

## Notes for Volunteer Group Coordinator Summer PADS at Redeemer

Our thanks to you and your organization for supporting DuPage PADS' mission to end homelessness for each homeless individual in our community. Overall, 11 local churches plus volunteers from Adventist Hinsdale/LaGrange hospitals participate. Your efforts are meaningful and very much appreciated. Although the shelters are the most visible part of PADS' activities, they are only the front end of their successful effort. By being involved you are providing shelter, safety and food to those most in need. To learn more about DuPage PADS' overall activities and success ending homelessness, visit <http://dupagepads.org/wp/wp-content/uploads/2014/07/ImpactStatementFY16Final.pdf>

If it would be helpful to your recruiting efforts to have someone come to your church to talk about the PADS ministry, let either Valerie Lee (630-926-6515) or Dirk Landis (312-953-9547) know. We will be happy to arrange it.

1. As your organization's PADS Coordinator, you should be in contact with our assigned on-call Site Manager for your weekend and arrange a walk-through orientation 2-3 weeks prior to your weekend. Their name and contact information will be listed on the final summer PADS schedule that we send you before the season begins. If they haven't already contacted you, call them directly, or call Valerie Lee (630) 926-6515 or Dirk Landis (312-953-9547). We encourage you to include as many of your volunteers as possible in the orientation, even if more than one walk-through is needed to accomplish that.
2. Facilities instructions and shift-specific instructions are available on Redeemer's website at <http://www.redeemerhinsdale.org/outreach/pads>. A printed copy of each will also be located next to the PADS box immediately inside the kitchen door. They have important information that your team will need.
3. Keys for the outside church door need to be picked up from the church office by **Thursday afternoon** as the doors will be locked when you arrive on Saturday.
  - a. Contact church office manager Cindy Cimo at 630-323-5530 to arrange pick up.
  - b. It is important that each shift keeps track of the keys and passes them on to their replacement team.
  - c. On Sunday morning the clean-up team should put the keys on the desk in the church office on the main level. If it is not open, leave the keys on the hook on the side of the refrigerator.
4. The On-Call Site Manager that we will assign to you for your weekend will generally check in at the church around 5:30 - 6:00 PM on Saturday night and again around 7:00 AM Sunday morning, but don't hesitate to contact her/him at any time. Their contact information will be posted on the kitchen cabinets.
5. The guest limit that is approved by the Hinsdale Fire Department is 51 people. A recommended "Room Layouts" is available on our website at <http://www.redeemerhinsdale.org/outreach/pads> with a hard copy next to the PADS box in the kitchen. That layout shows the setup that optimizes the use of available space.
6. Redeemer's Site Manager can give you a recap of the number of guests that we have had in recent weeks. This will help you plan food quantities etc.
  - a. You should also check the PADS website calendar <http://dupagepads.org/resources/i-need-help/find-shelter-here/> to see if a second site is open. If another site is not open Redeemer will likely be at our 51 guest maximum with additional people needing sack lunches when they are turned away Saturday evening.

7. There is an official PADS binder located in the kitchen. Please have all volunteers sign in/out and note in-kind contributions (cost of food, etc.). PADS' general office keeps track of this information for donor matching programs.
7. Redeemer has been designated a Family First Shelter. This directs families to Redeemer and allows them to enter the facility early at 6pm. The remaining guests will be admitted by a PADS professional (assisted by one of your volunteers) at 7 pm., at which time dinner is immediately served.
  - a. A family is generally considered to be a woman with children under 16 yrs. old. Men ("fathers") may enter with their family, but they sleep with the other men in the Fellowship room. If a solo parent is a male, a separate room should be set up for them. If a parent has children both over and under 16 yrs old, males over 16 should sleep in the Fellowship Room, but it is left to the PADS professional's discretion whether they stay with their family.
8. At least one PADS professional (usually 2) will be at Redeemer, typically from about 5:30 – 9:30 p.m.
  - a. The name and contact information for the PADS professional staff member and Redeemer's weekend Site Manager will be posted in the kitchen, as will emergency phone numbers.
  - b. Your shift volunteers' contact information should be posted here as well for reference in the event someone doesn't show up for their shift
9. Guests are not permitted to sleep on the stage, in the hallway or any undesignated room. For security reasons guests are only allowed in the basement level. Very seldom we have had a guest want to sleep upstairs in the church or choir loft. We ask that someone does a walk-through of the church just prior to the PADS professional leaving at about 9:30 PM to ensure guests are located in the designated areas of the basement only. Flashlights are available in the kitchen, but it is usually easier simply to turn all the lights on in the sanctuary and elsewhere when checking.
10. As a courtesy to our neighbors, people are not permitted to sleep in vehicles on church property at any time. Local ordinances also prohibit parking on the street overnight. Please ask the PADS professional to check the parking lot before they leave ensure nobody is sleeping in vehicles or elsewhere on the property.
11. Guests are provided with one supervised group smoking break at the PADS professional's discretion in the evening after dinner. There are no unsupervised smoking breaks allowed during the evening or the morning. Guests who leave the church for any reason should not be readmitted unless under the direction of the PADS staff person.
12. Guests who leave may not return for breakfast in the morning and must leave the church property. As a courtesy to our neighbors, we prefer not to have people leave the church during the night. If someone does leave attempt to figure out their name and notify our On-call Site Manager in the morning.
13. Generally, no guests may enter the facility except as admitted by a PADS staff member.
  - a. If a guest is allowed in early to use the rest rooms, they should be loosely monitored until they go back outside.
  - b. No guests may enter the facility after the PADS professional staff has left unless they are on the approved "Late Arrival" list. If someone who is not on the list seeks admission after the professional leaves, call the PADS professional to ask for guidance. This includes use of the washrooms and breakfast Sunday mornings. In the unlikely event that you feel an exception should be made, call Redeemer's Site Manager. All contact information will be posted on the kitchen cabinet.

14. For security, the main, west doors to the church need to be monitored throughout the evening while unlocked. Prior to locking the doors for the evening someone should sit by the entry whenever the PADS professional is not at the door.
15. Some guests begin arriving in Hinsdale early and wait in the neighborhood or the parking lot across the street. According to PADS's regular procedures guests are not to be on property until 6:30.
  - a. We have discussed this with PADS staff and have requested that guests wait under the carport of the church when they arrive even if it is prior to 6:30. This is a far preferable alternative to having them loitering in the neighborhood. Volunteers should be alert for this, welcome the guests and ask them to move preferably under the car port or at least into the parking lot until admitted by a PADS professional.
16. To help share the volunteer work and to show respect for the guests by involving them in the work to be done, you may ask guests to participate in basic tasks. Redeemer has found that most guests appreciate the opportunity to be engaged in the effort. While it is up to the discretion of each volunteer group, the following are a couple of things that we generally ask of guests:
  - a. Volunteers place pads to insure the most efficient layout is employed, but we do not make up the beds. A stack of pillows, blankets, pillow cases and sheets is provided on the stage for guests to make up their own pads. This also saves linens having to be washed when the pad wasn't used. Your organization may, of course do as you wish.
  - b. When guests are wakened in the morning, we ask them (with an announcement) to each fold their blankets and stack them in a central spot, put their sheets on the stage, and stack their pads near the place they will be cleaned. This works best when guests are informed of this procedure the night before.
  - c. If you are short-staffed for cleanup, ask the guests if anyone with transportation can stay after breakfast to help. There are generally 4 or 5 people who can stay.
17. Unscheduled volunteers or lay ministers unknown to you are not permitted to enter the church. Please do not advertise in local media for volunteers. If you are having difficulty providing enough volunteers to cover your weekend, please notify your Redeemer on-call Site Manager as soon as possible.
  - a. Interviewing and photographing guests is prohibited. All information regarding guests is considered confidential.
18. As detailed in the Facilities Manual, there is a gas cut off switch on the front of the main cook top. This yellow handle on the front of the stove, above the burner controls must be turned on and all 6 pilots lit to use the cook top. All pilot lights must be lit as long as the gas valve is open.
  - a. A long-necked lighter is in the basket on the side of the refrigerator.
  - b. When finished, the individual burners should be shut off and the yellow gas valve turned off.
  - c. The gas oven (below the cooktop) is unreliable and should not be used.
19. Guests are to be awakened at 6 a.m., served breakfast immediately and leave by 7 a.m.
20. Please notify Redeemer's Site Manager of any difficulties that occur or 911 emergency calls that were placed overnight.
21. Occasionally guests will ask for money for train passes, etc. Please let all volunteers know that the guests are very aware that it is against PADS' rules to make these kinds of requests. Simply tell them that we don't have passes and have been asked by PADS not to provide money. If the person persists, get their name and we will let PADS know about the person's behavior.
22. Travel toiletries are always needed, especially soap, dental and shaving items. Please bring any you can collect. What we have available will be in clear plastic containers on the shelves located on the stage.
23. A phone for outgoing calls (will not make long distance calls) is on the desk outside the kitchen. Anyone may use it for brief calls.

24. Pets are not permitted in the church under any circumstances.
25. PADS does not reimburse for the cost of food, paper products, etc. It is recommended that you communicate whatever reimbursement policy your organization may have to your volunteers
26. We ask all organizations to provide their own disposable dining ware and paper goods as well as coffee.
  - a. If you find you don't have something or need additional, feel free to use Redeemer's supply in the kitchen.
27. Please remind your kitchen crews that recyclables are separated from trash/garbage, and that they should double-bag and check that bags are not leaking liquids before they are carried across carpeted areas.
28. Laundry (sheets, towels, pillow cases and towels) should be taken with you on Sunday morning to be washed. It is helpful if it can be returned in sets (a flat and fitted sheet placed inside of a pillowcase). It usually works best if there is one person responsible for tracking all the laundry. Clean laundry sets and towels are to be returned to the stage in the basement of Redeemer by Wednesday evening following your weekend. Please return the laundry in different bags than those used to take away the dirty linens.
  - a. A Redeemer volunteer checks to ensure all laundry has been returned and will contact you directly if it is not. It is helpful if we do not have to track down individual volunteers to locate missing linens that need to be used the following weekend.

Again, thank you for your commitment to this important mission. If you have any questions, contact your Site Manager or either Valerie Lee (630-926-6515) or Dirk Landis (312-953-9547).