

## Instructions for Overnight Shifts

### PADS at Redeemer

Summer 2018

Our thanks to you for supporting PADS' mission to end homelessness for each individual and family in DuPage County. The overnight shelters are the entry point into the broader overall PADS program of support, education and training that combine to end those individuals' or families' homelessness. Your efforts and commitment are an essential part of the success of that mission.

### **General Notes For All Overnight Monitors**

#### **For all overnight shifts**

1. There should be one adult male and one adult female present at all times
2. When you arrive:
  - a. Sign in
  - b. 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.**
    - i. 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 get that. You might warm it up in the microwave
  - c. Ask if any guest valuables were taken for safekeeping, and if so where they are.
  - d. Verify the location of the church keys – They are your responsibility
  - e. Verify the emergency contact information posted on the cabinets just inside the kitchen door.
3. Sit somewhere near the water fountain where you can pretty much observe all the rooms.
4. The main function of the overnight staff is to provide assistance if needed (almost everything like extra toilet paper, paper towels, etc are in the furnace room) and to respond to any unlikely emergency
  - a. If there is any emergency, call 911 and notify the PADS professional and Site Manager (phone numbers posted on the cabinets just inside the kitchen door).
5. Guests are not to go off of the lower level.
6. If there is any question about anything, call the on-call site manager whose contact info will be posted on the cabinets immediately inside the kitchen door
7. Someone should be near the west door toward the end of each shift to let the next crew in.
8. Guests who leave the church for any reason are not readmitted. As a courtesy to neighbors, we prefer not to have people leaving the church and going into the neighborhood during the night, but if someone does leave, our weekend site manager should be given the person's name the next morning.

9. Be certain to tell your shift replacement about late arrivals and early wakeups (it is best to take a flashlight and see where they are sleeping), and insure that they know where the keys to the church are and whether any guest valuables were taken for safekeeping.
10. The outside door shouldn't be unlocked until 7:00 a.m., so someone on the breakfast crew should stay near the door until all on that shift and then the cleanup crew have arrived .
  - a. A set of the Facility Instructions should be in the PADS box just inside the kitchen door. It describes the unlocking procedure.
11. Remember that sound travels easily between the kitchen and the Fellowship Room. Please respect our guests and keep conversations quiet and keep the pass-through window down after the meal.
12. It is important that overnight monitors are aware of where guests are. Therefore, if you are not making lunches, please do not stay in the kitchen.
13. If towels for guest use are used up, there may be more on the stage in one of the bags or boxes generally on the left. Otherwise we have run out. If this occurs, please leave a note by the PADS box in the kitchen. Remind guests that the towels are only for use at Redeemer.

### **7:30 – 11:00 shift**

1. If a guest requests an early wake-up, an orange cone with a number on it will be placed at the foot of their mattress. Please also record that information on an early wake-up list. Put the list on the counter in the kitchen and be sure to pass that information on from shift to shift. Notwithstanding the use of the cones, you should note where these guests are physically located to assist the overnight crew in identifying them easily in the dark.
2. At 9:00 p.m. reduce the room to half light by turning off the lights over the sleeping area (switches are located outside door to the fellowship room at the east end of the church) leaving one light on at the west end of the room over the tables. Most people start to get ready for bed at this point. Lights out is at 10:00 p.m.
3. By 9:00p.m. Pull the pass-through window down.
4. By 9:30 p.m., take the coffee maker off the beverage table, clean, and set up the coffee maker on a serving cart for the breakfast shift. It should be left on the serving cart, with the appropriate amount of water and coffee (see instructions in the "Facilities Instructions" section) but NOT plugged in. Leaving it on the cart will make it easy for the Breakfast Crew to wheel the hot pot into the Fellowship Room. Refresh the water pitchers on the beverage table so guests can get a drink during the evening.
5. Just prior to the PADS professional leaving around 9:30 p.m., do a walk-through of the church 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.
6. Ask the PADS professional to check the parking lot to insure that nobody is sleeping in vehicles or elsewhere on the property
7. The door to the church should be locked when the PADS professional leaves. After that time, additional guests should not be admitted unless they are noted by the PADS professional as expected to arrive late. Instructions for locking the outside door can be found in the "Outside Door" section of the Facilities Instructions (a copy in or near the PADS box immediately inside the kitchen door) and inside the window well to the left of the outside doors.

- a. If you feel that there is a special situation with regards to admitting someone who is not on the “Late Arrival” list, call the PADS professional on the phone number posted on the kitchen cabinets.
8. About 11:00 check that there is plenty of toilet paper in the men’s room stall. If there isn’t get more from the furnace room. Place several rolls in the toilet stall.

**11:00 – 1:00 shift**

1. No specific instructions. See “Notes For All Overnight Monitors” above

**3:00 – 5:00 shift**

1. Around 3:00 check to insure there is still plenty of toilet paper in the men’s room. If the supply is low get more from the furnace room.
2. Around 4:00 a.m. check that the coffee pot has been brought in to the kitchen and set up with new grounds and water. Plug it in
3. Put the coffee pot out on the beverage table around 5:00 a.m.