

Interfaith Sanctuary

Volunteer Handbook

2007-2008



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Welcome!

Thank you for saying “yes” to becoming an Interfaith Sanctuary Volunteer! We hope you will find your work at Sanctuary to be rewarding. Each person, guest and volunteer alike, comes to Sanctuary with a unique story and experience. Your experience at Sanctuary can be a wonderful opportunity to celebrate the connection we have with one another.

We find that people volunteer for different reasons. As with all volunteer opportunities, we understand that volunteering is as much about receiving as giving. In providing this necessary service for those who find themselves homeless and for your community, it is our hope that you will receive a deeper understanding, appreciation, and meaning of love and faith in action, and the need for justice to be made real.

We ask you to read through this handbook. If you have any questions or concerns, feel free to contact Jayne Sorrels, Shelter Director at 208.343.2630 or jayne@interfaithsanctuary.org.

Thank you for sharing your time, talent, and energy with those who are un-housed and working with us to provide this service to individuals and families.

MISSION & HISTORY

Interfaith Sanctuary is a collaboration of people of faith and people of conscience who have joined together to shelter and serve individuals and families with children who are experiencing homelessness. We recognize the dignity of each person and therefore offer our services in an accepting and respectful manner. Our partners include El-Ada Community Action Partnership, The Interfaith Alliance of Idaho and the Interfaith Religious Leaders Network, Catholic Charities of Idaho, and Corpus Christi House.

In November 2005, Interfaith Sanctuary was created in response to a crisis of homelessness in the City of Boise. Community-based organizations that serve people who are homeless reported to a gathering of faith leaders that 250 - 300 homeless individuals were sleeping on the 'streets' and were either unable or unwilling to go to other shelter services in the city. In response, Interfaith Sanctuary opened a temporary emergency shelter, first in a local house of worship and then in a downtown warehouse.

From December 8, 2005 - March 31, 2006, 300 different individuals were served. Of those 300; one-third were women and children. Nearly 75% of the total group had significant alcohol or other drug issues and most needed mental health and/or health assistance. More than 45% of those people served by Sanctuary were employed.

By plan and necessity, the Winter Emergency Shelter was closed on April 1, 2006. When the shelter closed, two-thirds of the people who had been staying at Sanctuary either moved to other shelter services or found housing, typically being assisted by El-Ada Community Action Partnership. The rest returned to the street.

Interfaith Sanctuary opened again on November 1, 2007 and provided shelter initially in several downtown churches before securing a space for the season at the Carnegie Public Library building (owned by St. Michael's Cathedral). From November 1, 2006 to April 1, 2007, over 400 men, women and children were sheltered.

After closing for the season, the Interfaith Board and committee members began working to locate a permanent facility. In September 2007, a building was purchased in downtown Boise. On November 1, 2007, Sanctuary opened and will now provide year-round shelter and supportive services to men, women, couples and families.

ORGANIZATIONAL VALUES

Dignity and Respect:

Interfaith Sanctuary Housing Services, Inc. (ISHS) recognizes and respects the inherent dignity, and the equal and inalienable rights of all members of society.

Compassion:

ISHS seeks to understand each person in his/her environment, meet individuals where they are, and assist them in realizing their inherent potential toward health and happiness.

Diversity:

ISHS believes in the high value of diversity. Diversity is desired in our organization; its presence leads to greater knowledge, understanding, and peaceful coexistence of all members of the human family.

Community and Collaboration:

We are social beings who depend on community for survival and well being, just as the community depends on its individual members. ISHS promotes this interdependency to better the community and its members.

Integrity:

ISHS is committed to a core set of values. These values are reflected in the direction, programs, and daily decisions at ISHS.

Vision and Leadership:

ISHS can see a better life, for even the most downtrodden of our society. Through committed leadership, ISHS works to make this vision a reality.

Holistic Partnerships:

Through carefully nurtured relationships developed in the community, ISHS and its partners are able to assist people in bettering all aspects of their lives.

Human Investment and Personal Goal Attainment:

ISHS seeks to assist people in self-growth and self-determination through access to knowledge, support, and essential services.

Interfaith Cooperation:

ISHS is made up of people of faith and people of good will, creating a balanced and harmonious cooperative from which to provide a unique response to homelessness. In this harmony, each faith and belief system is equally valued.

PROGRAMS & SERVICES

- I. Adult Shelter:** Shelter will be provided on a year-round basis for single men and women from 6 pm – 7 am, seven days per week. (The shelter is open until 8 am on Sundays and major holidays – Thanksgiving and Christmas).
- II. Family Shelter:** Shelter will be provided for adults with children and established couples from 6 pm – 7 am, seven days per week. Families are sheltered dorm-style in a separate area within the Interfaith Sanctuary building.
- III. Supportive Services:** Support services will be provided to all of our guests by licensed social workers or supervised interns to help address priority concerns and provide access to social service resources. Agency representatives from our partner organizations will have a presence at Sanctuary thus making their services more accessible to our guests.

VOLUNTEER JOB DESCRIPTIONS

- Volunteers may be scheduled for more than one shift per week and after working two shifts may sign up for a regularly scheduled weekly shift.
- There is a shelter shift manager present to provide oversight on all of the shelter operations for each shift.
- All shelter volunteers must be 21 years of age or older. An exception to this policy will be made for college students aged 18 – 21 where volunteer work at Interfaith Sanctuary is part of a service learning or internship program.
- All volunteers are required to submit an application as a volunteer and review the Volunteer Orientation handbook prior to volunteering for their first shift.
- Volunteer Trainings will be held quarterly. All volunteers are required to attend a Volunteer Training Session within the first three months of volunteering.

1. Front Desk Registration

Tasks:

- Greets guests as they arrive to the shelter and signs in returning guests in log book
- Assists new guests with the completion of intake forms
- Greets visitors and other volunteers
- Handles requests for resource information from guests
- Distributes meal tickets

Shifts:

- One person from 5:30 pm – 10:00 pm
- One person from 5:30 pm – midnight

Note: If two volunteers are working together as a team and they both desire to work on the front desk, then the shift is 5:30 pm – midnight (occasionally it's possible to leave earlier, but this can't be guaranteed).

2. Floaters

Tasks:

- Provides assistance to guests as needed
- Monitors shelter areas
- Works to create and maintain a harmonious shelter environment

Shifts:

- 5:30 pm – 10:00 pm (Women's/Family Shelter)
- 5:30 pm – midnight (Men's Shelter)

3. Parking Lot Monitor

Tasks:

- Works with Shelter Support Team member to monitor the outdoor smoking/parking lot area.
- Works to create and maintain a harmonious shelter environment

Shifts:

- 5:30 pm – 10:00 pm

4. Neighborhood Monitors

Tasks:

- Works in teams of two to monitor the outdoor perimeter of the shelter and the surrounding neighborhood
- Helps to ensure that our guests are not loitering in areas in the immediate neighborhood surrounding the shelter
- Picks up trash while walking around the neighborhood
- May provide additional assistance to Parking Lot Monitors

Shifts:

- 5:00 pm – 7:00 pm

5. Morning Crew

Tasks:

- Helps wake up guests and facilitate departure
- Cleans the shelter areas – inside and out

Shifts:

- 5:30 am – 7:30 am (6:30 am – 8:30 am on Sundays)

6. Graveyard Shift Assistant

Tasks:

Assists Graveyard Shift Manager with overseeing shelter operations which may include:

- Conducting inventory of supplies
- Maintaining a clean living environment (indoors and outdoors)
- Responding appropriately to emergencies
- Assisting residents as needed
- Registering late guest arrivals
- Performing other duties as assigned by Graveyard Shift Manager

Shifts:

- 11:45 pm – 7:30 am

Or half- shift: 11:45 pm – 4:00 am

AS AN INTERFAITH SANCTUARY COMMUNITY VOLUNTEER, YOU ARE EXPECTED TO:

- Complete the online volunteer registration form on the website at www.interfaithvolunteercenter.org and subscribe to the Sanctuary Volunteer e-newsletter.
- Respond by e-mail to schedule volunteer shifts. Volunteers without e-mail can talk with the Shelter Director to make alternate arrangements.
- Participate in orientation and training as is possible. All volunteers must participate in one training during the first three months of volunteering at Sanctuary.
- Respect the people we serve...respect their personal lifestyle, their freedom to choose, and their responsibility for the choices they make.
- Respect other Interfaith Sanctuary staff, volunteers and shelter support team members. Remember that volunteers come from a variety of faith and lifestyle backgrounds. Please do not impose your views upon them. Interfaith Sanctuary is about finding the common ground of shared values.
- Work as a team member and hold as a focus the needs of our guests.
- Demonstrate mature and responsible behavior and language.
- Report for service at your designated time, with ample notice if unable to work.
- Understand personal limitations and refer difficult situations to Interfaith Sanctuary staff in accordance with procedures.
- Agree to a background check if you are a 'regular' volunteer. This is a requirement of our insurance carrier. A sampling of regularly scheduled community volunteers will be conducted throughout the year.
- Agree to maintain confidentiality and respect our guest's privacy.

Note: Community volunteers will not be allowed to volunteer for a shift if they arrive under the influence of drugs or alcohol.

Note on Community Volunteer Background Checks: Having a criminal record will not necessarily preclude you from volunteering. Regularly scheduled volunteers will be notified in advance. If you have any concerns, please address these with the Shelter Director.

WHAT VOLUNTEERS GET FROM INTERFAITH SANCTUARY IN RETURN

We hope you receive:

- ✓ The opportunity to work in a highly recognized and well-respected organization.
- ✓ Training and experience that may benefit you in other areas of your life.
- ✓ Increased understanding of people who are experiencing homelessness and the issues they face as well as some of the larger societal issues that can lead to homelessness.
- ✓ The opportunity to meet new people who share common values and interests.
- ✓ An opportunity to put your faith or values into action.
- ✓ An opportunity to make a meaningful contribution and be part of a worthwhile community project.
- ✓ A good feeling and enjoyment from helping others.

Do's and Don'ts for Volunteers

Do:

- arrive on time; notify the Interfaith Sanctuary Shelter Director, well in advance, if there is any problem in meeting your shift commitment (email info@interfaithsanctuary.org or call 286-8441)
- socialize with guests during their visits to the shelter
- remain friendly and attentive with the guests; be the best listener you can be
- inform the shift manager at any sign of mounting tension
- restrict the guests to designated shelter areas of the building
- respect the diversity of beliefs and faith practices of guests and volunteers
- maintain a high degree of professionalism and good boundaries
- maintain confidentiality concerning the people we serve

Do Not:

- give out your last name, phone numbers or other personal identification to the guests
- invite guests to come home with you
- do not lend money to the guests
- ask guests any probing or personal questions – take your lead from them on what they are comfortable talking about or sharing
- share information on your faith or belief practices with guests or other volunteers unless asked
- proselytize or attempt to convert guests to your specific religion

Note: You may post your house of worship activities on the Sanctuary community bulletin board.

RECORD KEEPING / PAPERWORK

1. **Intake procedure** – Front desk volunteers help guests to complete intake registration forms and then file forms in designated folder. Intake forms are filled out only once, which is usually the first time a guest enters Interfaith Sanctuary.
2. **Guest Log Book** - One of the front desk volunteers signs in returning guests in the log book as they enter the building.

3. **Incident Report** - These forms are completed by the Shift Manager and are used when the police or paramedics have been called, or if there is any serious disruption at the site. Incident Reports are filed in report binder.
4. **Donations Log** – Front desk volunteers will note any donations of money or goods received at the shelter site and issue receipts. Money donations are placed in the petty cash box in a marked envelope indicating donation amount, name of donor, date and volunteer signature.
5. **“In/Out” Log** – The Shift Manager will note guests who receive permission to leave after checking-in for work, support group meetings, medical care or other legitimate purposes. Front desk volunteers should cross off their name when they return and indicate the time.
6. **Valuables Log** – Front desk volunteers will note any items of value including medications or weapons that guests would like to check-in for the evening. These items are kept in a secure location behind the registration desk.

SHELTER GUIDELINES FOR VOLUNTEERS:

Phone Use

The phone is for use by the volunteers and the Interfaith Sanctuary staff only. The phone is not to be used by guests. If a guest requests to use the phone please direct them to the Shift Manager on duty. All Shelter Shift Managers should also carry a cell phone at all times.

Cleanliness

For guests in permanent beds, beds are to be made in the morning and all personal items secured in their ‘storage bins’.

The morning volunteer crew duties will include: sweeping and mopping tile floors, vacuuming carpeted areas, washing and putting away all dishes and pots, wiping down all surfaces in hospitality area and bathrooms, cleaning toilets, emptying all trash/garbage cans, wiping down microwave and refrigerators, cleaning coffee pots, cleaning and straightening the inner sanctum area, and sweeping and picking up any trash in outside area. We ask that the entire site be as clean as it was before the shelter opened for the night.

Meals

Guests have the option of eating dinner at the River of Life shelter located at 13 & River Street at 5:00 pm. Sanctuary Guests will receive a meal ticket the night prior upon check-in. In addition, dinners are provided by downtown congregations on Thursday evenings at 6:00 pm and on Sunday’s at Cathedral of the Rockies at 5:00 pm.

Interfaith Sanctuary provides ‘comfort’ foods in the evenings and mornings. Items include such things as instant soups, p & j sandwiches, bagels, hot beverages, granola bars, etc. **Guests are not allowed to bring food or liquids into the shelter site.** If a guest has a specific dietary requirement due to a medical condition, they should speak with the shelter administrator or shift manager.

Personal Belongings

Each guest can have a maximum of one bag (or storage bin) of personal items that they leave at the shelter site. Those assigned to permanent beds will have a storage bin that will be marked with their bed number. Those in temporary or overflow areas will store their items in a bag and must clearly mark their name on the bag. Additional personal items may not be left on the beds in the morning with the exception of one backpack (marked with name). Valuables and irreplaceable items such as ID’s and

medications should not be left at the shelter site. Interfaith Sanctuary cannot guarantee the safety of a guest's items. If a guest leaves the shelter and does not return within 3 days, clothing items will be donated and any irreplaceable items (such as identification, photographs) will be stored by Interfaith Sanctuary.

Medical Care

A First Aid Kit is located in the supply room for both the adult and family shelter. Please be aware that no one is allowed to dispense any type of medication, including aspirin. A guest's medication can be held for safe keeping overnight in a locked file box at the registration desk. Please fill out a valuable checklist when accepting a guest's medication. If emergency medical care is needed, the shelter Shift Manager will call the local paramedics to attend to the situation.

Medical Problems that may endanger the health of others in the shelter must be treated immediately. Failure by a guest to follow through on these medical problems will result in denial of entrance to the shelter.

When dealing with any bodily fluids, staff and volunteers must wear protective gloves, which will be stored with the First Aid supplies near the registration area.

Monitoring

Care must be taken to monitor all indoor shelter areas including the bathrooms and sleeping areas. In order to ensure safety, staff and volunteers (especially the 'floater' position) need to conduct regular walk throughs in all areas.

Shelter Hours

The Shelter doors open at 6 p.m. and guests must leave the next morning at by 7 a.m. Guests are not to arrive at the shelter site before 5:30 p.m. Note: The shelter is open until 8:00 am on Sunday mornings and major holidays (e.g., Thanksgiving and Christmas. Note: these 'major' holidays were chosen due to Corpus Christi's schedule).

Check-in Policy

Guests must check in to the shelter within 15 minutes of arrival on property (either walking or by vehicle). Once a guest checks in for the evening, they cannot leave the facility without permission. Permission can be granted by the Shift Manager for legitimate purposes such as emergency room visits, attendance at support group meetings, work, etc. If a guest decides to leave without permission, they will not be allowed back in that night. Note: exceptions are made when weather is below 32 degrees. In those cases, guest with minor infractions are given the next day out. The shift managers will make these decisions.

Late Arrivals

At 10:00 pm, the guest entrance doors are locked. Check-in 'curfew' is 10:00 pm. Guests may check in after this time under the following circumstances: prior permission was granted by the shift manager, they are new and so did not know about the curfew time, any guest dropped off by the police will be accepted at any time during the night, emergency family situations or domestic violence issues, and other case specific reasons that are approved by the shift manager. The Shift Manager is responsible for meeting each guest at the door who arrives after 10:00 pm. Front desk volunteers will have the guest wait in the registration area while the shift manager is called to the front. A "10:00 Plus List" will be created to log names of guests who arrive after curfew (who don't fall under the previous categories) and will include warnings provided and other relevant notes.

Drug & Alcohol Policy

No weapons, alcohol or illegal drugs are allowed in the building or on the shelter property. Weapons may be checked at the door and will be locked in a file box for the evening. Front desk volunteers will log all checked in property. Guests may pick these up in the morning. If the shelter shift manager suspects that a guest may have drugs/alcohol or illegal weapons on their person or belongings they are bringing into the shelter, a search will be conducted by the shift manager. If any illegal drugs or alcohol are found, they will be disposed of. Consequences: guests with alcohol/drugs on property who have permanent beds will lose their bed for a minimum of two weeks and need to sleep in overflow. Guests drinking or using drugs on property will also lose their beds for a minimum of two weeks and in addition will be given the next night out.

Individuals who are incapacitated (i.e., incapable of walking or caring for themselves) due to the influence of drugs or alcohol will be referred to a local hospital or the police. Sanctuary guests who are under the influence of drugs or alcohol must be able to take care of themselves and follow shelter and behavioral guidelines. Intoxicated guests will need to sleep in the Observation Room and if full, in overflow (whether or not they have permanent beds).

Visitors

No visitors are allowed within the shelter site or on the property. **Volunteers may not disclose to anyone the names of guests or allow visitors to view the guest log book.**

Sleeping Arrangements

We insist that single women and single men sleep in separate areas. This guideline is to ensure the safety of all of our guests. The exception to this rule is for families. There will be no visiting in sleeping areas by those not assigned to beds in that area.

A limited amount of couple spaces are provided for established couples. A waiting list is created for future placement. All couples wishing to be put on the waiting list must meet with the Shelter Director.

Bed Assignments

The Shift Manager will facilitate bed assignments on a nightly basis. Front desk volunteers will refer new guests to the Shift Manager after the intake forms are completed. Permanent beds are assigned as they become available. Guests in assigned beds must check-in to the shelter by 9:00 pm each night, otherwise, those on that night's waiting list (the "9:00 List") will be assigned temporarily to that bed for the night. Should a guest in an assigned bed not return for 3 consecutive nights, on the 4th night at 9:00 pm, their bed will be given away permanently. That guest will then be placed on a waiting list for another permanent bed assignment and in the meantime may be assigned to a temporary bed or sleep in an overflow area.

When a new person is assigned to another guest's bed on a temporary basis, all linens are removed from the bed. Linens on all beds are washed once a week.

Laundry

The washers and dryers at Sanctuary are used for laundering linens and occasionally soiled clothing. We are not set up to do individual guest laundry. Corpus Christi House offers this service to guests. We occasionally make exceptions based on emergencies.

Mail

The Interfaith Sanctuary address may not be used as a guest's mailing or permanent address. We will consider offering this service in our second year of operations in this location. Guests may use Corpus Christi House as a permanent address and may receive their mail at that location. Exceptions are for those guests who are actively engaged in case management with Sanctuary.

Sex Offenders

Interfaith Sanctuary does not provide shelter for sex offenders at this time. All registered guest names are checked daily against the sex offender registry.

Identification

Guests will be required to provide a legal identification card upon checking in to Sanctuary for the first time. Guests without an ID card will not be turned away, but will work with a supportive services staff to obtain an ID. Guests may stay at Sanctuary during the time it takes to obtain an ID card.

Shelter Support Team

Former and current guests who are interested and who can meet the requirements to be a shelter support team member assist the shelter shift manager with shelter operations during the swing and morning shifts. Shelter support team members need to meet the same requirements as a community volunteer. Shelter support team members meet every two weeks for training and support with the Shelter Director.

Sanctuary Staff

Interfaith Sanctuary has five paid staff members. Staff for 2008 include:

Jayne Sorrels, Shelter Director

- Manages all shelter operations
- Supervises all staff, shelter support team members, service learning students, and community volunteers
- Conducts public relations and community outreach activities

Fawn Pettet, Development and Social Services Director - Licensed MSW

- Swing Shift Manager – Sunday - Tuesday
- Provides direct case management to guests and oversees social work interns
- Coordinates social service resources – materials, provider visits, etc.
- Garners financial support, submits grants, oversees fundraising activities, etc.

Stephanie Cloud, Shelter Shift Manager (swing shift) and Special Projects Coordinator

- Swing Shift Manager – Wednesday – Saturday
- Coordinates fundraising and other special projects

Travis Bencoter, Shelter Shift Manager (graveyard shift)

- Graveyard Shift Manager – 5 – 6 nights per week
- Supervises Graveyard Shift Assistants and volunteers
- Oversees shelter operations from midnight to 7:30 am (Sundays until 8:30 am)

Charles Ritter, Shelter Shift Assistant (graveyard shift)

- Graveyard Shift Assistant – Tuesday - Saturday

Smoking

Smoking is allowed in the designated outdoor area. Appropriate containers will be provided for cigarette disposal in outside smoking areas. Volunteers and Shelter Support Team members must monitor the smoking area at all times. **Smoking is not allowed indoors at any time. Any guest who violates this rule will be given a night out. Smoking will not be allowed between 10:00 pm and 5 a.m.** (with the exception of staff, community volunteers and staff who are currently on duty).

Vehicles

Specific parking areas will be provided for guest cars. Cars that are not running cannot be left on site for no more than 3 days. When guests arrive on site in a vehicle, they must check in to the facility within 15 minutes. If a guest needs to get something from their vehicle, a community volunteer must accompany them. Guest parking is a privilege and may be revoked if guidelines are not followed. The gate is locked at 7:30 am. Guests who have left their cars in the parking lot will not be able to access them until 5:30 pm.

Toiletries/Personal Hygiene

Toiletries and personal hygiene items are made available to our guests at the shelter site. Shower facilities are provided at Corpus Christi House which is located across the parking lot from Sanctuary. In addition, YMCA shower passes may be provided to guests.

Early Wake Up Procedure

Wake-Up time is at 6:00 a.m. (7:00 am on Sundays) in order to allow guests time to get themselves prepared for a 7:00 am departure (8:00 am on Sundays). In addition, this allows our morning crew time for cleaning duties. Guests can ask to be awakened earlier than this upon request. Front desk volunteers will need to note the request on the Early Wake-Up Sheet and include the guest's bed number.

Service and Companion Animal Policy

A service animal is one individually trained to do work or perform tasks for the benefit of a person with a disability. An animal is considered a 'service animal' if it has been 'individually trained to do work or perform tasks for the benefit of a person with a disability,' such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, learning, and working, as well as disabilities that may not be visible, such as deafness, epilepsy, or psychiatric conditions.

Companion animals, also referred to as assistive or therapeutic animals, can assist individuals with disabilities in their daily living and as with service animals, help disabled persons overcome the limitations of their disabilities and the barriers in their environment. They are typically for individuals with mental disabilities and can assist the person with depression, anxiety or provide emotional support.

Interfaith Sanctuary makes reasonable accommodations in our 'no pets' policy to allow for companion/assistive animals. We require that the guest provide verification of the need for the animal from a qualified professional and meet local health and licensing requirements.

Guests with companion animals must take care of the animal's needs in a timely manner, properly dispose of animal waste and ensure that the animal behaves around other guests. All animals must remain under the control of the guest at all times.

When a guest arrives with a companion animal, front desk volunteers need to find the shelter administrator or shift manager to handle the intake process.

Police Policy and Procedure*

The working relationship between the police department and the Interfaith Sanctuary program is basically built on the trust and support of each other's work. In an effort to continue this supportive relationship, we ask the following:

1. If the police arrive at the shelter site and have a warrant for an individual, are investigating a crime in progress and have reason to believe that the individual is at Sanctuary, or in the case of emergency, the shift manager and/or front desk volunteer will offer assistance in locating the individual. If the police request to enter the shelter/sleeping area, permission is to be granted. The shift manager will note the incident in the Incident Report Log. In the case of emergencies and conflicts, the shift manager will contact the shelter administrator (409-0333) as soon as is possible after the incident.
2. The shift manager will handle all police interactions. If for some reason, the shift manager is not available at the time, the (most senior and/or experienced) front desk community volunteer will step in until the shift manager is available.
3. Visiting police officers, parole/probation officers, or bounty hunters will not be allowed to peruse the guest log book. Our primary concern is with the privacy and dignity of each individual we serve. Concern for privacy and allowing a feeling of being "at home" should be uppermost in any dealings with the police department and the Interfaith Sanctuary guests.

When to call the Police*:

1. In an emergency when there is a serious threat to safety or bodily harm that cannot be handled by shelter staff.
2. An assault or crime has taken place.
3. A mental health risk, i.e. when an individual is in danger to self or others that does not diminish with staff intervention.
4. When an individual will not leave the shelter or property when asked to leave.

Medical Emergencies

When to call 911

- When someone is badly hurt, suddenly sick, or anytime someone's life is in danger
- Trouble breathing or being unable to breath
- Symptoms of a heart attack
 - Pain or pressure in the chest that will not go away
- Symptoms of a stroke
 - sudden changes like numbness or weakness of the face, arm, or leg
 - confusion or trouble speaking; severe headache
- Fainting
 - sudden dizziness or weakness; sudden change in vision
- Bleeding that will not stop
- Severe or persistent vomiting
- Sudden, severe pain anywhere in the body
- Coughing up or vomiting blood
- Suicidal or homicidal feelings
- Involved in a serious accident, fall, or other violent trauma

Signs and Symptoms of Heart attack

- Uncomfortable pressure, fullness, squeezing or pain in the center of the chest lasting more than a few minutes.
- Pain spreading to the shoulders, neck or arms. The pain may be mild to intense. It may feel like pressure, tightness, burning, or heavy weight. It may be located in the chest, upper abdomen, neck, jaw, or inside the arms or shoulders.
- Chest discomfort with lightheadedness, fainting, sweating, nausea or shortness of breath.
- Anxiety, nervousness and/or cold, sweaty skin.
- Paleness or pallor.
- Increased or irregular heart rate.
- Feeling of impending doom.

Signs and Symptoms of Stroke

- Sudden numbness or weakness of the face, arm, or leg (especially on one side of the body)
- Sudden confusion, trouble speaking or understanding speech
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance or coordination
- Sudden severe headache with no known cause

Signs and Symptoms of Diabetic complications

Mild hypoglycemia symptoms usually occur at moderately low and easily correctable levels of blood glucose. They include:

- Sweating
- Trembling
- Hunger
- Rapid heartbeat

Severely low blood glucose levels can cause neurological symptoms such as:

- Confusion
- Weakness
- Disorientation
- Combativeness
- In rare and worst cases, coma, seizure, and death

Signs and Symptoms of Alcohol Poisoning

- Confusion, stupor
- Vomiting
- Seizures
- Slow or irregular breathing
- Blue-tinged skin or pale skin
- Low body temperature (hypothermia)
- Unconsciousness ("passing out")

It's not necessary for all of these symptoms to be present before seeking help. A person who has become unconscious, or cannot be roused, is at risk of dying.

Signs and Symptoms of Delirium Tremens

Delirium tremens is a severe form of alcohol withdrawal that involves sudden and severe mental or neurological changes. Delirium tremens can occur after a period of heavy alcohol drinking, especially when the person does not eat enough food. It may also be triggered by head injury, infection, or illness in people with a history of heavy use of alcohol. It is most common in people who have a history of alcohol withdrawal, especially in those who drink the equivalent of 7 - 8 pints of beer (or 1 pint of "hard" alcohol) every day for several months. Delirium tremens also commonly affects those with a history of habitual alcohol use or alcoholism that has existed for more than 10 years. Symptoms occur because of the toxic effects of alcohol on the brain and nervous system. They may be severe and get worse very quickly. **This is a life-threatening condition that requires immediate medical attention.**

- Symptoms of alcohol withdrawal
 - Feeling jumpy or nervous
 - Feeling shaky
 - Anxiety
 - Irritability or easily excited
 - Emotional volatility, rapid emotional changes
 - Depression
 - Fatigue
 - Difficulty thinking clearly
 - Palpitations (sensation of feeling the heart beat)
 - Headache, general, pulsating
 - Sweating, especially the palms of the hands or the face
 - Nausea
 - Vomiting
 - Loss of appetite
 - Insomnia (difficulty falling and staying asleep)
 - Pale skin
- Mental status changes
 - Mood changes rapidly
 - Restlessness, excitement
 - Increased activity
 - Decreased attention span
 - Excitement
 - Fear
 - Confusion, disorientation
 - Agitation, irritability
 - Hallucinations
 - Sensory hyperacuity (highly sensitive to light, sound, touch)
 - Delirium (severe, acute loss of mental functions)
 - Decreased mental status
 - Stupor, sleepiness, lethargy
 - Deep sleep that persists for a day or longer
 - Usually occurs after acute symptoms
- Seizures
 - Usually generalized tonic-clonic seizures
 - Most common in first 24 - 48 hours
 - Most common in people with previous alcohol withdrawal complications
- Body tremors

Additional symptoms that may be occur: fever, stomach pain, chest pain.

Symptoms most commonly occur within 72 hours after the last drink, but may occur up to 7 - 10 days after the last drink. Symptoms may progress rapidly. **Delirium tremens is a medical emergency.**

Signs of a Drug Overdose

Signs of an overdose depend on the type of drug used. Call 9-1-1 or get emergency care for one or more of the following:

- Unconsciousness. This means the person is hard to rouse and can't be made aware of his or her surroundings. This can be brief, such as with fainting or blacking out. It can put a person into a coma.
- No breathing or slow and shallow breathing. This means 10 or fewer breaths per minute or time lapses of more than 8 seconds between breaths.
- Slow pulse rate (40 or fewer beats per minute)
- Suicidal gestures
- Seizures
- Tremors
- Sudden hostile personality or violent behavior
- Very rapid pulse rate (140 or more beats per minute) and/or extreme anxiety or paranoia

Media Access Policy

All media requests for information or photos, either for radio, television, newspaper, magazine, etc. should be referred to the Interfaith Sanctuary Shelter Administrator. Volunteers at the shelter facility should notify the staff immediately when media reps arrive unexpectedly. If Sanctuary Staff has given permission for access by media, accessibility should be within these guidelines:

1. Film crews may not film guests within any facilities without first receiving written clearance from the guest.
2. Guests who do not wish to be involved in filming or interviewing may leave, and be allowed back in at the end of the filming or interviewing.
3. Guests who have given permission are free to talk with the media and no staff or volunteers should prohibit nor interfere with a guest's right to express their opinions.
4. The media must not be allowed to disrupt the normal routine or operations of the facility, and can be asked to leave if it becomes disruptive.

Suspension Policy

It is important to understand that all choices have consequences. The staff decides these consequences based on basic guidelines outlined in the Shelter Contract. At times, a guest may be asked to leave the shelter and not return for one night or more. For more serious infractions, especially in the case of violence, a guest may be asked to not return on a permanent basis. We make every effort to help guests have a successful experience at Sanctuary and deny services only when all other efforts have failed.

Denial of Service Appeal Process

If a guest does not agree with the denial of service they may appeal the decision. This process has three possible steps:

1. Submit a letter to the Shelter Director no sooner than 2 weeks after denial of service. The letter should contain information on the infraction and reasons for consideration for possible readmission.
2. Shelter Director will consult with the Executive Committee of the Board of Directors.
3. If granted a hearing, meet with the Interfaith Sanctuary Board of Directors and the Shelter Director to discuss terms.
4. If the guest is denied a hearing, they can speak with the Shelter Director for more information.

Grievance Policy

At Interfaith Sanctuary guests will receive non-judgmental services by the staff and volunteers regardless of race, age, sex, ethnic background, sexual orientation, handicaps or religious affiliation.

We have a grievance procedure. If guests feel they have been treated unfairly, they can ask one of the staff for a grievance procedure form.

SHELTER GUIDELINES FOR GUESTS

The purpose of the Shelter Contract is to inform guests of the key shelter policies. Each new guest at intake signs this contract.

Shelter Contract

- No illegal drugs, weapons or alcohol in the building or on shelter grounds.
- No violent or threatening physical or verbal behavior.
- Smoking in designated areas and times only.
- No open flames within the building.
- You must be able to care for yourself or we may have the police or hospital come get you.
- Check-in begins at 6PM, **DO NOT come to the shelter before 5:30PM.**
- You must **check in by 10PM** or risk not being allowed to stay.
- If you are working or have another planned reason to arrive after 10PM, you must tell the shelter manager the day before.
- Once checked in, you may not leave the shelter grounds without approval from the shift manager. If you leave, you will not be allowed to come back that night.
- In the morning, you must leave the shelter grounds by 7AM. (8 AM on Sundays)
- Do not bring food items into the shelter.
- You are responsible for keeping your bed or sleep area clean and free from clutter.
 - If you are on a sleeping mat, you must roll up your bedding each day before you leave.
- You can store some things in the containers we provide.
 - We can't guarantee the safety of your things. Keep valuables with you or check them in at the front desk.
- If you don't check in by 9PM, your bed may be given away for the night.
- If you don't come to Sanctuary for 3 nights in a row, your bed will be given away and you will then go on the waiting list for another permanent bed.
 - If your bed is given away, we will keep your personal belongings for 3 days then will be recycled.
- If you are sick or have a mental illness that may affect other people, tell the shelter administrator or shift manager.
- The shift manager can search you or your bags and bedding for alcohol, drugs or weapons at any time.
- There is no phone or mail service available.

- There is to be no sexual activity at the shelter or on the property.
- Medications may be checked in at the front desk for safe-keeping. They will need to be picked up in the morning. We cannot dispense any medications, including aspirin.
- Registered sexual offenders may not stay at Sanctuary.
- There is no visiting in sleeping areas where you are not assigned.