



**Information for Site Coordinators, Shift Leaders
and Volunteers 2019-2020**

Revised October 28, 2019

TABLE OF CONTENTS

Mission Statement and History		Pg 3
Registration of Guests		Pg 4-5
Interacting with Guests		Pg 6
ICRH Rules and Procedures		Pg 7-8
Site Coordinator, Shift Leader and Volunteer Responsibilities	Site Coordinator Responsibilities	Pg 9-10
	Day Shelter Volunteer Responsibilities	Pg 11
	Greeting/Evening Volunteer Responsibilities	Pg 12
	Dinner Volunteer Responsibilities	Pg 13
	Overnight Volunteer Responsibilities	Pg 14
	Morning and Cleanup Volunteer Responsibilities	Pg 15
	Showers, laundry and transfer of supplies	Pg. 16
	Handling Bodily Fluids Safely	Pg. 17-18
Appendices	A. Guest Agreement	Pg. 19-20
	B. Sample volunteer sign up form	Pg. 21-22
	C. Sample incident report form	Pg. 23

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 meets the individual needs of guests and also coordinates an evening meal. ICRH assists the Host Sites by providing staff who will register the guests, perform background checks of guests and volunteers, and monitor the shelter each evening until lights out. 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 120 S. Pine St.

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.
- Individuals with outstanding felony warrants will not be admitted.
- Individuals subject to the requirements of the Michigan Sex Offender Registration Act and the Federal Sex Offender Registration Act 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 with children, guests who will be arriving late, guests with disabilities, dietary needs, etc.).
- Search all backpacks, purses, and other packages brought by guests to Intake.
- 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 6:15PM guests will be transported by I-Ride or a local cab company to the Host Site.

REGISTRATION OF GUESTS FOR THE DAY SHELTER

Guests of the ICRH Day Shelter must sign in every day at the Day Shelter at 120 S. Pine St.

During this time, the Day Shelter Manager and volunteers will verify that each guest is a current guest 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.

The Day Shelter Manager will conduct background checks on any guest not previously 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.
- Individuals with outstanding felony warrants will not be admitted.
- Individuals subject to the requirements of the Michigan Sex Offender Registration Act and the Federal Sex Offender Registration Act will be referred to another agency.

The Day Shelter Manager 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 who are staying overnight will be asked to relocate to the designated waiting area at 4:00PM each day. All others must vacate the building.

INTERACTING WITH THE GUESTS

We are inviting homeless individuals as guests into places where we feel at home. We treat all our guests with respect. To do this, 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.

“**DOs**” Behaviors that help maintain boundaries include:

- 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

“**DO NOTs**” Behaviors to **absolutely 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 guests 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.

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.

If any questions arise from volunteers regarding their role or allowable interactions, 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 Day Shelter/Intake, shelter-provided vehicles, or 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 Day Shelter/Intake, shelter-provided vehicles, or the Host Site.
- NO DRUGS OR ILLEGAL SUBSTANCES are permitted in Day Shelter/Intake, shelter-provided vehicles, or the Host Site.
- NO WEAPONS OF ANY KIND are permitted in Day Shelter/Intake, shelter-provided vehicles, or the Host Site.
- NO ABUSIVE/PROFANE LANGUAGE OR DISRUPTIVE BEHAVIORS are permitted in Day Shelter/Intake, shelter-provided vehicles, or the Host Site.
- NO SEXUAL HARASSMENT is permitted in Day Shelter/Intake, shelter-provided vehicles, or the Host Site.
- NO SEX OFFENDERS are allowed in any ICRH program.

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 must take everything needed for the day. They will not be allowed to retrieve anything from their tote until the next evening.
- Once guests have entered the building for Intake, they may go outside only for supervised smoking breaks.
- ICRH cannot allow personal transportation from the Intake Center to the Host Site unless special permission is obtained from the ICRH Executive Director.
- Guests may access their vehicle during Intake or at the Host Site **ONLY** when supervised by ICRH Managers or Lead Volunteers.
- 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 except for families with children if there is room at the site.

RULES AND PROCEDURES FOR LOCKERS AT DAY SHELTER

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

- Lockers are available at the Day Shelter.
- Each guest of the ICRH program will be allowed 2 lockers.
- Each locker is numbered with a corresponding key and lock. Spare keys for each locker are available for volunteer or ICRH Manager use if the need arises.
- Keys to the lockers are located in the Intake office.
- Guests are allowed to keep the locker key on their person but must return it to a volunteer or ICRH 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. Any items stored in lockers are subject to bag checks.
- Guests will be able to access their lockers only when supervised by an ICRH Manager or a Lead Volunteer.
- All items stored in lockers will be subject to a safety/bag check.

RULES AND PROCEDURES FOR RECEIVING MAIL AT DAY SHELTER

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

- ICRH will only receive mail for guests; ICRH is not responsible for sending mail for guests.
- Guests should have mail sent to:
ICRH Guest Name
120 S. Pine St.
Mt. Pleasant, MI 48858
- An ICRH Manager will be responsible for passing out mail.

RESPONSIBILITIES OF SITE COORDINATORS

Each host and partner site designate one or more Site Coordinators who are responsible for the week(s):

- Maintain communication among ICRH, Host Site, partner site 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 Managers (who will do a background check and enter contact information into the volunteer database).
- Set up a schedule of who will volunteer 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 the Executive Director at ryan@icrhouse.org.
- Contact back-up volunteers before your rotation starts in case a need arises for their help.
- Recruit greeters/evening, dinner, and overnight shift volunteers from among the volunteers.
- 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 and arrange for the transportation (see “Transfer of Supplies” on page 16).
- Make sure that there is a master key for your Host Site that is available to Shift Leaders.
- Assure that a phone number(s) for someone inside the Host Site is posted on the outside door of the Host Site for any late arriving guests or volunteers.
- 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 9:30PM. 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 6:00PM 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 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 1:00PM-4:30PM.

- 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 the ICRH Day Shelter Manager is your resource person for questions and concerns. Please do not hesitate to ask them for clarification and support.
- Guests are not allowed in the kitchen area.
- Guests who are planning to stay the night will be asked to relocate to the designated waiting area at 4:00PM. Volunteers must ensure that Day Shelter guests have returned their keys to their assigned lockers.
- After 4PM, volunteers are responsible for cleaning and organizing the Day Shelter area as well as completing a thorough inspection of the space.
- You may be asked to oversee a particular task or space at the Day Shelter.
 - Monitor the kitchen.
 - Monitor the children's area.
 - Monitor the computer area.
 - Monitor locker usage.
 - Assist in the supervision/oversight of children.
 - Additional tasks as requested by the ICRH Day Manager or Lead Volunteer(s).

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 10:00PM.

- 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 the Intake Center. The only exception is if a guest is working and you have prior notification of their late arrival by the ICRH Managers.
- Guests may access their vehicle at the Host Site ONLY when supervised by the ICRH Manager.
- An ICRH Manager must accompany guests on the supervised outdoor smoking breaks. These take place once an hour until 9:30PM.
- All medications, prescription and OTC, must be turned in to the ICRH Manager 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. ICRH is not responsible for medications left at the Host Site.
- Once sign-in has finished, please join the guests for dinner and visit with them. After dinner, card games, board games, watching movies, and/or 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 30 guests plus volunteers.
- Cooking should be done ahead of time and the prepared food brought to the Host Site by 6:00PM; 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.
- 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.
- Domino's Pizza has offered to provide pizza for one day each week. If you would like to utilize this option, inform the ICRH Community Engagement Liaison, Sherry Pulverente, at sherry@icrhouse.org. Pick up/drop off to the Host Site will be handled by ICRH. The host or partner site is responsible for the rest of the meal.
- The Saginaw Chippewa Indian Tribe will provide a full dinner for all guests every Thursday. All food and dinnerware is provided. The food will be delivered to the Host Site. The Host Site will only be responsible for volunteers to assist in serving.

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 6:15PM.
- Guests arrive between 6:15 and 6:30PM 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 Managers 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) always between lights out at 10:00PM and the arrival of the morning crew. If possible, one of the volunteers should be a member of the Host Site.

- Arrive by 9:30PM or as assigned by the 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).
- Lights out at 10:00PM.
- You may be asked to provide early wake-up calls, so come prepared with an alarm clock.
- Doors are to remain locked until the morning crew arrives.
- Plan to stay at least until the morning crew arrives.
- Check with the ICRH Manager for the number of guests and any special circumstances for the evening.
- 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.
- All medications, prescription and OTC, must be turned in to the ICRH Manager 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.. 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 10:00PM.
- Any guest who remains awake must not be disruptive to other guests.

RESPONSIBILITIES OF MORNING VOLUNTEERS

Three to four volunteers are required for this shift. They arrive at the time previously determined by the Site Coordinator to relieve the overnight volunteers and stay until guests leave and the Host Site is cleaned (generally by 9:00AM.).

- Put out juice, coffee, and snacks, if available.
- Wake the guests at 7:00AM unless there is a specific request to wake someone earlier.
- Designate a volunteer to return all items in the lockbox to the guests before they leave the shelter for the day.
- Any personal belongings being left at the Host Site must be placed in the tote.
- By 7:30AM, 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.
- 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 about 8:00AM.
- Sunday guests will be transported to Morey Courts for showers about 8:00AM.
- If there are any difficulties that cannot be resolved with a guest, contact the Executive Director.

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. Sunday mornings 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. On Thursday afternoons, no Managers/volunteers will be necessary. Transportation will be provided. 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 Sunday 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.

TRANSFER OF SUPPLIES TO NEXT HOST SITE

The outgoing Host Site Coordinators need to set up a time for the transfer of supplies to the new Host Site, as well as transportation. Please contact the ICRH Executive Director in advance if you need help with transportation.

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:
 - Disinfectant/bleach wipes or spray
 - Large Spill Kit
 - First Aid Kit
 - Rubber and/or Vinyl Gloves
 - 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!
- Handwashing 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 appropriately 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.

APPENDIX A. SAMPLE OF GUEST AGREEMENT

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. Proof of such efforts must be provided to the Executive Director and the Day Shelter Manager (for example, copies of applications or letters from community agencies like EightCAP, Inc.).

Reviews will be conducted every 30 days with the Executive Director and the Day Shelter Manager, 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 time they utilize an ICRH shelter program.
 - b. All guests will be subject to 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 4:30PM, 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, they 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. If necessary, staff reserves the right to inspect and confiscate food and drinks that guests bring. No guest food or drinks will be stored.
8. Tobacco: Smoking will be allowed at scheduled, supervised, outdoor breaks at Intake & Host Site after dinner until 10PM. **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 Lead Volunteer.
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 1PM-4PM.

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 120 S. Pine 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 120 S. Pine St., Mt. Pleasant, MI 48858 OR sent to Ryan Griffus at ryan@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: