



**Information for Site Coordinators,
Staff, and Volunteers
2020 - 2021 Season**

Revised October 29, 2020

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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 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 and throughout the night. 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.

COVID-19 Guidelines

- All guests above two-years old, volunteers, and staff must wear a face mask properly at all times. The only exceptions are when eating and/or drinking, sleeping, and during smoke breaks.
- All guests, volunteers, and staff must practice social distancing guidelines by remaining six feet apart at all times. Families do not need to be separated from each other but will be asked to wear a wrist band allowing them to be easily identified as a family unit and aid with social distancing requests. Exceptions may be necessary during transportation.
- All guests, volunteers and staff must complete a health screen each day they are at the Day Shelter or Host Site. If guests present with symptoms, they will be required to schedule a test for COVID-19 and remain in the isolation area until the results are received. No guest with a positive COVID-19 test will be allowed to continue their stay at ICRH. Other arrangements for housing will be made.
- Volunteers and staff that present with symptoms will be asked to self-isolate for a minimum of 10 days **and** they have no fever for 24 hours **and** their other symptoms have improved **or** they produce documentation of a negative test.
- All guests, volunteers and staff will be asked to wash their hands and use sanitizer upon entering the Day Shelter or Host Site.
- All guests, volunteers and staff are asked to report any health concerns to the Executive Director, the Site Coordinator, or an ICRH staff member.
- Physical barriers will be used for serving meals, snacks and beverages. All food, drink, and condiment items must be served in a single use manner. Servers must wear gloves and face masks at all times. Guests in isolation at the Day Shelter will have meals, snacks and beverages brought to them.
- Volunteers and staff members who enter the isolation areas must wear a face mask, shield and gloves at all times while in the isolation area.
- Guests will need to follow social distancing guidelines of maintaining a distance of six feet between them even in the sleeping areas while visiting or relaxing casually. In some situations, at Host Sites, guests' cots may be spaced three feet apart. In this event, guests will be asked to sleep head-to-toe. Guests will be encouraged to sleep head-to-toe in all situations but it will be required when placed three feet apart.
- When a Host Site cannot accommodate social distancing during meal time for all guests to eat at the same time, the meals will be served on a rotational basis.
- Schedules and instructions will be posted to maintain regular cleaning and disinfecting throughout the day at the Day Shelter.
- Guests using the shower and/or laundry facility at the Day Shelter will be asked to disinfect the area after use. Staff and volunteers will be asked to ensure that it is accomplished.
- All volunteers must complete a mandatory COVID-19 training on-line before serving.

REGISTRATION OF NEW GUESTS FOR THE ICRH PROGRAM

New guests of the ICRH Program must register every day at 120 S. Pine St. by 5:00 p.m. on the day they wish to enter the program.

ICRH Staff 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 banned from ICRH, will be admitted after signing the guest agreement.
- Individuals with a criminal record will be assessed and admitted on a case by case basis.
- 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 Staff will also:

- 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.
- Search all backpacks, purses, and other packages brought by guests to Intake.

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

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.

INTERACTING WITH THE GUESTS

We are inviting homeless individuals as guests into places where they 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
- Friending guests on social media
- 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

If any questions arise regarding roles or allowable interactions, the Executive Director can be consulted for guidance. Establishing and maintaining consistent boundaries between guests, volunteers, Lead Volunteers and staff will ensure a safe and beneficial experience for all involved.

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.

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 Staff, the Site Coordinator and/or the Executive Director.

1. All guests and volunteers must abide by COVID-19 guidelines for social distancing and wearing of face masks.
2. **NO SMOKING, NO ALCOHOLIC BEVERAGES, NO DRUGS OR ILLEGAL SUBSTANCES, NO WEAPONS, NO SMOKING OF RECREATIONAL MARIJUANA, NO VAPING OF ANY KIND, NO ABUSIVE/PROFANE LANGUAGE OR DISRUPTIVE BEHAVIORS, NO SEXUAL HARRASSMENT OR SEXUAL ACTIVITY, AND NO PETS AT THE DAY SHELTER AND/OR HOST SITES.**
3. Acts or threatened acts that endanger the health and safety of yourself or others or which substantially interfere with the orderly operation of ICRH services are prohibited.

RULES AND PROCEDURES FOR GUESTS ONLY

1. All guests will be subject to bag checks each time they enter the Day Shelter.
2. 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.
3. Due to the current pandemic, all guests will be transported to the Day Shelter each morning and will be expected to remain there for the day. Guests must seek permission from ICRH staff prior to leaving for appointments and personal errands. Permission **cannot** be granted by an ICRH volunteer.
4. ICRH cannot allow personal transportation from the Intake Center to the Host Site unless special permission is obtained from the ICRH Executive Director.
5. Personal bags will be checked at the host site when using personal transportation or entering the host site at a different time than those using the scheduled transportation.
6. All smoke breaks will be supervised by ICRH staff.

RULES AND PROCEDURES FOR LOCKERS AT DAY SHELTER

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

- Lockers are available at the Day Shelter.
- Each guest of the ICRH program will be allowed 1locker.
- Each locker is numbered with a corresponding key and lock.
- Keys to the lockers are located in the kitchen.
- Guests will be able to access their lockers only when supervised by an ICRH Staff 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 Staff:

- 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 Staff member will be responsible for passing out mail.

HOST SITE COORDINATORS

Each host and partner site should designate one or more Site Coordinators who are responsible for coordinating the volunteers and activities at their site for the week(s):

Responsibilities:

- 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 various volunteers.
- Recruit volunteers and keep a record of their contact information (see below for information about youth volunteers).
- Direct all prospective volunteers to fill out the volunteer form at the ICRH website (www.icrhouse.org). Assistance may be provided to volunteers. Our preference is that the forms are completed electronically as this step is necessary to complete the background check.
- Make sure volunteers sign-up for shifts through Signup Genius. If slots are not filled by two weeks prior to your scheduled week to host, please contact Marc Mankowski, the Community Engagement Liaison, at marc.mankowski@icrhouse.org.
- Make sure volunteers complete the volunteer training PowerPoint; 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 dee.obrecht@icrhouse.org.
- Coordinate meals with the dinner volunteers.
- Be on call, though not necessarily on site, the whole time that the shelter is at your Host Site.
- Make sure that there is a master key for your Host Site that is available to ICRH Staff.
- 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).
- 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.

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 ICRH Executive Director know ahead of time to provide confidentiality and dignity for our young guests by avoiding a chance meeting with a classmate.

DAY SHELTER VOLUNTEERS

At least two volunteers are required for each shift. Shift times are from 8:00 a.m. to 12:00 p.m., 12:00 to 3:00 p.m. and 3:00 to 6:00 p.m.

Responsibilities:

- 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. Conversation with the guests are strongly encouraged. Please seek permission from the Day Shelter Manager or Executive Director to play card games. You may be asked to wear gloves during the game and all materials must be placed in the tote for disinfecting after the game or discarded.
- Remember that the ICRH Morning Coordinator or 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 and all snacks and beverages must be served. Volunteers must wear gloves when serving.
- Volunteers may be asked to assist with the general upkeep of the Day Shelter throughout the day. There will be a schedule posted and disinfecting guidelines for the shower, laundry, kitchen and bathroom areas.
- You may be asked to oversee a particular task or space at the Day Shelter.
 - Monitor the kitchen.
 - Monitor the computer area.
 - Monitor locker usage.
 - Monitor shower schedule.
 - Monitor laundry schedule.
 - Assist in the supervision/oversight of children. Toys must be placed in the disinfection tote after they have been handled by anyone.
 - Additional tasks as requested by the ICRH Day Manager or Lead Volunteer.
- You will be asked to assist with enforcing guidelines for COVID-19 such as face mask wearing and social distancing.
- You may be asked to assist with monitoring the isolation area utilizing a video surveillance system.

DINNER VOLUNTEERS

There should be at least four volunteers for the dinner shift. The Site Coordinator is responsible for developing a meal plan for the whole rotation at the Host Site.

Pre-Planning Responsibilities:

- Prepare food for 30 guests plus volunteers.
- Cooking should be done ahead of time and the prepared food brought to the Host Site by 6:00 p.m.; arrangements must be made with the Site Coordinator 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.
- Domino's Pizza will provide pizza on Tuesday each week. 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 are 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 Responsibilities:

- 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 have the tables and serving area ready by 6:15 p.m.
- Guests arrive between 6:15 and 6:30 p.m. and are signed-in by the greeting volunteers.
- All food must be served from behind a barrier that will be provided by ICRH.
- All servers must wear a face mask and gloves.
- Volunteers start serving once the guests have settled in. Set aside a plate for guests who are arriving late.
- Use gloves or tongs for servings of all food, drinks and snack items.
- Allow seconds on meals after all guests and volunteers are served. Seconds servings must be served on new plates and cups.
- None of the food, snack or beverage items may be available for self-service.
- Volunteers and ICRH Staff are encouraged to join guests for dinner.
- The kitchen must shut down at the conclusion of the meal. No snacks or drinks may be left out for the guests. You are encouraged, but not required, to provide individual snack bags and bottles of water for guests each evening.
- Any leftovers may be saved for the next day, but please do not transport any leftovers to the next Host Site.
- 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.

EVENING VOLUNTEERS

At least one volunteer is required for this shift. The shift times and durations shall be determined by each respective Host Site. Lights out is at 10:00 p.m.

Responsibilities:

- After arriving, sign in and make yourself a nametag – first name only.
- No guest is to be admitted to the Host Site after the bus has arrived from the Day Shelter. The only exception is if a guest is working and you have prior notification of their late arrival by the ICRH Staff.
- Guests may access their vehicle at the Host Site ONLY when supervised by the ICRH staff member.
- Only ICRH Staff may accompany guests on the supervised fifteen-minute outdoor smoking breaks. These take place once an hour until 9:45 p.m.
- All medications, prescription and OTC, will have been turned in to the ICRH Staff 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 Staff to get the medications from the lockbox.
- After dinner, watching movie and/or conversation with the guests are strongly encouraged.
- Remember that the ICRH Staff person is your resource for questions and concerns. Please do not hesitate to ask them for clarification and support.

OVERNIGHT VOLUNTEERS

There should be at least 1 overnight volunteer always between lights out at 10:00 p.m. and the arrival of the morning volunteer who will partner with the ICRH staff member. If at all possible, the volunteer should be a member of the Host Site.

Responsibilities:

- It is recommended that you arrive fifteen minutes early, or as assigned by the Site Coordinator.
- Please remember to sign in and make yourself a nametag – first name only.
- The ICRH staff member must be awake throughout the night. The volunteer may sleep during the night but must be available for emergencies and assistance to ICRH Staff.
- Lights out for guests is at 10:00 p.m. Any guest who remains awake must remain at their cot and not be disruptive to other guests.
- You may be asked to provide early wake-up calls.
- Doors are to remain locked until the morning volunteer arrives.
- Plan to stay at least until 7:30 a.m. to help with morning activities.
- Check with the ICRH Staff 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, will have been turned in to the ICRH Staff 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 Staff to get the medications from the lockbox.

MORNING VOLUNTEERS

One volunteer is required for this shift. They should arrive at 6:00 a.m. to assist with preparing coffee and morning snacks and stay until guests leave and the Host Site is cleaned (generally by 8:30 a.m.). The ICRH Morning Coordinator will remain at the Host Site to assist with disinfecting the Host Site facility.

Responsibilities:

- Prepare to serve juice, coffee, and snacks, if available.
- May be asked to assist with waking the guests at 7:00 a.m. unless there is a specific request to wake someone earlier.
- Collect and 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 7:30 a.m., 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. All staff and volunteers must wear gloves when handling trash.
- 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 Day Shelter at approximately 8:00 a.m. The ICRH Morning Coordinator will confirm with transportation providers. Transportation may need to make multiple trips to transport all guests.
- If there are any questions or concerns, contact the Executive Director at 989-560-0602.

ICRH 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 Staff.

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 ICRH's policies and rules.

Consecutive nights: ICRH is a temporary shelter program for homeless guests. Guests **must stay each evening and remain overnight from 6:00 p.m. to 8:00 a.m. to hold their place** (exceptions can be made with prior Executive Director approval). **Due to the COVID-19 pandemic, all guests are required to remain at the Day Shelter from 8:00 a.m. to 6:00 p.m.**

Self-sufficiency Plan: Reviews will be conducted every 30 days with the Executive Director and/or the Day Shelter Manager, and a guest may be asked to leave the ICRH program based on the review. 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/or the Day Shelter Manager (for example, copies of applications or letters from community agencies like EightCAP, Inc.) as appropriate.

Schedule: The ICRH program consists of a Day Shelter and a Night Shelter. A schedule of the hours and guidelines was provided at initial intake.

Medications: All medically urgent prescriptions (inhalers, nitroglycerin, etc.) may be kept by the guest. All other prescription medications, including all forms of medical marijuana, are to be given to the Shelter Coordinator. A copy of the prescription for medical marijuana with the recommended use and/or dosage from the pharmacy or a note from the doctor stating the recommended use and/or dosage must be kept in the guest's file.

Personal Belongings: When guests enter the program, they will be given one tote to store clothing and personal belongings. This may be safely kept at the Host Site if they plan on returning the following night but cannot be retrieved during the day. Lockers for small items are available at the Day Shelter and are available to guests every day. Guests may request their locker key from an ICRH staff member or Lead Volunteer. Belongings left at the Host Site or Day Shelter and not claimed within 72 hours will be disposed of.

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, videos, audio recordings and social media posts of guests, staff, volunteers or host sites are 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.**

Food and Drink: ICRH provides dinner each night and snacks during the day. No opened drinks will be allowed to be brought into the Day Shelter or Host Site. If necessary, staff reserves the right to inspect and confiscate food and unopened drinks that guests bring. No guest food or drinks will be stored.

Tobacco: Fifteen-minute smoke breaks will be allowed outdoors at scheduled times. All smoke breaks will be supervised on an hourly basis by an ICRH staff member or Lead Volunteer at the Day Shelter and at the Host Site. Smoke breaks at the Host Site will take place after dinner until 10:00 p.m. **Otherwise smoking is absolutely forbidden at the Day Shelter and Host Site.** The first morning smoke break will take place at 6:00 a.m. Rolling cigarettes will only be allowed at the Day Shelter.

Transportation: Transportation will be provided from the Day Shelter to the Host Site in the evening and from the Host Site back to the Day Shelter in the morning. Personal transportation is not allowed without prior approval of the Executive Director. Guests may access their vehicle while at the Day Shelter or at the Host Site, **ONLY** when supervised by an ICRH staff member or Lead Volunteer.

Personal Injury and Theft: The ICRH program **does not** assume responsibility for personal injury to guests or theft of their belongings.

Children: Children are welcome, but **parents are responsible for the care and supervision of their children at all times.** Guest are not permitted to ask ICRH staff and/or volunteers to serve as a babysitter for children. Children under twelve must have their use of the bathroom monitored by their parents. School age children are required to enroll in school.

Mail: ICRH will only receive mail for guests; ICRH is not responsible for sending mail for guests. The Day Shelter will receive mail for guests only while they are guests at ICRH.

Specific Rules:

1. All guests must abide by COVID-19 guidelines for social distancing and wearing of face masks.
2. All guests will be subject to bag checks each time they enter the Day Shelter.
3. 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.
4. Due to the current pandemic, all guests will be transported to the Day Shelter each morning and will be expected to remain there for the day. Guests must seek permission from ICRH staff prior to leaving for appointments and personal errands. Permission **cannot** be granted by an ICRH volunteer.
5. ICRH cannot allow personal transportation from the Intake Center to the Host Site unless special permission is obtained from the ICRH Executive Director.
6. Personal bags will be checked at the host site when using personal transportation or entering the host site at a different time than those using the scheduled transportation.

7. **NO SMOKING, NO ALCOHOLIC BEVERAGES, NO DRUGS OR ILLEGAL SUBSTANCES, NO WEAPONS, NO SMOKING OF RECREATIONAL MARIJUANA, NO VAPING OF ANY KIND, NO ABUSIVE/PROFANE LANGUAGE OR DISRUPTIVE BEHAVIORS, NO SEXUAL HARRASSMENT OR SEXUAL ACTIVITY, AND NO PETS AT THE DAY SHELTER AND/OR HOST SITES.**
8. Acts or threatened acts that endanger the health and safety of yourself or others or which substantially interfere with the orderly operation of ICRH services are prohibited.
9. All smoke breaks will be supervised by ICRH staff.

Failure to follow these rules during a guest’s stay may result in being exited from ICRH for a period of days.

IN ADDITION:

When a guest has personal needs that exceed the resources and expertise of the shelter, ICRH will help them find appropriate accommodations to meet their needs.

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

ICRH Staff Printed Name

ICRH Staff 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: 10:00 p.m. to 3:00 a.m. or 3:00 to 7:30 a.m. maintain the security and well-being of guests*

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

_____ Evening Host: mingle with guests*

_____ Morning clean up: 6:00 a.m. to 8:30 a.m.: ensure 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. Shifts are 8:00 a.m. to 12:00 p.m.; 12:00 to 3:00 p.m.; or 3:00 to 6:00 p.m.

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

_____ 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 background check: _____

Signature: _____ Date: _____

This form can be either mailed to ICRH 120 S. Pine St., Mt. Pleasant, MI 48858 OR sent to Dee Obrecht at dee.obrecht@icrhouse.org .

APPENDIX C: SAMPLE ICRH INCIDENT REPORT

Time of Incident:
Location of Incident:

Date of Incident:
Shift leader:

Description of Incident:

Volunteers and guests involved in the incident:

What actions if any were taken: