

# Sheboygan County Warming Center Operations Procedures 2021

## Shift #1 6:30 – 10:00 (usually 3 people)

### 6:30 p.m.- 7:00 PM

- Team Leader arrives,
- Open up Center storage area and bring out bin w/ bowls, plates, spoons, napkins, & cups.
- Warm up soup or meal and make coffee in kitchen.
- ALL volunteers sign in on sign-up sheet in “Volunteer” binder in the Center.
- Read past day’s binder entries for any issues, concerns that team should know.
- Bring out the two dry goods bins in the storage area in the back of the kitchen. One is for breakfast; the other is general supplies.

### 7:00 p.m. - 9:30 p.m.

- Volunteer 1 welcomes & registers new guests and makes sure returning guests sign in.
- Volunteers 2 & 3 brings out bins, cots and bedding after guests are registered/signed in and helps Volunteer 1 with registration. Registration process is explained in the “Volunteer” binder.
- Bins filled with guests’ personal belongings will be returned when ready on the north wall near volunteer table. All personal items except for phones, tablets & toiletries must be bins or stored w/ the bins by 8:30 p.m.
- Volunteers start to serve meal/soup and coffee near 7:30 p.m.
- **If no one is in the Center at 9 p.m.**, the team may leave. Call one member each from the 2<sup>nd</sup> & 3<sup>rd</sup> shift. Schedules & contact information are in the white “volunteer” binder. Enter that into the log. Put everything back. Leave the area as you found it.

### 9:30 p.m.

- Put food away & clean dishes if not done already.
- Start dimming lights and reduce volume on TV for those who wish to turn in early.

## Shift #2 9:45 a.m.– 6:00 a.m. (usually 2 people)

- Monitor guests.
- Admit any new guests brought in by the police.
- Quietly clean bathroom and surfaces prior to breakfast.

## Shift #3 5:45 a.m.– 8:00 a.m. (usually 2 people)

### 6 a.m. to 8 a.m.

- Make coffee and serve breakfast using the food in the plastic bin & top shelf of refrigerator.
- Bring out bins & have guests put their linens including the pillow case in them. **No pillows in the bins.**
- Return bins to Center Storage Area in front of where the cots are stored.
- Dirty linens should be placed in plastic bags in the designated bin in back Storage Area.
- Have guests close up cots and bring cots to north wall.
- Volunteers disinfect cots (spray in storage room) prior to returning to storage area.
- Empty/clean coffee pot and turn off.
- Put dishware and other materials back in its bin. Return it to Storage Area.
- Return two food stuff bins back into the kitchen storage area.

- If full take garbage to dumpster (make sure to break down any boxes!)
- Shift leader notes in the log any concerns, issues, & needed supplies.
- On your way out, **close the doors.**

**As we come across new occurrences this sheet may be revised and shared with all. Thank you!**