North Brevard Coalition of Human Services
"Providing a hand up, not just a handout"

North Brevard Cold Night Shelter Planning: March 2016

I. When to open: temperature drops at or below _40__ degrees

- Use National Weather Service for zip code, factoring in wind chill
- Check the "misery" index
- Come in the night before a weather front goes through/cold wet weather is anticipated so 'guests' will have dry clothing, shoes and bedding.
- Text and/or email 'guests' and agencies (ECC, 211, law enforcement, etc.)
- EOC refers shelters to Red Cross.

II. Potential Strategic Locations: (+/-)

- Having a kitchen, shower, referral services, bus stop- all very important. Having Thrift Store and Food Pantry would also be helpful.
- One suggestion was to look at the upside of having it at a church, which allows for a little more freedom from code restrictions, etc.
- Potential locations: Harry T. Moore Social Service Center (would need fire suppression system-sprinkers), FUMC, DAV/Veterans Service Center on Singleton (smell of cigarette smoke not positive), Salvation Army church building, Gibson gym (no heat), Isaac Campbell Park.
- Might be good to have more than one place to shelter.
- Note: check with House of Hope on shower truck idea. St. Vincent DePaul may be resource for showers and lockers.
- Note: if u had multi nights of cold weather, having beds stay in place and assigned, would be helpful.

III. Shelter Coordinator: Role & Potential Candidates

- Job: recruit and manage volunteers, send out alerts (Emergency Management-Michelle), oversee-location

- Potential candidates: Ibis (does not want or unable to do so at this time), NBCHS representative, Church mercy minister; Raylene Coe.
- Someone with connections to the community and other resources.

IV. Volunteer Recruitment Strategy

- Get churches or organizations to take on different nights,
- Have Salvation Army doing some volunteer training; certificate after training.
- Note: train people that this is not a petting zoo, this is loving your neighbor.
- 10-12 volunteers needed for a single night

V. Volunteer Shifts (see handout)

VI. Policies & Rules (see handout)

- Let patrons ('guests') have a leadership role
- Idea: have an approved list of homeless that can be on property when shelter is not open.
- Note: some shelters tag and bag all items patrons bring which eliminates a lot of concerns (weapons, drugs, alcohol, etc.)
- All rules clearly explained and identified (ie: morning closing time) the night before
- Guest Self-policing usually figured out prior to dinner time.

VII. Sleeping Mats or Cots + Blankets: supply, cleaning, etc.

- Red Cross has offered cots (returned) (AL), blankets and hygiene bags as well (guests keep).
- Look into Everlast mats which are easier to clean.
- Floor space, lockers for belongings, individual tag and bag of personal items/belongings,
- Have toilet paper, paper towels, soap
- Hospital or volunteers do laundry following a cold night shelter use

VIII. Evening Meal & Morning Breakfast

- Morning Breakfast: donuts & coffee at most places.
- Dinner: soup, rolls, tea, coffee, cocoa,

IX. Health & Safety: (responding to crisis, disaster plan)

- Waste management (urine and BM) around shelter site.

X. Referral Services & Information cards

- SPDAT screening, central intake
- Other alternatives for permanent re-housing.

XI. Volunteer Insurance

Evening Shift

- Shift begins at __5pm, doors open at 5:30pm___
- Set up tables and chairs for meals
- Put on urn/kettle for tea/coffee.
- Begin meal preparation (churches may volunteer to provide the meal).
- Check toilets area for cleanliness, soap, towels, etc.
- The Coordinator will bring the whole team together to pass on any important notices and to introduce new faces. We will also make everybody aware of any incidents, problems or concerns.
- Jobs will be allocated to volunteers, e.g. reception/serving drinks/food.
- This is also a chance to ensure that all volunteers are aware of the rules, where the fire exits are, the names of their colleagues for the evening, and to link new volunteers with experienced volunteers.
- Open doors, register guests and serve tea, coffee, hot chocolate.
    - What does 'registering' entail?

- Start mingling with the guests and offering companionship
- Serve main meal at 6PM
- End of shift time: 8pm
- Overnight Team come on duty and handover with Venue Coordinator
- Doors closed by 9pm.
- Lights out by 10pm.

Overnight Shift

- Shift begins at 7:30pm??
- A minimum of two persons cover the overnight shift. They are vigilant through the night ensuring guests are safe. They hand over to the breakfast shift and may then leave or stay on to help with breakfast.
- Switch the urn on
- Wake up guests 6-6:30am
- Shift ends at 6:30am??

Morning Shift

- Arrive at _5:30-6am____ and begin breakfast preparation.
- The guests are woken up, wash, etc.
- Sleeping mats and blankets etc. folded and put away.
- Breakfast is served.
- Last teas & coffees served
- Guests leave by 7am
- Ensure venue is left clean and tidy
- Give away of any jackets or blankets
- Shift ends by 8am.