**WINTER NIGHT SHELTER 2019 DETAILED NIGHTLY TIMETABLE**

|  |  |  |  |
| --- | --- | --- | --- |
| Shift | Time |  | Who |
| **Evening** | 5.30 pm  6.00 pm | * Set up check-in area at entrance (table, sign-in folder, log book, name badges, pens)   **Log book must not be accessed by guests**   * Volunteers arrive, sign in and put ID badge into volunteer lanyard (first name only) * Venue Coordinator goes through Health and Safety checklist, briefs volunteers, prayer and assigns tasks   **If guests arrive before this has been completed, they will need to wait outside**   * Stable One Project Coordinator hands over to Venue Coordinator inc. Shelter phone * Book in guests as they arrive and assign a volunteer to each guest * Volunteers to take care of guest – provide hot drink, orient them to building (toilets, out of bounds/smoking areas etc), help set up their bed together. (Guests who have stayed before will have a bag with their name on. New guests will need a ‘clean pack’ from trailer). Check if they need toiletries, new towel, extra pillow etc? * Prepare meal * Set tables * Put out drinks * Get toiletries, towels, ‘welcome’ banner, games, electrical items (heaters/lights) from trailer * Set up beds. Use chairs or pews to divide into ‘bedrooms’ (do not use high dividing partitions so that guests can easily be observed). Identify area for women and younger guests near to door. Each bed should have sheet, pillows x 2, pillow cases, 1 doona, 1 doona cover, 1 blanket, towel, face washer. * Set up lamps/night lights * Make sure smoking zone has bucket for cigarette butts. | VC  All Vols  VC  PC/VC  VC  SW  Cooks  SW  SW  SW  SW  SW  SW |
| 7.00 pm | * Deadline for guests to book in (notify Project Facilitator of guests who don’t attend. They may arrange for someone on a waiting list to take the bed). * Guests seated for meal, welcome, notices & grace (may be earlier if meal ready early) * Meal served (volunteers to eat with guests) | VC  VC  Cooks/SW |
| 8.00-  10.00 pm | * Ask for guests to volunteer to help with dishes/clear and wipe tables * Put out board games/puzzles/cards etc * Put out drinks and cookies/cake/slice available * Guests can chill, chat, play games, sleep, shower/wash, read etc. * If a church wishes, they can offer a ‘spiritual activity’ eg. devotions, prayers, video that guests can opt in to. * VC debriefs team (ask for feedback on night, check on volunteer experience, particularly new vols) * Volunteers sign out and leave lanyards. * Record any remarks about the evening in the Log Book. Be sure incident report forms have been completed. | VC  SW  SW  VC/Pastor  VC/SW  VC/SW  VC |
| **Overnight** | 10.00 pm | * Shift change over. Venue Coordinator briefs shift leader on guests and any incidents/issues to be aware of. * Shift leader completes Health and Safety Checklist and orients any new volunteers to the building. * Volunteers sign in and wear lanyards with ID cards in. * Volunteers agree who is Shift Leader and sleeping roster. * Last cigarette and doors locked. | VC  SL/SW  SW |
| 11.00 pm | * Lights Out (guests who have already gone to bed, may request this to be earlier) * Turn on night lights in sleeping areas if needed. * Turn on lamps (2 on trailer yellow box) in areas which are still accessible ie. if someone can’t sleep and wants to sit up to read, chat, get a drink etc. (If light disturbance not an issue, leave main lights on) * Check bathrooms for cleanliness, restocking of toilet paper etc * Two Shift Workers to be awake, while the other sleeps. If guests cannot be easily seen, check on them occasionally. | SL  SW  SW  SW  SW |
| 6.30 am | * Write remarks about overnight shift in the Log Book. Be sure incident report forms have been completed. * Volunteers sign out and leave lanyards. | SL  SL/SWs |
| **Breakfast** | 7.00 am | * Unlock Doors * Shift Change and briefing (handover any keys, logbook with guest names and numbers, remarks, complete Health and Safety Checklist) * Volunteers sign in and wear ID card in volunteer lanyard. * Put out breakfast items (cereal, milk, bread, toasters, spreads, drinks, fruit) | SL  SW  SW |
| 7.30 | * Wake guests who are still sleeping (not by touching them) * Pack up bedding. Guests who are booked in for the next night do not need their sheets washed each day. Put sheets, pillow cases and doona into a bag with a label with guest name on * Collect bedding which needs to be laundered (ie. last night for guest/dirty) * Help guests to pack down stretcher bed and ask them to carry it to the trailer. * Pack up lamps and night lights, extension cables etc into yellow plastic box | SL/SW  and Guests |
| 7.45 am | * Guests can wash and get breakfast. * Offer for guests to take sandwich, fruit, snacks for lunch. * Guests or volunteers can wash breakfast dishes * Record names of guests who wish to book in for the next night and pass on to Project Facilitator. * Ask guests who are not returning to fill out feedback form. | Guests  SW  SW/Guests  SL  SL/SW |
| 8.30-  9.00 am | * Guests sign out and leave. * Clean (vacuum if necessary) and final pack-up of trailer. * Check the toilets and smoking area for clean-up * Write remarks in Log Book & ensure incident reports complete. Hand over Phone/Log Book and brief SO Coordinator/Deputy. * Volunteers sign out and leave lanyards. | Guests  SL/SW  SL  SL  SL/SWs |