North Brevard Coalition Of Human Services
"Providing a hand up, not just a handout"
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North Brevard Cold Night Shelter

Team Orientation

Season 2016-2017

This packet is designed to provide the basic information for each Team. We are a work in progress. Each time we open and close the shelter we will have learned something new about ourselves and our neighbors. If you see something we could do better, let Bert or Trey know. We value your experience and ideas. Come with open hearts and minds and be a blessing to our guests and in turn, may you be blessed.

Thank you for your willingness to serve.

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North Brevard Cold Night Shelter
Important Numbers (updated 12/9/16)

Titusville Police	non-emergency	321-264-7801
Titusville Fire & Rescue	non-emergency	321-567-3800
Brevard County Sheriff	non-emergency	321-264-5100
D.A.V. #109		321-269-0109
Kitchen	April Grenier	321-225-2471
Overnight Rep	Eric Ackler	321-863-7415
Commander	Charlie Conklin	321-269-0109
National Veterans Homeless Support (office)		321-208-7562
Overnight Rep	Brian Elleman	321-794-6016
Overnight Rep	Christian Elleman	321-794-6017
American Red Cross		321-890-1002
Disaster Prog.	Mike McElrath	321-745-2706
Assistant	Lucille	321-890-1016
Parrish Medical Center (Laundry)		?
National Weather Service, Melbourne		321-255-0212
Brevard County Emergency Management		-------
Director	Kimberly Prosser	321-437-6670
Special Needs	Luis Hernandez	321-637-4070
Salvation Army		321-269-3110
North Brevard Coalition of Human Services		
Chair	Trey Gordon	321-863-6357
Cold Night	Bert Musco (H) 268-1301	(M) 360-6302
2-1-1 Brevard		2-1-1

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North Brevard Cold Night Shelter Shift Plan (12/9/16)

Evening Shift Team (5pm-9pm) 4-8 volunteers

- Shift begins at 5pm, doors open at 5:30pm
- The Coordinator will share vital information with Team: rules, fire exits, introduce DAV and NVHS volunteers, the Log.
- Jobs will be allocated to volunteers: reception, serving drinks/food, clean-up
- Set up tables and chairs for meals / Set up cots
- Put on urn/kettle for coffee/tea/cocoa
- Begin meal preparation
- Check bathrooms for cleanliness, soap, towels, toilet paper, etc.
- Open doors, register guests and serve tea, coffee, hot chocolate.
- Serve main meal at 6pm
- Mingle with guests / offer companionship
- Clean up kitchen, check bathrooms
- Minimum of 2 volunteers remain until 9pm/ other volunteers can leave about 8pm
- Evening Team leader reports to Overnight Team review: guest headcount, events of the evening, etc. Make notes in Log.

Overnight Shift Team (8:30pm-7am) 2-4 volunteers

- A minimum of two persons cover the night shift, in conjunction with the D.A.V. & NVHS representatives
- Doors closed by 9pm. Leader may use discretion with admittance of guests after closing.
- Lights out by 10pm
- Vigilant through the night ensuring guests are safe.
- Switch on the urn, take frozen breakfast sandwiches out of freezer
- Wake guests in shifts @ 6:30am, 6:45am, 7am. Assist to shower trailer as needed.
- Hand over and report to the Morning Team: guest headcount, events of the night, etc. Make notes in Log.

Morning Shift Team (6:30am-8:30am)

- Assist guests with disinfecting & folding cots, moving to storage
- Fold blankets, place in bags to be taken for laundering
- Breakfast is served at 7:30am.
- Guests leave by 8am
- Distribute jackets, hats, gloves and blankets (if available)
- Handout sack lunches (optional)
- Ensure D.A.V. is left clean and in better condition than when we arrived
- Place cots and other items in storage for next cold night
- Deliver used blankets for laundering to _____
- Update Log

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North Brevard Coalition Cold Night Shelter Volunteer Guidelines (12/9/16)

These guidelines help us to serve our guests well, to ensure the safety of both guests and hosts, and to create an atmosphere that everyone can enjoy:

We treat our guests just like we would treat house guests in our own home. We dine with them, engage them in conversation, and do our best to make them comfortable.

Each shift will sign in, review, & document experience in the NB Cold Night Shelter Log

We maintain a safe environment in the following ways:

- Wash/sanitize all work surfaces and our hands prior to working in the kitchen, setting tables and serving food using Lysol or Quat
- Wash/sanitize our hands after clearing/cleaning tables, cleaning up the kitchen and bathrooms
- Serving our guests fresh foods
- Leftovers are labeled and refrigerated
- Laundering kitchen cloths and towels with bleach
- Sanitize cots with Lysol (leave on for 10 minutes then wipe down) or Quat after use
- Folded blankets to be laundered by _____
- Guests or Volunteers must be drug and alcohol free
- Notify Brevard Co. Sheriff and Titusville Police and Fire Rescue @ opening
- Guests are never given cash
- Volunteers will keep their cell phones handy in case of emergency
- Doors are locked at 9:00pm, but Team Leader in conjunction with DAV and NVHS volunteers may decide to admit late-arriving guests.

We avoid waste in the following ways:

- We refrigerate and reuse foods when it is safe and appropriate to do so
- We take unused food and other perishable items to Salvation Army, HOW House, North Brevard Charities, Liberty Lodge
- When it makes sense, we save and store supplies for subsequent use

We remind our volunteers that the first night of a cold snap, we have the fewest guests and the most volunteers and donations. By the third night of a cold snap, we have the most guests and the fewest volunteers and donations

We know there are people sleeping outside right now and that they will need to come in when it gets colder. What is unknown is the exact numbers. Not all shelters take families, but all families in need will be provided shelter.

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Basic Team Supplies
North Brevard Cold Night Shelter (12/9/16)

Meal Needs:
Paper products: plates, bowls, cups (hot & cold), napkins/Paper towels
Serving Utensils: spoons, ladles, spatula, knife
Pitcher for water/ or drink coolers (borrow from DAV?)
Coffee filters
Sandwich bags (if making PB&J sandwiches for sack lunches)
Leftover containers/zip lock bags

Food Staples
Sugar
Creamer
Salt and pepper
Coffee
Tea
Instant cocoa?

Cleaning Supplies
Antimicrobial Spray for cots & tables
- Lysol (leave on for 10 minutes then wipe any excess)
- Quat (waiting for this supply)

Gloves
Trash bags (13 gals) for folded blankets for laundering
Tall kitchen garbage bags
Rags/cleaning cloths
Table cleaning spray (Simple Green)
Dish soap
Dishcloths/dish towels
Scrubbies
Paper towels

First Aid supplies provided by NVHS

Team Planning Needs for each night (12/9/16)

Meal:

DAV does not have a stove. They do have: convection oven, two microwaves, fridge, freezer, coffee urns (DAV must prepare for use), big water igloo, ice machine, counter space and outlets for crockpots.

Team needs to plan enough food to feed 20-25 (guests and volunteers)

- 4-6 crockpots depending on the size of the pot
- Sandwiches going with the soup/stew?
- Desserts?
- Snacks?
- Beverages hot & cold
- Breakfast sandwiches (frozen) provided through No One Hungry
- Sack Lunches (optional)

Suggested Jobs:

- Leader
- Greeter / Guests Registrar
- Cot and Table set up
- Meal Crew
- Clean up Crew

A secure place for workers' belongings/ or leave important items at home

First aid supplies provided by NVHS

North Brevard Cold Night Shelter
Guests Guidelines (12/9/16)

1. Doors open at 5:30pm. Meal is served at 6:00pm.
2. Doors locked @ 9:00pm. Lights out @ 10:00pm.
3. No smoking inside the building. Guests will be accompanied by a volunteer to smoke outside.
4. Any guest who leaves the facility during the night, other than for a smoke, cannot return.
5. Guests may not use the facility telephone.
6. No pets allowed.
7. No weapons, alcoholic beverages, drugs, or drug paraphernalia are allowed.
8. Guests are asked to be respectful of property and furnishings.
9. Guests may bring own personal items: sheets, towels, etc. but must keep them separate from the ones provided.
10. Breakfast is at 7:30am and guests depart at 8am.

By signing into the Shelter each guest agrees not to hold the North Brevard Cold Night Shelter, D.A.V., nor NVHS responsible for any accident or injury while in this shelter facility, or while on the property. Guests also agree to abide by these guidelines.