

## **Instructions for Overnight Shifts**

### **Summer PADS at Redeemer**

Thank you 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 in the summer operation of this shelter. 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 overall effort. By being involved you are providing shelter, safety and food to those most in need, but to learn more about the scope of DuPage PADS' overall activities and success ending homelessness, visit <http://dupagepads.org/wp/wp-content/uploads/2014/07/ImpactStatementFY16Final.pdf>

#### **General Notes for All Overnight Shifts**

- Your role is to provide assistance to guests as needed and to insure good order and security
  - Each overnight shift should have at least one adult female and adult male.
  - If there is anything you need or can't answer, call Redeemer's on-call Site Manager, who's contact information will be posted on the kitchen cabinets
  - PADS professionals will be on site from about 5:30 p.m. until around 9:30 to handle guest admittance and any issues directly affecting the guests.
    - Their contact information will be posted in the kitchen after they leave Redeemer.
  - For any accident, emergency or significant disorder by a guest, dial 911 and then call the PADS professional and Redeemer's on-call Site Manager.
- When you arrive:
  - Sign in
  - Ask if there are any early wakeups (also check the early wakeup sheet – on green paper) or late arrivals. You may have to ask the PADS professional, for the lists.
    - If there are late arrivals someone will need to be at the door around the time they are expected, and if a meal has been set aside for them, you'll need to know where it is and give it to them.
      - You might warm it up in the microwave
    - If there are any early wakeups, visually confirm their location which is indicated by a numbered orange cone by their pad.
      - There should be a flashlight in the PADS box just inside the kitchen door, which is helpful for early wakeups.

- If you have a smart phone, you may want to set an alert for the wakeup time.
  - Verify the location of the church keys – They are your responsibility.
  - Ask if valuables are being held for any guest, and if so where they are.
    - If so, the guest should sign for them when they claim them.
- It may be good to insure that you have the contact information for your replacement.
- Sit near the copier where you can see pretty much everything
- No guests may be admitted after the PADS professional leaves if they are not on the Late Arrival list.
  - If a person should arrive without pre-approval, call the PADS professional directly to discuss with them.
  - If there are special circumstances, call Redeemer's Site Manager (phone number posted on the kitchen cabinets).
- Please respect our guests by keeping conversations quiet and the kitchen pass-through window down. One of the two main west entry doors to the large Fellowship Room should also be closed.
- Guests who leave the church are not generally readmitted (a PADS rule). As a courtesy to neighbors, we prefer not to have people leaving the church and going into the neighborhood during the night, so try to encourage a departing person to stay. If someone leaves, let our on-call Site Manager know the person's name the next morning.
- Almost everything, like extra toilet paper, paper towels, etc., is in the furnace room next to the kitchen door.
- You or your teammate should be near the west door toward the end of your shift to let the next crew in.
- Be certain to tell the shift that replaces you about pending late arrivals, any guest's valuables that are being held for safekeeping, or early wakeups including the person's location, and as always, insure the next shift knows where the church keys are.
  - If there are any early wakeups, show your replacements where the guest(s) is located.
- Don't be spooked if the elevator recycles or moves on its own during the night.

## **Special Shift Notes**

### **7:30 – 11:00 shift**

- About 8:30 p.m. turn off the lights over the sleeping area (switches are located outside the east door to the fellowship room) leaving lights on over the tables. Most people start to get ready for bed at this point.
  - Lights out is at 10:00 p.m.
- If it was not done by the dinner crew, take the coffee maker off the beverage table.
  - Clean it (PLEASE- No grounds in the sink- - towel them into the trash), and set it up for the breakfast shift.
  - Put in the appropriate amount of water and coffee (see instructions in the “Facilities Instructions” section) but do NOT plug it in.
- Lock the outside doors when the PADS professional staff leaves. If you aren’t familiar with the hex key and regular key procedure for locking the doors, call the Redeemer site manager.
  - The hex key is on the side of the window well to the left of the west door.
- Before the PADS staff leaves, ask them to check to insure nobody is sleeping their cars
- About 10:30 do a check of the first floor to insure that nobody is sleeping in the sanctuary, choir loft or elsewhere.
  - Switches for sanctuary lights are to the left of the sanctuary doors (looking from outside the sanctuary) and at the bottom of the stairs to the choir loft.
- About 11:00 check that there is plenty of toilet paper in the men’s room stall. If there isn’t, there may be some above the baby changing table in the men’s room, and if not there is some in the furnace room. Place several rolls in the toilet stall.

### **3:00 – 5:00 shift**

- Check that the coffee pot has been brought into the kitchen and set up with new grounds (one cup of grinds per 20 cups of coffee) and water, and plug it in at about 4:00
  - Put it out on the beverage table (plugged in) at 5:00 a.m.
- The outside door shouldn’t be permanently unlocked until about 6:30 a.m., so someone should stay near the door until the breakfast shift arrives.
- Before leaving check again that there is still plenty of toilet paper in the men’s room
- If the supply of towels for guests (on the tables across from the restrooms) is depleted, there may be more in one of the bags or boxes that are usually on the left of the stage. Otherwise please leave a note by the PADS box in the kitchen.