



**Information for Site Coordinators, Shift Leaders  
and Volunteers 2018-2019**

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## **ISABELLA COUNTY RESTORATION HOUSE (ICRH)**

MISSION STATEMENT: Providing temporary shelter and a pathway to self-sufficiency for the homeless in Isabella County.

HISTORY: The Isabella County Restoration House (ICRH) has grown out of a concern for the underlying causes of homelessness. While the ICRH, its community partners, and the guests work toward eliminating those causes, we realize the need is immediate and urgent for individuals who need shelter. Our short-term goal is to provide a safe, warm place for those in our community who need shelter for as many winter nights as possible.

ICRH PROVIDES A ROTATING SHELTER PROGRAM TO ADDRESS HOMELESSNESS IN THE COMMUNITY.

Our Host Sites commit to opening their doors for one or more weeks during the colder months and to providing a hot meal and overnight shelter. Each Host Site coordinates a group of volunteers who provides an evening meal and meets the individual needs of guests. ICRH assists the Host Sites by providing staff who will register the guests, performing background checks of guests and of volunteers, and monitoring the shelter each evening. ICRH also provides the overall administration and coordination of this program.

Experience has proven that the average night would bring 25-30 guests needing shelter. Since we have no accurate way of predicting the need, we ask Host Sites to prepare for up to 30 guests per night, plus volunteers.

## **REGISTRATION OF GUESTS AT INTAKE FOR THE ICRH PROGRAM**

Guests of the ICRH program must register every day at Intake at 1114 W. High St. (M-20).

During this time, ICRH Managers and volunteers will register the guests and explain the procedures and rules.

ICRH Managers will conduct background checks on all first-time guests. Depending on the results of the background check, one of the following will occur:

- Individuals with no criminal record, and who have not been expelled from ICRH, will be admitted after signing the guest agreement.
- Individuals who have been expelled from ICRH will not be admitted until the end of their probationary period, the length of which will be determined by the ICRH Executive Director. The main reason for expulsion is not following the rules outlined in the ICRH guest agreement.
- Individuals with outstanding felony warrants will not be admitted.
- Individuals subject to the requirements of Michigan's Sex Offender Registration Act (SORA) will be referred to another agency.

ICRH Managers will also:

- Inform the Host Site of the number and gender of the guests, as well as any guests with special needs (e.g., families or individuals with children, guests who will be arriving late, guests with disabilities, etc.).
- Search all backpacks, purses and other packages brought by guests to the Intake Center.
- Determine whether an individual will be denied admission based on the following criteria:
  - Individuals unwilling to give up possession of weapons for the night will not be admitted.
  - Individuals unwilling to give up possession of alcohol and/or other drugs (except for prescription medications) for the night will not be admitted.
  - Individuals engaging in any behavior that endangers others will not be admitted.

Between 6:00 and 6:15 pm, guests will be transported by I-Ride or a local cab company to the day's Host Site.

(See also Appendix A. ICRH Guest Agreement)

## REGISTRATION OF GUESTS FOR THE DAY SHELTER

Guests of the ICRH Day Shelter must sign in every day at the Day Shelter at 1114 W. High St. (M-20)

During this time, ICRH Managers and volunteers will verify that each guest is a current guest of the ICRH program.

ICRH Managers will conduct background checks on any guest not registered with the ICRH program. Depending on the results of the background check, one of the following will occur:

- Individuals with no criminal record, and who have not been expelled from ICRH, will be admitted.
- Individuals who have been expelled from ICRH will not be admitted until the end of their probationary period, the length of which will be determined by the ICRH Executive Director. The main reason for expulsion is not following the rules outlined in the ICRH guest agreement.
- Individuals with outstanding felony warrants will not be admitted.
- Individuals subject to the requirements of Michigan's Sex Offender Registration Act (SORA) will be referred to another agency.

ICRH Managers will also:

- Determine whether an individual will be denied admission based on the following criteria:
  - Individuals unwilling to give up possession of weapons will not be admitted.
  - Individuals unwilling to give up possession of alcohol and/or other drugs (except for prescription medications) will not be admitted.
  - Individuals engaging in any behavior that endangers others will not be admitted.

Guests will be asked to vacate the Day Shelter at 4:00 pm each day.

(See also Appendix A. ICRH Guest Agreement)

## **INTERACTING WITH THE GUESTS**

We are inviting homeless individuals as guests into places where we feel at home. As with all our guests, we treat them with respect. Due to the inherent unfamiliarity with many of our guests, we need to maintain guidelines in our interactions to provide a safe environment for both guests and volunteers.

As in any helping relationship, boundaries are especially important in an effort to maintain clearly defined roles and avoid confusion/conflict for both guests and volunteers.

### **BEHAVIORS THAT HELP MAINTAIN BOUNDARIES**

- Consistently enforcing the rules for all guests and volunteers
- Adhering to shelter policies and procedures
- Respecting the confidentiality of the guests
- Maintaining a courteous, respectful and professional attitude
- Complying with all anti-discrimination laws

### **BEHAVIORS TO AVOID**

- “Socializing” with guests outside of functions sponsored by the homeless support programs in the community
- Proselytizing or evangelizing - it is not our purpose to convert our guests
- Offering to hire guests
- Lending money to guests or borrowing money
- Giving a guest your telephone number, your address or letting them use your cellphone
- Giving guests rides in your car
- Accepting or giving gifts
- Having sexual contact with a guest
- Using or distributing alcohol, illegal drugs and drug paraphernalia

Most of the Host Sites are churches and many of the volunteers might want to share their religion as a way of providing spiritual comfort to the guests. However laudable this may be, please wait for the guest to indicate a desire to pray and/or engage in a religious conversation.

It is acceptable for your organization to have elective opportunities available for guests to participate in during the week that your organization Hosts the shelter. However, please remember there can be no pressure or requirement for guests to attend or participate in any activity.

If any questions arise from volunteers regarding their role or allowable interactions, Host Site coordinators and ICRH staff can be consulted for guidance. Establishing and maintaining consistent boundaries between guests, volunteers, and staff will ensure a safe and beneficial experience for all involved.

## **RULES AND PROCEDURES FOR GUESTS AND VOLUNTEERS**

The rules apply to both guests and to volunteers; they are designed to help us provide a welcoming, comfortable and safe environment while preserving individual dignity. Any violation of these rules may result in a termination of your participation in the ICRH program, whether as a volunteer or as a guest. Please direct any questions to ICRH Managers, the Site Coordinator and/or the Shift Leader.

- No smoking in the Day Shelter/Intake Center, shelter-provided vehicles, and the Host Site. Supervised smoking breaks will be provided on an hourly basis at Intake and the Host Site.
- No alcoholic beverages are permitted in the Day Shelter/Intake Center, shelter-provided vehicles, or the Host Site.
- No drugs or illegal substances are permitted in the Day Shelter/Intake Center, shelter-provided vehicles, or the Host Site.
- No weapons of any kind are permitted in the Day Shelter/Intake Center, shelter-provided vehicles, or the Host Site.
- No abusive/profane language or disruptive behaviors are permitted in the Day Shelter/Intake Center, shelter-provided vehicles, or the Host Site.
- Sexual harassment or sexual activity will not be tolerated.
- Sex Offenders are prohibited from the premises.

## **RULES AND PROCEDURES FOR GUESTS ONLY**

- ICRH guests are not permitted to leave any items that do not fit into their assigned tote at the Host Site. Items left behind at the Host Site will be discarded within 72 hours, unless special permission has been received from ICRH Managers.
- When guests leave the designated Host Site in the morning, they take everything they need for the day with them. They will not be allowed to retrieve anything from their tote until the next evening.
- Day Shelter guests must also be guests of the ICRH program. A guest that has previously utilized ICRH during the current season, but is not currently using it for overnight shelter, is eligible to use the Day Shelter for meaningful, purposeful use.
- Once guests have entered the building after 4:30 pm they may go outside only for supervised smoking breaks.
- Transportation. Personal transportation is not allowed without prior approval of the Executive Director. Transportation will be provided from Intake to the Host Site in the evening and from the Host Site to the Soup Kitchen in the morning. Guests may access their vehicle during intake or at the Host Site, ONLY when supervised by an ICRH Manager or volunteer supervisor.
- Doors are locked at the Host Site once the guests have arrived and stay locked until guests are ready to leave the following morning.
- Men and women, (including married couples), are assigned separate sleeping areas and no one is allowed in the sleeping area of the opposite sex. Families with children will be accommodated if there is room at the Host Site.

\*\*\*Please note that Former shelter guests are eligible to serve as ICRH volunteers starting one year from the last date they stayed in the shelter and at the discretion of the Executive Director.\*\*\*

### **RULES AND PROCEDURES FOR LOCKERS AT DAY SHELTER**

These rules and procedures apply to guests, volunteers and ICRH Managers.

- Each guest of the ICRH program will be allowed 2 lockers per guest.
- Lockers are located in the Locker Room at the Day Shelter.
- Each locker is numbered with a corresponding key and lock. Spare keys for each locker are available for volunteer or manager use if the need arises.
- Keys to the lockers are located in the Conference Room.
- Guests are allowed to keep the locker key on their person, but must return it to a volunteer or manager prior to leaving the Day Shelter each day.
- Guests are encouraged to remove their belongings from their lockers prior to leaving the Day Shelter for the night. However, a manager can determine if a guest is allowed to leave their belongings overnight. A bag check will occur if belongings are kept overnight.
- Guests will be able to access their lockers only when supervised by an ICRH manager or a volunteer supervisor.
  - All items stored in lockers will be subject to a safety/bag check.

### **RULES AND PROCEDURES FOR MAILBOXES AT DAY SHELTER**

These rules and procedures apply to guests, volunteers and ICRH Managers:

- Mailboxes are located in a locked cabinet in the Conference Room.
- Mailboxes are only for receiving mail, not outgoing mail.
- Each mailbox is numbered to create a specific address for each guest. For example, a guest with box #1 will have an address of:

ICRH Guest Name  
1114 W. High St. #1  
Mt. Pleasant, MI 48858

- A sign-up sheet for mailboxes is located in the same locked cabinet in the Conference Room.
- Mail will be delivered to the outside mail receptacle. An ICRH manager or volunteer will distribute the mail to its appropriate guest mailbox.
- If a guest would like to retrieve his/her mail, an ICRH manager or volunteer supervisor will assist with this.

## RESPONSIBILITIES OF SITE COORDINATORS

Each Host and partner site designates one or more Site Coordinators who are members of the Host or partner site that is responsible for the week(s).

### **Main Responsibilities**

- Maintain communication among ICRH, Host Site, Partner and the volunteers participating at that Host Site.
- Be knowledgeable of all ICRH policies, procedures and rules, as well as the responsibilities of the Shift Leaders and other volunteers.
- Recruit volunteers and keep a record of their contact information (see \* below for information about youth volunteers).
- Make sure volunteers fill out volunteer sign-up forms (see Appendix B for a sample form).
- Submit volunteer sign-up forms to ICRH Community Engagement Liaison (who will do a background check and enter contact information into the volunteer database).
- Set up a schedule of who volunteers when and during which shift.
- Make sure volunteers attend a volunteer training; maintain a sign-up sheet so you know who has attended training. If there are volunteers who are unable to attend a training session, you will need to conduct a volunteer training for them or at least review the volunteer information and/or training video, located on ICRHOUSE.ORG, with them. Additional trainings opportunities can be requested by contacting Ryan Griffus at [ryan@icrhouse.org](mailto:ryan@icrhouse.org).
- Contact back-up volunteers before your rotation starts in case a need arises for their help.
- Recruit dinner and overnight Shift Leaders from among the volunteers from your Host Site.
- Coordinate meals with the dinner Shift Leaders.
- Be on call, though not necessarily on site, the whole time that the shelter is at your Host Site.
- Make sure volunteers know the evacuation plan and the location of fire alarms and extinguishers, as well as the fuse box.
- On the Monday before the end of your rotation, set up a time for the transfer of supplies at the end of your rotation to the next Host Site as well as transportation (see "Transfer of supplies" on page 16).
- Mid-week, check the supplies and let ICRH Managers know if more supplies are needed.
- Make sure that there is a master key for your Host Site that is available to Shift Leaders.
- Ensure that all volunteers and guests that arrive after the doors are locked are provided entry to the building.
- ICRH nightly logbook: It is important to record enough guest information so that a record can be passed on to the next Host Site. Please encourage volunteers to be sure to include meals served and movies watched in a section of the logbook so that they are not repeated too often. Also please feel free to record and encourage other volunteers

to record any comments and impressions, especially the highlights of your or their experience.

\*Youth Volunteers: Due to safety and liability concerns, no one under the age of 12 will be allowed to volunteer. Volunteers between the ages of 12 – 18 must be accompanied by a parent or guardian. Youth volunteers are not allowed in the sleeping areas at any time and must remain in the social area. They must leave by 9:30 pm. If there is a guest under the age of 18, youth volunteers will not be allowed to volunteer that night. We may not know until 6:00 pm if there will be a youth in the shelter, so youth volunteers may have to be asked to leave at the last minute to protect the confidentiality and dignity of the young guest.

If your Host Site or partner site is planning to have a middle or high school group serve a meal or provide evening activities, please let the IRCH Executive Director, Ryan Griffus, know ahead of time to provide confidentiality and dignity for our young guests by avoiding a chance meeting with a classmate.

## **RESPONSIBILITIES OF DAY SHELTER VOLUNTEERS**

Two volunteers are required for this shift. Shift times are from 1:00 pm-4:30 pm.

- Assist in welcoming guests when they arrive; make sure they know where the restrooms are, as well as the designated space for the Day Shelter.
- Please socialize and visit with the guests. Assist them in filling out job and housing applications, preparing resumes and reaching out to other local community resources. Card games, board games and conversation with the guests are strongly encouraged.
- Remember that ICRH Managers are your resource people for questions and concerns. Please do not hesitate to ask them for clarification and support.
- Guests will be asked to leave the Day Shelter at 4:00pm. Volunteers must ensure that Day Shelter guests have returned their keys to their assigned lockers.
- After close, volunteers are responsible for cleaning and organizing the Day Shelter area as well as completing a thorough inspection of the bathrooms, café, foyer and Resource Room.
- You may be asked to oversee a particular task or space at the day shelter.
  - Monitor the café
  - Monitor the Resource Room
  - Assist in the supervision/oversight of children
  - Additional tasks as requested by ICRH Managers or volunteer supervisors

## **RESPONSIBILITIES OF GREETING/EVENING VOLUNTEERS**

Two volunteers are required for this shift. The shift times and durations shall be determined by each respective Host Site. Lights out is at 10:00 pm.

- After arriving, sign in and make yourself a nametag – first name only.
- Assist in welcoming guests when they arrive; make sure they know where the restrooms, sleeping area and dining areas are.
- One of the volunteers should make sure that the guests fill out nametags (first name only), while another one assists returning guests with finding their totes, assigns totes to new guests, and assists new guests with mattresses/bedding.
- Doors are to be locked by the Site Coordinator once the guests arrive. No guest is to be admitted to the Host Site after the bus has arrived from Intake. Exceptions can be made with prior notification and approval of their late arrival by the ICRH Managers.
- Guests may access their vehicle during Intake or at the Host Site, ONLY when supervised by ICRH Managers or a volunteer supervisor.
- Supervised Smoking Breaks: An ICRH manager or designee must accompany guests on the supervised outdoor smoking breaks. These take place once an hour until 9:30 pm.
- Medications: All prescription medications, must be turned in to the ICRH Managers upon entering the Host Site—except for emergency medications, such as nitroglycerine, inhalers, etc.—to be deposited in the lockbox overnight. Plastic bags will be available to guests as needed for storing their medications. Guests may access their medications at the Host Site by asking the ICRH manager or Shift Leader to get the medications from the lockbox. Medications will be returned to guests in the morning before they leave for the day. Guests may leave any or all medications in the lockbox with the combination lock. ICRH is not responsible for medications left at the Host Site.
- Remainder of the Evening: Once sign-in has finished, please join the guests for dinner and visit with them. After dinner, card games, board games, watching movies, and conversation with the guests are strongly encouraged.
- Remember that ICRH Managers are your resource people for questions and concerns. Please do not hesitate to ask them for clarification and support.

## RESPONSIBILITIES OF DINNER VOLUNTEERS

### Pre-planning:

There should be at least four volunteers for the dinner shift. The Site Coordinator sets up a meeting with the dinner Shift Leaders to develop a meal plan for the whole rotation at the host site (see suggested menus below).

- Prepare food for 20 guests plus volunteers
- KFC has offered to provide chicken for one day each week; the Site Coordinator will need to call KFC (772-4981) to arrange the day of the week and then pick up the chicken right before dinner. The host or partner site is responsible for the rest of the meal.
- Cooking should be done ahead of time and the prepared food brought to the host site by 6:00 pm; arrangements must be made with the Shift Leader if the food needs to be prepared at the host site.
- Volunteers should plan to both serve the food and clean up during their shift.
- On Sunday morning, the guests need a brown bag breakfast because the Soup Kitchen is closed. Talk with the morning shift coordinators about making the brown bag breakfasts available.

### Serving Day:

- If you have arranged to cook at the host site kitchen, confirm this with a call to the Site Coordinator earlier in the day.
- Volunteers should sign-in and make out a nametag – first name only.
- Make sure you clarify any questions the volunteers have before the guests arrive.
- Volunteers should start setting up the tables and serving area by 6:15 pm.
- Guests arrive between 6:15 and 6:30 pm and are signed-in by the evening/greeting volunteers.
- Volunteers start serving once the guests have settled in. Set aside a plate for guests who are arriving late.
- Allow seconds on meals after all guests and volunteers are served.
- Use gloves or tongs for individual servings of breads, fresh vegetables, cookies, etc.
- Volunteers, Shift Leaders and ICRH staff are encouraged to join guests for dinner.
- Any leftover dessert may be left out as snacks in the evening.
- Make sure that any utensils and supplies used for preparing food are cleaned and put away.

Volunteers should feel free to stay and interact with the guests until lights out.

## RESPONSIBILITIES OF OVERNIGHT VOLUNTEERS

There should be at least 2 overnight volunteers (one male and one female) between lights out at 10:00 pm and the arrival of the morning crew. If possible, one of the volunteers should be a member of the Host Site.

- Arrive by 9:30, or as assigned by Site Coordinator.
- Please remember to sign in and make yourself a nametag – first name only.
- At least one volunteer must be awake throughout the night; arrange a sleeping schedule with the other volunteer(s).
- Feel free to interact with the guests.
- Lights out at 10:00 pm.
- Put away any snack food that may be left out.
- You may be asked to provide early wake-up calls, so come prepared with an alarm clock.
- Ensure that all volunteers and guests that arrive after the doors are locked are provided entry to the building.
- Doors are to remain locked until the morning crew arrives.
- Plan to stay at least until the morning crew arrives.
  
- Electronic devices: Guests can bring electronic devices (cell phones, iPads, computers, etc.) to the ICRH Program. The guest must show respect for the other guests and volunteers when using these devices. Taking photos is prohibited. Usage is allowed in the sleeping areas if it is not disruptive to other guests. If usage is disruptive, the guest will be asked to give up the device for the night. ICRH does not assume responsibility for any devices a guest might bring to the ICRH Program. Do not, under any circumstances, text, email or otherwise disclose the location of the Host Site.
  
- Medication: All medically urgent prescriptions (inhalers, nitroglycerin, etc.) may be kept by the guest. Plastic bags will be available to guests as needed for storing their medications in the lockbox. Guests may access their medications at the Host Site by asking the ICRH Manager or Shift Leader to get the medications from the lockbox. Medications will be returned to guests in the morning before they leave for the day. Guests may leave any or all medications in the lockbox. ICRH is not responsible for medications left in personal totes.
  
- In case of emergency, call 911 (follow-up can be made with an ICRH Manager afterward).
- Lights out for the night at 10:00 pm. Any guest who remains awake must not be disruptive to other guests.
- No food or beverages will be provided between 10 pm and 6:00 am.

### **RESPONSIBILITIES OF MORNING VOLUNTEERS**

Three to four volunteers are required for this shift. They arrive at the time previously determined by the Host Site Coordinator to relieve the overnight volunteers and stay until guests leave and the Host Site is cleaned.

- Put out juice, coffee and snacks, if available.
- Wake the guests at 7:00 am unless there is a specific request to wake someone earlier.
- Designate a volunteer to return necessary items in the lockbox to the guests before they leave the shelter for the day.
- Any personal belongings left at the Host Site must be placed in the tote.
- By 7:30 am, begin cleaning the sleeping areas, bathrooms, and kitchen/dining areas, using gloves and designated cleaning agents.
- Make sure all food is stored away.
- Check toilet paper and hand towel supplies and replace if necessary.
- Make sure all garbage and trash are placed in the main garbage container and all supplies are put away.
- Make sure the sleeping areas are organized, cleaned, sprayed and vacuumed.
- Tidy up the Host Site so it is clean when the guests arrive the following evening.
- Lock all doors.
- Monday through Saturday I-Ride will arrive to transport guests to the Soup Kitchen at approximately 8:00 am.
- On Sunday mornings guests will be transported to Morey Courts for showers. Please be sure towels, toiletries, and hair dryers are available.

### **SHOWERS**

Showers are provided for ICRH guests on Sunday morning and Thursday afternoon at Morey Courts. Transportation to and from showers will be provided by I-Ride, or a local cab company when I-Ride is not running. No additional volunteers from the Host Site will be needed.

**Sunday morning (8:30 am with transportation from the Host Site):** Showers will be staffed by an ICRH volunteer. All toiletries, towels, and hair dryers will be provided. Guests will have the option of returning to the ICRH Day Shelter.

**Thursday afternoon (2:00 pm with transportation from the Day Shelter):** No Managers/volunteers will be necessary. All toiletries, towels, and hair dryers will be provided.

### **LAUNDRY**

Laundry will be transported to and from the Comfort Inn by an ICRH volunteer. Linens and towels will be dropped off at the Comfort Inn on Monday and picked up on Wednesday. Laundry needs for the Host Site should be communicated between the Site Coordinator and ICRH Managers.

ICRH guests will have the opportunity to do their personal laundry at St. John's Episcopal Church. To schedule an appointment, ICRH guests should call 989-772-2918.

## HANDLING BLOOD AND OTHER BODILY FLUIDS SAFELY

These guidelines pertain to volunteers and guests.

Know the location of the following items for quick access when needed:

- a. Disinfectant/bleach wipes or spray
- b. Large Spill Kit
- c. First Aid Kit
- d. Rubber and/or Vinyl Gloves
- e. Plastic trash bags.

- All blood and bodily fluids should be considered contaminated and handled as such.
- Bodily fluids should be thought of as ANY fluid, semi-solid or solid substance from ANY area of the body.
- When needed use either vinyl or rubber disposable gloves. Plastic food handling gloves are not safe for this type of use!
- Hand-washing using running water and soap with continuous hand friction for at least 30 seconds is ideal after an incident clean up, even if you used gloves.
- When closing a plastic bag with contaminated items/fluid, safely eliminate excess air from the bag to decrease the chance of causing a puncture that would allow for leakage of contamination.

Minimal/Minor Secretion- the amount that is contained within a tissue or smaller sized item and does not drip:

- Should be handled by the affected person only and can be disposed of in the regular trash or garbage.
- Affected persons must wash their hands after disposal of the item.
- If it is a small wound, give the person an appropriate sized bandage from First Aid kit.

Large Contained Secretion- these are larger amounts of secretions in a container (i.e., vomit in a trash can) or larger "fabric like" material with contamination (i.e., nose bleed) and the potential for dripping or seeping.

- The person(s) cleaning MUST wear gloves.
- Secretions and contaminated items are placed in a leak proof plastic bag and tightly closed.
- The closed bag is placed in another plastic bag and tightly closed again.
- This "double-bagged" item goes into the trash and then the trash is closed and goes out to the main garbage container.
- Any surfaces that might have been touched by the affected person should be cleaned with disinfectant/bleach solution/wipe, following directions on the container. Most should air dry.
- Dispose gloves in the regular trash and wash your hands.
- Have the affected person wash their hands.

### Large Uncontained Spill - self-explanatory

- Volunteers should wear 2 sets of gloves.
- If there is a large amount of liquid/semi-liquid, use “spill absorb” from the Large Spill Kit to decrease the chance of dripping.
- Make sure all items used in the clean up go into plastic bags. Contaminated clothes can go into a separate closed bag that is double bagged and sent with the person when they leave.
- Tightly close the first plastic bag.
- Place the first bag inside a second plastic bag; remove your FIRST set of gloves, putting them in the second bag before closing tightly.
- The double-bagged item goes immediately out to the dumpster.
- Clean surfaces affected by the secretions using disinfectant/bleach solution/wipe, following directions on the container.
- Remove 2nd pair of gloves and place in regular trash and wash your hands.
- Make sure the person affected has “washed” as appropriate.
- Call 911 if needed for the affected person.

Isabella County Restoration House (ICRH)  
Guest Agreement

**To enroll in the ICRH program and receive assistance, all guests must sign below that they agree to abide by its policies and rules.**

1. Consecutive night program. ICRH is a temporary shelter program for homeless guests. **Guests must stay each evening and remain overnight to hold their place** (exceptions can be made with prior Executive Director approval). During a guest's time at ICRH, a guest is expected to be seeking housing and working toward self-sufficiency by utilizing local community resources.

Reviews will be conducted every 30 days with the Executive Director, and a guest may be asked to leave the ICRH program based on the review.

2. Schedule. The ICRH program consists of a Day Shelter, Intake, and a Night Shelter. A schedule of the hours and guidelines is attached.
3. Specific Rules:
  - a. **All guests must sign in each day to utilize the ICRH shelter program.**
  - b. **All guests will be subject to daily bag checks within the ICRH program.**
  - c. **Men and women, (including married couples), are assigned separate sleeping areas and no one is allowed in the sleeping area of the opposite sex. Families with children will be accommodated if there is room at the Host Site.**
  - d. **After 4:30 pm, guests are not permitted to leave Intake or the Host Site except for scheduled outdoor smoking breaks.**
  - e. **NO SMOKING, NO ALCOHOLIC BEVERAGES, NO DRUGS OR ILLEGAL SUBSTANCES, NO WEAPONS OF ANY KIND, NO ABUSIVE/PROFANE LANGUAGE OR DISRUPTIVE BEHAVIORS, NO SEXUAL HARRASSMENT OR SEXUAL ACTIVITY, & NO PETS** (with the exception of certified service animals) will be permitted in the Day Shelter, Intake, shelter-provided vehicles, or the Host Site.
4. Medications. All medically urgent prescriptions (inhalers, nitroglycerin, etc.) may be kept by the guest. All other prescription medications are to be given to the Manager at Intake or Host Site. Guests may retrieve any or all medications in the morning before leaving.
5. Personal belongings. When a guest enters the program, he or she will be given one tote to store clothing and personal belongings. This may be safely kept at the Host Site if one plans on returning the following night, but cannot be retrieved during the day. Lockers for small items are available at the Day Shelter and are accessible to guests

every day. Belongings left at the Host Site or Day Shelter and not claimed within 72 hours will be disposed of.

6. Electronic devices: Guests can bring electronic devices (cell phones, iPads, computers, etc.) to the ICRH program to use. The guest must show respect for the other guests and volunteers when using these devices. Taking photos is prohibited. Usage is allowed in the sleeping areas if it is not disruptive to other guests. If usage is disruptive, the guest will be asked to give up the device for the night. ICRH does not assume responsibility for any devices a guest might bring to the ICRH. Do not, under any circumstances, text, email or otherwise disclose the location of the Host Site.
7. Food & Drink. ICRH provides dinner and snacks. Guests will be transported to the Soup Kitchen in the morning.
8. Tobacco: Smoking will be allowed at scheduled, supervised, outdoor breaks at Intake & Host Site after dinner until 10 p.m.. **Otherwise smoking is absolutely forbidden at Intake and the Host Site.**
9. Transportation. Personal transportation is not allowed without prior approval of the Executive Director. Transportation will be provided from Intake to the Host Site in the evening and from the Host Site to the Soup Kitchen in the morning. Guests may access their vehicle during intake or at the Host Site, ONLY when supervised by an ICRH Manager or volunteer supervisor.
10. Personal injury and theft. The ICRH program **does not** assume responsibility for personal injury to guests or theft of their belongings.
11. Children. Children are welcome, but parents are responsible for the care and supervision of their children at all times. Children under twelve must have their use of the bathroom monitored by their parents.
12. Day Shelter: All the rules of Intake and the Night Shelter are the same for the Day Shelter except that guests may come and go as they please between 1 p.m.--4 p.m..

**I read the above rules or had them explained to me. I was given the opportunity to ask questions about anything I did not understand. By signing below, I acknowledge receipt of this document. Furthermore, I understand the rules and agree to abide by them as a condition of daily enrollment in the ICRH program. I realize that any violation of these rules could result in being suspended or permanently barred from ICRH—even for a first offense.**

\_\_\_\_\_  
Guest Printed Name

\_\_\_\_\_  
Guest Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Printed Name

\_\_\_\_\_  
Witness signature

\_\_\_\_\_  
Date

## APPENDIX B. SAMPLE OF ICRH VOLUNTEER SIGN UP SHEET

### ICRH VOLUNTEER SIGN UP SHEET

ICRH really appreciates the many people whose willingness to volunteer makes the shelter possible. NOTE: Volunteers must be at least 12 years old and accompanied by a parent or legal guardian if under 18.

Name (Volunteers must be able to show a valid

ID): \_\_\_\_\_

Phone

number: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Please note the Host Site or partner organization through which you are volunteering (if applicable): \_\_\_\_\_

Please indicate when you are available with either a D for day and N for during the night:

Sunday \_\_\_\_\_ Monday \_\_\_\_\_ Tuesday \_\_\_\_\_ Wednesday \_\_\_\_\_ Thursday \_\_\_\_\_ Friday \_\_\_\_\_ Saturday \_\_\_\_\_

Please indicate the shifts during which you are able to volunteer:

\_\_\_\_\_ Overnight supervision: 9:30 p.m. to 6:30 a.m., maintain the security and well-being of guests\*

\_\_\_\_\_ Dinner: serve dinner to guests and staff and clean up afterwards\*

\_\_\_\_\_ Evening Host: help with checking in guests, assign bedding, supervise smoking breaks, mingle with guests\*

\_\_\_\_\_ Morning clean up: 6:00 a.m. to 8:30 a.m.: ensure that all guest possessions, mats, and anything else used for shelter purposes are stored away and that the Host Site is neat and clean after guests leave\*

\_\_\_\_\_ Day Shelter: Visiting and connecting with guests, assisting with paperwork such as job and housing applications, making coffee and cleaning up.

Please also indicate your availability for the following tasks:

\_\_\_\_\_ Transportation of supplies: Sunday morning/afternoon; transport supplies and equipment, such as mats and totes, from one Host Site to another

\_\_\_\_\_ Shower supervision: supervise the transportation of guests to shower facility on Wednesday and Sunday.

\_\_\_\_\_ Help with Intake 4:30-6:30 at the Day Shelter at 1114 W. High St, Mt. Pleasant.

\_\_\_\_\_ Emergency back-up: when needed for any task\* at any needed Host Site.

\* These tasks require a background check (paid for by ICRH). Please provide the following information for the background check:

Race (you may note unknown or other): \_\_\_\_\_ Gender: \_\_\_\_\_

Date of birth (month, date, and year [all four numbers]): \_\_\_\_\_

I agree to a back ground check:

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

This form can be either mailed to ICRH PO Box 698 Mt. Pleasant, MI 48804; or sent to Ryan Griffus at [ryan@icrhouse.org](mailto:ryan@icrhouse.org) & Sherry Pulverente at [sherry@icrhouse.org](mailto:sherry@icrhouse.org).

## APPENDIX C: SAMPLE ICRH INCIDENT REPORT

Time of Incident:

Date of Incident:

Location of Incident:

Shift leader:

Description of Incident:

Volunteers and guests involved in the incident:

What actions if any were taken: