cleared volunteers to be present as needed when youth are assisting in any activities, i.e., Set Up and Tear Down. This may require some months of lead time as it is a lengthy process requiring paperwork to the Diocesan offices, fingerprints and classes. Keep St. Mary's staff informed on this item. We will need this only for Set Up and Tear Down; the Youth Group addresses this independently for their involvement.
- **Order Gas Cards to provide Guests.** Estimate need for Gas Cards (to give guests to balance out the Bus Passes we provide to other guests without cars) with FACETS data from earlier Hypothermia Shelter weeks. Use Shell order data to order gas cards (~\$17 value with Fuel Only imprint).
 - St. Mary's now has an on-line source for Shell gas cards (<http://www.buyshellgiftcards.com/>). The organization is RPG (Royal Performance Group) card services. The person in charge is **Candace Campione at (630) 353-7936** in Lisle, Illinois. She is very helpful.

- The account is in the name of the Administrator currently, as that was the original setup for reasons of haste. There is a bit of paperwork to resolve in opening an account with RPG, hence changing to a St. Mary's account should be done well in advance if that change is desired.
- These cards can be bought in any dollar amount with no extra fee and, for \$0.22 more per card, can say "for Fuel only". Other costs include a 3.5% processing fee and a \$13.50 shipping cost.
- For January 2022, we bought 15 cards with \$17 on each and paid the extra 22-cent fee. We used the Administrator's personal credit card. Cards can be ordered with a simple phone call to Candice and cards will arrive a few days after the call.
 - Suggest in future buy cards for \$15 each which currently exceeds the \$12 bus pass cost.
- Used 13 of the 15 cards for Hypothermia Shelter 2022, with Administrator holding the balance. Suggest should have at least 15 cards on hand for Hypothermia Shelter 2023.
- **Donations.** In the past, Hypothermia Shelter has received donations by check, cash, or gift cards. The overall size of such donations is unpredictable. These donations have been given directly to various Team Leads and Function Coordinators, dropped off at the Volunteer Sign In/Out Table or given to St. Mary's staff.
 - Donated gift cards may arrive at the last moment and provide cards not possible to use effectively for that Hypothermia Shelter week. These extra cards should be saved to use in another year rather than choosing to be overly generous in the year received. Check for expiration dates on the gift cards.
 - We strongly discourage providing Hypothermia Shelter gift cards in our bulletin announcements and on SignUp Genius as gift cards are awkward to manage appropriately.
- **Gift Cards.** Gift cards have been used in the past to provide Bingo prizes and to give our guests a hot lunch on the final Sunday of our Hypothermia Shelter week.
 - By far the most popular Bingo gift cards have been those from Walmart, with Chic-fil-A a distant second. Get 50 gift card prizes at \$10 each: 40 Walmart cards and 10 Chic-fil-A cards. However, adjust these quantities to take into account any remaining gift cards from previous years.
 - For Hypothermia Shelter 2023, obtain 50 McDonald's gift cards at \$10 each distribute only on the final Sunday morning and as added Bingo prizes.

In-Season Duties (in the weeks approaching Hypothermia Shelter week at St. Mary)

- **Coordinate with the Team Leads and Function Coordinators.** To help the Team Leads and Function Coordinators perform their jobs well will require emails, phone calls, and in-person discussions, and might, if needed, require organizational meetings for discussions among all leaders. During the pre-season, emphasis should be on lining up the resources (groups for dinners and activities) and putting a process in place to sign up volunteers. Keep POC updated on this coordination.

- **Coordinate with other parish groups.** Some parish groups may need a lot of lead time to do their service (for example, the Prayer Shawl group that donates hand-made hats, mittens, scarfs).
- **Cleaning Staff and Facilities Manager need special coordination.**
 - Need to obtain two master keys prior to Hypothermia Shelter week from Facilities Manager.
 - Need to review heat setting procedures and set heat on two Farrell Hall thermostats and the Conference Room thermostat not to cycle during Hypo week (66° on back thermostat and Conference Room (sleeping areas), 67° on front thermostat (eating/activity area).
 - Need to verify that bathroom and cleaning supplies are filled on the Saturday prior to start of Hypo week; consult cleaning staff for any discrepancies. Especially be sure on paper towel containers and soap containers as St. Mary's has a shortage of keys needed to fill those containers.
 - Verify that we have sufficiently hot water in kitchen and baths on Saturday before start of Hypothermia Shelter week (turn up hot water heaters?); consult Facilities Manager on any issues.
 - Need to verify that we have adequate paper supplies, coffee, and cleaning supplies and products at least a week before the start of Hypothermia Shelter week. Coordinate with Food Chief and inform Facilities Manager promptly if more supplies are needed.
- **Recruit Volunteers.** This has been performed by the Administrator and is the most time-consuming part of the Administrator's job. Much of this might be done by a Volunteer Coordinator if there is such. For more information, see Volunteer Coordinator's duties.
- **Turn in checks and cash to the Front Office** as described in the Volunteer Coordinator job description (see page 22).
- **Online Documents.**
- **Prepare Documents for the White Hypothermia Shelter Binder.** These are to be stored ultimately in the White Hypothermia Shelter Binder that is at the Volunteer Sign In/Out Table during Shelter Week. Examples include:
 - *Fire Evacuation Plan* – needed for Fire Inspection and Volunteer Orientation
 - *Leaders List* – a document that shows the POC, Administrator, Function Coordinators, Team Leads and their Assistant Leads, and their contact information
 - *Week-at-a-Glance Summary* – a document that shows the Team Leads and the activities/meals for each night
 - *Volunteer Guidelines (see page 12 of this Manual)* - should vary little from year to year
 - *Operations Manual* - updated yearly. Should describe in some detail all the Volunteer roles as well as provide any other relevant material.
 - *Volunteer per Task spreadsheets* – A final copy goes in the White Hypothermia Shelter Binder at the Volunteer Sign In/Out Table, but preliminary copies should be emailed to the Team Leads, and Function Coordinators and Parish Outreach Coordinator as soon as feasible (before the

Volunteer Orientation Meeting is ideal) to allow the Leads and Coordinators to coordinate with their teams.

- *Volunteer sign-in sheets/hours log – Utilize a simplified version in LARGE print of the Volunteer per Task spreadsheets with an added blank form per shift (Day or Night) for any unscheduled volunteers such as cooks.*
- *Youth log of Parent Permission Forms received - A youth can't work until his form is checked in.*
- **Online Documents.** As you prepare the first five documents listed above under *Prepare Documents for the White Hypothermia Shelter Binder*, submit them to the POC who will forward them to the Parish Office Manager for inclusion on St. Mary of Sorrow's website so they will be available to any Volunteer.
- **Prepare Fire Watch Log.** A separate notebook to record each of the hourly fire watches for Hypothermia Shelter Week. Records must be saved by the Facilities Manager for three years and be available to the Fire Department upon request.
- **Prepare Leaders' Notebook.** A separate notebook for Team Leads and their Assistants to record any relevant information arising on their shift. Train Leads to record some info each shift, even if only 'All was quiet'. If possible, coordinate these daily reports with the FACETS incident reports to be provided in TBD fashion to us for the first time this year.
- **Update the list of signs and a map of their locations to be put up during set-up.** If new signs are added to the existing list, need those signs to be made in advance by the Sign Coordinator.
- **Prepare any other documents needed for the Volunteer Sign In/Out Table.**
 - *Lunch signup forms - FACETS and/or Volunteer Registrars will use these.*
 - *Van ride signups - FACETS and/or Transportation Coordinator will use these.*
 - *Smartcard Signup list – FACETS staff and Bus Pass Processor will use this.*
 - *Gas Card Signup list – FACETS staff and Administrator will use this.*
 - *Welcome sheet – shows typical day's schedule and house rules for guests.*
 - *Original documents are to be available in the White Hypothermia Shelter Binder. Make copies as needed in the Parish Office (machine login is 1000?).*
- **Run the Hypothermia Volunteer Orientation Meeting.** FACETS provides POC with slides with tons of information. Use these as relevant and customize them with St. Mary's information. Usual format of meeting:
 - **Opening prayer** – by Administrator
 - **Training slides (only many as desired)** – Copies of slides and the latest Operations Manual (including separate packets of each job description) should be available at several tables.
 - **Introduce POC, Team Leads and Function Coordinators** - Ask them to stand in turn.
 - **Take general questions/answers** - Invite detailed questions to be answered by Administrator at end of meeting.
 - **Direct volunteers to meet and talk with the team on which they will serve** (e.g., Van Drivers and Van Riders with the Transportation Coordinator, Security Volunteers with the Security Chief, Registrars with the Administrator, etc.). If they are serving in multiple roles, they can

meet with the first Team Lead or Function Coordinator with whom they will serve during the Shelter, then meet with the other Leads/Coordinators as time allows.

- ***Provide time to meet/chat with the various Leads and other volunteers at the end of the meeting***

2023

Shelter Week Duties

- **Be present during Set Up to coordinate and help unload delivery of sleeping mats and bedding by FACETS from previous church.**
- **Be available during core shelter hours.** Administrator should seek to be present from about 4:30 – 9:00 pm (or whenever activities seem too have “calmed down”). However, depending on the experience and abilities of the Team Leads and their volunteers, this schedule might be abbreviated on some days. Mingle and talk with all the volunteers, FACETS representatives and guests; answer volunteer questions that come up; etc. Come back early in morning from about 5:30 to 8:30 am to perform similar duties and to help as needed with Clean Up and Transportation issues.
- **Be on-call for questions that come up overnight.** Calls are unlikely, since problems are likely to go from the Team Lead to the onsite FACETS staff, and among them they can handle most anything. The Team Lead or FACETS staff should call the Police, other emergency service, or the relevant party when needed. Administrator normally would only need to be called if the Team Lead and/or the FACETS staff cannot resolve something among themselves. Still, the Administrator should always have a cell phone handy at all times.
- **Supervise morning guest departure and start of cleanup.** Approximately 5:30 – 8:00 am. Cleanup Lead will supervise cleanup of Sleeping Areas, Eating/Activity Area, Bathrooms, Kitchen and foyers. If the Night Lead and Transportation Coordinator (if such exists) are confident that they and Security can get the guests moving and into the vans, going in on some mornings may not be needed.
- **Have cash on hand to provide to Volunteer Bus Pass Processor to refill Bus Passes for guests** - usually this is done Tuesday evening and may need ~\$400 cash (credit cards are NOT accepted!). Note that in some years this task is not necessary as it is filled by FACETS; this is true for 2023.
- **Coordinate with FACETS staff and be present during the return of the clean bedding by FACETS personnel (usually late morning Thursday) and move same into appropriate locations in Farrell Hall.**
- **Send reports from the Leaders’ Notebook and FACETS incident reports to Outreach Coordinator, Office Manager and appropriate Team Leads and Function Coordinators each day as needed** - Obtain feedback from the Team Leads and Function Coordinators (via Leader’s Notebook and directly from the Leads/Coordinators) as well as any FACETS input and pass it along so that adjustments can be made as needed.
- **Be highly responsive to any emails from POC, Parish staff, and Volunteers each day** - these may include last minute cancellations and other changes requiring immediate action.
- **Be present to help during Tear Down and be present during Tear Down afternoon to coordinate FACETS pickup time and help load sleeping mats and bedding into FACETS vans when they arrive.**

Volunteer Coordinator

The Volunteer Coordinator makes sure that volunteers are available to make the shelter run smoothly.

Pre-Season Duties (fall)

2023

- **Create the online signups via SignUp Genius** - These are adjusted from the previous year's signups. Consult with the Administrator, Food Chief, Donations Coordinator, St. Mary's Security Chief and St. Mary's Outreach Coordinator to see what changes they may desire. Do not activate **SignUp Genius** until the date specified by the Administrator (Youth are especially sensitive about this date as they are competing for service hours). Use separate signups for Youth, Adults, Food, and Non-Food Donations.
- **Include a note in SignUp Genius under Food and Non-Food Donations:** Unauthorized purchases will NOT be paid by St. Mary's. If you feel a need to purchase something and be compensated for it, seek prior authorization from the Hypothermia Administrator or the Food Chief.
- **Include notes in SignUp Genius under Non-Food Donations that:**
 - Donation checks are to be written to **St. Mary of Sorrows Parish**, with "Hypothermia Shelter" written on the memo line and deposited in box in front of Front office.
 - Cash donations are to be in a sealed envelope with "Hypothermia Shelter" written on the envelope and deposited in box in front of Front office.
 - We prefer not to receive gift cards.

In-Season Duties (4-6 weeks before the Shelter week)

- **Activate online signup via SignUp Genius** – Activate on the date (in early December) published in the Church Bulletin, after filling in the information on all the pre-selected Leaders.
- **One week before the Volunteer Orientation Meeting, export all the signups from the online system for the Team Leads** - Separate the spreadsheet into 2 tabs for each "shelter day" to make them easier for Team (Evening, Night) Leads to use (see previous year's example). For this purpose, one tab (Evening) starts at 4:30 pm before guests arrive at the Shelter and ends at midnight, and a second tab (Night) starts at 11:30 pm and ends the next morning when cleanup is complete. An Evening Lead or Night Lead is in charge for one of those tabs rather than for a calendar day. Email early versions of this Excel workbook to the Team Leads so that they can see who has volunteered for their shift and so they may contact the people serving during their shift if they wish. Provide updated versions of this workbook to the Team Leads whenever that seems advisable. Do something similar for MLK Jr. Day's Morning (7:00 am to 1:00 pm) and Afternoon (12:30 to 5:00 pm) Leads.
- **At the beginning of Shelter week, export an updated version of the spreadsheet for the Team Leads** - The latest version of the Volunteer Spreadsheet should also go into the White Hypothermia Shelter Binder at the Volunteer Sign In/Out Table. It may update daily.

During Shelter Week

- Update the final version of the Volunteer Spreadsheet daily as needed.
- You may also be asked to help find someone to fill in if a volunteer gets sick or will miss their shift for some reason.
- If a big snow event or extremely cold weather is forecasted, work with the Administrator to schedule volunteers for any extra daytime hours that may need coverage. During a snow or a “cold” day, we may just ask for general volunteers to be at the shelter to do whatever needs doing. (We don’t distinguish between Security, food, etc.) Just ask people what they could cover. Need two volunteers awake at the shelter at all times, preferably at least one being male, to help keep order.

Sign Coordinator (can be a Youth)

- The Sign Coordinator makes sure that all the many laminated signs are ready before the start of Hypothermia Shelter week, that they are posted on the start day in the appropriate spots (*both inside and outside*) before any guests arrive, and are taken down and returned to the Administrator after the guests depart on the final day of the Hypothermia Shelter week. This requires the Administrator to provide the Sign Coordinator with a detailed Sign Map showing/describing where each sign is to be posted.
- All signs are to be posted using duct tape on at least two edges of the sign to avoid a need to repost as the week proceeds.
- The Sign Coordinator may post additional signs if that seems advisable, but should not omit any signs included on the map. Advise the Administrator of any such additional postings, to be used to augment the Sign Map at the end of the Hypothermia Shelter week.

Team Leads (Evening, Night, Morning {MLK Day}, Afternoon {MLK Day})

Each session has a pair of persons (Team Leads) "in charge" of the entire evening session or night session. Evening shifts are 4:30 pm to 12:00 am and night shifts are 11:30 pm to 7:30 am to allow a thorough handoff of any issues. For each shift, there will be a Lead with some experience and an Assistant Lead. This provides a mechanism to train new Leads for the future. {Occasionally a pair of Leads or some member of that pair will work both the evening and night sessions, but this is not usual.} Each Lead coordinates with the volunteers on their shift; liaisons with other coordinators, FACETS staff, and the Administrator; answers guest and volunteer questions; troubleshoots any problems; makes sure that all volunteers for their session fulfill their duties (especially Security); welcomes guests; and hopefully, enjoys their time with their guests. In sum, the Team Leads are the folks in charge of the Hypothermia Shelter during their session.

The duties of an Assistant Lead parallel those of a Lead except the final authority for decisions rests solely with the Lead. However, it is expected that most decisions will be made collaboratively.

Due to a requirement to be open on MLK Day (a Monday), there will be additional Leads that day. We will have one pair for the Morning, 7:00 am to 1:00 pm, and a second pair for the Afternoon, 12:30 to 5:00 pm. We will follow the same protocols for these Leads as for the Evening/Night Leads and Assistant Leads.

In the case of severe inclement weather where we must stay open on unanticipated day(s), there may be additional need for Leads and volunteers, but such needs will be handled on an ad hoc basis.

General Duties – before Hypothermia Week begins

- **Help recruit volunteers** by word of mouth, email, etc.
- **Prepare a blessing and/or words of welcome to be said before dinner.** The POC has asked the pastor if a member of the clergy can attend each evening to say a blessing and possibly stay to have dinner with our guests. Feel free to repeat that invitation with one of your own on your night. However, be prepared to say a welcome and the blessing before dinner in case no priest is present on their night.

Items that will be available on-site, from the Administrator:

- White Hypothermia Shelter Binder
- Fire Watch Log
- Leaders' Notebook
- Office Supplies (paper, markers, tape, scissors, name tags)
- First Aid Kit
- Flashlights and spare batteries at Volunteer Sign In/Out Table (for Security use only)

General Duties – at the shelter

- **Be sure all volunteers wear masks and are vaccinated if covid or flu makes that appropriate.**

- **Preparation:** Volunteers will be setting the dining tables by about 4:30 p.m. Evening Leads should arrive at 4:30 pm so they can familiarize themselves with the layout, make sure that everything is in place, get a master key from the Administrator or previous Lead, and have a word/prayer with their volunteers before guests are let in at 5:00 pm (earlier in inclement weather).
- **There will be a Leaders' Notebook** (a spiral notebook) at the Volunteer Sign In/Out Table, in which the Team Lead(s) for that session are to record any observations or tips including 'all quiet with no issues' before leaving their session. You **must** fill out at least a note about your session. Please be explicit, clear, and detailed enough so that the next Team Leads and Administrator can read it without needing added explanation. Include the number of guests staying overnight, any extra guests for dinner, and any and all other data that might be useful. Look through the Log to see if there is anything you might need to know before your session starts. (Some Team Leads choose to come in the evening before their own session, to orient themselves.)
- **Introduce yourself to the FACETS staff**, let them know you are the Team Lead(s) and assure them of your support. Discuss any areas of concern and any special happenings for that night or previous nights. Note that there are likely to be multiple FACETS staff members for the early part of the evening session, but there may be only one or two for the late evening/overnight session.
- **Remind all volunteers** that Guests are **never** allowed in the Kitchen at any time.
- **Greet guests:** Greet the guests and help them settle in. There will be tables for their backpacks by the partition in the back of the dining area and they can place their belongings on a mat they select in the sleeping areas, men in the Men's Sleeping Area and women in the Women's Sleeping Area. Help them find the bathrooms, offer them a drink or snacks, etc.
- **Coordinate with the Transportation team (if there is one):** Before dinner, you should pay attention to your cell phone. The van team or FACETS may call you to report any problems (traffic, etc.) that might delay them. If they will be delayed, you should let the kitchen crew know to adjust the dinner schedule (normally start to serve dinner between 6:15 and 6:30 pm as circumstances allow).
- **Be aware of the duties of the others on your team:** This especially applies to knowing the duties of those working Security and the Registrars.
- **Dinner:** Check with the kitchen crew to make sure when they expect to be ready to serve (usually 6:00 to 6:30 pm). When ready, let the FACETS staff know so they can start their announcements. After the FACETS announcements:
 - Welcome the guests.
 - Explain any St. Mary's rules that FACETS hasn't mentioned.
 - Review the night's activities. (Administrator expects to receive the list from Activity Coordinator and give it to the Evening Lead.)
- Have the clergy present say the blessing or do so yourself if clergy is not available. Then:
 - Invite the guests to line up to get their dinner.
 - Quietly remind the volunteers to serve themselves only after serving all the guests.

- **Coordinate volunteers:** Make sure that everything that needs to be done by the volunteers is getting done and answer any questions that the volunteers may have about how to do their jobs. (There are job descriptions in this Operations Manual in the White Hypothermia Shelter Binder at the Volunteer Sign In/Out Table. If you have questions remaining on specific jobs, you can ask/call the Administrator or the Function Coordinators (Security, Transportation (if it exists), Food, Activities, Donations, Cleaning, etc.), some of whose numbers are in the front of the White Hypothermia Shelter Binder.
- **Coordination of capacity:** The FACETS staff will be told of our maximum capacity (50) ahead of time. If we are nearing capacity, they may need to send guests to another shelter after dinner. We usually can find a few spots in case of late arrivals. Any shelter transfer is difficult because the guests hate to go. Let the FACETS staff communicate such a decision to the guests. Please support the FACETS staff by NOT trying to convince them to allow a guest to stay if the guest has been a problem. The FACETS staff may know things that we don't about factors that go into the decision (such as the needs in other parts of the county). They would not make us go through this difficult situation if it were not necessary. We are not able to exceed our maximum capacity because of the Fire Marshall's rules, so any decision to exceed that number is an Administrator/St. Mary call, not a FACETS call.
- **Troubleshoot:** Watch for guests that might be having problems and try to help them. Get the help of FACETS staff if the situation gets at all contentious. The Administrator and/or the Security Chief may also be of help.

REMEMBER: The Team Lead is likely the most senior St. Mary's person at the Shelter in most situations although the Administrator, the Outreach Coordinator, or a priest might also be available. In an emergency, the Team Lead, perhaps in coordination with the Assistant Lead, should be prepared to make whatever decisions are needed for St. Mary's while coordinating with whatever FACETS staff are on site. The Administrator can always be reached by phone to help.

- **Bedding distribution:** It is the FACETS staff's responsibility to distribute the bedding and to let guests choose where to sleep. You can offer them help in lifting their bags, but be careful not to offend. Choosing sleeping spots is often contentious among the guests. You can answer questions they may have regarding the facilities, but it is best to let the FACETS staff handle any contention over sleeping spaces among guests. Do make the women guests aware of the separate women's sleeping area.
- **HOURLY Firewatch:** From 5:00 pm to 7:00 am every day, and every hour on MLK Day, make sure that the Security Volunteers are performing their hourly fire watch rounds and recording the results in the Fire Watch Log. You may need to remind them. You must be available by cell phone while the fire watch is being conducted in case the Security Volunteer calls you to respond to a problem or pull the fire alarm and evacuate the building. If a Security Volunteer is not available when a Fire Watch must be performed, do it yourself or have your Assistant Lead do it.
- **Late arrivals:** Sometimes guests arrive after dinner is done and put away. The Food Coordinator will have arranged for several plates to be saved for them. If these run out, get them something to eat from the kitchen. Leftovers, sandwich makings and even breakfast food are in the refrigerator; use whatever is available and acceptable to them. A few Vegetarian and Gluten-free frozen meals are

available in the freezer only for guests who have dietary restrictions (ask latecomers if they have any restrictions before seeing what is available for plated meals or leftover soups, etc.).

- **Bathroom supply checks:** During your session, periodically check if the bathroom supplies need to be replenished. (We are unable to open the paper towel holders so stack replacements near where needed.)
- **Overnights:** The Night Team Leads (11:30 pm to 7:30 am) should be awake all night. The primary Night Lead function is to make sure that all our guests are safe and as comfortable as possible. However, two volunteers must be awake at all times to respect the Fire Marshall's rules. If you have more than 2 volunteers available for a period during the night, you can trade off napping if desired.
- **Overnight security rounds:** Although the Fire Watch Rounds are nominally to be for observing signs of smoke/fire or natural gas leaks, they also have the effect of a security walk-about, since the walker goes around the entire building both inside (ALL unlocked areas and rooms) and out. If there is something that looks suspicious or needs further attention, the Security Volunteer is to discuss it with the Team Leads and if, needed, the FACETS staff or the Administrator and decide what should be done. Record any non-fire related items in the Leaders' Notebook.
- **Assist breakfast crew** as they need it. If necessary, call the Food Chief and/or the Administrator. Start the large coffee pot at 4:15 am (instructions are in the kitchen).
- **Wake-up:** It is the FACETS staff's responsibility to wake our guests. Their policy is to start that before 6:00 am. Because of the van schedule, they need to start waking guests as early as 5:40 am so they have time for breakfast. (The first van needs to leave by 6:20 am.) This should be discussed with the FACETS staff so they will wake the appropriate people (they'll have a list of who is on each van) when needed.
- **Coordinate guests' departure:** Make sure the FACETS driving crew (or our Van Driver and Van Rider) are on-site on time; refer to the Typical Day's Schedule (page 11) and the Van Drivers and Van Riders job descriptions (pages 29 and 30). If they don't show up, alert/call FACETS or the Transportation Coordinator; call the Administrator if necessary. The KEY to the van should be with FACETS or in or near the White Hypothermia Shelter Binder at the Volunteer Sign In/Out Table. Help guests to get ready to leave and remind them to take their lunches. Repeatedly remind them of the approaching deadlines for van departures as well as the general 7:00 am shelter closing. At 7:00 am, check around to make sure all guests have gone or are at least outside (in the Rear Foyer in case of bad weather).
- **Coordinate cleaning:** Make sure that the Cleanup Lead arrives; pass on the master key to the appropriate Cleaning Captain. If no one shows, call the Cleanup Lead or the Administrator. Help them as needed to find brooms (in the kitchen behind the door), the mops and other cleaning equipment.
- **Leave notes/comments that might help the next Team Leads and the Administrator.** Most if not all such items should go in the (spiral) Leaders' Notebook on the Volunteer Sign In/Out Table. If it's something that you believe every Team Lead should know about ahead of time, please send an email before 12:00 noon to the Administrator and all Team Leads ("reply all" on one of our Team Lead emails). Examples include:

- Significant incidents involving guests
 - Logistic issues
 - Supplies needed
 - Lessons learned
 - Any reflection you want to share
- ***Go home and get some sleep!*** Thank you and bless you.

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Transportation Coordinator (if St. Mary's does transportation)

Pre-season Duties (fall)

- **Coordinate with the ADMINISTRATOR to make a plan/schedule for pickups and drop-offs.** Count on at least two trips each way. Let the ADMINISTRATOR know your recommendations for pickup location, drop-off location and timings. The ADMINISTRATOR will pass this info on to FACETS and FACETS will make flyers informing the guests of the schedule for the week.
- **Recruit transportation volunteers by word of mouth.**
- **Once signups are underway, have the new drivers get the forms FACETS requires.** These must be turned in to FACETS at least a week ahead of Shelter week so that FACETS and the Fairfax Police can do the required drivers' license checks. Notify new drivers that all paperwork needs to be turned in at or before the Volunteer Orientation Meeting (presuming that is one week before Shelter week). The Transportation Coordinator must also have submitted the form, for filling in for absent Van Drivers.
- **Check into bus schedules that go near St. Mary's and print out that information for guests.** This is best done well ahead of Hypothermia Shelter week. Bus transportation near St. Mary's is quite limited but there is some at George Mason.
- **Before Volunteer Orientation Meeting, coordinate with Administrator and:**
 - Remind drivers to bring their paperwork if not done already.
 - Update or create a detailed instruction sheet for drivers and riders listing their responsibilities.
 - Update or create a Van Schedule sheet for Van Drivers and Van Riders.
 - Update or create a directions map to the pickup spot(s) and drop-off spot(s). You should go over this with the drivers at Orientation and leave a copy in the van for the week. See page 30 for Van Rider Folder.
- **Meet with drivers and riders at Volunteer Orientation Meeting.** Go over the plan and answer any questions. During the meeting, the Administrator will ask the Van Drivers and Riders to meet with you.

During Shelter Week

- **Pick up the key to the van from the FACETS office** (done on Friday pm prior to our Shelter week).
- **Make sure each driver/riders actually does their job.** One thorough way to do that is for the Transportation Coordinator to be on-site during both pickup and drop-off, ready to fill in for a missing driver or commandeer another volunteer as a rider if need be. This task might also be accomplished by being on-call if you live close to St. Mary's.

Van Driver and Van Rider Responsibilities

If you have any questions, discuss them with the Transportation Coordinator or the Team Lead for your shift. The Team Lead's name and cell number should be on the roster at the Volunteer Sign In/Out Table.

Two churches are hosting this week and St. Mary's is the **GREEN CHURCH** in 2023. Guests have been advised and only **GREEN CHURCH** designated guests will be admitted. The **Red Church** our week is St. John Neumann in Reston for 2023.

EMERGENCY NUMBERS: Transportation Coordinator cell phone; appropriate Team Lead and Administrator cell phones; Farrell Hall Wall phone 703-978-4141 ext. 80.

Aggressive Behavior: If at St. Mary's, go to FACETS staff/Team Lead/Administrator. They will take the lead and address the situation. If in the van and the situation is serious, the rider should ask the driver to pull over, call 911 and then call the Team Lead.

- If involved in an accident, call 911, and later inform FACETS staff and the Team Lead.
- The Security Chief or Security Volunteer should assist the Van Driver and Van Rider as follows: Each morning help guests and possessions get onto van and maintain some order; each evening greet each van and wait with the guests outside the entry door (weather could cause adjustment if Team Lead makes decision) before the 5:00 pm door opening for admission.
- Upon completion of shift, sign out at the Volunteer Sign In/Out Table.

Van Drivers

Please contact your Van Rider before your shift. See the Van Schedule and the Typical Day's Schedule (page 11), to coordinate time requirements listed on the schedule.

- Pick up key to van at Volunteer Sign In/Out Table, inside the White Hypothermia Shelter Binder. Check with Team Lead or Transportation Coordinator for any last-minute changes.
- Review the detailed Van Schedule for your shift.
- At end of shift, always return key for van to the White Hypothermia Shelter Binder at the Volunteer Sign In/Out Table in Farrell Hall.

Park the van overnight and during the day behind the shed in the lower parking lot.

Van Riders

This volunteer is responsible for the record keeping for the van and its passengers. See the Van Rider Folder for forms and maps. Use the morning FACETS list to verify earlier morning departures. Always record number of guests on each trip taken. Assist where possible to get as many guests as possible on the first trip. Refer to the detailed Van Schedule for your shift.

Security Chief

In-Season Duties (4 to 6 weeks before Shelter Week)

- Recruit security volunteers by word of mouth **2023**
- Review procedures: Prepare security procedures to be provided to Security Volunteers. Review Job Descriptions for the Security positions and work with the Administrator to adjust as needed.
- Check out the video security coverage in the front office and be prepared to explain its use to the Security Volunteers.
- Be present at the Hypothermia Shelter Volunteer Orientation Meeting to explain security including how to make use of video surveillance screens in the front office.

During Shelter Week

- Monitor Security Volunteers to be sure all serve as scheduled. Serve as backup Security Volunteer during Shelter week. Check for any messages or notes from Security Volunteers or Leads on possible procedure changes.
- Ensure that every Security Volunteer is familiar with their key duty, Fire Watch. Refer each to Pages 8 and 9 (Fire Watch) of this Operations Manual (available in the White Hypothermia Shelter Binder at the Volunteer Sign In/Out Table and online at St. Mary's website).
- Be sure adequate supplies (flashlights and replacement batteries) are on hand before and during Hypothermia Shelter week. Refer to pages 10 (Facilities/Safety Items) and 24 (Team Leads, items available on-site) of this Manual.
- The interior doors in the Parish Center's Main Foyer will remain locked throughout the duration of the evening and daytime. The doors will not prevent people from leaving but they will prevent people from entering without a code or being buzzed in. This should not be an issue as guests and volunteers enter through the Rear Foyer at the back of the building.
- We'll put DO NOT ENTER EXCEPT IN EMERGENCY signs on the interior side of new front metal doors; they'll be unlocked but no one will be allowed out through them. Our Security will only need peek inside one of those metal doors to be sure no one is out there.

Security Volunteers

- When you arrive, check in with the Registrar and Team Lead. Exchange cell phone numbers.
 - Maintain cell contact with the Team Lead while doing a Fire Watch. Do an hourly Fire Watch walk. See Fire Watch instructions on pages 8 and 9 of this Manual.
- Make the Fire Watch rounds with two Volunteers, looking for fire, safety or security issues or anything that might cause a fire, safety, or security issue. This includes guests being where they should not be or doing things they should not be doing. It is better for Security Volunteers not to confront guests or others. Security Volunteers are to observe, refer the situation to FACETS, and not physically intervene. We are looking

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for conversation and de-escalation, with FACETS taking the lead and our volunteers exercising discretion in providing support for FACETS. Talk to your Lead. Call 911 as you believe appropriate for the situation.

- When a FACETS van is arriving (or departing), meet it in the upper parking lot, help the guests to unload (or load) and show the guests in.
- Make sure that everyone, volunteers and guests, use ONLY the ²⁰²³ Hypothermia Shelter Entrance (the one in the Rear Foyer).
- Ensure that a trash receptacle is available outside the Shelter Entrance door and that a cigarette receptacle is available outside the Men's Sleeping Area Exit door (kept away from the Shelter Entrance door).
- If guests are outside, make sure they are not acting disorderly or seeking to hide from view. If you see activity that is worrisome, tell the Team Lead.
- On outside rounds, look out for liquor and other contraband possibly stashed. Alert Team Lead if you see anything suspicious.
- Make sure that no guest or volunteer is left alone in an isolated area (e.g., if someone wants to go to the chapel, discretely keep an eye on them)
- Remember that all our guests deserve dignity and respect. Don't follow them into the bathrooms, etc.
- Monitor areas that are out-of-bounds for our guests, e.g. upstairs, the Main Foyer (except for women in transit to their sleeping area), parking lot and grounds beyond the immediate vicinity of the back entrance, etc.
- One Security Volunteer is to sit in the front office and monitor the various video screens whenever that volunteer is not needed for Fire Watch or other activity.
- Provide notes or messages to Security Chief and/Lead on any suggested adds or changes to Security Procedures.

Registrars – PM and AM

The PM registrars are one of the early volunteers to arrive, at 4:30 pm for the afternoon registrars and at 5:30 am for the morning registrars. There is also a daytime registrar for MLK Day. The registrar duties include:

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- When you first arrive, make sure the outside walkway is passable (snow/ice cleared). If you can't do it yourself, work with the Team Lead and Security Volunteer to find someone to do it.
- Place your session's volunteer roster on the Volunteer Sign In/Out Table for volunteer sign-ins.
- **Check in ALL volunteers for your time on duty, including Youth and Food people.** This check-in may require some "chasing around", especially for those in the kitchen. If someone's name is not on your roster, use a blank roster sheet (time/date it) to record it for them to ensure that their name, cell phone, email and arrival/departure times are legible for the use of the Volunteer Coordinator later.
- Make sure the Volunteer Sign In/Out Table has plenty of name tags set out.
- At the start of your session, see if any areas need a general picking up/straightening; if so, do it.
- When volunteers enter, check them in with times in and out using the volunteer roster. They need to do this each time they arrive and leave for the entire week.
- Have volunteers make themselves a name tag with **** FIRST NAME ONLY. **** Have the Team Leads, Assistant Team Leads, Security Chief and Security Volunteers add their position below their first name.
- Volunteers can choose to put their coats/purses upstairs in the "apartment" if they desire. They will need to get a key from the Team Lead or the Administrator.
- Guests are registered by FACETS staff in the Rear Foyer before they enter Farrell Hall. Welcome the guests and show them the tables against the partition wall or the sleeping area where they can put down their backpacks, etc. Point them toward the snack table, which will have drinks and small snacks and may also have hot soup. Also, note the Donation tables to them. The round tables will be pre-set for dinner. Guests can relax using the TV chairs before dinner.
- If you see a guest coming in whom the FACETS staff has not registered (e.g., if the FACETS staff has stepped away momentarily), direct them back to the entry hall and alert the FACETS staff (or the Team Lead if FACETS staff are not available).
- As volunteers leave, make sure they are signed out. Overwrite legibly any changes to their hours on your volunteer roster sheet or record their exit times on the 'blank roster sheet' as needed.
- Learn how to operate the TV controls and find where the controls are immediately after arriving. If needed, ask Security or another Volunteer to help you. Manage the TV controls full time for channel and volume, turning off the TV for at least grace and announcements before meals. Turn over the TV controls to your Team Lead before departing. Do not hand over the controls to any guest.
- Other duties as assigned by the Team Lead. Perform miscellaneous chores that may come up. However, always leave at least one Registrar at the Volunteer Sign In/Out Table when guests are present.

Cleanup Lead

Each morning

2023

- Ensure the bathrooms are thoroughly cleaned and re-stocked.
- Ensure that both sides of Farrell Hall, the Women's Sleeping Area (Conference Room), Kitchen, Main Foyer and Rear Foyer are swept and selectively mopped with the appropriate mop.
- Ensure the guest mats are disinfected.
- Ensure all food and other materials have been put away in the kitchen.
- Ensure that all trash and recycling bags go out to their respective dumpsters.
- Ensure that guest towels/washcloths, kitchen towels, and any dirty tablecloths/table covers are taken out to be washed.
- Coordinate in advance with the Tear Down Coordinator for cleaning on the final day of the Shelter.

Daily Hall Cleanup – Captain and Staff

- Arrive by 7:15 am each day.
- Latex gloves are available in the janitor’s Supply Closet.
- Wipe down all tables in eating area. **2023**
- Sweep the floors in eating area.
- Spot-check and selectively damp mop the eating area using the HALL ONLY mop available in the janitor’s Sink Closet.
- Empty all trash barrel bags and put in new plastic bags from janitor’s Supply Closet.
- Take trash/recycling out to the respective dumpsters.
- Sweep the Men’s and Women’s Sleeping Areas.
- Spot-check and selectively damp mop the sleeping area using HALL ONLY mop.
- Check if Rear Foyer needs to be swept and/or mopped.
- Check if the bathroom hallway or the Main Foyer needs to be swept and/or mopped.
- Clean all guests’ mats in use thoroughly with disinfectant.

Daily Bath Cleanup – Captain and Staff

- Arrive by 7:15 am each day.
- Clean bathrooms thoroughly; latex gloves are available in janitor’s Supply Closet.
 - Clean toilets
 - Wipe down sinks
 - Mop bathroom floors using only the BATH ONLY mop available in janitor’s Sink Closet.
 - Replenish paper supplies (CANNOT open paper towel receptacles so place new rolls on top of receptacles)
 - Note if any soap dispenser needs refilling and tell the Cleanup Lead.
 - Empty trash barrel bags and put in new plastic bags from janitor’s Supply Closet.
 - Take trash/recycling out to the respective dumpsters.

Location of supplies:

Brooms and dustpans are in the kitchen behind the door near the refrigerator. Large dust mop is inside the janitor’s Supply Closet.

Three mops and buckets-on-wheels are in the janitor’s Sink Closet in the hallway near the Women’s Room, one for the BATHROOMS ONLY, one for the KITCHEN ONLY, and one for the HALL ONLY.

Other cleaning supplies are in the janitor’s Supply Closet in Farrell Hall near the chair storage area. (Though unlikely, paper refills might be in the supply closet on the other side of Farrell Hall.)

If any of these closets are locked, see the Cleanup Lead for access.

Daily Kitchen Cleanup – Captain

- Arrive by 7:15 am every day, and by 1:00 pm on MLK, Jr. Day.
- Ensure coffee pots and containers are turned off and cleaned.
- Ensure all leftovers are labeled and put away properly. **2023**
- Ensure the kitchen cleaning crew has cleaned the kitchen thoroughly including counters, serving tables, mopping the floor with the KITCHEN ONLY mop and taking out the kitchen trash and recycling. (The Hall cleanup crew is NOT expected to mop the kitchen or take out kitchen trash.)

Daily Kitchen Cleanup – Staff

Under the direction of the Kitchen Captain

- Arrive by 7:15 am every day, and arrive by 1:15 pm on MLK, Jr. Day.
- Clean coffee pots and containers thoroughly.
- Put leftovers and other items away, either in the refrigerator or on the back counter.
- Keep the island clear of everything. Nothing is to be left on the island.
- Wipe up and thoroughly clean the sinks and counters, serving tables and snack tables.
- Sweep the kitchen floor.
- Empty kitchen trash barrel bags and put in new plastic bags from janitor’s Supply Closet.
- Take trash/recycling out to their respective dumpsters.
- Damp mop the kitchen area using the mop bucket marked KITCHEN ONLY.

Location of supplies:

Brooms and dustpans are in the kitchen behind the door near the refrigerator. Large dust mop is inside the janitor’s Supply Closet.

Three mops and buckets-on-wheels are in the janitor’s Sink Closet in the hallway near the Women’s Room, one for the BATHROOMS ONLY, one for the KITCHEN ONLY, and one for the HALL ONLY.

Other cleaning supplies are in the janitor’s Supply Closet in Farrell Hall near the chair storage area. (Though unlikely, paper refills might be in the supply closet on the other side of Farrell Hall.)

If any of these closets are locked, see the Cleanup Lead for access.

Morning Launderer

- Come to Farrell Hall after 7:15 am (by which time all guests have left) to pick up the washcloths and towels from the basket in the hallway outside the bathrooms. Add in any kitchen towels that need washing. **2023**
- Take these home and wash them.
- Return them by 4:00 pm that day, setting washcloths and towels on the table in the hallway outside the bathroom so that guests can use them to wash up before dinner, and returning kitchen towels to the clean towel basket over the kitchen sink.
- On the last day of the Shelter, return all the clean items to the Kitchen counter by **2:00 pm** the same day (Sunday).

Evening Launderer

- Come to Farrell Hall after 7:30 pm to pick up the dirty napkins, any tablecloths that need cleaning, and any dirty kitchen towels/potholders.
- Take these home and wash them.
 - Pre-clean any spots on napkins and tablecloths with something like a spray before washing to avoid permanent staining.
 - Iron the napkins as necessary. Tablecloths should not need pressing.
- Return napkins and tablecloths to Farrell Hall serving tables, and kitchen towels to the clean towel basket over the kitchen sink, no later than 4:00 pm the following day for use that evening.
- Following the last evening of the Shelter, return the clean items to the Kitchen counter by **2:00 pm** the next day (Sunday).

Bus Pass Processor (only if needed)

- **Select Site(s) to load Smartcards (Bus Passes)** - Prior to Hypothermia Shelter week, check with the Administrator and possibly a CVS as to which site(s) are willing to refill a large number of Bus Passes for a week on a Tuesday evening. (The CVS near Gallows Road and Route 50 has been one of the nearest CVS willing to help.) Select one such participating site and hopefully a backup in case of issues at the first site.
- **Load Smartcards (Bus Passes)** - Get a list and the actual corresponding Bus Passes (Smartcards) from Administrator or FACETS staff at St. Mary's on Tuesday evening about 8:00 pm for those Bus Passes needing to be refilled for a week. Get sufficient cash from the Administrator to fill all the cards on that list (current cost is \$15 to re-fill a week). Take these items to the pre-selected site. Provide the store with the needed funds in cash (greatly expedites the processing). Return the refilled cards and any excess cash to Administrator or the Administrator's delegated person (probably the Evening Team Lead but possibly the FACETS staff).
 - This card refill could be done by FACETS staff if the Administrator provides sufficient funds by a church-furnished check to FACETS at least two full weeks in advance of the Hypothermia Shelter week, noting the need for such help. However, this means that the Administrator must provide enough funds to FACETS to cover any possible maximum number of cards that might need a refill, and FACETS does not refund any excess funds.
 - For Hypothermia Shelter 2022, we loaded 15 Bus Passes at a cost of \$225 with cash initially provided by the Administrator.
 - Number of cards need not be estimated except for the Administrator to provide Processor with sufficient cash on hand for the maximum number expected. Estimate a need for 20 cards for 2023 so cash needed is \$300.

Donations Coordinator

- We post a desired Donations List on SignUp Genius a few weeks before the beginning of our Hypothermia Shelter week. This list summarizes the materials to meet the expected needs and wants of our guests for donated clothing, toiletries and other sundries, and a place to sign up for cash donations. Update the Donations List each year with the Volunteer Coordinator by late November before the SignUp Genius posting in early December.
- Many unrequested items arrive from our generous parishioners and a number of these such as winter coats, gloves, hats, boots, underwear, and rolling suitcases are greatly appreciated by our guests.
- The Donations Coordinator and Donations Assistants put out a large display of donated items for guests to take as desired, but also hold back some items to refresh the display on subsequent days and to have particular items on hand to meet a guest's need. This is necessary as the first guests in the door on the first day (and, in fact, all subsequent days) tend to grab the cream of the donations even if they have little need of that item (sometimes swap out their current coat for another one, etc.).
- The current Donations Coordinator, Carolyn LaRosa, has held this role for a number of years and is likely to do so in 2023. She is highly knowledgeable of our guests' needs and places to donate unused items. She also has an experienced staff of assistants who understand how Donations operates.

Donations Assistants

- See above Donations Coordinator for details.

Activity Coordinator

- This person must be outgoing and have a heart for our guests.
- The role is to provide activities each evening to entertain our guests. These activities in the past have included:
 - Bingo, the most popular activity due to the prizes being dispersed (usually on Thursday evening)
 - TV watching, especially pro football playoffs on Sunday evening
 - Movies from DVDs; these need to be planned in advance to be suitable topics
 - Bands, especially an Irish band, when feasible
 - Mending, a very popular service, and offered multiple nights
 - Foot clinic, optional service and only when it can be provided and administered by an appropriate, highly knowledgeable nurse(s)
 - Games and puzzles, generally a one-on-one activity with Activity Coordinator or designee(s).
- The Coordinator plans the activities for each night well in advance, coordinating the same with the Administrator.
 - Create any poster materials needed to show the schedule of activities for the week.
 - Supervise or delegate the supervision of each night's activities.
 - Give the Evening Team Lead or the Administrator the list of the evening's activities, before the evening begins (so the Team Lead may announce the activities before dinner).
 - Coordinate with the Administrator in advance of our Shelter week on the needed Bingo prizes and any other things that might be needed.

Activity Assistant

- See above and the Activity Coordinator for details.

Food Chief

The Food Chief has duties in advance of and during Hypothermia Shelter week, as follows.

Pre-Season Duties (fall)

2023

- In conjunction with the Administrator, recruit and confirm the groups who will be doing dinners or special breakfasts, arranging an appropriate night/morning for each group. In 2023, these groups are planned to be as follows:
 - a. Sunday evening – Enchilada casserole coordinated by Eileen Piwowar.
 - b. Monday evening – Irish ham dinner put on by the Ancient Order of Hibernians with contact person being Michele Hanson.
 - c. Tuesday evening – Roast turkey dinner put on by Bible Study group with contact person being Mary Anne Eastman.
 - d. Wednesday evening – Chicken Pot Pie dinner put on by Cursillo group with contact persons being Marlene Atkinson and Marjorie Weeda.
 - e. Thursday evening – Spaghetti dinner put on by Knights of Columbus with contact person being Jim Cella.
 - f. Friday evening – Fish dinner (tilapia) put on by a St. Ambrose group with contact person being Joe Gaziano.
 - g. Saturday morning – Valentine’s Day breakfast put on by a family CCD group with contact person being Sandy Cammer.
 - h. Saturday evening – Beef/fried chicken dinner put on by Hypothermia Shelter food staff with contact person being Lucy Schleibaum.
 - i. Sunday morning – Special breakfast with contact person being Lynne Rowson.
- In conjunction with the Administrator, recruit five Breakfast Captains to manage one day of breakfast preparation and serving (Monday through Friday) with several people assisting the Captain for each breakfast. Each breakfast meal should include coffee/tea/milk/juice and a variety of hot breakfast foods such as eggs, bacon, sausage, pancakes, oatmeal, etc., and cold breakfast foods such as cereal, fruit, hard boiled eggs, etc. In 2022, these breakfast captains were Trish Todd, Janet Ramos, Lisa Yount, Al Obuchowski, and Jack Dulan, but a number of others have served in this role over the years.
- In conjunction with the Administrator, recruit a Lunch Chief for MLK day. This was a new task for 2022 when FACETS decreed that we must be open all day on MLK Day (Monday). This Lunch Captain will manage a crew of lunch servers and cleanup people who will serve a hot lunch to our guests with soups and such being donated and sandwiches (perhaps toasted cheese) being prepared ‘on the fly’ as needed. In 2022, this Lunch Chief was Susana Honeycutt.

In-Season Duties (in the weeks approaching Hypothermia Shelter Week)

- Review and update the Food Donation list. This is a list of the food and drink and money donations that parishioners provide for each day of our Hypothermia Shelter. Review the existing list on SignUp Genius and update it yearly with the Volunteer Coordinator in late November before the Volunteer Coordinator posts Food Donation list on SignUp Genius in early December.
- Plan and create table decorations and any special dishes or silverware that may be used for each meal. Recently the use of mirrors in table decorations has been banned, but small glass vases of flowers are okay. This includes 8 tables and serving places for 48 seats (6 per table). In the past, the Food Chief (Lucy Schleibaum) created special centerpieces for the tables and provided her own special dishes and silverware for some of the dinner meals. Each dinner table was furnished with linen tablecloth and napkins to make each dinner SPECIAL for our guests. Covid has cut back the use of special dishes/silverware, but we are allowed to use the special dishes and accoutrements for a least one dinner. No steak knives or such are allowed.
- Check if any supplies will need to be provided by St. Mary's, ordering through the Administrator. This includes coffee and paper products such as coffee cups, cold drink cups, paper napkins, and paper towels. At least a few days in advance of when you will need the supplies, give the list to the Administrator who will coordinate it with any needed cleaning supplies and work the timely ordering of same with the Facilities Manager (Richie Witter).
- Before Hypothermia Shelter week setup, provide the Administrator with any desired changes in the arrangement of tables and chairs from previous years.

Shelter Week Duties

- Check-in the expected food donations for that day (*those on the Food Donation list*) and any unsolicited items that may have been donated.
- Each evening, make a list of any items on the next day's Food Donation list that are missing, and any extra items needed by the Breakfast Captains, the Lunch Captain, or the MLK Lunch Captain. Add to that any items of which you may be aware are now needed but which didn't make any of these lists, e.g., more fruit juice, more fruit, etc.
- Make or delegate the timely purchase of all these missing items.
- **Be sure all preparers and servers wear gloves. Also, all must wear masks if covid makes that appropriate.**
- For every meal, be sure the coffee is perking early (large coffee urn for regular, small pot in kitchen for decaffeinated, pot of tea water) and out where it will be available to our guests. NOTE that it takes 45+ minutes to perk a large coffee pot of 60 cups! Food Chief prepares tables for each dinner; Breakfast Captain puts out materials/equipment and sets up for each breakfast; Night Lead starts large urn at 4:45 am for each breakfast; MLK Day Lunch Captain prepares for MLK Day lunch.
- Manage the setup of the 48 dinner places for that evening's dinner, updating the tablecloths and decorations as needed and making use of the clean linens as needed.
- Freshen table decorations as needed.

- Put snacks on snack table and extra snack supplies under the snack table. Replenish snacks as needed. Tidy up the snack tables as needed, removing any undesirable items, and managing the supplies stored under these tables.
- Straighten up and re-order/re-arrange the kitchen and the refrigerator as needed, including labeling any refrigerator or kitchen items and setting out the clean dish towels. (Dish towels might have ended up on the table outside restrooms, with the bathroom towels.)
- Coordinate with that evening's Lunch Captain the supervision of preparing the bag lunches, after dinner and kitchen cleanup are complete. (This could be done in advance by email.)
- Coordinate with the MLK Lunch Captain as needed.
- Coordinate with the Breakfast Captains as needed.
- Coordinate with dinner groups and special breakfast groups as needed.

General Food/Kitchen Information

- CONTACTS FOR QUESTIONS: Food Chief is **Michelle Giles 703-727-3403 cell (703-764-3022 home)**, and a secondary contact is **Carolyn LaRosa 703-618-9907** if any issues arrive or you are in urgent need of any supplies that are not at St. Mary's.
- NON-PERISHABLE FOOD DONATIONS are stored in **St. Joseph's Hall** near the food pantry. You may get food from here as needed if you do not have enough in the kitchen/Farrell Hall.
- Save EGG CARTONS in the kitchen as our eggs are donated from local chickens and the cartons are needed to be reused.
- SAFETY:
 - FIRE EXTINGUISHER: mounted on wall by the sink
 - FIRST AID KIT: over small sink near the refrigerator
 - STOVETOP/OVEN USE: VENTILATOR and LIGHTS need to be on when the stove or oven is on. The switch is just inside the kitchen door.
- Pots/crockpots or other serving dishes: People need to pick them up after we are done. Wash and put on the window counter or underneath it in Farrell Hall, as space allows. If they are not picked up and you need the space, put them in the storage room with the ice maker.
- COFFEE: Ground coffee is stored in the freezer. For decaf, we can make small pots in the kitchen and transfer to insulated serving carafe (supplies are below coffee pit). Directions for the small pots and the large percolator are in the kitchen next to the coffee pot, on the freezer. Also have hot water out for tea/cup o' noodles. Individual shelf-stable creamers will be available for coffee so we don't have to deal with coffee creamer being chilled the whole time.
- MILK: For breakfast, milk should be out on ice for guests for cereal. Other times, guests should ask for milk (have a sign out saying that).
- Guests are NOT allowed in the kitchen.

Cleaning

- Dinner Crew: Wash any dishes used on your shift or if there are some left behind, please take care of these; soup server can help.
- Dish Towels: Use clean dish towels from above the sink and put ~~used~~ dish towels in the dirty towels basket. The towel crew will bring them home to wash and bring them back.
- Put away dried dishes.
- Wipe down counters and put food away.

Plates, Utensils, Napkins

- PLATES, UTENSILS and NAPKINS can be found in the kitchen, in the cabinets near the pass-through window or in drawers under the island. Extras are in a storage closet in the back of Farrell Hall. Do not disturb guests while they are sleeping, so plan ahead: at the end of the dinner shift, make sure there are enough plates, cups, utensils, bowls, etc. for breakfast, and set up the large coffee pot (see instructions posted on the freezer near the coffee pot in the kitchen). If there is still coffee left in the large pot, you can transfer it to a carafe (found in the storage room where the ice maker is, if it's not around the kitchen or on the smack table).

Breakfast Captains

For this task, you need to be familiar with the kitchen.

- Arrive at 5:00 am and immediately turn on the oven. Any time the stovetop or oven is being used, the VENTILATOR and LIGHTS must also be on for safety. The switch is just inside the kitchen door.
- Most of the breakfast foods will have been pulled together on a cart and possibly in the kitchen on the island, on a counter or in the refrigerator. Extra non-perishable food is in St. Joseph's Hall outside the food pantry if you need anything.
- **Be sure all preparers and servers wear gloves. Also, all must wear masks if covid makes that appropriate.**
- If the large coffee urn is not already perking (*it should be*), put on the "regular coffee" using the large pot. Make 40 cups of coffee; one 8-ounce Styrofoam cup of ground coffee makes 20 cups of coffee, so 40 cups require 2 cups (16 ounces) of ground coffee. (*Note: We did not use anywhere near 40 cups in 2022.*) Also make a smaller pot of decaf (use the **BUNN in the kitchen**) and transfer to an insulated carafe to put out for our guests, and make a pot of hot water for tea, etc. **Have all ready by 5:45 am.** (*Measuring cups are in the bottom drawer to the left of the refrigerator.*)
- Put regular bacon on a large sheet and cook it in the oven (*oven directions on the next page*). Then take the bacon out, degrease it with paper towels, and put it on a serving plate.
- Set up the following cooking stations:
 - Waffle iron and a griddle for waffles and pancakes, respectively
 - Electric frying pan for scrambled or fried eggs

- Toaster (use a small table for it under the wall phone outside the kitchen).
- Use a microwaveable container for making oatmeal.
- Put out bread and bagels and have servers ask if guests want theirs toasted.
- On the long serving table in front of the kitchen, put out dry cereal, milk, juice, butter, jam, hard boiled eggs (*they should be marked "boiled eggs" in the refrigerator*), the cooked bacon serving plate, and syrup for the waffles and pancakes. Set out paper plates, spoons, knives, forks and napkins on the long serving table. (*Plastic flatware is at the end of the kitchen island in marked containers*). Provide ice for the juice if needed.
- DO NOT FORGET to take the pre-made lunch bags with guests' names on them from the refrigerator and put them out on the far end of the serving table. Also, REMIND THE GUESTS TO TAKE THEIR LUNCHES (they very frequently forget). Feel free to ask the Registrar and a FACETS person to help you distribute these lunches, also.
- Put out clear cups by the juice and Styrofoam cups by the "regular coffee." If a guest requests decaf, please do not let them come into the kitchen; rather advise them that you will bring them a cup.
- Some of our guests must go to work early, so be prepared to serve those workers as early as 5:45 am. The rest are going to come to eat little by little - it will not be "all at once" but will run until close to 7:00 am.
- REMEMBER WE WANT TO LAVISH THEM WITH KINDNESS AND LOVE. For those who might want special eggs, we want to provide the eggs as they request them. We want everyone who wants a hot breakfast to get one of THEIR choosing. Lovingly accommodate our guest requests as we would the Lord Himself and have a great time.
- The kitchen cleanup crew is due to arrive at 7:15 am. All guests should be gone, taking THEIR LUNCHES, by 7:00 am. You're not in charge of cleanup, but please put away any leftovers, labeling as appropriate.
- Before leaving the previous night, the Food Chief should have made sure that all supplies like milk, bread, pancake mix, eggs, butter, bacon, and jam are available for you. However, if you find that you are short of anything you need that morning, delegate one of your staff to go get it right then or promptly tell the Night Team Lead and the Team Lead will delegate someone to get it for you immediately.
- Leave a note with the Team Lead as to any items you have run out of while preparing breakfast so the Food Chief can be sure to remedy that shortage before they are next needed.
- **On MLK Day (Monday)**, we are open all day and some of our guests may choose to sleep in. Hence, while breakfast must start at the usual time for the early birds, the hot breakfast should be extended through 8:30 am to allow our guests to keep a more relaxed sleeping schedule.

How to operate the oven

Any time the stovetop or oven is being used, the VENTILATOR and LIGHTS must also be on for safety. The switch is just inside the kitchen door.

The burners on top have just one knob; you turn the knob to the temp that you desire. However, then put your hand above the burner to make sure it is getting hot. If not, get help as needed.

The oven is different - it requires the use of two knobs. The first one requires that you turn it to high, medium, or low; the 2nd one requires you to set the temperature to whatever degree you may want. For example, if you want 350 degrees, you turn on both knobs – put the first knob on HIGH and then set the second one at 350 degrees.

Breakfast Cooks/Servers

- Arrive by 5:15 am
- See above for details but follow the directions of your Breakfast Captain.

MLK Lunch Captain

For this task, you need to be very familiar with the kitchen and you need to give first class service to Christ in serving our guests. Serve lunch at noon.

2023

- Arrive by 11:00 am.
- **Be sure all preparers and servers wear gloves. Also, all must wear masks if covid makes that appropriate.**
- If the large coffee urn is not already perking (*should be*), put on the “regular coffee” using the large pot. Make 60 cups of coffee; one 8 oz. Styrofoam cup of ground coffee makes 20 cups of coffee so 60 cups require 3 cups (24 oz.) of ground coffee. Also, make a smaller pot of decaf (use the *BUNN in the kitchen*) and make a pot of hot water for tea, etc. **Have all ready by 11:45 am.** (*Measuring cups are in the bottom drawer to the left of the refrigerator.*)
 - a. Set up a cooking station for grilling toasted cheese sandwiches on a large electric skillet.
- Put out any desserts such as cookies, etc. and check over the snack table, replenishing as needed.
- On the long serving table in front of the kitchen, put out the soup tureen(s), any chili, sandwiches, milk, juice and hard-boiled eggs (*they should be marked “boiled eggs” in the refrigerator*). Set out paper plates, spoons, knives, forks and napkins on the long serving table. (*Plastic flatware is at the end of the kitchen island in marked containers*). Provide ice for juice if needed.
- Put out clear cups by the juice and Styrofoam cups by the “regular coffee.” If a guest requests decaf, please do not let them into the kitchen; rather advise them that you will bring them a cup.
- REMEMBER WE WANT TO LAVISH THEM WITH KINDNESS AND LOVE. For those who might want SOMETHING special, we want to provide it if possible. Lovingly accommodate our guests as we would the Lord Himself and have a great time.
- The kitchen cleanup crew is due in at 1:15 pm. All guests need to be done WITH THEIR LUNCHES by 1:00 pm. You’re not in charge of cleanup, but put away any leftovers, labeling as appropriate.
- Before leaving the night before or that morning, the Food Chief should have made sure that all supplies like milk, bread, cheese, sandwich meat, condiments, peanut butter, and jam are available for you. However, if you find that you are short of anything you need immediately, either delegate one of your staff to go get it right then or promptly tell the Morning or Afternoon Team Lead and the Team Lead will delegate someone to get it for you immediately.
- Leave a note with the Team Lead as to any items you have run out of while preparing lunch so the Food Chief can be sure to remedy that shortage before they are next needed.

MLK Lunch Cooks/Servers

- Arrive by 11:15 am.
- See above for details but follow the directions of your MLK Lunch Captain.

Lunch Captain

- Arrive by 7:45 pm all seven evenings of the Shelter.
- **Be sure all preparers and servers wear gloves. Also, all must wear masks if covid makes that appropriate.** **2023**
- The kitchen should have been cleaned at that point, but if not, please pitch in as needed.
- Immediately make sure you have all the supplies you need. These include bread, cheese, sandwich meat, condiments, peanut butter, jam, small bags of chips, and paper bags with guests' names on them with their sandwich order inside.
- Earlier that day, the Food Chief should have made sure all such supplies are available for you. However, if you find that you are short of anything you must have, promptly tell the Team Lead and the Team Lead will delegate someone to get it for you immediately.
- There should be a sandwich signup list at the Volunteer Sign In/Sign Out table (St. Mary's table not the FACETS table; FACETS has a lot to do to check in all our guests).
 - Guests may request two sandwiches if they would like.
 - Get the sandwich signup list from the Registrar, ask the guests (announcement before or during dinner) if any others would like a bag lunch tomorrow. REMEMBER: on MLK Day WE WILL BE SERVING HOT LUNCH, so most guests will be having that. Be clear about this when announcing on Sunday evening.
 - Make sandwiches: PBJ, PB, meat and cheese, just meat or just cheese (usually ham, turkey and one or two kinds of cheese), white or wheat bread. Extra bread is on the breakfast cart (outside the kitchen in the hallway) or in St. Joseph's Hall on the overflow table near the food pantry.
 - Put in brown bag:
 - i. Sandwich(es)
 - ii. Chips
 - iii. Granola/protein bar
 - iv. Fresh fruit
 - v. Cookies
 - vi. Napkin
 - vii. Small water bottle if it gits
 - viii. Write the guest's name on the bag with a Sharpie
- Leave a note with the Team Lead as to any items you have run out of while preparing the bag lunches so the Food Chief or delegate can be sure to remedy that shortage before they are next needed.
- Straighten up the kitchen and put away all your materials (labeled) so that others can easily use the kitchen later that evening or the next morning.
- Check the snack table and if anything is running low, refill from extras behind or under the table, or from St. Joseph's Hall overflow table.
- Ask the Food Chief or the Evening Team Lead if there is anything else for which they need help before you leave.

Lunch Preparers

- Arrive by 8:00 pm

- See above for details but follow the directions of your Sandwich Captain.

Soup Servers

- Arrive at 4:30 pm. Put on serving gloves. Put on a mask if covid-appropriate.
- Locate the soup. Check if it is already heating or in the refrigerator. If the soup is not already warm, heat it on the stove. Then transfer to a crockpot (it will not heat quickly in the crockpot).
- Asks the Food Chief if any other help is needed (such as coffee and the snack table).
- As guests enter, offer them soup or a warm drink (coffee, tea) and serve them soup or direct them to the coffee/tea station. You are a welcoming face to our guests.
- For serving soup, scoop soup into a bowl and add any toppings they would like. Then hand them the bowl, a spoon and a napkin. This is covid protocol; normally you can just scoop the soup and let them add toppings, get spoon and napkin, etc.
- You can serve soup through dinner. Feel free to have dinner after serving the guests. If you are leaving, be sure to confirm with the dinner servers that they will take care of the soup, and give them the instructions below.
- When dinner is done:
 - Transfer leftover soup to containers if there are some containers, to be donated.
 - Clean the pot and crockpot and leave on the pass-through window counter.
 - Help with additional dishes as needed.

Dinner Preparers/Servers

Each night a designated group does all the dinner preparation, serving, and cleanup. The current groups employed are listed under the Food Chief's job description. Each of these groups is very experienced in the use of St. Mary's kitchen. Detailing of each person's duties is done internally by each group. If you need additional volunteers to support your group, let the Food Chief know well in advance (by very early December) to request volunteers on SignUp Genius.

- All preparers and servers must wear gloves. They must also wear masks if covid makes that appropriate.
- Any time the stovetop or oven is being used, the VENTILATOR and LIGHTS must also be on for safety. The switch is just inside the kitchen door.
- At the end of the dinner session, make sure there are enough plates, cups, bowls, utensils, napkins, etc. for breakfast so we do not have to disturb our sleeping guests to get in the storage closets in the back of Farrell Hall in the morning.
- Make three plates of food for any latecomers, and leave in the refrigerator labeled "extra meal" and the date.

Turkey Roaster

One night during Hypothermia Shelter week we customarily serve a turkey dinner. On that night, volunteers are recruited to acquire and roast a turkey in their home and bring it to Farrell Hall by 5:00 pm.

- Turkey size - about 15 lbs. This is a ballpark number; just get a fairly big turkey.
- Carve? Yes, please! Please prepare a pan of white meat slices and a pan of dark meat pieces, each covered by aluminum foil to keep them warm. Carve up everything but the drumsticks which you can add intact to the 'dark' pan.
- Dressing/stuffing – this is optional but certainly a bonus with no restrictions on the recipe/ingredients. If you make stuffing, again provide it in a pan covered with foil to keep it warm, perhaps adding a note as to what is in your stuffing for those with sensitive stomachs, dietary restrictions or limited tastes.

Set Up Chief

This job is to set up the rooms for our Hypothermia Shelter. This includes:

- **Be sure you will have an appropriate number of VIRTUS-cleared adults present to manage the youths working on setup.** Two Virtus-trained adults should suffice. ²⁰²³
- **Wear masks if covid makes that appropriate.**
- Unload the sleeping mats, bedding packs, and FACETS trunk and materials from the FACETS vehicles when they arrive.
- Stack the sleeping mats just inside the rear Exit door of the Men's Sleeping Area.
- Move the bedding packs near the table storage area but do not obstruct its use.
- Stack the FACETS trunk/materials/excess bedding by the thermostat across from the Youth Minister's office.
- Close and 'lock' the hall partition. There is a handle by or behind the lectern with a tool to lock the partition pieces together. See the Administrator or parish cleaning staff if you need help.
- Be sure the Sign Coordinator is present (Administrator should manage this task).
- Set up a stair barrier in Rear Foyer (barriers are stored in the electric closet off St. Joseph's Hall.)
- Set up the tables and chairs on the kitchen side of the Farrell Hall partition for
 - Eating meals – 8 round tops with 6 chairs per table with chair cushions (in locked closet on TV side of Farrell Hall)
 - Serving food – 4 long tables in front of kitchen, accessible from both sides
 - Serving snacks - 4 long tables on TV side of hall, accessible from both sides
 - Storing games, puzzles and guest backpacks - 4 long tables against partition
 - Displaying donations - 4 long tables on wall opposite the TV, accessible from both sides
 - Small long table with two chairs near kitchen end of donation tables – for FACETS use
 - Very small table across from bathrooms for towels
 - Set clean washcloths and towels on table, and laundry basket for dirty towels beside it.
 - Small table in front of wall phone for mending person/toaster
 - Small long table and 2 chairs with cushions by Guest and Volunteer entrance to Farrell Hall for Registrars
 - Move sofa, stuffed chairs into TV watching mode
 - Set up the flashlights and all needed paperwork (provided by Administrator) on coffee table beside Volunteer Sign In/Out Table
 - Small table and 2 chairs with cushions in Rear Foyer for FACETS staff
- Clear back the remaining gear in the table storage area to allow room to store guests' bedding packs.
- Install a few power strips on TV wall for coffee pots, cell phone charging, etc.
- Place several trash barrels with large plastic bag liners around the dining side of Farrell Hall.
 - Empty any full barrels as needed including kitchen trash barrel and recycling bin.

- Precisely layout the 42 sleeping areas for men behind the partition using blue tape (provided by Administrator) and following detailed 42 Bed diagram (diagram available in White Hypothermia Shelter Binder at the Volunteer Sign In/Out Table). Adjust to a smaller number (~30) in case of covid restrictions.
- Place 12 mats in the Conference Room for the use of women. **2023** As needed, move Conference Room furniture to near the seating area in the Main Foyer.
- Put any extra mats under the Games table against the partition on the dining side of Farrell Hall.
- Clean all guests' mats laid out in both sleeping areas (Farrell Hall and the Conference Room) thoroughly with disinfectant.
- Use black plastic and duct tape to cover all the glass window near the Farrell Hall rear Exit door to keep area dark for sleepers.
- Use black plastic and duct tape to cover the sleeping area ceiling light that is permanently on in each sleeping area.
 - Ladder is in storage room through locked double doors at right rear of Farrell Hall.
- Use black plastic bags and duct tape to seal the double doors to the storage room at the rear of Farrell Hall from cold.
 - Arrange this covering to allow these doors to be opened and re-closed without destroying the cold barrier.
- Move the outside ashtray from the rear entry door to the outside of rear Farrell Hall Exit door, emptying it as needed.

Tear Down Coordinator

This job is to clean up all the rooms from our Hypothermia Shelter week. This includes:

- **Be sure you have an appropriate number of VIRTUS-cleared adults present to manage the youths working on tear down.** Two Virtus-trained adults should suffice.
- **Wear masks if covid makes that appropriate.**
- Coordinate tear down in advance with the Cleanup Lead.
- Clean bathrooms as per usual.
- Be sure the Sign Coordinator is present (Administrator should manage this task).
 - Take down all Hypothermia Shelter signage, both inside (including baths and kitchen) and outside.
 - Discard duct tape on signs and put signs in a stack on the sofa by the TV.
- Take down and put away (in electric closet off St. Joseph's Hall) the stair barrier from Rear Foyer.
- Clear round top tables of decorations (return to the Food Chief) and any tablecloths (give to the Kitchen Launderer or Cleanup Lead).

- Take down and store all tables and chairs on the kitchen side of the hall partition.
- Return all chair cushions to storage closet (locked closet on TV wall of Farrell Hall).
- Stack any remaining donations and snack-table foods in boxes for distribution later by the Donations Coordinator.
- **2023**
- Set out laundry basket filled with both bath and kitchen dirty towels.
- Bag up clean bath towels and washcloths in a large plastic bag and give the bag to the Administrator for storage until the next year.
- Move sofa, stuffed chairs back to their original location.
- Store flashlights, walkie-talkies, and all needed paperwork in box by Volunteer Sign In/Out Table for the Administrator.
- Pick up any power strips for coffee pots, cell phone charging, etc.
- Clean up kitchen but leave out coffee and any food left from breakfast for parishioners coming by after 7:30 am Mass.
- Empty all trash barrels (Kitchen, all of Farrell Hall, Conference Room, Bathrooms) and install new plastic bag liners.
 - Emptying barrels includes bringing trash bags and recycling bags out to their respective trash and recycling bins.
- ‘Unlock’ the hall partition and open it fully. There is a handle by or behind the lectern with a tool to unlock the partition pieces. See the Administrator or parish cleaning staff if you need help.
- Stack the sleeping mats and bedding packs, and the FACETS trunk/materials/excess bedding from FACETS area across from Youth Minister’s office, just inside the rear Exit door of the Men’s Sleeping Area for FACETS vehicles to pick up.
 - Pickup is in early afternoon. FACETS calls Administrator when on way for pickup.
- Remove the blue tape from floor in the Men’s Sleeping Area.
- Remove black plastic and duct tape from the double doors to storage room, at the right rear of Farrell Hall.
- Remove black plastic and duct tape covering the glass window near the Farrell Hall rear Exit door.
- Remove black plastic and duct tape covering the sleeping area ceiling lights that are permanently on in each sleeping area.
 - Ladder is in the storage room through the double doors at the right rear of Farrell Hall.
- Sweep and then wash floors in Farrell Hall, Conference Room, Main Foyer, Hallway (outside bathrooms) and Rear Foyer. Use HALL ONLY mop. See Cleanup Lead for supplies.
- Empty and then move outside ashtray from outside of back Farrell Hall Exit door to outside of Rear Foyer door.