

P.A.D.S.
Overview and Key Items for Group Coordinators
Redeemer Lutheran Church

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.

1. Staffing organizations should be in contact with Redeemer's on-call site manager for your weekend and arrange an on-site orientation 2-3 weeks prior to your weekend. If you do not know who this person is, call Valerie Lee (630) 734-0991 or Dirk Landis (312-953-9547). We encourage you to include as many of your volunteer group as possible on the familiarization orientation, even if more than one session is needed.
2. Keys for the outside church door need to be picked up by **Thursday afternoon** from the church office for access to the building on Saturday. Contact church office manager Cindy Cimo at 630-323-5530 to arrange pick up. It is important that shift leaders keep track of the keys and pass them on to their replacement teams. The morning 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.
3. A set of Facilities Instructions is available as item "G" on the PADS page of Redeemer's web site (<http://redeemerhinsdale.org/outreach/dupage-pads/>) and another is available by the PADS box immediately inside the kitchen door. It has important information that your team will need, especially the kitchen crew.
4. Our on-call Site Manager will generally check in with you around 5:30 - 6:00 PM on Saturday night and again around 7:00 AM Sunday morning, but don't hesitate to contact the person at any time.
5. The guest maximum that is approved by the Hinsdale Fire Department is 51 people. The mattress layout (item F on the same web page) will accommodate 51. Those rooms are the only ones available for PADS use.
6. You can check the PADS web site calendar (<https://dupagepads.org/resources/i-need-help/find-shelter-here/>) to see if there will be another site besides ours that will be open that night. Click the orange tab and download the calendar for your month. If no other sites are open Redeemer will likely be at our 51 guest maximum with additional people for dinner. If the month of your weekend isn't yet posted, click the "+" sign next to "Saturday" (below the orange tab) and check there. That is not updated on a week-to-week basis, however, so if you have the first weekend in a month, check the download in the week preceding your weekend
 - a. For meal planning etc you can also check the following site to see how many people the sites have actually been getting: <https://docs.google.com/spreadsheets/d/18swHsCAuQweGUjuGvgfmbkde2Mge2BDzIw-STQFQ74c/edit?pli=1#gid=13668657>.

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.
8. The name and contact information for the PADS professional staff member and Redeemer's on-call site manager will be posted in the kitchen, as will emergency phone numbers. Your shift schedule with contact information should be posted here as well for reference in case someone doesn't show up on time.
8. Redeemer has been designated a Family First Shelter. This directs families to this site and allows them to enter the facility 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. Please set up the family room in 106- B and/or C. Men sleep in the main Fellowship Room. If an overflow room is needed for men, 106 – D is most suited. If the mix of men/women/families requires some changes, talk with our site manager about how to best rearrange the room assignments.
9. 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 or not they stay with their family, taking into consideration whether or not there are other families in the room etc.
10. Guests are not permitted to sleep on the stage or in the room adjacent to it, or to go upstairs.
11. As a courtesy to our neighbors, people are not permitted to sleep in vehicles on church property at any time. Local ordinances prohibit parking on the street overnight. Please ask the PADS professional to check the parking lot before they leave to insure that nobody is sleeping in vehicles.
12. Only the PADS staff member may admit guests. We leave it to your discretion whether or not to let someone come in to use the bathroom before 7 p.m. If you decide to, someone should be aware that they go back outside in a reasonable time.
 - a. Generally nobody is allowed to enter the facility after the PADS staff member has left unless they are on the "Late Arrival" list. If someone who is not on the list seeks admission after the PADS professional leaves, call the professional on their cell phone to ask for guidance. Their phone number will be posted on the upper cabinets just inside the kitchen door. In the unlikely event you feel an exception should be made, call Redeemer's on-call site manager. Their contact information will also be on the kitchen cabinets.
13. For security, the main west doors to the church need to be monitored throughout the evening while unlocked. Remind the PADS professional that until they leave around 10 pm, they should let someone know to sit by the entry whenever they are not there.
 - a. Be certain that the volunteer who will be locking up is familiar with the process.
14. Because of travel schedules, some guests begin arriving in Hinsdale early and sometimes hang out in the neighborhood and in the parking lot across the street from the church. According to PADS's regular procedures guests are not to be on property until 6:30. We have discussed this with PADS staff and have requested that guests wait on our property under the car-port of the church. This is a preferable alternative to having them loitering in the neighborhood. Volunteers should be alert for this until 7:00 and ask guests to move into our parking lot.

15. In order to reduce volunteer work and to show respect for the guests by involving them in the work to be done, at Redeemer we believe it is important to ask guests to participate in basic tasks. Overall we have found that most guests appreciate the opportunity to be engaged in the effort. While each volunteer group can do this or not as they wish, following are a couple of things that we ask of guests:
 - a. Volunteers put down the pads to insure the most efficient layout is employed, but we do not make up the beds. Pillows, blankets and linens, etc. are moved out to the front of the stage for guests to pick up and make their own pads. This also saves linens from having to be washed if the pad isn't used
 - b. Saturday evening and again when guests are wakened in the morning, we ask them (with an announcement) to fold their blankets and stack them with linens near the stage. It works best when guests are informed of this procedure the night before.
16. For security reasons guests are only allowed in the basement level. We ask that someone does a walk-through of the church just prior to the PADS professional leaving at about 10 PM to ensure guests are located only in the designated areas of the lower level. 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.
17. Unscheduled volunteers or lay ministers unknown to you are not permitted. Please do not advertise in local media for volunteers.
18. Interviewing and photographing guests is prohibited. All information regarding guests is considered confidential.
19. As detailed in the Facilities Manual, there is a gas cut off switch on the front of the main cook top. The 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. Pilot lights should be lit as long as the gas valve is open. When you are finished, the individual burners should be shut off and the gas cut off valve turned off. The gas oven is unreliable and should not be used.
20. Videos are no longer used. Since videos need to be suitable for children, most guests have a smart device and we post our WIFI info, movies aren't needed. The large TV does need to be moved out into the hallway, however, in order to maximize pad space.
21. Guests are to be awakened at 6 a.m., served breakfast immediately and leave by 7 a.m.
22. Please notify the PADS staff member (phone number posted in the kitchen) of any difficulties that occur or 911 emergency calls that may have been placed during the weekend.
 - a. Notify Redeemer's site manager as well.
23. It is not expected that guests will ask for money or train passes, etc. Please let volunteers know that the guests are aware that it is against PADS' rules to make these kinds of requests. If they do occur, 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.
24. Travel toiletries are always needed, especially dental, shaving, and feminine hygiene items. Please bring any you can collect. What we have available will be in clear plastic containers on the shelves located on the stage.
25. A phone for outgoing calls (will not make long distance calls) is located outside the kitchen door. Anyone may use it for brief calls.
26. Pets are not permitted in the church under any circumstances.

27. When Redeemer staffs the shelter, our volunteer staffing generally includes about 9 - 10 people for combined dinner and set up of the site; 2 people (a man and a woman) for the evening/overnight shifts; 4 – 5 for breakfast; 8-9 able bodied people for clean up; and 4+ for laundry. There must be at least 1 female and male volunteer present at all times.
28. Please remind your kitchen crews to insure that recyclables are separated from trash/garbage, and that trash needs to be double bagged and placed in the rolling container outside the kitchen door.
29. 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 are not readmitted.
 - a. 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.
30. Please have clean laundry returned to the stage by Wednesday night. It is VERY helpful in confirming our return count to either have flat sheets and fitted sheets separated or to have one of each in a pillow case.

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