

## Overnight Shift 9:00 pm – 5:30am

### Keys

Keys are marked for ease of use:

- ❖ **Red** - Room 8 Hospitality Room, Kitchen, Kitchen supply closets, Case manager workroom
- ❖ **Blue** - Gym supply closet, Laundry room, Outside courtyard, Room 10 supply room(Janitor's Closet), Men's bath supply closet
- ❖ **Yellow** - Front door Small
- ❖ **brass keys** are for bathroom dispensers and trashcans

### First Steps

- Signing in: You can sign in on the counter by the check-in table. Also, enter volunteer hours on sign in sheet (every time you volunteer).
- Complete or turn in confidentiality forms (1x per year).
- Make a nametag with your first name on it.
- Review the Log Book and notes from Task Force or prior shifts. This is also on the counter near the check-in table.
- Obtain keys from the previous shift volunteers.
- Turn off all lights not in use including, gym, hallway near gym, entrance area, TV area (if not done by the previous shift).
- Slightly prop rearmost door of gym open for access, close other gym doors. (if not done by the previous shift).

*Note: Share staff will leave between 9:30pm and 10:00pm*

### 10:30 pm – 2:00 am

- Set up table and seating in back end of entrance area in clear view of both restrooms.
- Using gloves collect towels from showers hampers and do laundry. See Laundry tips in washer/dryer area. Laundry is in room 12 across hall from kitchen entrance.
- Continue Fire Safety patrols. Be sure to check all bathrooms each hour. Announce before then check.
- Check sleeping area to verify all guests present (shoes off, please), all outside doors locked (push on them) and all hallways unoccupied.
- Volunteers should remain near the entrance area, unless patrolling, cleaning, or making lunches. There must always be at least one volunteer at the station.
- Check toilet paper and paper towels in restrooms and refill from supplies in men's restroom storage closet. Remain alert and available to assist guests. Feel free to make coffee. Coffee maker is under front entry cabinet labeled WHO. Extra coffee supplies are in kitchen. There is an internet code for wireless access on WHO bulletin board down hallway.

### 2:00 am

- Set up a "grab and go" breakfast in the entry area for early departures.

- Review early wake up list as noted on bed list

**4:00 am – 5:30 am**

- Wake up people who have requested an early wake up call.
- Give early wake up people a walking breakfast (granola bar or fruit)

**3:00am & 5:30 am**

- Wait for the morning volunteers to arrive at the front door.
- Fill out log book with any items needed or incidents of note.
- Brief the volunteers on issues, special needs or requests (i.e. early wake-ups still pending, bag lunch requests).
- Give the morning shift volunteers the log book, fire log and keys.
- Give unfamiliar volunteers a brief tour of the facility.

Overnight volunteers depart. Thank you for your service!! NOTE: Any guests who are early risers may sit in the front lobby, quietly. Volunteers will not provide any snacks and be sure noise level is low. If guests are noisy after they wake up they will be asked to leave. No guests are permitted to stay up all night.

NOTE: No guests are allowed in during any shift in which there is not a Share case manager.

NOTE: If a guest leaves the building they are not allowed to return to the shelter at any point that night.