



ST. FRANCES CABRINI HELPING OTHERS

MARCH 6 THROUGH APRIL 3, 2019

OPERATIONS MANUAL

MISSION

Provide a safe shelter for 15 women identified by the Santa Clara County Department of Social Services, Homeless Clinic.

VISION

As part of Village House, an Inter Faith Shelter of Hope, St. Frances Cabrini will participate in a rotational housing program sheltering medically fragile homeless women throughout 2019. This initiative is supported by the Diocese of San Jose and currently there are approximately 18 faith-based congregations supporting the initiative.

OPERATIONAL PLAN

St. Frances Cabrini Church will offer the use of the Parish Center to house a maximum of 15 homeless women. The 15 women will be identified by their assigned Social Worker Libby Echeverria, the women assigned to her caseload. Caseworker Alicia Morales will assist Ms Echeverria.

City and County ordinance allow for no more than 15 women to be housed at any one time. Ordinance also allows for housing not to exceed 12 hours per day and 35 consecutive days in a calendar year.

OPERATIONS OUTLINE

Organization and Management

The Shelter is Staffed, funded and operated by volunteers and contributions, with Administrative support from the Parish. Throughout the 29 days covered by SFC in 2019, There are 619 volunteer spots that are required to be filled. Volunteers can register at <http://signup.com/go/hqsAjfY>. Volunteers unable to access SignUp.com online can eMail or call Bob Citelli for assistance in securing dates and times (robertcitelli@gmail.com or 408 406 0604)

SFC SHELTER ORGANIZATION

Executive Officer Fr. Michael Hendrickson

Father Michael Hendrickson (Pastor) will oversee project as the Parish Pastor

Father Gabriel Lee Parochial Vicar

Priests will be on call via Parish emergency numbers for Shelter emergencies.

Priests will be the drivers for the Shelter Van in the mornings only on an as needed/if necessary basis.

Shelter Director John Dahl

Overall coordinator for the Shelter Project

Coordinate with Shelter partners on planning and logistics

Coordinate with all shelter directors regarding daily operations Create an operations manual

Create a safety plan

Weekly Liaison with School review security and facility issues Shall define room assignments for each guest

Director Guest Services Libby Echeverria

Work with County Offices to define Guest selection process and criteria.

Provide John Dahl documentation on Guest screening and referrals

Develop guidelines and trainings for volunteers

Provide guests or facilitate guests in acquiring monthly bus passes

Caseworker Alicia Morales

Ms Morales will be the contact person for the Intake desk to contact with questions or issues. If caseworker is not available Ms. Echeverria will be social worker for the duration of the shelter.

Ms Morales will work with the guests at both the day center and the shelter, 20 hours/week, Monday through Friday. She will communicate pertinent information with the Intake Desk or Shelter Director when deemed necessary.

Director of Clothing / Laundry Pam Citrigno

Will develop and maintain a laundry schedule

Will maintain the Laundry schedule for volunteers.

Notify Shelter Coordinator of any clothing, towels, or bedding needs on an ongoing basis Notify Shelter coordinator or maintenance person of any equipment or maintenance needs

Director of Meals Maile Figone

Develop a menu for morning and evening meals and post throughout the shelter.

Post a list of the volunteers for each day / week

Develop a list of items for guests with special dietary needs

Coordinate the bag lunches to be prepared daily

Develop and post a list of the responsibilities for all volunteers.

Director Personal Needs Maile Figone

Provide personal hygiene items for our guests

Identify and purchase any clothing needs for our guests

Procure donations of cash or gift cards for clothing hygiene purchases

Director of Security Dan O'Connell

Develop a security plan

Coordinate Security Volunteers, develop volunteer duties

Coordinate equipment: Security vests, radios, flashlights and emergency contact numbers

Identify potential Security issues

Coordinate with the Shelter Director the implementation of the shelter emergency plan

Train volunteers both via training sessions and daily overviews

Assure liaison with School over security issues

Director Maintenance John Dahl

Daily cleanup

Develop facility cleanup plan.

Develop contact numbers for daily and emergency maintenance contact.

Director of Transportation Steve Catching

Assure maintenance and fueling of rental van

Develop Transportation protocols

Develop Transportation Volunteer list

Assist on getting shelter residents in and out on schedule

Director of Medical Services Debbie Casey

Identify and screen medically capable volunteers primarily at the EMT or RN and above level

Maintain readiness of medical bag kept on site for emergencies or minor treatments

Advise volunteers on appropriate steps to take in the vent a redirect is required to an outside agency or facility

Director School Parent Liaison Ronda Clark

Assist School Parents with Service Hour reporting

Cross reference prerequisite forms submitted by volunteers to School Office so that School Office and Parish Office have identical information.

Assist in placing SFC Helping Others 2019 Village House announcements in school social media and publications

Director of Volunteer Recruitment, Scheduling, Online Training Robert Citelli

Monitor ongoing training, fingerprinting and shelter volunteer sign ups.

Answer volunteer questions regarding volunteer opportunities, training, Diocesan prerequisites.

Provide volunteer updates to Shelter Coordinator and other volunteer coordinators Troubleshoot IT and sign up issues as they arise

The On-Call Site Director should be contacted first if other trained personnel are not present. Contact information will be available at the Intake Desk.

Intake Desk Supervisor Frieda Flochinni

Ms Flochinni will work as the Lead on Evening Intake Desk Mondays, Wednesdays and Saturdays in 2019.

Coordinate with all Directors as to assignments, volunteer issues, activities, security or medical issues. Advise Shelter Director and/or caseworker of any Intake issues

Handle immediate shelter incidents

Assure all new volunteers review the facility emergency plan, and assignment responsibilities

On-Call Site Director

In the event additional support or guidance is required by overnight volunteers, an Overnight Sight Director will be on call each week 24 hours a day, seven (7) days a week. Contact information will be at the Intake Desk for the weeks they are assigned. They are:

John Dahl March 6 to March 12

Steve Catching March 13 to March 19

Sam Nickolas March 20 to March 26

Bob Citelli March 27 to April 3

GUEST SELECTION & DOCUMENTATION PROCESS

Client selection will be solely handled by Libby Echeverria DSS Santa Clara County. She will be assisted by Ms. Alicia Morales.

Selection Criteria

Guests previously selected by Ms. Echeverria will be carried over from the previous shelter housing to SFC.

Ms. Echeverria and Ms. Morales will provide the list of names and available medical placement information to SFC. This information will be shared by the Intake Team responsible for the initial and daily checks of the guests. Ms. Echeverria will remain the point person for coordination with the social workers of the guests.

Welcoming Schedule of Activities

Reception/Intake will occur in the foyer of the Parish Center entry way.

Cots will be set up in the Living Room, on the first floor, Counting Room and the Library on the second floor.

Guests will shower on second floor and be provided hygiene toiletries.

A warm Dinner and Breakfast will be provided in the Kitchen of the Parish Center.

SFC will have name badges for the guests to receive upon arrival each night and turned in each morning at departure. New guests to the program will be provided locker keys and new name badges will be provided by Holy Spirit.

Keys to lockers with lanyards will be provided to the guests Guest check in and check out forms will be used

GUEST INFORMATION

Village House Network Shelter Rules

SFC Guests will arrive between 7:00 pm and 8:30 pm. Arrival after 8:30 pm is considered a “Late Arrival” unless pre-coordinated with the Intake Supervisors.

Guests are not allowed into the shelter if under the influence of alcohol or illegal substances.

Guests are prohibited from bringing drugs or alcohol into the shelter. Violators can be subject to expulsion from the program.

Guests will leave the shelter no earlier than 6:00 am and no later than 7:00 am unless pre-coordinated with the Intake Supervisors.

Once checked in, guests are to remain within the defined boundaries of the shelter. Guests who leave the shelter will not be allowed to return that evening unless they have 24-hour pre-authorization.

Guests are to notify the Shelter if unable to spend the night at the shelter due to an emergency. Notification must be made to the Shelter as soon as the emergency is known. **Guest-to-Shelter Communication: Cell- Phone #: 1 (408) 807-3485.**

Guests are permitted one (1) ‘night out’ per week with prior approval 24 hours in advance from either the Intake Director, the Intake Lead, or the Shelter Director.

Requests for absence of more than one night must be requested at least 24 hours in advance using the “Night Pass Request.” Night Pass Requests must be approved by the Shelter Director.

Two (2) “No Shows” or repeated Late Arrivals will result in a written warning by the Intake Director. Additional unexcused absences or Late Arrivals will result in referral to the Shelter Director and the Supervising Case Manager for dismissal from the program. SEE VILLAGE HOUSE DISMISSAL GUIDELINES AND GUEST COMMUNICATION RECORD at the end of this section

Guests will not invite visitors to the shelter and no visitors will be allowed at the shelter.

Food is allowed only in the dining area. No food is allowed in the sleeping area or the locker area.

Guests may smoke only in the designated area. Smoking is not allowed after 10:00 pm lights out.

Guests will not ask for money, gifts, or favors from any volunteers or employees.

VILLAGE HOUSE DISMISSAL GUIDELINES

Village House provides shelter for medically vulnerable and fragile women. The women may be medically fragile physically or emotionally. Based on their history, it may be challenging for them to live in community with others. It is the intent of Village House to help each of these women through the process to live successfully at Village House until they transition to permanent housing. This will require flexibility, patience and conflict resolution by shelter staff and volunteers. Situations may arise that are more serious in nature, requiring intervention and possibly dismissal from the program.

Village House Guests may be dismissed from the shelter program for a variety of reasons including:

- Behavioral issues
- Absenteeism
- Alcohol or drug usage
- Discretion of local Shelter Director, Village House Director, Village House case manager and Village House case worker.

Standard Dismissal Guidelines

The Guidelines for the standard dismissal process are as follows:

1. Counselling

The local Shelter Director will verbally counsel the guest regarding the issues of concern and expected behavior. The conversation shall be documented using the Guest Communication Record. Consultation with the Case Manager and Case Worker is recommended but not required. Guest signature is not recommended by not required. If the issue is absenteeism, the conversation may need to occur by telephone. It is not necessary to hold the counseling session in person. The guest participation agreement may be helpful to

review with the guest during this discussion. When the shelter transitions to a new location, it is important to share this information with the new shelter director to prevent undesirable behavior from continuing.

2. **Warning**

The local Shelter Director will meet with the guest to discuss the continuing or new issues. Consultation with the Village House Director, Case Manager and Case Worker shall occur prior to issuing warning when possible. Specific concerns and expected behavior will be documented on the Guest Communication Form. The Form should include specific information regarding potential dismissal if issue is observed again or not corrected by a specific date. Guest will need to be made aware that other shelter accommodations will not be provided by Village House. Guest signature is recommended but not required. If it is not feasible to obtain the signature, the Shelter manager shall document the conversation. When the shelter transitions to a new location, it is important to share this information with the new shelter director to prevent undesirable behavior from continuing.

3. **Dismissal**

When specific guest issues continue, the Local Shelter Director should consult/notify the Village House Case Manager, Village House Director, and Village House Case Worker that the guest will be dismissed. The Local Shelter Director and Intake Manager should meet with the guest to deliver the dismissal communication. If needed, the Village House Director, Village House Case Manager or Case Worker can be requested to be present. When practical, the guest shall be given a 24-hour notice that they will not be able to return to the shelter. They will need to pack up their personal belongings and will have five (5) days to make arrangements with the shelter staff to remove them from the shelter. The dismissal notice should be documented on the Guest Communication form and signed by the Shelter Director and the Guest.

Immediate Dismissal

Situations may arise where immediate dismissal of a guest is required. Situations where immediate dismissal is required, may include but are not limited to:

- Violent or aggressive behavior toward other guests or shelter staff and volunteers
- Threatening behavior
- Drug or Alcohol usage

If these issues are observed, it is recommended that the local Shelter Director be notified immediately. If practical, the local Shelter Director will consult with the Village House Director, the Village House Case Manager and/or Village House Case Worker. The Shelter Director and Intake Manager will meet with the guest and notify them that they are being dismissed from the program immediately. They will be asked to leave immediately. Time provided to pack up belongings will be at the discretion on the Staff on hand. The guest will be given five (5) days to make arrangements with the shelter to pick up their items. The dismissal notice should be

documented on the Guest Communication form and signed by the Shelter Director and the Guest.

Grievance Process

Guest shall be made aware of the Grievance process if they would like to petition to be reinstated into the Village House Shelter program. A sample Guest Communication Record is seen below.

GUEST COMMUNICATION RECORD

Guest Name: _____ Date: _____

Shelter Supervisor Name: _____

Other Participants: _____

Reason for Discussion:

- Attendance Problem
- Shelter Needs/Management Issue Behavior Issue
- General Feedback
- Other

Communication Purpose:

- Counseling
- Warning
- Dismissal
- Other

Brief Notes On Discussion (use back as needed): _____

Guest Signature: _____ Date: _____

Shelter Supervisor Signature: _____ Date: _____

Witness Signature: _____ Date: _____

CC: Libby Echeverria

GUEST AGREEMENT & RULES

Chores will be mainly the responsibility of the volunteers. Guest will be responsible for their personal items, preparing bedding in the evening, removing sheets or preparation for laundry. Other guest chores may be discussed in additional meetings.

Clothing towels bedding hygiene ready for Laundry prior to departure on day assigned

Expectation for guests and volunteer: Bedding Clothes, Laundry ready for pickup

Shower location is on second floor

Hygiene Kits provided guests

Maintenance schedule (showers bathrooms to be cleaned daily)

VOLUNTEER REQUIREMENTS

VOLUNTEER POSITIONS PREREQUISITES. PLEASE NOTE ALL VOLUNTEERS MUST:

1. Have attended an SFC Helping Others Village House Training Session in the past three years or attend a 2019 session as noted below.
 - a. February 24 10:45 AM to 12 :00 PM in Kelley Hall
 - b. February 26 7:00 PM to 8:30 PM in Kelley Hall
 - c. Register for training at <http://signup.com/go/xeonSEt>.
2. All Volunteers are required to review this Operational Manual in its entirety. See <http://bit.ly/2G1xIHr>.
3. All Volunteers including those who have previously undergone training should familiarize themselves with basic guidelines on guest interactions as explained in the five-minute video found at <http://bit.ly/2S4HDNA>.
4. As mandated by the Diocese of San Jose, all volunteers must undergo a background check in order to work with vulnerable adults. As such, all **VOLUNTEERS NOT PREVIOUSLY** finger printed must do so and submit a onetime only background check to SFC as mandated by the Diocese of San Jose's Shielding the Vulnerable initiative. SFC will provide access to this service at no charge to Village House Volunteers on February 19th between 5:00 PM at 7:00 PM in Kelley Hall. Register for Finger Printing at <http://signup.com/go/xeonSEt>.
 - a. If you are unable to attend the February 19th session at SFC you can walk in or schedule an appointment with the Verify Group at verifygroup.com. Contact



Susan Dias 408 761 2156 susan@verifygroup.com. The service is located at 262 East Hamilton in Campbell, CA 95008. To expedite your process and to avoid being charged for this service, please download, complete and bring the attached form found here with you to either location. See <http://bit.ly/2RUZcjJ>

5. All Volunteers must have completed and been certified in the Diocese of San Jose mandated Virtus Online Training Course (or Shield the Vulnerable) or certified at a live SFC Campus session as part of the Diocesan Shielding the Vulnerable initiative.
 - a. If your Virtus or Shield the Vulnerable Safe Environment Certificate was issued prior to March 1, 2016 you must retake the certification found at virtus.org. First Time Registrants see <https://bit.ly/2Jzw1yx>.
 - b. Parishioners with existing Virtus Accounts see <https://bit.ly/1ymFr5>.
 - c. A live Virtus Training and Certification Course will be held on Campus on February 13 at 4:45 PM to 6:00 PM. Register for the live course at <http://signup.com/go/xeonSEt>.
 - d. The following training courses are required for adults who serve with youth and/or vulnerable adults. [The VIRTUS® online training course](#) Protecting God's Children (PGC) is mandatory and must be renewed every three (3) years by both employees and volunteers (<https://www.virtusonline.org/virtus/>). Volunteers and employees who serve in Homebound Ministries, or bringing the Eucharist to the sick, must take the PGC & Vulnerable Adults training course which also incorporates the Protecting God's Children (PGC) training material.
6. All Volunteers must read, sign and return to the Parish Office the Diocesan mandated Volunteer Waiver form that holds the Diocese and SFC harmless during days when you Volunteer to work at Village House. The form can be accessed at <https://bit.ly/2FBbpn2>.

Role of Volunteers:

At all times minimally one volunteer will be assigned upstairs, one assigned downstairs and individuals are to remain awake at night.

Volunteers will be required to familiarize themselves with emergency plans, procedures and evacuation procedures.

Volunteers are at all times to respect the personal privacy of our guests and **Male Volunteers are to knock and wait approval to enter guest rooms and other personal space areas, i.e. restrooms.**

Volunteer Posts/Tasks

Intake and Registration

Morning and Evening Campus Security

Morning and Evening Transportation

Floor Monitors

Laundry

Meals

Medical Services

Contact Volunteer Telemarketing

Upon arrival for the first time, all volunteers will review the volunteer book for responsibilities and check in with the Intake Supervisor or Site Manager.

All Volunteers will attend or have fulfilled all Diocese of San Jose mandated training, background checks/fingerprinting and signed all necessary waivers prior to reporting for tasks.

IF FOR SOME REASON YOU ARE UNABLE TO FULFILL YOUR COMMITMENT PLEASE NOTIFY US 72 TO 48 HOURS IN ADVANCE by adjusting your schedule or cancelling your participation on SignUp.com for the day/task you are vacating. You can also email Bob Citelli at robertcitelli@gmail.com if you are unable to access SignUp.com. This will enable us to try and find a replacement. A Contact Volunteer Telemarketer will call you 36 to 48 hours prior to your assignment to confirm your availability.

IF YOU HAVE TO CANCEL THE DAY OF YOUR SCHEDULED SPOT, please call 408 807 3485 at 6:30 PM when the Shelter Doors open at SFC.

GENERAL OPERATION

The Shelter will provide housing for 15 unaccompanied women, no children, guests or pets are allowed

Important Phone Numbers

The number for the Village House Evening Shelter is (408) 807-3485. The number for the Village House Day Center is (408) 250-7764. A second Day Center number is (408) 597 7901. The number for Caseworker Alicia Morales is (669) 245-5434

Hours of Operation

The Shelter will operate from 7:00 pm to 7:00 am daily from Wednesday March 6th, through Wednesday April 3rd. Guests must leave the property by 7:00 am and may not return prior to 7:00 pm. Once entering the shelter, there will be no in and out privileges.

A Daily Schedule will be posted at the Intake Desk including the names and contact information for all scheduled volunteers.

Guests will be provided VTA routes to and from the SFC campus. In addition, guests will be transported to and from daily warming centers by SFC volunteers and parish Staff.

Onsite Supervision

Onsite supervision will be provided during the hours of operation. A minimum of seven (7) volunteers will be on site for the evening hours of operation.

During the hours 11:00 pm to 4:00 am a minimum of three (3) volunteers and Parish Staff will be onsite for emergencies. All volunteers will have attended a training session or —had the operation manual reviewed before beginning their volunteer shift.

In case of emergency, contact the Santa Clara County Sheriff's Department, using the Land Line in the Parish Office on the desk of Sue Butler. The phone number to call is 408 808 4400.

The trained caseworker assigned to the women can be contacted for advice or information, only by the Intake Desk or Project Coordinator. If individual problems occur with one of the guests, the Intake Desk or Shelter Director will contact the assigned Social Worker.

At 7:00 AM shelter guests will be transported to Warming Centers where they will spend the day. They will not remain on SFC property during the daytime hours. Participating Warming Centers are:

Almaden Hills United Methodist Church – Thursday, Friday, Saturday

6581 Camden Avenue

San Jose, CA 95120

<http://www.eca-sj.org/welcome/>

Good Samaritan Episcopal Church – Sunday, Monday, Tuesday, Wednesday

15040 Union Avenue

San Jose, CA 95124

<http://www.eca-sj.org/welcome/>

FACILITIES MANAGEMENT

Cleaning and general maintenance will be provided by the Parish Staff currently on site and providing cleaning services to the Parish Office. Bathrooms will be cleaned daily, all trash

removed at 7:00 AM. If additional maintenance or cleaning is required, contact Dave Citrigno at 408 667 1737 for Maintenance, and the Project Coordinator or Intake Desk for cleaning issues.

Property guidance or decisions relative to the Parish Center, will be made by Father Hendrickson, the Project Coordinator, and the SFC Building Committee.

EMERGENCY PLANS

Floor plans of the two levels of the Parish Center. Each diagram will be posted in all sleeping areas, and general hallways. All residents, and volunteers will familiarize themselves with the emergency plans, escape routes, and the floor plans. These are in the " Emergency Procedures" portion of the Shelter Information Binder and also seen below in this document.

Fire Procedures

All rooms are equipped with Carbon Monoxide and smoke alarms. All will be inspected and newly purchased batteries installed prior to admitting guests on March 6. Evacuation Routes will be clearly marked inside the Parish Center. Guests and Volunteers should familiarize themselves with these routes and exit the building in a calm and orderly fashion. Evacuation Instructions are also posted on each floor in the main hallway.

Floor plans map will be posted shortly. Check back for update

SCHOOL INFORMATION

SFC school operates Monday through Friday and daycare opens at 7:00 AM and closes at 6:00 PM. The school should be considered in full operation during those hours. The guests will be instructed to stay away from the School side of the property, and during evening school events at the school site, gym or Kelly Hall, they are to avoid interaction with students and parents.

The Electronic Gate located on the Camden Avenue Side of the complex will remain closed during school hours of operation.

Parents and students will have full access to the school site during the shelter operation.

All visitors to the SFC school must first go to the main office and get an identification badge before proceeding anywhere.

ASSIGNMENTS MAY CHANGE DUE TO STAFFING NEEDS

VOLUNTEER ASSIGNMENTS

Daily Requirements

1. Check in with the Intake Desk when starting and leaving volunteer assignment.
2. Review the rules and responsibilities the guests must follow.

3. Review the daily schedule and timetable of events (showers, meals free time lights out and wake up time).
4. Check in: Make sure all guests have and display their ID badges.
5. New guests: Make sure they are familiar with shelter facilities and emergency plan and evacuation routes.
6. Wear volunteer ID badges always.
7. Make sure the Parish Center is clean and functional
8. Report any safety or maintenance issues to the Project Coordinator or Intake Desk immediately.
9. Attend any meetings, briefings or debriefings as required.

Please greet all guests on a nightly basis. Familiarity with the guests will provide a positive relationship with all Shelter staff and guests. The guests will be part of the SFC community during their stay, so we want to provide a comfortable environment, and allow them to settle into a routine

INTAKE DESK

Intake Desk Morning Coordinator 5:30 AM - 7:30 AM

Intake Coordinator Evening Desk Lead 6:30 PM - 11:00 PM

Intake Coordinator Evening Desk Associate 6:30 PM - 9:00 PM

Intake desk will be staffed with two volunteers in the evening, and one volunteer in the morning

Intake Desk will oversee the evening volunteers in absence of the Project Coordinator, and will sign volunteers in and out

Intake desk will assure the volunteers are familiar with emergency procedures and volunteer assignments and duties

Intake Desk will check in and out all guests, issuing keys and ID cards at night and collecting them in the morning Intake Desk will maintain a phone log of all calls and will monitor the two phones assigned to the intake desk

The Intake Desk Volunteer is the de facto onsite supervisor in the morning and evening

All guest issues are to be forwarded to the Intake Desk and Shelter Director for resolution. The Intake Desk will communicate with the caseworker, if necessary.

Intake desk will maintain a phone list of all shelter directors and shelter related personnel.

The Intake Desk is the control center of the Village House Shelter.

The Intake Lead is responsible for the following:

- 1) knowing the Shelter rules as written in the Village House Operations Manual.

- 2) having all Village House ladies sign in and out of the shelter using the sign in sheets provided at the Intake Desk.
- 3) having all Village House volunteers sign in and out of the shelter using the sign in sheets provided at the Intake Desk.
- 4) Intake Lead orients all volunteers to their assignments, either first or second floor monitor, informs them of any issues and makes sure they have familiarized themselves with the shelter emergency evacuation plan.
- 5) monitoring the shelter cell phone for messages from shelter guests and shelter volunteers. Monitor the 2-way radios used by outside security.
- 6) handling any issues which may impact the safety or comfort of both guests and volunteers. Notifies assigned supervisor when problem can't be handled in house.
- 7) writing in the personal file of any guest who isn't following the VH rules, using the appropriate forms provided for documentation.
- 8) writing a brief summary of activity during their shift in the daily log.
- 9) giving a brief report to the night shift volunteers and medical volunteer.

FLOOR MONITOR

Floor Monitor Upstairs Early Morning 3:00 AM - 7:00 AM

Floor Monitor Ground Floor 6:30 PM - 11:00 PM

Floor Monitor Upstairs 6:30 PM - 11:00 PM

Floor Monitor Overnight Ground Floor 11:00 PM – 6:00 AM

Floor Monitor Overnight Upstairs 11:00 PM – 3:00 AM

There will be two floor monitors assigned Morning and evening, one on the first floor, and one on the second floor

All floor monitors must be familiar with the emergency procedures and evacuation plan. All Floor Monitors must be aware of fire, or potential fire risks

FIRST FLOOR

Guests will be housed in two rooms on the first floor and will eat meals in the kitchen also located on the first floor. In addition, guests will access their personal belongings assigned storage locker areas. Floor Monitors must assure the consistent flow of guests and volunteers from activity to activity.

Assure the Shelter schedule is adhered to.

Floor Monitor should keep the main hallway clear so traffic flow and safety can be assured always.

Keep guests and volunteers from all locked and off-limits Parish Center areas.

All smoking is to be done only in the Rose Garden area. Guests are NOT to leave the Parish Shelter Building once they have entered.

SECOND FLOOR

Guests will be housed in two rooms on the second floor. The Counting Room and the Library. The guests will also shower and take care of personal hygiene needs in the Bathroom area located across from the Counting Room.

Priest Offices and Storage are also located on the Second Floor.

Floor Monitors will know the emergency plan and evacuation routes for the second floor.

The Floor Monitor on the second floor will keep all guests and volunteers from accessing the Priests Offices and storage areas. The evening floor monitor will monitor showers for safety and assure the shower and evening schedule are adhered to.

Floor monitors will assure the hallways are clear and accessible for traffic and possible evacuation.

The morning floor monitor will assist with the morning wake up, assist with keeping the guests on track for the morning schedule, personal hygiene, meals and departure.

OVERNIGHT

There will be a minimum of two staff volunteers during the "overnight hours" These will be constituted as the 11:00 pm to 4:00 am hours. There may be a third medical volunteer during the overnight hours.

Volunteers are to remain awake, and able to respond to any emergencies, i.e.; fire, natural disaster, medical. If there is a medical emergency the Medical Volunteer is to be summoned.

Volunteers will provide constant supervision of the facility and assure the safety of guests and volunteers.

Any issue that should arise, the Project Coordinator should immediately be advised. All 911 calls should if possible originate from a land line.

Security Volunteers will be equipped with radios to contact one another.

LAUNDRY

Laundry Services 8:00 AM Pick Up - 3:00 PM Drop Off

Three (3) volunteers are needed Monday, Wednesday and Friday for laundry service for our guests.

Each volunteer will be assigned one guest's laundry.

Pickup of laundry occurs at 8:00 AM each weekday and can be returned to the Parish Center Office each afternoon at 3:00 PM or and/or in time for our guests' return to SFC at 7:00 PM.

FOOD PREP / KITCHEN

Breakfast Prep & Cleanup Mon - Fri 5:45 AM - 7:30 AM

Breakfast Prep & Cleanup Saturday 5:45 AM - 7:30 AM

Breakfast Prep & Cleanup Sunday 5:45 AM - 7:30 AM

Dinner Service 6:30 PM - 8:30 PM

Meals

A Continental Breakfast Mon-Fri will be prepared by onsite staff in the SFC kitchen every weekday, served and cleaned up by those same volunteers Monday through Friday. A hot breakfast will be served Saturdays and Sundays.

Dinners may be prepared off site, purchased or prepared on site. The assigned volunteer will also serve and clean up the meal.

A BINDER WITH VOLUNTEER DUTIES, AND THE MONTHLY MENU AND MEALS WILL BE IN THE KITCHEN IN THE PARISH CENTER.

Dinner

Please note this service requires the participation of four to five volunteers from your group, organization or family. Volunteers are asked to prepare, service and clean for 20+ diners including the women and all volunteers on shift and parish staff.

We encourage you to have dinner with those you serve that evening.

As we will house our guests during the Lenten Season, Friday meals should be fish, vegetarian, or pasta (no meat).

Please be sure to prepare enough for 20 plus you and your group/organization if you wish to join the meal, (i.e. if you and your organization are 5 people then prepare enough for 25 people to have a meal). We ask that you provide a well-balanced meal along with dessert and drinks (non-alcoholic).

We ask that you clean and make sure the kitchen and dining area are cleaned for the morning breakfast help (they will not have enough time in the morning to do this).

Please let Maile Figone know what your main course will be so we don't have duplicate meals in a week. A meal calendar will be posted in the kitchen. We would hate to have three pasta dinners in a role. Thank you!

The service is run from the Parish Center Kitchen and is Directed by Maile Figone @ Rmfigone@sbcglobal.net

Breakfast

Volunteers arrive at 5:45 AM and assist with preparation of continental breakfast, setup/serve and cleanup as our guests leave for the day. On weekends, help our lead prep and prepare a warm breakfast in the parish center. Sam Nickolas will serve as lead all weekends.

Cleanup should be completed by 7:30 AM.

TRANSPORTATION

Morning Transportation to Warming Center Driver 6:45 AM - 8: 00 AM

Morning Transportation to Warming Center Passenger 6:45 AM - 8:00 AM

Evening Transportation Driver 6:15 PM – 7:15 PM

Evening Transportation Passenger 6:15 PM – 7:15 PM

Transportation entails morning driving to the Daytime Warming Center and/or approved medical appointments. Evening pick up of our guests are made at the Daytime Warming Center and guests are promptly returned to SFC.

Transportation will be provided daily for those guests wishing to attend the warming centers operated during the daytime hours.

A rental van has been procured for the duration of the Shelter operation.

Due to Rental Company restrictions only six drivers are permitted to operate the vehicle. All drivers must be insured and hold a valid California Driver's license. The five drivers plus Fr. Michael are.

Victoria Dove

Jim Jones

Vinnie Coffaro

John Dahl

Steve Catching

A minimum of two volunteers will participate in each trip: a driver and an alternate driver/passenger. The latter enables volunteers to participate in this vital area even if they do not have a driver's license. A separate spot is designated for alternate driver/passengers on

SignUp.com. **Only alternates wishing to serve only as a Passenger should sign up for this spot.**

The van will be pre-checked by Steve Catching for all safety issues, tires, lights, seat belts, each day. There will be two logs to track daily van activity, one in the van and one at the Intake desk. The driver is to record mileage, number of guests, and time of departure on the van log. The Passenger will take that information and text it to the Intake Desk as the van departs along with the name of the driver.

Upon arrival at the destination the Passenger will text the SFC Intake desk with the arrival mileage, time and destination and also enter it on the log in the van. Upon departure, the desk will again be notified with the above information and the log in the van updated by the Passenger. The Village House Evening Shelter phone is (408) 807-3485. The Village House Day Center is (408) 250-7764.

Drivers will familiarize themselves with the emergency numbers should an equipment issue to the vehicle occur.

In the event of an in-transit emergency or medical event that precludes the authorized driver from operating the vehicle, the alternate Passenger should immediately call 911 for assistance and then call the intake desk or another authorized driver to come and move the vehicle. A roster of Authorized Drivers and their phone numbers will be in the vehicle at all times along with the Intake Desk contact information.

MEDICAL

Medical Services 10:30 PM - 5:00 AM

Debbie Casey - RN, is the Director for Medical Services. She has generated a medical bag/kit which will be stored on site. Medical Protocols are seen below.

Overnight, we will have An EMT trained or higher level of Medically Certified professional on site. Consult immediately with that identified person regarding any medical issues or emergencies.

When no trained medical staff are on site, confer with the Intake supervisor or call 911. All women that require any trip via ambulance are to be taken to Valley Medical Center (VMC).

Role and Responsibilities Saint Frances Cabrini Shelter Medical Volunteer

Overview

Saint Frances Cabrini will be hosting 15 homeless women for 28 consecutive nights, beginning on March 6, 2019. These ladies are considered "medically fragile". In other words, if they were to remain outside, it's unlikely that they'd survive. This can be due to a variety of reasons. For example, in the past one guest suffered from epilepsy; another came to us with asthma,

bronchitis, and pneumonia. In general, these ladies are stable and likely won't require much medical attention during their stay with us. However, since they are more fragile than most, and there may be a few minor medical incidents during their stay.

We believe it is prudent to have one medical professional present each night that the shelter is open in the event a redirect is required to an outside agency or facility.

Working Hours and Conditions

One medical volunteer will remain inside the shelter each night, between 10:30 PM and 5:30 AM. The Volunteer will currently be Certified and operates at the level of an EMT or above. A "shelter host" and/or a "shelter minister" will also be present during these hours. The medical volunteer will be provided a cot, linens, and blanket and may either sleep all night, or split the sleeping schedule with the shelter host/minister (at least one volunteer must be awake always, so sleeping arrangements can be negotiated each night between the host and the medical volunteer). In the event of a medical emergency, the host/minister will wake the medical volunteer.

The shelter will be equipped with a medical bag, which will reside under the medical volunteer's cot for easy access. The medical bag consists of gloves, CPR barrier, a blood pressure cuff, stethoscope, penlight, and basic first aid supplies (see below for a detailed list of all supplies).

Responsibilities

The primary responsibility of the medical volunteer is to provide an initial assessment and provide immediate support for any issues that may occur, as well as to make a judgement call so as not to needlessly overwhelm the system (e.g., are they in respiratory distress or having a panic attack?).

If the medical volunteer determines that one of the residents is experiencing a medical emergency, call 911 and provide basic medical support until help arrives. Our assistance will be limited to BLS only. No O2, Airways, AED, or meds (other than a few OTC meds) will be included in the bag nor should they be brought in!

First aid supplies are included in the bag for any general wound care that may be required.

Contents of the Medical Bag

The bag will contain the basics required to make an assessment, monitor vitals, perform CPR, and provide wound care. It is intended to deliver BLS care only. The bag will include the following contents:

2 Boxes of Gloves (1 Medium; 1 Large)

Goggles

2 - CPR Pocket Masks

Stethoscope

2 - BP Cuffs (1 Regular; 1 Large) 3 - Single-Dose Glucose Gel Tubes 2 Penlights

2 Trauma Sheers

Bactine

Box of Antibiotic Ointment (25 single-use packets)

Box of 2x2 Gauze Pads (100 sterile wrapped)

Box of 4x4 Gauze Pads (100 sterile wrapped)

2 Rolls of Transpore Tape

2 Rolls of Micropore Tape

Box of 3" Gauze Rolls (12 sterile wrapped)

6 - 3" Kerlix Rolls

6 - 2" Self-Adhesive Bandages

4 - 3" Elastic Bandages Box of Alcohol Prep Pads Box of Band-Aids

2 Bottles of NaCl o Advil

Tylenol

Tums

Zyrtec-D

SECURITY VOLUNTEER BRIEFING DOCUMENT

Security Morning Shift 6:45 AM - 8:00 AM – Monday Through Friday Only

Security Evening Shift 6:30 PM - 9:00 PM – Sunday Through Saturday

The following briefing document will be given to each security volunteer crew along with their vests and radios when they check in for their assignments.

St Frances Cabrini Helping Others Program Security Volunteers Duties

The purpose of the security volunteer activity is to provide a safe and secure arrival and departure environment for our guests as well as at the same time securing the interests of the school and parish during the duration of this project.

Security volunteers should keep in mind that the persons residing at the parish center are our guests and the parish wants to convey a welcoming feeling to them, Volunteers are encouraged to be friendly, hospitable and appropriate in their interaction with the guests.

Morning Shift 6:45 AM to 8:00 AM Monday Through Friday

1. Upon arrival the morning volunteer is to obtain a security vest radio and if needed, a flashlight from the parish center staff on duty.
2. The duty of the morning security volunteers is to escort the guests to either their own vehicles parked in the lot adjacent to the Parish Center, or to assist in their accessing van transportation provided by Parish Center staff, and finally to assist in the pedestrian exit of those who leave the property on foot Those leaving on foot via the Woodard Ave side should be escorted to the parking lot exit near the priest's quarters. Those leaving via the Camden Avenue side should exit from the driveway near the gym.
3. Keep in mind that the school parents begin dropping off their children for daycare via the Woodard Avenue entrance at 7:00 am. The daycare is accessed via the south entrance of the primary wing. Parents park both on the Woodard Ave and in the marked spaces in front of the primary wing of the school. Security volunteers should always be with the guests and escort them directly to the exits upon leaving the parish center. Security personnel should not allow any interaction with the children or lingering near the school buildings.
4. In the event of minor questions or difficulties involving the guests, notify the staff at the parish center If a 911 call is required because of a major emergency, in lieu of a cell phone call, the landline telephone in the parish center should be used to call.
5. The issued radios, with operating instructions included, are for the purpose of communicating between security personnel and the parish center staff as needed.

Evening Shift 6:30 PM to 9:00 PM Sunday Through Saturday

1. Upon arrival volunteers are to obtain a security vest radio and if needed, a flashlight from the parish center staff on duty
2. The guests have a formal arrival time of 7:00 pm but some will come early via personal transportation, church provided van or pedestrian access via Woodard Ave or Camden Ave.
3. Security volunteers should ensure that those who arrive on foot through the gates as well as those who arrive by the other modes of transportation go straight to the Parish Center These guests should be escorted to the Parish Center by volunteers
4. There will be various night time activities involving the parish and school at the gym, the school buildings and Kelly and Essig Halls. The guests are not to be allowed to delay and interact in any of these activities which more than likely involve the schoolchildren.

5. In the event of minor questions or difficulties involving the guests, notify the staff at the parish center. If a 911 call is required because of a major emergency, in lieu of a cell phone call, the landline telephone in the Parish Center should be used.
6. The issued radios, with operating instructions included, are for the purpose of communicating between security personnel and the parish center staff as needed.

Communications All Shifts

All Security volunteers will be assigned Radios. Instructions on how to operate the radios are below.



Talk button on left side

Radio Instructions

1. To turn on; press and hold “mode” button for two seconds
2. To turn off; press and hold “mode” button for two seconds
3. To talk; press and hold talk button on upper left side. **To listen to response release talk button.**
4. Everyone should be on the same channel (channel 8 for now). Use the channel selector button to change main channels. To change to a sub channel (there are 38 for each main channel) press the mode button once then use the channel toggle to choose a sub channel and then press the lock button next to the mode button once to lock the channel and sub channel in.
5. The call button is not necessary
6. Use volume button to adjust volume

At the end of your shift, turn off the radio and put back in security box.

Two cell phones will be established at the intake desk, one for the guests to call in, and one for volunteers to call in.

Two security staff will patrol the facility perimeter each evening; one will patrol the facility perimeter each morning.

Security staff will be familiar with the facility layout, and direct/escort the guests to and from the property each morning and evening

Security staff will wear orange vests to identify themselves, and be equipped with radios which will connect to the intake desk

CONTACT TELEMARKETING

Contact Volunteer Telemarketer 7:00 PM - 8:30 PM

One individual per night will be provided a list of the following day's volunteers and asked to contact each one and remind those individuals of their commitment to serve.

The Telemarketer will also verify Volunteers have complied with the prerequisites to serve and remind Volunteers that they must fulfill all requirements prior to arriving for their tour. **All Prerequisites can be found at <http://bit.ly/2B2AZgY>.**

This can be done from home or at the Parish Center. If individuals contacted can no longer be present for their upcoming spot, Telemarketer is to contact the Intake Desk Coordinator who will attempt to fill the opening by referencing the directory of Volunteers found in a binder at the Intake Desk and contacting individuals who have agreed to serve in a similar capacity for the new opening.

EMERGENCY PLAN

Volunteers will be required to familiarize themselves with emergency plans, procedures and evacuation procedures.

Parish Address

St. Frances Cabrini Parish Shelter Program

15333 Woodard Road San Jose 95124

Main responding San Jose Fire Units will come from Hillsdale Ave and Ross. They will always enter on the Woodard Ave entrance.

SFC is in County Jurisdiction, so the Sheriff's Office should be called in case of emergency.

The land line to be used is in the Parish Office and is **located on the desk of Sue Butler**. The office door will be closed but remain unlocked.

The four-week shelter program will house 15 women in the Parish Center.

All sleeping areas have smoke/fire alarms, and carbon monoxide detectors. Fire extinguishers are in the Main Hallways on the first and second floor.

A fire extinguisher is in the Kitchen area.

All volunteers will be equipped with Flashlights.

Eight women will be housed in two rooms on the first floor. They will be in the Living Room and Garden Room.

In case of fire or emergency, women in the Living Room are to be evacuated out the sliding door to the Rose Garden area. There is egress from the Rose Garden area to the parking lot via an unlocked gate. Diagram is attached and posted in the Living Room and First Floor Hallway. They may also be evacuated via the main hallway either to the rear exit of the main hallway, exit via the kitchen to the laundry area, or via the main hallway to the front door of the Parish Center near the Parish Office.

In case of emergency the two women located in the Garden room are to be evacuated either out the back door of the main hallway or via the kitchen out to the laundry room, where they can exit to the side door of the building. They may also be evacuated out the main hallway towards the main exit door located near the Parish Office front entrance.

Diagram is seen above and posted in the Garden Room and Hallway.

Second Floor

Three women will be housed in the Library located at the top of the stairs located off the main hallway. In case of emergency women can be evacuated via the stairway located directly next to this room, out the main hall to the main entrance to the Parish Center. They may also be evacuated via the rear door of the main floor,

They may also be evacuated out the rear door of the main floor on the second floor. Emergency routes posted in this room and the second-floor hallway.

Four women will be housed in the "Counting Room", located towards the rear of the second-floor main hallway. Evacuation from the Counting Room can be accessed via the main hallway to the exit located at the rear of the second floor, or via the main hallway to the stairs located at the front of the second-floor hallway, via the stairs to the main level and towards the main entrance to the Parish Center. Emergency routes will be posted in this room and the second-floor hallway.

Any fire or natural disaster should result in immediate evacuation. Any injuries, illnesses suffered during such an event should be handled via 911. Please note this is County Jurisdiction so Police response will be the Sheriff's Office.

DONATIONS

If you would like to contribute to the SFC Helping Others 2019 Village House program, please make checks out to St. Frances Cabrini Parish and enter on the note line: SFC Helping Others 2019 Village House. Thank you for your generosity!