



Mission Statement

The mission of ESP is to provide shelter, a hot meal, and compassionate interaction to individuals and families experiencing homelessness on severe weather nights through a partnership of Evergreen area agencies, faith organizations and community members.

Table of Contents

I. Guidelines and Suggestions for Volunteer/Guest Interaction	2
II. Operational Overview	3
III. Roles & Responsibilities	9
IV. Activating the Shelter Process (updated 8/17)	17
V. ESP Phone Script	20
VI. Universal Precautions and Medications	21
VII. Host Site Volunteer Setup Checklist	22
VIII. Host Site Volunteer Check-Out Checklist	23
IX. Guest Roster	24
X. Volunteer Roster	25
XI. Host Site Chore Guest Sign-up Sheet – can be modified for each site	26
XII. Emergency & Contact Numbers	27
XIII. ESP Incident Report	30
XV. ESP Supply Inventory List	32
XVI. TREATMENT OF LICE AND BEDBUGS	34
XVII. Emergency Shelter Program Volunteer Application & Registration 2017-2018	36
ESP Authorization to Release/Obtain CBI	37
XVIII. ESP Consent Waiver – Children Under 16	38
XIX. ESP Consent Waiver – Children 16-18	39
XX. ESP Authorization Audio/Photo/Video Media Release Form	40
XXI. ESP Host Site Rules	41
XXII. Evergreen Fire/Rescue	42
XXIII. Bergen Park Church Emergency Evacuation Plan	45
XXIV. Congregation Beth Evergreen Emergency Evacuation Plan	46
XXV. Evergreen Lutheran Church Emergency Evacuation Plan	47
XXVI. Church of the Transfiguration/Douglas Hall Emergency Evacuation Plan	48
XXVII. Christ the King / Emergency Evacuation Plan	49

I. Guidelines and Suggestions for Volunteer/Guest Interaction

Volunteers are the backbone of this program serving individuals experiencing homelessness in our community. Without volunteers we would not be able to provide this life-saving shelter opportunity.

- ★ We are so fortunate to be able to be part of this initiative and be present to these individuals who have fallen upon hard times and do not have access to affordable housing. Some of them are new to this life of homelessness and some are veterans of this way of life. Their ages, backgrounds, the cities and states they come from vary, as do their life experience and their vision of their future.
- ★ Many of these people have been traumatized, marginalized, hurt and injured physically, mentally and emotionally. Their ability to survive is astounding. Some of their stories may be difficult for you to hear. Some of their stories may not be true.
- ★ Your time as a volunteer is about being a responsible presence while enforcing the rules with caring and grace. Our goal is to create a warm and safe place for men, and women and children who may not have a safe place to spend the night.
- ★ You are asked to be present moment to moment with an open heart, open eyes, patience, interest and willingness to listen to their stories without prodding and intrusion. This is not a time to share the details of your personal stories or burden our guests with your pain.
- ★ Be present without acting on any agenda, cause, or judgment. You are there to provide a safe place. If, while doing so, a guest asks about your faith, share with him/her. If not asked, please do not share information about your own faith.
- ★ Be respectful of personal space, yours and theirs. You are not there to accept or enable inappropriate behavior towards other guests or towards volunteers.
- ★ Your time can be spent talking about their day, movies and things that they might be interested in. Always try to protect their option to be quiet, left alone and have their own sense of privacy. Pay attention and do not invade their space, if they seem to not want company. And encourage guests to respect each other's space.
- ★ Remember you are not their therapists or their social workers. You are there as someone to sit, listen, laugh, hold their space, appropriately interact, show care and interest, and restore a sense of their own dignity.
- ★ For our Family guests, be aware that it can be extremely traumatic for children. Volunteers are encouraged to interact with children via reading, games and coloring books if appropriate, check with parent first.
- ★ Know that sometimes stories shared can be deeply painful. Try not to carry that pain with you. Be aware of your feelings as a result of hearing their stories. If you must talk to someone immediately, do so with another member of your volunteer team. If it can wait, call your Pastor/Rabbi to share strong emotions and feelings that come about from volunteering.
- ★ Remember to maintain confidentiality regarding any information about our guests. If you should meet a guest outside of the shelter please do not approach or initiate conversation with that guest. If the guest approaches you, feel free to engage in a friendly conversation. If the guest pursues the conversation beyond chit/chat, refer them back to EChO staff. Do not give info about guests to anyone outside ESP.
- ★ Volunteers are not to offer guests money, personal services, jobs, personal phone numbers or rides in their personal vehicles.
- ★ Allow parents to discipline their own children, and if necessary remind the parents and ask gently to enforce the rules with their children.
- ★ If you have any concerns please contact the ESP Director and/or complete an Incident Report.
- ★ No photography of guests without signed consent. No photography of children.

II. Operational Overview

Before you come to experience your first Shelter night, we want to give you a brief description of how we work and what you can expect. (Please see the Volunteer Job descriptions for a more complete description). Carefully read through and be familiar with this Handbook, especially this Operational Overview, and the Roles and Responsibilities of your volunteer position (see table of contents)

Prior to the Shelter opening:

- Each host site is on call for 1 week of the month.
- The host site will be available seven nights, Monday through Sunday, if the weather is forecasted to be below 20 degrees.
- For consistency, the Site Coordinator of the host site is the ultimate point person for all nights hosted at that location.
- Each week the ESP Director will send out a SignUpGenius the week prior to the shelter being open asking for volunteers.
- Each night all volunteers that have signed up to volunteer are asked to call the ESP hotline 720-598-2653 (COLD) after 12:00 noon each day to determine whether the shelter is open. If by 5PM the shelter does not open, the SignUpGenius will be sent out again indicating that the shelter is not open and that the volunteers should not arrive for their shifts.
- Each night there will be a volunteer crew consisting of one (1) Team Leader, two (2) Evening Hosts, two (2) Overnight Hosts, one (1) Kitchen/Dining/Coordinator, and one (1) Kitchen/Dining Host. The first round of volunteers will arrive at 5:45 PM and the guests should arrive by 6:30 PM. Guests will leave the following morning at 6:00 AM Monday-Friday and 7:00 AM Saturday-Sunday. Refer to the Volunteer Roles and Responsibilities for specific schedule information.
- All of our guests have been screened by EChO, including a background check, to make sure they are a good fit for ESP. They are screened a second time at the pick-up site to assess their fitness to shelter that particular night. We have a zero tolerance policy for intimidation, verbal abuse or threatening behavior of any kind. Team Leaders or other authorized volunteer will have guests removed from the Shelter setting if they are not in a good physical condition to stay on any given night.
- You may encounter some guests who are ill or under the influence of drugs or alcohol. This does not automatically exclude them from staying at the Shelter that night. This is a judgement call that will be made by the bus greeter.
- Consistency is one of the most important factors in helping our guests feel welcome and comfortable in our shelter setting. The processes detailed below will be followed each week at each Host Site.

Opening the Shelter:

Bus Transportation – transportation will be provided by RTD Call N Ride Monday-Friday, and Saturday evening, Saturday morning and Sunday morning and evening transportation will be provided by individual volunteers utilizing the EChO van. ESP discourages the use of private vehicles for transportation of guests to and from the shelter. Anyone who does so assumes their own liability.

- Bus Greeter will meet all guests at pick up location - the Evergreen Library at 6:00 PM and Walmart south entrance (by the garden center) at 6:20, then proceed to shelter by 6:30PM
- Guests must be able to get on and off vehicles under their own power, be able to communicate coherently, follow directions and be willing to comply with the rules of the shelter in order to board the provided transportation.
- If some of the guests are part of a family do everything possible to ensure that all family members can sit together.
- All personal possessions must fit on the lap of the guest being transported. No extra bags will be permitted on busses and vans in compliance with state and local transportation safety laws.
- Bus Greeter will check the registration list to ensure all guests are registered. If they are not registered they will be provided information on how to get registered and other emergency contacts. They will not be sheltered that night.
- While on the bus, the Bus Greeter will review with guests what to expect at check-in at the shelter.
- See Driver position under Roles and Responsibilities for specifics on using the EChO van for transportation of guests.

Volunteer Arrival at Site:

- Team Leader will check list of expected guests, to ensure that there is at least one male and one female overnight volunteer hosts for every 10 guests. Contact the back-up overnight host(s) as necessary.
- Guests will not be admitted to the building unless they arrive via the van/bus. Exceptions by Host Sites are allowed if prearranged.
- All volunteers must sign volunteer roster upon arrival to shelter, please include total number of hours volunteered at the end of shift
- Follow the setup procedures according to Host Site Specific Guidelines and follow Volunteer Setup Checklist.
- Secure all parts of the building in which the guests are not allowed to go.
- Put together bedroll bags made up of 1 cot, 1 mat, 2 fleece blankets, 1 bath towel/pillowcase, 1 hygiene kit and one wash cloth. Your team should have one bedroll, and cot for each person on the roster for the night. An extra blanket can be given upon request and if available.
- Set up the check in table. This includes: ESP Handbook, volunteer roster, guest roster, guest chore sheet, Set-up checklist and check-out checklist, incident reports, black plastic bags, duct tape, markers, bedroll bags, name tags.
- Set up tents for families if necessary and in accordance with Evergreen Fire Rescue requirements. Where possible all family members should share the same tent.
- Post the rules and expectations, which will be shared with guests.
- Review fire safety and emergency evacuation protocol of the host site.
- Make sure ESP phone is turned on and monitored

Guest Arrival at Site:

- Bus Greeter will remain outside until all guests have entered the shelter (Make sure no alcohol or other contraband is stashed outside the building for later use), then proceed to help assist Evening Host with the check-in process.
- All volunteers will meet the guests with a positive greeting and a warm smile.
- Guests will not be admitted to the building unless they arrive via the van/bus. Exceptions by host site or ESP Director are allowed if arrangements have been made in advance
- All guests must sign the guest roster including the names of children

Guest Check in:

- Volunteers provide labeled possession bags on a table in the check-in area for each guest
- When our guests arrive, all of them are greeted by name and welcomed to the host site.
- Then they put all of their personal possessions in a large bag with their name on it to be locked up for safe keeping for the night. This is an important safety step. CDC recommends a **Two Bag Policy** for prevention and mediation of undesirable transfer of bedbugs and other infestations to other individuals and/or building spaces
- This includes a separate possessions bag and bedroll bag for each guest, including separate bags for each family member. The two bags must never come into close proximity with each other.
- It also helps our guests feel like their possessions are safe from others that might try to steal something. It also means that they don't have access to their belongings, which could include alcohol, various drugs or weapons.
- When guests are part of a family each family member should have a separate bag. Our volunteers are a very important part of making sure this step is fulfilled by all of our guests in order to keep the shelter setting a safe one.
- For the safety of all, the following items are prohibited and could lead to a guest being banned from the shelter for the season if found on their person after check in:
 - Bottles containing any sort of liquid (except baby bottles and formula)
 - Illegal drugs of any type
 - Alcohol, Palcohol or Marijuana in any of its forms
 - Weapons
 - Pornography
- The only exceptions are as follows:
 - Overnight prescription medications (one dose)
 - Books and/or MP3 players with ear buds,
 - Computers & chargers
 - Cell phones & chargers
 - Cigarettes
 - For families the addition of these items are allowed: baby products, bottles, formula, diapers, wipes, change of clothing, homework items for school age children.
 - Guests will be provided with a clear, vinyl "stadium approved" bag to store items that they are allowed to keep in their possession overnight.

- Possession bags must be locked the in a storage room/closet for overnight security.
- The storage room/closet is never left unattended by a volunteer unless it is locked
- Guests are provided a hygiene kit for the week.
- Guests sign-up for evening or morning chores
- Once personal possessions are locked up for the night, our guests will be given a bagged bedroll, blankets, and hygiene supplies. Tents will be set-up for families in an area separate from single adults if possible.
- Parents or guardians must monitor the activities of their children at all times
- Separate sleeping areas are required for Men, Women and Families. Couples can sleep adjacent to one another if there is space. No Public displays of affection will be allowed. Cots are set up by volunteers to comply with Evergreen Fire Rescue regulations, see below for specifics. Whenever possible an entire family should share the same tent.
- Tent Set-up:
 1. When placing a tent in a room within a building it is critical that the tent does not block; overhead smoke / carbon monoxide detectors, exits, and fire sprinkler heads.
 2. Ensure tents do not come close to heat vents, steam pipes, electrical outlets, overhead lights or other potential sources of ignition. Recommended distance is a minimum of 42”.
 3. Tents should be made of fire resistant material.
 4. Tents must **not** contain a privacy component (no blocked windows or door flaps) so the tent shares the same atmosphere of the room it is in. This will allow the air in the tent to be detected for smoke and carbon monoxide.
 5. Tent square footage should not exceed 20% of the square footage of a room as that will drastically affect the fire sprinkler operation.
 6. Shelter will have two durable all purpose shears (EMT scissors) to facilitate emergency exit if the tent zipper should become stuck. Hosts will have them in their possession at all times.
 7. Maintain a 42" wide aisle or exit path from tent to exit door.
- **First versus subsequent nights:**
 - **First severe weather night of the week:**
 - New “possessions bags”, labeled with names, on the welcome table.
 - Cots and labeled bedroll bags are set up for the expected number of guests
 - Labeled Tents are set up for each family
 - Hygiene Kits
 - **Subsequent severe weather nights:**
 - Labeled empty possessions bags from previous nights are on the welcome table.
 - Labeled Bedroll bags and cots from earlier in the week will already be set out in sleeping areas to be claimed AFTER check-in.
 - Labeled Tents from earlier in the week set up in the Family sleeping areas to be claimed AFTER check-in

Dinner and Bedtime:

- Dining Coordinator & Dining Hosts prepare and serve meal (see volunteer roles for specifics).

- Start serving and eating dinner shortly after the first guest is through check-in and storage of their personal belongings has been completed.
- Dinner is served family style and volunteers should eat with the guests. Our goal is to help our guests feel loved and cared for. Dinner is the perfect opportunity for listening to stories and sharing encouragement. If families with children will be staying at the shelter engaging them with age appropriate activities (reading, games, coloring books, etc.) is recommended if appropriate.
- **Team Leader to Review Rules:** While guests are eating or as they finish, Team Leader or other designated volunteer will review rules so they know who is in charge.
 - Orient guests to space, sleeping area, bathrooms, etc., and off limit areas.
 - Review fire safety and emergency evacuation protocol for each host site and conduct fire drill.
 - Time in the bathroom will be limited to 10 minutes to accommodate all of our guests. Host sites will not be providing showers. Parents and/or guardians will monitor the bathroom use of all children: under the age of 13 parents must accompany children, 13 years + parents must be outside of bathroom door.
 - Parents or guardians must monitor the activities of their children at all times
 - Parents and/or guardians assume all responsibility and liability for their children.
 - Smoking inside the building is forbidden. Smoking in designated areas outside the building is allowed until 8:30 PM and after 5 AM. A limit of 5 people at a time. Give guest last cigarette warning at 8:30PM.
 - Guests that leave the building after checking in to the shelter and before 6 AM will not be allowed to return that night.
 - Zero tolerance for violence in actions, threats or words. A guest can be banned as a result of this kind of behavior.
 - Remind guests that they are encouraged to participate and make sure they all understand their chores.
 - If a guest elects to leave the shelter after checking in but before the normal end of service at 6:00 AM (Monday-Friday), and 7:00 AM (Saturday -Sunday), at the request of the guest, the host site Team Leader or his/her designate will contact the sheriff to coordinate transportation for the guest. If the guest does not make this request, the sheriff will not be notified, unless in the sole judgement of the host site team leader or designate, such leaving would place the guest or others in danger.
 - Games can be played after dinner if desired, but please respect guests if they choose to have quiet time.
- Overnight hosts should take care to introduce themselves to all our guests and assure them that there will be one of the staff available at all times to address any questions, concerns or issues that may occur during their stay at the shelter.
- Lights out by 9:00 PM.

Morning and Guest Check Out:

- Lights on at 5 AM (Monday-Friday), 6 AM (Saturday and Sunday)
- Make coffee
- Prepare morning To-Go breakfasts (if needed).

- Chores/clean-up accomplished by 6 AM (Monday-Friday), 7 AM (Saturday & Sunday). All guests are expected to help clean and return the building to business ready form each morning prior to boarding the bus/cars. Chores will be determined upon check in.
- Guests should pack up their bed rolls, blankets, towels and hygiene kits in their labeled bag for storage until the next shelter night. Cots packed up and returned to storage. Tents packed up and returned to storage.
- **If no additional shelter nights are anticipated or it is a Monday morning**, the following procedure is followed:
 - Guests will wipe down sleeping mat and cots with antibacterial spray.
 - Guests will wipe down tent floor with antibacterial spray.
 - Guests will separate and prepare blankets and towels for laundering, placing them in large black plastic bags labeled Laundry.
 - Guests will help pack up and store cots and tents
- Guest's possessions will be returned to them just before they get on the bus and each must, in exchange, return their bedroll bag for storage until the next shelter night
- Guests will be given a "To-Go" breakfast bag.
- Prepared baby formula may be included as appropriate.
- Complete Host Site Check-Out Checklist, to make sure shelter is left as found.
- Leave Key, ESP phone and Handbook in pre-arranged location.

III. Roles & Responsibilities

Our Host Sites are: Church of the Transfiguration, Congregation Beth Evergreen, Bergen Park Church, Evergreen Lutheran Church and Christ the King Catholic Church

Our Supporting Sites are: Evergreen United Methodist, Evergreen Christian Church and The Sanctuary Evergreen

Our Partners include: AT HOME in Evergreen, Evergreen Christian Outreach (EChO), Evergreen Seniors' Resource Center (SRC), Jefferson County Sheriff's Department, Severe Weather Shelter Network of Lakewood and Littleton, Evergreen Rotary Club, and Handspun Warmth Project

Host Site Responsibilities:

- Appoint a Site Coordinator (see Volunteers Roles & Responsibilities) to be point of contact and to coordinate the use and safety of the space. The Site Coordinator is the point person for the coordination of all activities pertaining to the provision of emergency shelter services for a week at a time. Host site will decide if the shelter will be open for their "on call" weeks. Ensure the Site Coordinator has backup in case of illness or vacation.
- Attend all ESP Leadership Meetings.
- Stock necessary supplies for this program: sleeping mats, blankets and towels and all other required supplies.
- Appoint Team Leaders to recruit, organize and orient volunteers to help staff the shelter.
- Sign-up to be an on-call host site for approximately one week per month throughout the winter months.

AT HOME in Evergreen Responsibilities:

AT HOME in Evergreen, a Colorado non-profit organization, was created to help address a very real need in the Evergreen area for affordable housing for the local workforce. In conjunction with the greater Evergreen Community of Faith, AT HOME has established the ESP. To support this effort AT HOME will:

- Coordinate the development of this program with JEFFCO to ensure it meets all governmental rules and requirements,
- Oversee ESP and initially, provide a volunteer emergency shelter on-site point person for this program,
- Facilitate and oversee the communication to partnering organizations that the Emergency Shelter Program is going into effect and identify the period of time the program will be in effect,
- Schedule and chair all ESP Oversight Committee meetings.

Evergreen Christian Outreach (EChO) Responsibilities:

- EChO will screen and register all guests, and conduct annual background checks for ESP clients and record this information in the ESP data base.
- EChO will screen and register all volunteers, and conduct annual background checks for ESP volunteers (see volunteer application) and record this information in the ESP data base.
- Registration will be accomplished by applicants completing an application at EChO, completing a Colorado Bureau of Investigation (CBI) background check (one time per year) and signing a document indicating that they agree to abide by all the rules and regulations of ESP.
- For Families, all adults 18 years of age or older must complete a CBI background check.

- EChO will setup and maintain an automated telephone hotline announcing if the ESP shelter will be in operation on a daily basis, with information on how to register, and for guests to leave a message indicating if they will be attending the shelter on any given night.
- EChO will supply card/brochure that can be given to all ESP guests and/or potential guests with needed phone numbers and ESP contact information.
- EChO will provide and store emergency food stocks for this program.

ESP Director [Training Required]:

- 10 hours a week, employee of EChO
- Provides administrative and operational oversight of ESP.
- Coordinates with Host Site Coordinators and provides assistance as necessary.
- Coordinates all ESP sub-committees
- Recruit new Host and Support Sites (congregations)
- Coordinate roles of all Host Site Coordinators and Team Leaders, setting up meetings to facilitate communication and program consistency, provide support to Host Sites
- Attend ESP committee meetings
- Training
 - In coordination with Training Sub-Committee develop training tool for new volunteers
 - Conduct trainings for new volunteers
 - Develops educational tools (power point) for community education, promotion and recruitment of volunteers
- Ensure all materials are consistent across sites (program handbook, etc.), update as needed
- Coordination with RTD Call N Ride Bus and coordination with Transportation Committee
- Monitor budget
- Grant writing and monitoring if needed and time allows
- Coordinate and track community donations, send thank you notes
- Develop tool and track monthly statistics:
 - Volunteer hours
 - Donations
 - Numbers served
 - Number of shelter nights per season
- In coordination with Communication-Sub Committee develop marketing tools for potential guests, flyer, cards, etc.
- Set-up phone lines for ESP and refine process
- Monitor phone lines for ESP
- Register Guests -
 - Conduct background checks for all potential shelter guests
 - Keep updated list of all registered guest and update Site Coordinators or Team Leaders weekly on who is eligible for ESP Shelter
 - Orient potential guests to rules of program
 - Refer clients to other services as appropriate

Transportation - RTD Call & Ride bus & individual volunteers

Monday-Friday and Saturday nights:

- The RTD Call-N-Ride managed by the Seniors' Resource Center SRC will coordinate bus pick ups to and from the shelters and our pick up locations.
- Monday-Friday guests are picked up at the library (in driveway circle) 6PM and Walmart South Door by the garden center at 6:20 PM.
- Guests are transported back to the Evergreen Library and Walmart at 6AM Monday - Friday; Saturdays and Sundays at 7 AM
- There will be a volunteer Bus Greeter that will be waiting at the pick-up locations and will ride the bus or with individual volunteer drivers to the shelter location for that day
- EChO will provide fare passes for the guests when RTD Call-N-Ride bus is in operation.
- Two Host sites allow guests to park on location and avoid using the bus with prior approval. Evergreen Lutheran Church allows guests to park at the south lower lot; Bergen Park Church allows guests to park at the Bergen Park and Ride across the street.

Saturday morning and Sunday morning and evening:

Individual Drivers will be utilized to provide transportation to and from the pick up locations, utilizing the EChO van. ESP discourages the use of private vehicles for transportation of guests to and from the shelter. Anyone who does so assumes their own liability.

- Morning Drop off Saturdays and Sundays at 7 AM
- Sunday PM pick up at the library (in driveway circle) 6PM and Walmart South Door by the garden center at 6:20 PM.

EChO Van use:

- You must be 18 yrs of age or older
- Current licence
- No DUI convictions in past 5 years
- EChO Van will parked in the EChO parking lot at [27640 Highway 74, Evergreen, CO 80439](#)
- Keys are located in the locked box # 2, if facing building go on porch to left and just around the corner will be a locked box, labeled # 2. Lock Box code is: (call ESP Director for code)
- All Drivers must complete the EChO Van Trip Log, you can provide information on your Driver's License on the form or email a picture of your licence to esp@evergreenchristianoutreach. This is required for compliance with EChO's auto insurance.
- In case of emergency call Bear Creek Towing [303-674-6609](tel:303-674-6609) and contact Sharon Smith EChO Executive Director at 303-815-5384. Have car towed to OK Auto [30466 Bryant Dr, Evergreen, CO 80439](#)
- Car emergency kit will be in van at all times
- Gas card will be located in glove compartment if needed
- Return Keys to locked box

Host Site Coordinator [Training Required]:

- Each host congregation/site will have a Site Coordinator
- The Host Site Coordinator will meet regularly with ESP Director to ensure program consistency and communication and attend all ESP Leadership Team meetings
- The Host Site Coordinator of the host site in conjunction with the ESP Director will decide if and when the shelter is open during that site's on-call week. This will be determined 5 days prior to each site's assigned on-call week (Thursday of prior week)
- The Host Site Coordinator, upon determining that ESP is in effect, will notify all designated congregations, Team Leaders, the Jefferson County Sheriff, Evergreen Fire Rescue and other agencies, providing the name, address and telephone number of the Host Site (see shelter activation page for more details)
- The Host Site Coordinator will notify the organizations and/or individuals providing bus transportation (The RTD Call N Ride Bus (Monday Thru Friday and Saturday evening) and designated individuals providing transportation services (Saturday morning and Sunday AM & PM)
- The Host Site Coordinator will notify the Team Leader of the Host Site who will follow-up with volunteer recruitment on shelter weeks
- The Host Site Coordinator is responsible for confirming the stock and condition all supplies and materials needed – sleeping mats, blankets, towels, pillow cases, garbage bags and tape, hygiene kits, to-go breakfasts, cots, tents, cleaning supplies and other supplies as needed (see supply list)
- The Host Site Coordinator is responsible for facility, communicating its parameters for use of space to Team Leader
- The Host Site Coordinator will provide back-up for their responsibilities if they are not available on weeks that the shelter is active at their host site
- Site Coordinator will notify custodial services to alert the need to complete their cleaning by 6 PM

Team Leader(s) [Training Required]:

Host Site Team Leader – the Team Leader of congregations that are hosting shelters guests

*Support Team Leader – the Team Leader of congregations that are **not** hosting shelter guests, but that are supporting the congregations that do host*

- All congregations will designate a Team Leader(s) to assist with the coordination of volunteers. Team Leaders will be the point of contact for volunteers on their team and will oversee communication with its team of volunteers
- All Host Sites must have a backup Team Leader
- Host Site Team Leader will coordinate with Host Site Coordinator
- Support Team Leaders will coordinate with Host Site Team Leaders to assist in recruiting volunteers
- Host Site Team Leader will review and help manage the volunteer "Sign up Genius" and make calls if necessary to improve communication with and/or recruit volunteers
- Host Site Team Leader ensures there are enough volunteers to run the shelter each week
- Host Site Team Leader will confirm all volunteers before the scheduled volunteer shift
- Host Site Team Leader will orient, advise and train their team of volunteers on site
- Host Site Team Leader will arrive at the Host Site by 5:45 to open the building for the team to arrive and (guests arrive by 6:30PM)
- Set up Shelter by following setup checklist

- o Pull the team together by 6PM, give any special instructions received from the Site Coordinator, ensure all volunteers understand their responsibilities and rules of the shelter and initiate the setup process
- o Verify that all assigned volunteers are present and contact backup volunteers if needed
- o Give a brief orientation to guests as they are eating regarding general rules and lay out of the space, emergency evacuation protocol
- o Designate one volunteer each night that the shelter is in operation to be “in charge” of the facility during the overnight shift
- o With Site Coordinator, ensure that thermostats are set to hold for the night at 68 degrees
- o Ensure alarms are off if necessary
- o Team Leader or Evening Host/On site-point person is responsible for securing site, locking doors, etc
- Track volunteer hours and submit information to ESP Director
- Leaves shelter at 10PM after both Overnight Hosts arrive

Food Coordinator (1 person) [Training Not Required]:

- The Food coordinator will remind the food volunteers the shelter is in effect and work to cover all meals for the week the shelter is in operation
- The Food Coordinator will provide recipes and special instructions to food volunteers if needed
- The Signup Genius will list all items needed for meal including suggestions to guide food provision and quantities
- Food Coordinator will ensure that To-Go breakfast bags are available each shelter day by soliciting donations and/or coordinating with EChO Food Pantry to obtain items. Volunteers will assemble To-Go bags

Recommended Basic Shelter Night menu:

- o Crock pots of soup/stew (1 crock pot for every 10 people expected: guests and volunteers all inclusive)
- o Crackers or bread may be provided to accompany the crock pot dishes, but are not listed as a separate item.
- o 1 large bag of salad/dressing
- o Fresh Fruit (cuties, grapes and/or bananas)
- o Drinks, including milk

Food Volunteers [Training Not Required]:

Dinner - drop off meal by 5:45 PM

- Prepare dinner for guests (see note on SignUpGenius that will list how many guests to cook for)
- Label food with ingredients list, and reheat directions
- Use disposable cookware or label all personal items; crock pots are great too

Drinks - drop off drinks by 5:45 PM

- Provide hot and cold drinks for shelter *for week* (coffee, tea, Gatorade, bottled water)

★ [For Congregation Beth Evergreen](#) follow Kosher kitchen requirements: No pork or pork products such as bacon, No shellfish, no combining dairy and meat or poultry products in one meal (for example no beef lasagna or chicken and cheese enchiladas). If in doubt contact the Host Site Coordinator at CBE

Kitchen/Dining Coordinator (1 person) [Training Required]:

- This volunteer manages and coordinates the operations of the kitchen and dining room, when the shelter is in operation. Should be familiar with the congregation's kitchen
- Responsibilities include –
 - manages kitchen and dining area
 - organizes and directs other Kitchen/Dining Hosts
 - receives and prepares (re-heats) meals for shelter
 - directs and assists volunteers and guests to help with prep and set-up and clean-up of the kitchen and dining area
- Arrives by 5:45PM, stay until the dining/kitchen area is shut down for the night

Kitchen/Dining Hosts (1-2 people, depending on the number of guests) [Training Required]:

- Takes directions from Kitchen/Dining Coordinator
- Should arrive by 5:45 PM and stay until the dining/kitchen area is shut down for the night.
- Setup and cleanup of the kitchen and dining area with guest volunteers
 - arranges tables and chairs, buffet table, and all aspects of meal
 - cleans the dining area and kitchen after the meal has been finished, breaking down tables etc. (with the help of guest volunteer)
- Serves food

Evening Host/Bus greeter (1 person) [Training Required]:

- Review Operation Overview section II of ESP Handbook
- Meets guests at the bus at Evergreen Library at 6:00 PM (bus leaves first pickup location at 6PM) and proceed to Walmart by Garden center entrance for 2nd pick-up location, 6:20 PM.
- Confirms that all guests have been registered by EChO and are eligible for the shelter and if not, provides information on process of registration and assistance with immediate options (this needs to be defined)
- Decides if guests are appropriate for the shelter that night (coherent, capable of walking on own, capable of communicating properly)
- Travels by bus, or volunteer driver with guests to host site, while on the bus/car reviews the protocol for check-in once the guests arrive at the shelter
- Check in guests once at shelter – **follow Check In Checklist** (review check in procedure in Operational Overview section II.), assists guests in choosing chores, aids guests in the process of placing all their belongings in plastic bags and labeling it, and escorts guests to the locked room where their possessions will be stored for the night
- Monitors bathrooms after the check-in process is complete. Ensure families and singles are using bathrooms separately and that parents are monitoring children.
- Leaves Shelter at 8:30PM

Evening Host/On site-point person (1 person) [Training Required]:

- Coordinates with Team Leader and Site-Coordinator and acts as point person for shelter operation with Team Leader. Orients Overnight Host
- Arrives at 5:45 PM to the Host Site to prep the check in process. **Follow Check-in Checklist.** Organize check in table, name tags, bags, tape, and markers, cleaning supplies, etc. Set up cots and family tents as recommended by Evergreen Fire Rescue

- Arrange sets of sleeping items (1-2 bed rolls, 2 blankets, one towel, one pillowcase, one washcloth and hygiene kits to be distributed when guests arrive
- Greets guests at the door
- When guests arrive check in guests – follow Check In Checklist, (review check in procedure in Operational Overview section II.), assists guests in choosing chores, aids guests in the process of placing all their belongings in plastic bags and labeling it, and escorts guests to the locked room where their possessions will be stored for the night
- Monitors smoking area
- Upon leaving the shelter this host drives the bus greeter host back to their car at the original pick-up location - Library
- Prepares morning sack breakfasts with help of guest volunteer
- Monitor ESP phone and transfers phone to Overnight host upon leaving
- Leaves at 8:30 PM

Overnight Hosts (2 people) [Training Required; One Male And One Female Required]:

- One Overnight Host arrives at 8:30 PM
- 2nd Overnight Host arrives at 10:00 PM
- These volunteers will be staying all night. One person must be awake at all times. One host can sleep between 9PM-1:00AM and the other can sleep between 1:00AM -5:00AM (6AM Saturday & Sundays)
- Monitors space and guests
- One Overnight Host will be responsible for program oversight during the overnight shift, including all aspects of the program and building, building keys, reporting problems to the Site Coordinator, Team Leader and/or law enforcement if necessary, completing incident reports, and other forms, closing shelter in the morning and returning keys, paperwork and phone to the designated location.
- Prepare baby formula for the morning meal as required.
- Gives guests warning for last cigarettes and lights out
- Monitors ESP phone
- Turns lights off at 9PM
- Assists with morning wake-up and (hosts wake at 5 AM Monday-Friday; Saturday & Sunday 6AM. Wakes all guests at 5 AM, Monday-Friday, Sat & Sun. 6AM
- **Follows Check Out Checklist**
 - Makes coffee
 - Assists guests with putting away all sleeping pads, blankets, and towels in plastic bags and labeling with names for use the next shelter night; store cots and tents
 - If it is the last morning of the host congregation's shelter commitment, all linens will be placed in plastic bags and labeled "Laundry" for pick up by laundry volunteer; all sleeping pads need to be wiped down by guests with disinfectant and stored until the next shelter week
 - If there is soiled laundry notify Site Coordinator to arrange for Laundry Volunteer to pick up laundry
 - Monitoring clean-up of shelter, see check Out Checklist
 - Distribution of morning to-go-breakfasts
 - Distributes guests bags that have been locked up as they are leaving the shelter to board the bus
 - 6AM (M-F) and 7AM (Sat-Sun) gets guests on bus back to original meeting location (Evergreen Library or Walmart, Garden Center)
 - Return all supplies to designated storage area
 - Leaves shelter after guests leave shelter at 6AM (M-F) and 7AM (Sat-Sun) the following morning

Morning Volunteer (1-2 people, depending on number of registered guests) [Training Required]:

- Arrives at 5 AM (Monday-Friday), 6AM (Saturday & Sunday)
- Assist the Overnight Hosts with wake-up, clean-up including: **Follows Check-Out Checklist**
 - Helps wake all guests at 5 AM (Monday-Friday), 6AM (Saturday & Sunday)
 - Makes coffee
 - Assists guests with putting away all sleeping pads, blankets in plastic bags and labeling with names for use the next shelter night
 - If it is the last morning of the host congregations shelter commitment all linens need to be cleaned and will be placed in plastic bags and labeled "Laundry" for pick up by laundry volunteer; all sleeping pads, cots and tents need to be wiped down with disinfectant and stored until the next shelter week
 - If there is soiled laundry notify Site Coordinator to arrange for Laundry Volunteer to pick up laundry
 - Monitoring clean-up of shelter including sleeping areas (vacuum if needed), bathrooms (sinks, toilets, garbage), kitchen (counters, floor, garbage)
 - Distribution of morning snack packs or to-go breakfasts
 - Distributes guests bags that have been locked up as they are leaving the shelter to board the bus
 - Confirm all aspects of site are restored to their original state before leaving shelter
- Return all supplies to designated storage area

Laundry Person (1 person) [Training Not Required]:

- Picks up Laundry from congregation/shelter site on Monday morning after the shelter week is complete
- Washes blankets and towels following ESP laundry procedure
- Returns laundry to site within the week
- If laundry is soiled mid-week, picks up laundry and returns it the same day (if possible)
- See Laundry Instructions

IV. Activating the Shelter Process (updated 8/17)

THURSDAY

- Site Coordinator of the on-call shelter, in collaboration with the Program Director, checks the weather forecast and identifies which nights the shelter will likely be open the following week. (This is just a prediction and if the shelter is open will be decided on a daily basis). Use Weather Underground, Accuweather and NOAA as reliable sources.
- Program Director immediately develops Sign-Up-Genius for each of those nights to recruit volunteers and distributes a Signup-Genius link to all volunteers

THURSDAY & FRIDAY:

- EChO staff updates list of pre-registered guests on google docs or drive. That list will be referenced to ensure that those who leave messages to attend the shelter are pre-registered and screened. (All Site Coordinators and Team Leaders will need access google docs)

EACH MORNING, MONDAY THRU SUNDAY (before noon, as early as possible):

- Team Leaders monitor Sign-Up-Genius to make sure they have enough volunteers for the week and will follow up with emails and phone calls to other Team Leaders and/or volunteers to recruit more volunteers if needed. If needed, the Food Coordinator, Pat Korbel can be contacted for help with food volunteers. Team Leaders will confirm all volunteers before their shifts.
- Sign-Up-Genius log in: esp@evergreenchristianoutreach.org Password: esp80439. This account must be used to send messages to volunteers. You can monitor on your own account, but to send messages, you need to go to the account where the SignUpGenius originated.
- Site Coordinator and Team Leader
 - Decide if the shelter will be open that day (based on actual weather, checking overnight hours between 12AM-5AM, and if there are enough volunteers),
 - Update Google voice (see script on next page) leaving message to indicate if shelter is open or closed THAT DAY!
 - All Site Coordinators and Team Leaders will need access to google voice to update ESP voice message. Go to GMAIL and follow the following steps
 - i. Log In: esp@evergreenchristianoutreach.org Password: esp80439
 - ii. Go to top right hand of screen and click on square box of 9 dots
 - iii. Click on Voice icon
 - iv. Click on 3 dots on left side of screen
 - v. Click on Legacy Google Voice.

- vi. To change greeting while on voice go to Settings (gear icon on top right side of screen), then
- vii. Click on Voicemail on the top banner
- viii. Click on box labeled Record New Greeting.
- ix. After you click on Record New Greeting a box will pop up that is labeled New Greeting.
- x. Enter the name of your greeting which should be the date (for example 4/1/17 open or 4/1/17 closed).
- xi. Unclick the box "Make this my default greeting for callers"
- xii. Click the Continue button.
- xiii. Next box will show box labeled ESP phone, click connect & phone will ring (if you do not have the ESP phone or you prefer to use your own phone - go to settings, go to phone tab on the top banner, go to add your phone number, It will give you a code that you will need to verify your phone. Click connect and your phone will ring and then enter code. Now you can follow below steps (Xiv) to record your greeting. Please double check your greeting after it has been recorded as it has had some glitches.
- xiv. When you answer phone it will prompt you to record a new greeting. Follow the prompts carefully as you record greeting. Each day when you add a new greeting, delete prior day's greeting.
- xv. Always click on "save" on the bottom of the screen when you change the greeting!
- Notify partners listed below if the shelter is open (some require emails, some phone calls) - include in a group email or phone message the following information: Date, host site and address, ESP phone 720-498-8089, Director Phone 914-629-6057
 - i. Monday-Friday AM & PM & Saturday PM only - Seniors' Resource Center RTD bus - email ntzeng@SRCaging.org and call 303-674-2843.
 - ii. Saturday AM and Sundays AM & PM - Volunteer Driver, get email from sign up genius or volunteer roster.
 - iii. On Sunday nights, if we have guests the RTD bus must be called 303.944.5777 to schedule the Monday morning 6AM shelter pickup, leave message indicating shelter pickup with location, date and time.
 - iv. Evergreen Fire Rescue - CALL 303-674-3411 (required) and email, dispatchers@evergreenfirerescue.com, and fdearborn@evergreenfirerescue.com
 - v. Jeffco Sheriff dnelson@jeffco.us (Deb Nelson)
 - vi. Email ESP Director: Kaethe@evergreenchristianoutreach.org
 - vii. Other relevant parties, e.g. preschools if the shelter is open

EACH AFTERNOON, MONDAY THRU SUNDAY

- All volunteers signed up for shifts on the sign-up genius must call the shelter number 720-598-COLD (2653) after noon each day to see if the shelter is open.
- Site Coordinator
 - Checks Google voice between 4-5 PM to see how many guests are signed up for the shelter that night. If the shelter is at capacity, the voice message must be changed to indicate we are full for the night.
 - Updates google doc Guest Roster with list of names (only) of preregistered guests, placing a check by the name and date of each guest that is signed up for that night and what bus stop they will be picked up.
 - Inform the following of how many guests to expect and at which bus stops - Team Leaders, RTD bus 303-944-5777 or volunteer drivers from the SignUPGenius on (Saturday AM and Sunday AM & PM), and bus greeter (for bus greeter open volunteer roster in google docs or drive and send roster by clicking blue box on upper right hand corner of document that says SHARE and adding individual's email address. If there is confusion about bus stops or there is only one stop needed inform bus driver and/or bus greeter.
 - If more than one family has signed up for shelter, and multiple tents are required the Site Coordinator will contact other sites to acquire additional tents.
 - **If no guests have registered for the night by 4:15PM, the following must take place -**
 - the Site Coordinator, through the Sign-Up Genius (log-in, esp@evergreenchristianoutreach.org Password: esp80439), will send an email blast to all volunteers letting them know the shelter will not be in operation.
 - Monday - Friday AM & PM and Saturday PM, Notify the Seniors' Resource Center for the RTD by calling 303-674-2843 and email ntzeng@SRCaging.org and the RTD driver [303-944-5777](tel:303-944-5777)
 - Saturday AM & Sunday AM & PM, and the volunteers driver from the SignUpGenius indicating that ESP does need evening or morning transportation.
 - Evergreen Fire Rescue: fdearborn@evergreenfirerescue.com & call 303-674-3411
 - Jeffco Sheriff: dnelson@co.jefferson.co.us
 - ESP Director Kaethe@evergreenchristianoureach.org
 - Re-record the google voice stating, the date again and that no guests have registered for the night so the shelter will not be open.

Monday Morning

- Return ESP phone to EChO or next Site Coordinator
- Coordinate with laundry volunteer to have laundry picked up and returned to host site.

V. ESP Phone Script

You have reached the Emergency Shelter Program (ESP).

Today is: day & date, year

The shelter will be open tonight. **Or** The shelter will not be open tonight.

All guests must be preregistered to use the shelter. If you have not been pre-registered please do so by calling EChO Monday through Thursday from 10AM-4PM at 303-670-1796.

(If the shelter is open add this paragraph)

If you have already been pre-registered and wish to attend the shelter tonight, please leave your name, telephone number and today's date after the tone. The bus pick ups will be the Evergreen Library at 6PM and Walmart South entrance (by the garden center) at 6 :15PM for transportation to the shelter. Please let us know where you plan to catch the bus.

Thank you.

If the Shelter does not open because no guests have registered for the night (after initially stating that we will open) re-record the google voice greeting with the following

You have reached the Emergency Shelter Program. It is day, date, year. No guests have registered for the shelter for this evening and therefore the shelter will not be open. Volunteers do not report for your shift.

VI. Universal Precautions and Medications

Universal Precautions for volunteers:

- Wash your hands after sneezing, coughing, handling possessions bags or coming into contact with unknown substances.
- Always wear latex gloves when cleaning bathrooms or coming into contact with bodily fluids of any kind. Wash your hands after throwing away the gloves.
- Wear a facemask if you are experiencing a cold or other potentially contagious illness. Guests may also be asked to wear masks for the same reasons.
- Hand sanitizer may be used as a temporary step when washing hands is not immediately available.

Medications (over the counter and otherwise)

- ESP **never** offers or makes available medications of any kind to our guests.
 - We do not know what medications our guests may be taking and how over the counter medications may react with them.
 - We do not know what allergies our guests may have to various medications.
- Guests may access medications they have in their personal belongings with the assistance of a volunteer. This includes medication for children.

VII. Host Site Volunteer Setup Checklist

Complete the following to set-up the shelter. Check when complete
A. Before Guests Arrive - Set Up (5:30 - 6:30PM): Preparation for the Evening
<ul style="list-style-type: none"> --- Team Leader locate and turn on ESP phone --- All volunteers must sign volunteer roster and check out at end of shift --- Locate first aid kit & AED
<ul style="list-style-type: none"> --- Shovel snow to provide safe access to the entrance of the church. <u>Lightly</u> salt, if necessary
<ul style="list-style-type: none"> --- Secure the portions of the building that are off limits to the guests (see site specific guidelines)
Set up Welcome Table: <ul style="list-style-type: none"> --- plastic bags, permanent marker and masking tape to label guests possessions --- hygiene kits --- name tags --- Emergency box to include (flashlight, EMT shears, whistle if required, plastic gloves, face masks) --- Sign-up sheets (Volunteer Roster, Guest Roster, Guest Chore Sign Up Sheet, Set-up and and Check Out Checklists, Incident Report. --- Put out suggestion/comments box --- Locate First Aid kit., AED if available. Note we will <i>not</i> provide any over the counter medications
<ul style="list-style-type: none"> --- Locate cleaning supplies and have ready for use --- Ensure bathroom supplies are stocked (e.g., extra toilet paper, paper towels).
<ul style="list-style-type: none"> --- Review volunteer job description and be familiar with your role --- Check guest roster from previous night to see if there are any relevant notes --- Take out all sleeping supplies, cots, towels, pillow cases, blankets, and tents if families registered
<ul style="list-style-type: none"> --- Post provided signs sharing the rules and expectations
<ul style="list-style-type: none"> --- Team leader meets with volunteers before guests arrive to answer any questions and orient team --- Team Leader reviews site specific guidelines with volunteers (each site needs to have this available)
Bus greeters should have reviewed rules and allowable items - Allowable items - one dose prescription med, electronics, chargers, book, tabacco, family items Prohibited items - alcohol, illegal drugs, weapons, pornography, bedding, liquides, lighters, matches
B. Guest Arrival (6:30PM):
<ul style="list-style-type: none"> --- Check in all guests using shelter roster and give name TAGS --- Guests sign up for chores --- Guest store all personal items in bags and label and accompany host to storage room --- Guest get bedroll, hygiene kits and personal item clear tote bag
<ul style="list-style-type: none"> --- Lock and secure outside doors not utilized for the smoking area. Do NOT open doors for ANYONE who has not arrived on the van/bus. DO NOT LET WALK-UPS OR DRIVE-UPS IN THE BUILDING unless they received prior authorization
<ul style="list-style-type: none"> --- Serve meal (kitchen coordinator & dining host will set up dining area and heat and serve meal) --- TL reviews rules and evacuation procedures
C. After Dinner
<ul style="list-style-type: none"> --- 8:30 announce final smoke, Evening Hosts leave, 1 Overnight Host arrives, --- TL orients Overnight Host (review relevant evening notes, ensure all paperwork is with binder and OH is familiar with it, transfer phone and keys, ensure OH understands morning check-out procedures
<ul style="list-style-type: none"> --- 2nd Overnight Host arrives 10:00 pm, Team Leader leaves --- Lights out 9PM

VIII. Host Site Volunteer Check-Out Checklist

Make sure all items are complete before leaving shelter site- (some are guest chores, volunteers ensure that they have been completed)
Morning:
<ul style="list-style-type: none"> --- 5am (m-f); 6am (sat,sun); Provide coffee, tea --- Bedrolls bagged and return to storage --- Distribute breakfast --- complete chores (see guest chore sign up sheet) --- if last shelter night guests sanitize mats separate blankets and towels and put in labeled bag for laundry.
<ul style="list-style-type: none"> --- Clean Bathrooms: (guest chore) --- Wipe down Sinks and Counters --- Clean toilets inside and out --- Sweep or mop if needed
<p>Trash: (guest chore)</p> <ul style="list-style-type: none"> --- Empty all trash cans Kitchen, dining room, bathrooms, etc --- Bring garbage to dumpster (depending on site this is a guest or volunteer job)
<p>Dining room: (guest chore)</p> <ul style="list-style-type: none"> --- Wipe down tables and chairs --- Reset furniture as required --- Vacuum, sweep or mop if needed
<p>Kitchen:</p> <ul style="list-style-type: none"> --- Wipe down Sinks and Counters --- Label and put away all food --- Start dishwasher as required --- Mop floor if needed
<ul style="list-style-type: none"> --- Smoking Area: (guest chore) Empty cigarette can and return to original location
<ul style="list-style-type: none"> --- Wipe down sleeping pads, cots, tents and return to storage. (guest/host chore) --- Return guest sleeping pads, blankets, towels to labeled black bags and return to storage. --- When leaving shelter return guests personal belongings
<ul style="list-style-type: none"> --- Return and/or replenish supplies to storage and notify site coordinator if items need replacing
<ul style="list-style-type: none"> --- Bus departs 6am (M-F); 7am (Sat-Sun)
<ul style="list-style-type: none"> --- Make notes as appropriate on the guest roster to share information with the next team of volunteers. --- Make sure all volunteers completed volunteer roster, complete Incident Report if appropriate.
<ul style="list-style-type: none"> --- Store phone, Keys, Handbook and all forms in site specific designated location.
<ul style="list-style-type: none"> --- After bus has left, do a building walk through - Turn off lights, Restore heat as directed. Lock facility
<p>If an Incident Report has been completed return to the ESP Director as soon as possible within the same business day</p>
<p>If last shelter day make sure phone is transferred to next Site Coordinator by Monday Morning or drop off at EChO.</p>

XI. Host Site Chore Guest Sign-up Sheet – can be modified for each site

Guests can share chores

Chores	Guest name	Completed
Men's Bathroom: (1-2 guests) Wipe down Sinks and Counters Clean toilets inside and out Mop or sweep if necessary Empty trash	1. 2.	
Women's Bathroom: (1-2 guests) Wipe down Sinks and Counters Clean toilets inside and out Mop, sweep if necessary Empty trash	1. 2.	
Trash: Empty Kitchen, dining room trash cans, empty cigarette can and return to original location		
Dining room/sleeping area: Wipe down tables and chairs Reset furniture as required Sweep or mop as necessary		
Assist in returning all supplies to storage area		

XII. Emergency & Contact Numbers

HOST SITES

Church of the Transfiguration

Site Coordinator	Sara Gadeken Stephanie Park	sgadeken@aol.com stephaniepark911@gmail.com	201-600-4887 303-564-0210
Site Coordinator	Pat Maguruth Arwin Berry	magermom@gmail.com arwenberry@gmail.com	303 885 5114 303-679-1157
Team Leader	Jeni Warnken	jeniwarnken@hotmail.com	303-829-8909
Team Leader	Stephanie Park	Stephaniepark911@gmail.com	303-564-0210
Team Leader	Emil Gadeken	egadeken@aol.com	303-679-3050

Congregation Beth Evergreen

Site Coordinator	Leah Conner Lois Friedland	leah@bethevergreen.org, lfskitravel@earthlink.net	303-670-4294 303-6190551
Primary Team Leader	Kaethe Zellner	kaethe@evergreenchristianoutreach.org	914-629-6057
Back-up Team Leader	Kim Gold Diane Goldstein	kingold1477@gmail.com mtnmama59@gmail.com	303-803-5274 303-669-8106

Bergen Park Church

Site Coordinator	Joe Niemeyer	jb.niemeyer@gmail.com	303-521-2677
Primary Team Leader	Kristi Capps	kckristic@yahoo.com	303-332-4413
Back-up Team Leader	Miki Smith	ssmiki44@msn.com	303-589-4517

Evergreen Lutheran Church

Site Coordinator	Dave Kirberg Janet Anderson	drkirberg6010@gmail.com calliecoll@comcast.net	720 245 0551 303 842 2180
Primary Team Leader	Chuck Schueler	capact@aol.com	847-217-6486
Back-up Team Leader	Larry Patella	ljpatella@gmail.com	979-235-0500

Christ The King Catholic Church

Primary Team Leader			
Back-up Team Leader	Bud Madigan	budmadigan@aol.com	303-674-1869

Food

Food coordinator	Pat Korbel	pat.korbel@msn.com	303-681-8894
------------------	------------	--------------------	--------------

SUPPORT SITES

Evergreen Christian Church

Site Coordinator	Pastor Denny Whiteside	pilgrim.on.the.road.411@yahoo.com	303-674-3413
------------------	------------------------	-----------------------------------	--------------

The Sanctuary Evergreen (Independent, Evangelical)

Primary Team Leader	Kim Gold	kimgold1477@gmail.com	303-803-5274
---------------------	----------	-----------------------	--------------

Evergreen United Methodist Church (UM)

Primary Team Leader	Jeanne Ambrosier	rjambro@estreet.com	720-201-8725
---------------------	------------------	---------------------	--------------

Supporting Organizations

Transportation:

RTD Call N Ride at SRC Mon-Fri Sat PM only	Nancy Tzeng	ntzeng@SRCaging.org	720-236-1184
RTD Call-N-Ride	South Bus - Evening pick ups -303-944-5777	North Bus - Morning pick ups - 303-944-7474	

Other:

Rotary	Janet Heck-Doyle	jheckdoyle@aol.com	303-549-5368
At home in Evergreen	Rabbi Jamie Arnold	RabbiArnold@bethevergreen.org	303-670-4294
Severe Weather Shelter Network	Lynn Ann Huizingh	lynnann.swshelternetwork@gmail.com	720-515-9313

Law Enforcement:

JeffCo Sheriff's Office	Lt. Shawn Allen	sallen@jeffco.us	(303) 277-5418
-------------------------	-----------------	--	----------------

Evergreen Fire Rescue	Dan Hrouda	dhrouda@evergreenfirerescue.com	(303) 679-4428
-----------------------	------------	--	----------------

Evergreen Christian Outreach

Executive Director	Sharon Smith	sharon@evergreenchristianoutreach.org	303-670-1796 303-815-5384 (c)
ESP Director	Kaethe Zellner	kaethe@evergreenchristianoutreach.org	914-629-6057
Client Advocates	Chris Elmgreen	chris@evergreenchristianoutreach.org ;	303-670-1796

XIII. ESP Incident Report

Confidentiality

Access to this document is only to be granted to those with an Emergency Shelter Program need-to-know basis. This includes, but may not be limited to, EChO Client Services, ESP Program Director, Host Site Coordinators and Team Leaders.

Name of reporting person: _____ **Incident Date/Time:** _____

Name of person(s) involved in incident: _____

Location of incident: _____

Summary of incident (be specific): _____

Incident witnesses: _____

Incident reported to: _____

Date/time of notification: _____

How notified (form, phone, in person): _____

Action(s) taken: _____

Signature of reporting person: _____ **Date:** _____

XIV. Laundry Instructions

Laundering Instructions:

Please **wear the protective gloves** when handling dirty laundry as a precaution against potential bodily fluids or transmittable illnesses like colds and flu.

- Wash contents of bin in the hottest water (130 degrees F) to sanitize the items
- Dry all items thoroughly on High heat. Continue to run the dryer 20 minutes *after* blankets or towels are dry. This completes the sanitizing process.
- Wipe out the bin with a disinfectant type solution and dry thoroughly
- Line the bin with the plastic bag
- Replace all blankets neatly folded inside the plastic bag (towels should be folded in half, lengthwise and rolled)
- Once all items are returned to the bin, fold over the edges of the plastic bag and pop the lid onto the bin.
- Return the bin to church the next Sunday.

Keep instruction sheet inside this bin with the contents.

Thank you for your help in making our guests feel welcome each time they come.

XV. ESP Supply Inventory List

Date: _____

Return to Site Coordinator if supplies are needed

Kitchen supplies:	<i>Check if in stock</i>	<i>X if item is needed</i>	<i>Initials</i>
Decaffeinated Coffee (evenings) Regular coffee (mornings)			
Tea Bags (regular and herbal)			
Hot Chocolate packets			
Sugar packets			
Artificial Sweetener packets (Splenda)			
Coffee Creamer			
Paper towels			
Napkins			
Paper Plates			
Plastic Cutlery			
Insulated coffee cups with lids			
To Go brown lunch bags for breakfast			
Cleaning Supplies:			
Cleaning Equipment (mops, brooms, vacuum, etc)			
Toilet bowl cleaning wand heads, Clorox toilet bowl cleaner			
Tile Floor cleaner			
Clorox Anywhere cleaning solution for cleaning thermarest mats			
lysol spray for spraying cots			
Clear plastic bags/liners for bins			
Vinyl Protective Gloves (for handling human waste/fluids/cleaning and for laundry bins)			

Shelter Night Supplies:			
Reading light			
30 gallon Black plastic trash bags and ziplock bags & heavy duty twist ties			
Masking tape (for labeling bags)			
Black Sharpies			
Lighter for smoking area			
Hygiene kits			
Clean thermarest mats			
Clean Blankets, pillow cases			
Clean Towels, wash cloths			
Face Masks/Gloves			
Ear Plugs			
Bins for storage			
Small ziploc bags for medication			
Flashlights			
Shears for cutting open tent in emergency			
Clear tote bags for guests belongings			

XVI. TREATMENT OF LICE AND BEDBUGS

The common treatment for both types of lice and bedbugs is to dry in dryer for 20 minutes after clothing is dry.

Head Lice

Supplemental Measures: Head lice do not survive long if they fall off a person and cannot feed. You don't need to spend a lot of time or money on housecleaning activities. Follow these steps to help avoid re-infestation by lice that have recently fallen off the hair or crawled onto clothing or furniture.

1. Machine wash and dry clothing, bed linens, and other items that the infested person wore or used during the 2 days before treatment **using the hot water (130°F) laundry cycle and the high heat drying cycle.** Clothing and items that are not washable can be dry-cleaned

OR

sealed in a plastic bag and stored for 2 weeks.

2. Soak combs and brushes in hot water (at least 130°F) for 5–10 minutes.
3. Vacuum the floor and furniture, particularly where the infested person sat or lay. However, the risk of getting infested by a louse that has fallen onto a rug or carpet or furniture is very small. Head lice survive less than 1–2 days if they fall off a person and cannot feed; nits cannot hatch and usually die within a week if they are not kept at the same temperature as that found close to the human scalp. Spending much time and money on housecleaning activities is not necessary to avoid re-infestation by lice or nits that may have fallen off the head or crawled onto furniture or clothing.
4. Do not use fumigant sprays; they can be toxic if inhaled or absorbed through the skin.

Body Lice

A body lice infestation is treated by improving the personal hygiene of the infested person, including assuring a regular (at least weekly) change of clean clothes. Clothing, bedding, and towels used by the infested person should be **laundered using hot water (at least 130°F) and machine dried using the hot cycle.**

Sometimes the infested person also is treated with a pediculicide, a medicine that can kill lice; however, a pediculicide generally is not necessary if hygiene is maintained and items are laundered appropriately at least once a week. A pediculicide should be applied exactly as directed on the bottle or by your physician.

If you choose to treat, guidelines for the choice of the pediculicide are the same as for head lice.

Bed Bugs

- Consider **non-chemical methods** of killing bed bugs. Some will be more useful than others.
 - **Heat treatment using a clothes dryer on high heat**, black plastic bags in the sun or a hot, closed car (pest management professionals have other methods that are not suitable for non-trained individuals to use).
- Dry your clothes on high heat. It takes temperatures of 120 degrees Fahrenheit or higher to kill bedbugs, according to University of Kentucky entomologist Michael F. Potter. Dry your clothes for a few minutes to let the dryer heat up then continue to dry for at least 10 to 20 minutes.

- Place fabrics that **don't need to be washed straight into a hot dryer for 10 to 20 minutes**. Doing so kills bed bugs, eggs and nymphs. Avoid temperatures higher than 160 degrees Fahrenheit because they'll damage fabrics.

Read more : http://www.ehow.com/how_8241602_kill-bed-bugs-clothes-dryer.html

- Cold treatment can be successful in the home environment if the freezer is set to 0° F. **You must leave the items in the freezer at that temperature for four days.** (Always use a thermometer to check the temperature, since home freezers are not always set to 0°.)
- Reducing the numbers of bugs with these and other non-chemical methods is helpful, but is unlikely to entirely eliminate the infestation.
- **Desiccants (drying agents) can be particularly effective** in some situations since they work by drying out the bug (which means the bed bugs can't develop resistance to it).
 - If using desiccants, be sure to use only products registered as a pesticide.
 - Do not use pool or food-grade diatomaceous earth - this type of diatomaceous earth can harm you when you breathe it in. The pesticide version uses a different size of diatoms, which reduces the hazard.

XVII. Emergency Shelter Program Volunteer Application & Registration 2017-2018

Name: _____ Male _____ Female _____

Home Congregation or Organization affiliation: _____

Home Phone: _____ Cell: _____

Email Address: _____

Mailing Address: _____

Emergency Contact Name: _____ Phone(s): _____

How did you hear about ESP? _____

Have you completed ESP training? _____ Date: _____

Volunteer Participation:

ESP Host Site where I prefer to serve:

- Any of the above as needed
- Church of the Transfiguration
- Congregation Beth Evergreen
- Bergen Park Church
- Evergreen Lutheran Church
- Christ the King Catholic Church

Host Site Opportunities for which I am volunteering:

- ___ Team Leader (*training required*)
- ___ Evening Host (*training required*)
- ___ Overnight Host (*training required*)
- ___ Food serve/prep (*training required*)
- ___ Preparing Meals
- ___ Laundry support
- ___ Driving/Guest Transportation to shelters (please complete EChO driver form and provide copy of driver's licence)

I would be interested in volunteering on the following committees:

- ___ Fundraising Development Team
- ___ Volunteer Development Team
- ___ Training Team
- ___ Donations Team
- ___ Transportation Team
- ___ Marketing/Promotions/Communications
- ___ Food Team
- ___ Administrative Project support as available

Waiver of Liability:

By volunteering with ESP I am assuming the risks inherent in volunteering with a volunteer staffed organization and am releasing the ESP, its volunteers, officers and agents and any of its partner organizations from any liability for claims or lawsuits by the undersigned arising out of volunteering with this program.

By signing this waiver of liability, I understand that I release all of the property owners (private and county owned) from all liability and responsibility for any accidents, injuries, problems or any other unfortunate incidents that may occur during my volunteer participation with the ESP.

I have read and understood all of the aforementioned information. Any questions I had have been answered to my satisfaction. I am volunteering with the ESP of my own free choice.

Volunteer Signature: _____ **Date:** _____

Confidentiality Agreement:

I understand that it is an ethical obligation to respect the privacy of all guests, and to protect and maintain the confidentiality of all information that I learn about our guests, their family members and friends in the course of providing services to them, including their names. I agree to abide by this rule of confidentiality.

Volunteer Signature: _____ **Date:** _____

ESP Authorization to Release/Obtain CBI

Last Name: _____ First Name: _____ Middle Name: _____

Date of Birth: _____ State _____ Gender: _____ Male _____ Female

I authorize ESP to do a CBI records check. The results of this are confidential and will only be used to help determine someone's eligibility to volunteer with ESP. I understand that I may revoke my authorization at any time, except to the extent that action has already been taken in reliance on it, by informing the ESP in writing. Otherwise, my authorization is valid for one year following the date of my signature or until, date specified: I The purposes for which the information is to be used: Assessment for Volunteer compatibility in the ESP.

I understand that I may revoke my authorization at any time, except to the extent that action has already been taken in reliance on it, by informing the ESP in writing. Otherwise, my authorization is valid for one year following the date of my signature or until _____ (Date specified)

(Volunteer signature) Date Witness Date

REVOCAATION

(complete only if you would like to revoke this authorization)

I, _____, revoke this authorization effective _____.

(Volunteer signature)

Date

ESP invites you to make an optional \$10 contribution to offset the cost of your background check. Your check can be made payable to EChO. Mail to: EChO / ESP P.O. Box 1515, Evergreen, CO 80437-1515

XVIII. ESP Consent Waiver – Children Under 16

Please read and sign this form to acknowledge you have read and understand the information presented.

I understand my family will be volunteering in a shelter setting in which individuals experiencing homelessness are receiving overnight shelter. I have read and understood the attached description of services provided to the homeless community and the expectations for my volunteers.

I understand the Team Leader oversees and handles situations that may arise with the guests utilizing our procedures and guidelines designed to provide a safe place for both volunteers and guests to interact.

Volunteer families with children under the age of 16 are responsible to have visual contact with their children at all times. Children may not leave with any adult other than their parent or guardian. They will adhere to the following schedule:

- All volunteers arrive at the Host Site at 5:45 pm to help prepare the site for our guests arrival
- All volunteers are responsible to the Team Leader for their nightly assignments and interaction with our guests.
- Evening Host families will leave for home by 8:30 pm each shelter night in which they serve.
- Parents choosing to Overnight Host can not have children under 18 stay with them.

By participating as a volunteer family with ESP I understand my family is assuming the risks inherent in a volunteer staffed homeless shelter situation. I am releasing ESP its volunteers, officers and agents and any of its partner organizations from any liability for claims or lawsuits that may arise out of my family's participation as volunteers with ESP.

By signing this Informed Consent Waiver I understand that I release all of the property owners (private and county owned) from all liability and responsibility from accidents, injuries, problems or any other unfortunate incidents that may occur during his/her participation as a volunteer with the ESP.

Parent signature

Date

Parent signature

Date

XIX. ESP Consent Waiver – Children 16-18

Please read and sign this form to acknowledge you have read and understand the information presented.

I understand my child will be volunteering in a shelter setting in which individuals experiencing homelessness are receiving overnight shelter. I have read and understood the attached description of services provided to the homeless community and the expectations for my student.

Adult teams oversee and handle situations that may arise with the guests utilizing our procedures and guidelines designed to provide a safe place for both volunteers and guests to interact.

Teen volunteers are only allowed to serve as Kitchen helpers or Evening Hosts as the opportunity presents itself. They will adhere to the following schedule:

- All volunteers arrive at the Host Site at 5:45 pm to help prepare the site for our guests arrival
- All volunteers are responsible to the Team Leader for their nightly assignments and interaction with our guests.
- Teen Evening Hosts will leave for home by 8:30 pm each shelter night in which they serve.
 - The teen must let the Team Leader know they are leaving the building and be escorted to their car.

By allowing my student to participate as a volunteer with ESP I understand my student is assuming the risks inherent in a volunteer staffed homeless shelter situation. I am releasing ESP, its volunteers, officers and agents and any of its partner organizations from any liability for claims or lawsuits that may arise out of my student's participation as a volunteer with ESP.

By signing this Informed Consent Waiver I understand that I release all of the property owners (private and county owned) from all liability and responsibility from accidents, injuries, problems or any other unfortunate incidents that may occur during his/her participation as a volunteer with the ESP.

Parent signature

Date

Student signature

Date

XX. ESP Authorization Audio/Photo/Video Media Release Form

Emergency Shelter Program AUDIO/PHOTO/VIDEO MEDIA RELEASE FORM

I grant permission to the Emergency Shelter Program and its partners to use photographs and/or video and audio taken of me. These images may be used in educational and documentary materials such as Public Service Announcements, Grant Applications, Video Documentaries and both printed and online newsletters. Furthermore, I authorize the use of my image, likeness, and voice for all program promotion, materials, and any other purposes in connection with the program deemed appropriate and necessary by the Emergency Shelter Program. I hereby agree to release, defend, and hold harmless Emergency Shelter Program and its partners, including any firm publishing and/or distributing the finished product in whole or in part, whether on paper, via electronic media, or on Web sites, from any claim, damages, or liability arising from or related to the use of the photographs/video, including but not limited to any misuse, distortion, blurring, alteration, optical illusion, or use in composite form, either intentionally or otherwise, that may occur or be produced in taking, processing, reduction, or production of the finished product, its publication, or distribution.

I am 18 years of age or older and have read this release before signing below and fully understand the contents, meaning, and impact of this release. I understand that I am free to address any specific questions prior to signing and that I sign below as a knowing, voluntary and informed decision.

Print Name _____

Signature _____ Date _____

XXI. ESP Host Site Rules 2017 - 2018

Upon arrival, all guests must check-in all personal items, including any bottles, with or without liquid, and place them in the secure storage area.

Guests may keep the following items with them overnight:

- Cigarettes
- One dose of prescription medicine
- Books or an e-reader
- Cell phone and MP3 type devices with ear buds, laptops
- Families may keep baby related items: diapers, formula, bottles, wipes, etc
- School aged children may keep homework items

The following items are banned at all times:

- Weapons of any type, including pocket knives
 - Any alcohol or palcohol
 - Marijuana in any form, including edible marijuana and prescription marijuana
 - All other illegal drugs in any form
 - Pornography
 - If a guest arrives with any of these items, they **must** be placed in their personal items bag in the secured area. Refusal to do so will result in a call to the Jeffco Sheriff
-
- Violent, threatening, or intimidating behavior **of any kind will not be tolerated**. This type of behavior may result in being banned from the shelter for the season.
 - At check-in all guests will sign-up for an evening or morning chore before receiving their bedroll and going to the dinner area.
 - There will be separate, designated sleeping areas for men and women. Families will be provided a tent for sleeping. Couples will be allowed to sleep adjacent to one another, No public displays of affection - **no exceptions**.
 - Guests must remain in the designated shelter area.
 - There will be a designated smoking area that is visible from inside the shelter. Volunteers will provide a lighter for smokers to share. All smokers must be inside **no later than 8:45**.
 - Guests are asked to limit bathroom use to 10 minutes to respect other guest's needs. Parents must accompany children under the age of 13 to the bathroom. Parents must monitor the bathroom use of children over the age of 13. Families and singles will use the bathrooms separately.
 - **Lights out is 9:00 pm**. Guests may use a MP3 type device **with ear buds** as a sleep aid as long as it is not disruptive to other guests
 - If a guest elects to leave the shelter after checking in but before the normal end of service at 6:00 AM (Monday-Friday), and 7:00 AM (Saturday -Sunday), at the request of the guest, the host site team leader or his/her designate will contact the sheriff to coordinate transportation for the guest. If the guest does not make this request, the sheriff will not be notified, unless in the sole judgement of the host site team leader or designate, such leaving would place the guest or others in danger.
 - Lights on is 5:00am (M-F) 6:00am (Sat.-Sun.) Guests will return bedrolls to their bags, and if they signed up for morning chores, complete them.
 - Personal item bags will be returned to guests before the bus arrives at 5:00am (M-F) 6:00am (Sat-Sun).



XXII. Evergreen Fire/Rescue

1802 Bergen Parkway • Evergreen, Colorado 80439

Phone: 303-674-3145 • Fax: 303-674-8701

EMERGENCY SHELTER REQUIREMENTS

Definitions:

Emergency Shelter - A space within a commercial occupancy that is used for the purpose of housing humans for a period of time greater than 8 hours or that might involve periods of sleep.

Guest- A person who is capable of evacuating a building upon notification without assistance and is capable of self-preservation in an emergency.

Host – A person responsible for monitoring conditions within an emergency shelter. This person must be; 18 years of age, able to walk stairs and distances up to ¼ mile unassisted, able to hear without assistance, able to see well enough to drive, capable of carrying and using a portable fire extinguisher (10 lbs.), not under the influence of mind altering substances and currently awake, that is equipped with; local notification device, a functioning telephone and operating flashlight.

Exit Access- An aisle that is a minimum of 42” in width and leads directly to an exit.

Exit- A portion of the means of egress between exit access and exit discharge. No exit will require special knowledge or device to operate.

Exit Discharge- A path leading from exit to the public way that is; an all-weather surface suitable for walking, illuminated, free of obstacles and in inclement weather shoveled to a width of at least 32 inches.

Auxiliary Heater- A listed (UL or FM) electrical appliance used for the purpose of providing heat or additional heat to an occupied space. Must be a fluid filled radiant type that is placed and powered in accordance with manufacturer's requirements. Use of extension cords is NOT permitted.

Smoking- The consumption of any product by inhalation of smoke or vapors created by open flame or electronic device.
Smoking Area- A space outside the enclosure of a commercial property that is; void of any combustible material, equipped with a listed device for the extinguishment and disposal of ignited smoking materials, is a minimum of 20 feet from any entrance to a building, and a minimum of 10 feet from any combustible item (including vegetation). NOTE: The use of open flame devices to ignite smoking materials during periods of FIRE BAN (Designated by the County Sheriff or Fire Chief) will not be allowed.

Cooking- The preparation of food that requires heating any food product to a temperature greater than that of the ambient environment.

Fire Alarm System- A combination of listed appliances that has been designed, installed, tested, and maintained for the purpose of; detecting a fire or smoke condition, notifying building occupants of an alarm, and transmits the fire alarm to a

monitored dispatch center. The fire alarm must have had an inspection certifying the readiness of the system by a certified technician within the last 12 months.

Fire Sprinkler System- A combination of listed appliances that has been designed, installed, tested, maintained for the purpose of extinguishing a fire or discharging an extinguishment agent onto a fire automatically until Firefighters are notified and arrive to the fire condition. The fire sprinkler system must be connected to a fire alarm system. The fire sprinkler system must have had an inspection certifying the readiness of the system by a certified technician within the last 12 months.

Emergency Shelter Occupant Load- The number of guests allowed in a single commercial occupancy identified as an emergency shelter by the fire code official.

SHELTER HOST DUTIES

-A shelter host must:

Give preference to the opening of shelters at facilities with Automatic Fire Sprinkler Systems and Monitored Fire Alarm Systems.

Notify Evergreen Fire Rescue Communications Center (Non-Emergency Dispatcher) via telephone 303-674-3411 that the emergency shelter is being opened and report an accurate address for the shelter. One call per shelter site, please do not call in shelter information for sites the host will not be at in person.

Ensure the Emergency Shelter Occupant Load does not exceed 10 guests. Overages must be reported to Evergreen Fire Rescue immediately at (303) 674-3411

Hosts will conduct an Emergency Evacuation Drill with ALL guests prior to guests retiring for bed or sleep. Ensure ALL guests and hosts are familiar with the location and operation of ALL exits from the building. Identify the designated meeting place, outside the building, where ALL hosts and guests WILL report to in the event of an emergency evacuation.

Be awake at all times.

Remain in possession of functional keys required for any security device that might slow or interfere with exiting.

Maintain an accurate count of guests and staff and have a check in and check out sheet of accountability in case of evacuation.

Conduct rounds of the building at a minimum of once an hour for undetected smoke or fire conditions. Smoking in bathrooms is not allowed and will be reported to emergency shelter program manager during business hours.

NO SMOKING signs will be conspicuously placed in restrooms and shelter space.

Maintain exit access, exit function, and exit discharge at all times.

Ensure functional fire extinguishers are readily available.

Report smoke or fire conditions to occupants using a local alarm.

Facilitate an immediate and permanent evacuation of all persons in the building.

Conduct an accountability of all persons and be prepared to report accountability to arriving emergency responders.

Report fire and smoke conditions to 911 via telephone.

Permit the entry of arriving emergency responders (Confirmation of identity may be obtained via Evergreen Fire Rescue Communications Center (Non-Emergency Dispatcher) via telephone 303-674-3411

Report ALL alarms (including supervisory and trouble alarms) to Evergreen Fire Rescue Communications Center (Non-Emergency Dispatcher) via telephone 303-674-3411

Enforce NO SMOKING in the building.

Monitor SMOKING AREA for fires. The use of open flame devices to ignite smoking materials during periods of FIRE BAN (Designated by the County Sheriff or Fire Chief) will not be allowed.

Enforce NO OPEN FLAME agreement. No open flame device including candles or incense for ANY reason may be used while the emergency shelter is open.

Report behavior in contrary to this policy to Evergreen Fire Rescue Communications Center (Non-Emergency Dispatcher) via telephone 303-674-3411. Jefferson County Sheriff's Department will be dispatched to ensure safety of guests.

If needed, place and energize auxiliary heaters in accordance with manufacturer's requirements.

Monitor cooking operations. No cooking operation will be allowed that is beyond the kitchens daily ability. No open flame cooking appliances or processes. Use of microwave, crock pot, existing oven, or range top burner is permitted.

Permit the entry of uniformed law enforcement and fire prevention personnel for unannounced inspection of the shelter. Identity can be confirmed via Evergreen Fire Rescue Communications Center (Non-Emergency Dispatcher) via telephone 303-674-3411 or the Jefferson County Sheriff's Office Communications Center via telephone 303-277-021. Obtain business card of inspecting / visiting official. Information to be forwarded to program manager.

Notify Evergreen Fire Rescue Communications Center (Non-Emergency Dispatcher) via telephone 303-674-3411 that the emergency shelter is being closed. One call per shelter site, please do not call in shelter information for sites the host is not at in person.

Regards,

Dan Hrouda
Fire Inspector
Evergreen Fire rescue
dhrouda@evergreenfirerescue.com

XXIII. Bergen Park Church Emergency Evacuation Plan

Emergency exits are the double doors at the front of the church, the south door off Classroom 106, the north hallway door by the Nursery, the north door from the Sanctuary, and the east door from the Offices. An emergency exit map is posted on the wall just to the left of the main entrance double doors.

Fire extinguishers are located 1) in the main hallway next to the Women's restroom; 2) in the side hallway next to the Men's restroom; 3) on the north wall of the Sanctuary; 4) on the back wall of the Sanctuary; 5) next to the stove in the Kitchen (one is for kitchen media fires [AK] and one is for general purpose use [ABC]).

Two high power flashlights are included in the shelter supplies to aid in evacuations. Two pairs of shears are also included in the shelter supplies to facilitate exit from family tents in the event that tent zippers become jammed. The overnight hosts will ensure they have ready access to the flashlights, whistles, and shears.

If the Site Coordinator, the Team Leader, or Overnight Host determines that an emergency evacuation is necessary *for any reason*, the following procedures must be followed by all volunteers and guests:

- One person (Site Coordinator, Team Leader, or Overnight Host) will be the designated leader for the evacuation.
- If the alarms have not sounded, the leader will signal with the emergency whistle.
- The leader will determine which exit all volunteers and guests will use to evacuate the building.
- The leader will designate a volunteer to take the dedicated ESP phone, the shelter keys, and the shelter handbook with them on the evacuation.
- The leader will designate a volunteer to lead guests and other volunteers to one of the designated safe areas outside of the building off the parking lot.
- Volunteers and guests *will not* retrieve personal possessions.
- The leader will take a headcount of all guests and volunteers when exiting and when the group reaches the designated safe area.
- The leader will be the last person to exit the building.
- As soon as it is safe to do so, the leader or designee will use the ESP phone to notify Evergreen Fire/Rescue and the Jefferson County Sheriff.

Reentry into the building may occur *only with explicit approval* from Evergreen Fire/Rescue and/or the Jefferson County Sheriff.

XXIV. Congregation Beth Evergreen Emergency Evacuation Plan

Emergency exits are the two sets of double glass doors at west side (with the windows) of the room, or alternately through the foyer and out double doors at the front entrance on the east side of the building.

An emergency exit map will remain posted during shelter operations on the wall at the entry to the kitchen, and may not be covered by other postings or announcements. The map will also show the designated safe areas outside of the building.

Two pairs of shears are also included in the shelter supplies to facilitate exit from family tents in the event that tent zippers become jammed. The overnight hosts will ensure they have ready access to the flashlights, whistles, and shears.

The fire extinguishers are located 1) in the foyer on the west wall adjacent to the bathrooms, and 2) in the kitchen next to the back door

determin

If the Site Coordinator, the Team Leader, or Overnight Hosts that an emergency evacuation is necessary *for any reason*, the following procedures must be followed by all volunteers and guests:

- One person (Site Coordinator, Team Leader, Overnight Host) will be the designated leader for the evacuation.
- The leader will determine which exit all volunteers and guests will use to evacuate the building.
- The leader will designate a volunteer to take the dedicated ESP phone, the shelter key, and the shelter handbook with them on the evacuation.
- The leader will designate a volunteer to lead guests and other volunteers to one of the pre-designated safe areas outside of the building.
- Volunteers and guests *will not* stop at the locked office to retrieve personal possessions.
- The leader will take a head-count of all guests and volunteers when exiting and when the group reaches the designated safe area.
- The leader will be the last person to exit the building.
- As soon as it is safe to do so, the leader or designee will use the designated shelter phone to notify Evergreen Fire and Rescue, and the Jefferson County Sheriff.

Reentry into the building may occur *only with explicit approval* from Evergreen Fire and Rescue and/or the Jefferson County Sheriff.

XXV. Evergreen Lutheran Church Emergency Evacuation Plan

Emergency exits are the double doors at the entry to Memorial Hall, the west door that leads up the steps to the old narthex entry, the door next to the kitchen that leads down the hall and to several possible exits, and the door from the women's bathroom through the nursery, that also leads down the hall and to the same possible exits.

An emergency exit map will remain posted at all times on the wall at the entry to the kitchen, and may not be covered by other postings or announcements. The map will also show the designated safe areas outside of the building.

Two pairs of shears are also included in the shelter supplies to facilitate exit from family tents in the event that tent zippers become jammed. The overnight hosts will ensure they have ready access to the flashlights, whistles, shears, and first aid kits, which will be kept in an emergency "to-go" kit.

The fire extinguishers are located 1) in the Memorial hall entryway; 2) on the west wall of Memorial Hall outside of the door to the boiler room; 3) in the kitchen next to the refrigerator.

If the Site Coordinator, the Team Leader, or Overnight Host determines that an emergency evacuation is necessary *for any reason*, the following procedures must be followed by all volunteers and guests:

- One person (Site Coordinator, Team Leader, Overnight Host) will be the designated leader for the evacuation.
- The leader will determine which exit all volunteers and guests will use to evacuate the building.
- The leader will designate a volunteer to take the dedicated ESP phone, the shelter key, the shelter handbook, and the "to-go" kit with them on the evacuation.
- The leader will designate a volunteer to lead guests and other volunteers to one of the pre-designated safe areas outside of the building.
- Volunteers and guests *will not* stop at the locked closets to retrieve personal possessions.
- The leader will take a headcount of all guests and volunteers when exiting and when the group reaches the designated safe area.
- The leader will be the last person to exit the building.
- As soon as it is safe to do so, the leader or designee will use the designated shelter phone to notify Evergreen Fire and Rescue, and the Jefferson County Sheriff.

Reentry into the building may occur *only with explicit approval* from Evergreen Fire and Rescue and/or the Jefferson County Sheriff.

XXVI. Church of the Transfiguration/Douglas Hall Emergency Evacuation Plan

Emergency exits are the double doors at the west entrance to Douglas Hall, the double doors on the east wall opposite the entrance, and the single door next to the bathroom on the south wall. The fire extinguishers are located next to each exit door.

An emergency exit plan will be posted at all times on the wall by the front entrance and may not be covered by other postings. The map will also show the safe areas outside the building.

An emergency exit map will remain posted during shelter operations on the wall at the entry to the kitchen, and may not be covered by other postings or announcements. The map will also show the designated safe areas outside of the building.

Two pairs of shears are also included in the shelter supplies to facilitate exit from family tents in the event that tent zippers become jammed. The overnight hosts will ensure they have ready access to the flashlights, whistles, and shears.

If the Site Coordinator, the Team Leader, or Overnight Host determines that an emergency evacuation is necessary *for any reason*, the following procedures must be followed by all volunteers and guests:

- One person (Site Coordinator, Team Leader, Overnight Host) will be the designated leader for the evacuation.
- The leader will determine which exit all volunteers and guests will use to evacuate the building.
- The leader will designate a volunteer to take the dedicated ESP phone, the shelter key, and the shelter handbook with them on the evacuation.
- The leader will designate a volunteer to lead guests and other volunteers to one of the pre-designated safe areas outside of the building.
- Volunteers and guests *will not* stop at the locked closet to retrieve personal possessions.
- The leader will take a head-count of all guests and volunteers when exiting and when the group reaches the designated safe area.
- The leader will be the last person to exit the building.
- As soon as it is safe to do so, the leader or designee will use the designated shelter phone to notify Evergreen Fire and Rescue, and the Jefferson County Sheriff.

Reentry into the building may occur *only with explicit approval* from Evergreen Fire and Rescue and/or the Jefferson County Sheriff.

XXVII. Christ the King / Emergency Evacuation Plan

The primary Emergency Exits are located at the two doors at the North of the building, and the secondary exit is the glass double doors at the West of the building. The fire extinguishers are located next to each exit door, and site coordinators should make themselves familiar with the locations of nearest fire extinguisher, fire pull, emergency first aid supplies, and AED.

Emergency exit plans are posted at all times in every classroom and may not be covered by other postings. Maps will also show easiest means of egress, areas of refuge inside the building, and safe areas outside the building.

Two pairs of shears are also included in the shelter supplies to facilitate exit from family tents in the event that tent zippers become jammed. The overnight hosts will ensure they have ready access to the flashlights, whistles, and shears.

If the Site Coordinator, the Team Leader, or Overnight Host determines that an emergency evacuation is necessary *for any reason*, the following procedures must be followed by all volunteers and guests:

- One person (Site Coordinator, Team Leader, Overnight Host) will be the designated leader for the evacuation.
- The leader will determine which exit all volunteers and guests will use to evacuate the building.
- The leader will designate a volunteer to take the dedicated ESP phone, the shelter key, and the shelter handbook with them on the evacuation.
- The leader will designate a volunteer to lead guests and other volunteers to one of the pre-designated safe areas outside of the building.
- Volunteers and guests *will not* stop at the locked closet to retrieve personal possessions.
- The leader will take a head-count of all guests and volunteers when exiting and when the group reaches the designated safe area.
- The leader will be the last person to exit the building.
- As soon as it is safe to do so, the leader or designee will use the designated shelter phone to notify Evergreen Fire and Rescue, and the Jefferson County Sheriff.

Reentry into the building may occur *only with explicit approval* from Evergreen Fire and Rescue and/or the Jefferson County Sheriff.