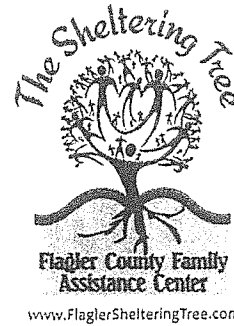
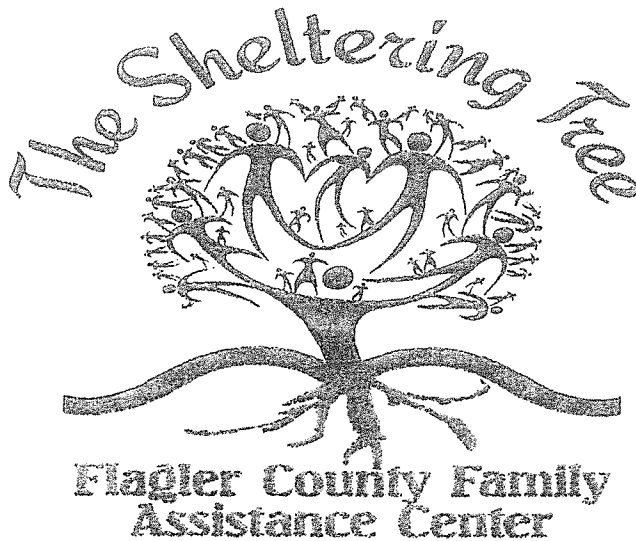




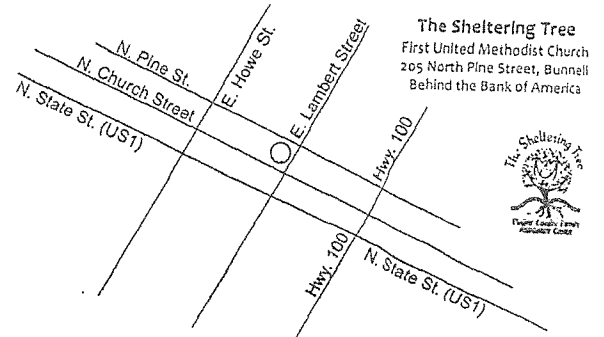
COLD WEATHER
SHELTER
TEAM
INSTRUCTIONS
2018-2019



The Sheltering Tree
First United Methodist Church
205 North Pine Street, Bunnell

Operated by
Flagler County Family Assistance Center, Inc.
Post Office Box 1219, Bunnell, FL 32110-1219
(386) 437-3258 Ext. 105

Office Hours
Wednesdays 10-2



COLD WEATHER SHELTER

Respite on a cold night for people experiencing homelessness. Dinner, a warm and safe environment, and breakfast before leaving in the morning are completely accomplished by our dedicated volunteer teams.

Hospitality Team: 4-10 PM

Set up cots, greet and interact with guests until Overnights arrive.

Supper Team: 5 -7 PM

Prepare, serve and clean up a warm nourishing meal for 20-50 (includes guests & volunteers)

Overnighter Team: 10 PM- 6 AM

Two persons (usually 1 male/ 1 female) who stay awake!

Rise N Shine Team: 6 – 8 AM

Prepare, serve and clean up a warm nourishing meal for 20. Clean and close shelter for the day.

Laundry Team: the next day

Pick up, wash and deliver freshened sheets & towels as needed after shelter openings.

Call (386) 437-3258 ext. 105 to volunteer for one of these teams! Bring a friend; it is a fun and rewarding experience. You will be blessed.

Our website: www.flaglershelteringtree.com email us: flaglershelteringtree@yahoo.com



Flagler County Family Assistance Center, Inc.

"The Sheltering Tree"

Located at

First United Methodist Church

205 North Pine Street

Post Office Box 1219

Bunnell, Florida 32110-0335

<http://flaglershelteringtree.com>

Date _____

MEMBERSHIP and VOLUNTEER APPLICATION

Name _____

Address _____

City _____ State _____ Zip Code _____

Agency/Church/Synagogue/ Independent _____

Telephone: Home _____ Cell _____

Email _____

Shelter Operation Team Interests: I want to work on or create one of these teams:

- _____ Hospitality
- _____ Supper
- _____ Overnights
- _____ Rise 'n Shine
- _____ Clean-up Crew

Behind the Scenes: I would like to help with these efforts

- _____ Laundry
- _____ Clothing
- _____ Linens
- _____ Food and Supplies

Committee interests: I am interested in serving on or leading one of these committees:

- _____ Fund Raising
- _____ Membership
- _____ Community Awareness/Speakers
- _____ Communications

I am interested in being a/an:

- _____ Assistant Shelter Coordinator

Other skills or interests:

*Please return applications to "The Sheltering Tree", PO Box 1219, Bunnell, Florida 32110
Call us at: (386) 437-3258 Ext. 105*

OVERVIEW OF SHELTER OPERATIONS

November 2018

I. Welcome and Introductions

II. Instructions for all volunteers - Paperwork

- A. Policies for Volunteers
- B. Volunteer Sign-In Sheets in the blue notebook. Please sign in!!
- C. Important Phone Numbers and location of phone: by the kitchen window
- D. Incidence Report Form and Turnover Logs
- E. Guest Registrations and Guest Sign In Sheets

III. Tour of Facilities: **WHERE TO FIND STUFF**

Cleaning supplies, toilet paper, paper towels: small closet near courtyard doorway

Keys to the Kingdom: in that small closet, hanging on the right side of shelves

Location of all linens: Rm 4

Location of clothing, toiletries and Grace Bags: Rm 1

Fire Extinguishers: see map provided

Smoking Area: courtyard only; ash tray in the corner near the far gate

Bathrooms: unisex, outside in the courtyard

Location of circuit breakers: see map provided

Fans and fire safety equipment: in kitchen above stove

injury/first aid stuff: First Aid box in kitchen illness lower corner of counter area

Use an Incident Report form for any injuries. Call 911 if necessary.

III. More

- A. Phone: please answer the phone in the kitchen!
- B. Late arrivals : Sign them in on both sign-In sheet and Registration Sheet.
- C. Heat: turn heat on to 68 – no higher, please. Turn it off when shelter closes.

D. Write up anything that may be useful to next team, such as “personal protection devices” collected. These are (usually small knives) kept wrapped in a towel in the freezer. Please use tape and label with name / date. Be sure to inform next team about the item.

E. Lock the entrance door during dinner. Keep the gate locked at all times. Be aware of your surroundings at all times. We had a peaceful shelter season last year. Let’s do it again this year.

If trouble erupts it may not be easy to quell. Head off any disturbance by requesting that people separate, providing a cooldown period, or taking your cell phone out to call the police. Disruptive guests are not allowed to stay at the shelter. Call Sue (386-503-0816) or Vicky (386-931-4322) any time you have a question about this. You can call the non-emergency line for Flagler County Sheriff (386-313-4911) or 911, if necessary.

If you do not feel safe at any time, get help. You will not be the only person in the room with those feelings. Many guests will be relieved that you are taking action.

IV. Teams that prepare food

A. Guidelines for Meal Preparation

B. Expenses and receipts

C. Miscellaneous: coffee, sugar, creamer, salad dressings, butter

D. Serving Dinner by 6 p.m. and Breakfast by 7 a.m.

G. Stove instructions: empty grease catch pan if you use griddle. Instructions for cleaning the griddle will be posted.

H. Dishwasher Instructions: posted.

I. Clean-up: sanitation and garbage, Bathrooms: Use cleaning stuff in the small closet.

J. “Left-overs” – take home for your family to enjoy or leave here for to-go plates the next day; label leftovers that you leave with team name and date.

V. Closing the shelter:

When the shelter closes for the day (usually 8 am), everything should be neatly put away. Kitchen should be cleaned, and the kitchen floor mopped. J

Bathrooms should be cleaned, and paper products filled.

No guest can leave things behind in the fellowship hall.

Dirty sheets, pillowcases and towels should be placed in laundry baskets, and left directly outside the gate for laundry team to pick up.

Call or text Diane if you have laundry for pick up (810-990-2647).

Policies of The Sheltering Tree

- Welcome each guest genuinely and introduce yourself. Treat every guest with respect and dignity. Smile – it's important.
- Offer coffee after they settle in. And keep it coming, switching to decaf after dinner.
- Guests will be keeping their belongings with them.
- If a guest brings their dog, we ask that they agree to keep it in a kennel.
- Families are offered cots in a Sunday School room: Room 5,6 or 7. If children are present, more vigilant monitoring is required. Parents must always keep their children with them during the stay.
- No alcohol or illegal drugs are permitted on campus.
- If a guest arrives impaired (cannot or will not respond or take direction), calmly explain that we cannot let them enter. Almost always, they will do so quietly. Law enforcement is a last resort.
- We accept the credibility of their responses when asked to not bring in weapons or drugs. Request that all personal protection devices be turned in; they will be returned to them in the morning.
- Smoking is permitted in the courtyard only. Monitor this area frequently.
- If a guest leaves the grounds, they may not enter back in.
- Please do not offer or give money. If someone asks you for money, explain the policy.
- We cannot legally offer pain medication, antacids, etc.; only a medical professional can give medications. We can help with minor wounds, band-aids, blisters, etc.
- Please do not expect “appreciation”. We are not doing this for their appreciation.
- Report all incidents of accidents or injury on Incident Report form; log all injury and disruption incidents in turnover log.

SHELTER EMERGENCY NUMBERS

EMERGENCY: 911

NON EMERGENCY NUMBER: Flagler Sheriff:

(386) 313-4911

FOR INFORMATION ON PROCEDURES CALL:

Vicky LeTellier: Shelter Coordinator

Cell: 931-4322

Sue Bickings 503-0816 if
Police are contacted.

Day of the Week _____ DATE _____

Shelter Open Night # _____

NAME	NAME OF ORGANIZATION OR INDEPENDENT TEAM	TIME IN	TIME OUT	# HOURS SERVED
HOSPITALITY TEAM				
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
SUPPER TEAM				
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
OVERNIGHTERS				
1				
2				
3				
RISE 'N SHINE				
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Welcome to The Sheltering Tree

For overnight
guests only.

Cold Weather Shelter Guest Registration

Print Name _____
(First) (Last)

Legal ID Type _____ Number _____

Date of Birth _____

Male _____ Female _____ Please Circle: I live in Flagler County: YES NO

Emergency Contact Person & Phone (if available) _____
Relationship _____

Please Read House Rules:

No alcohol or illegal substances may be brought or used on site.
No outside drinks are permitted in the shelter.
No weapons may be brought on site.
You may not leave premises once signed in.
Smoking permitted in designated area in courtyard only.
Please clean up after yourself.
Use appropriate language at all times (no cussing).
Respect others and their belongings.

I understand the House Rules and agree to comply with them; failure to comply may result in my being asked to leave. I certify that all information is correct and if found to be false or incorrect, I will lose the privilege of staying at the Sheltering Tree Cold Weather Shelter.

Signature: _____ Date _____

Repeating Guests, please read again the House Rules again and sign below.

Signature: _____ Date _____

Signature: _____ Date _____

Signature: _____ Date _____

Signature: _____ Date _____

Signature: _____ Date _____

Continue signature spaces on back of this sheet.

Guest Sign In Sheet

Guest Sign-In Sheet

Date

	NAME Please Print	DOB	ID: FLTD or DL; other (NO SOC. SEC - just last 4 digits)	TIME IN
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				

**FCFAC/The Sheltering Tree
INCIDENT REPORT FORM**

Date of Incident: _____

Name of persons injured/involved: _____

Age: ☐ Male ☐ Female

Address: _____

City, State, Zip: _____

Phone: _____

Location of incident: _____

Time of Incident: _____ am / pm

Explain/describe circumstances of incident (Continue on additional page if necessary):

Action taken: Include outcome and follow-up if necessary

Medical Assistance was: ☐ Not Applicable ☐ Accepted ☐ Refused

Medical Information: _____

Hospital: _____

Physician: _____

Phone: _____

Family Notified: _____

Person completing form: _____

Printed Name: _____

Signature: _____

Date: _____

**NOTE: All incidents not consistent with the protocol of The Sheltering Tree operation
must be reported immediately to the Shelter Operations Director, Vicky LeTellier and followed up
within 24 hours with a written report to the FCFAC Chairperson and Pastor Terry Wines.
Include other necessary documentation.
Report outcome and follow-up on back.
Vicky LeTellier: 931-4322**

House Rules: Please Read!

TAKEN

No alcohol or illegal substances may be brought or used on site.

No outside drinks allowed.

No weapons permitted on site.

****If you leave the premises, you will not be allowed back in.**

****Smoking permitted in courtyard only.**

****Please clean up after yourself.**

****Use appropriate language at all times (no cussing).**

****Respect others and their belongings.**

Name: _____

2018-2019

House Rules: Please Read!

TAKEN

No alcohol or illegal substances may be brought or used on site.

No weapons permitted on site.

No outside drinks allowed.

****If you leave the premises, you will not be allowed back in.**

****Smoking permitted in courtyard only.**

****Please clean up after yourself.**

****Use appropriate language at all times (no cussing).**

****Respect others and their belongings.**

Name: _____

[Type here]

HOSPITALITY TEAM INSTRUCTIONS

VOLUNTEERS SIGN IN, PLEASE

1	Set up welcome/registration table and 2 chairs at rear exit doors. Sign In Books, lamp, grace bags are in the office, Room 4.
2	Put out guest sign-in book, registration book. Put up "Shelter Is Open" sign on the door.
3	Set up cots. Place GOLD mats/comforters on cots, cover with sheets. Each cot is covered with a mat (comforter), sheet, one warm blanket and a soft fleece coverlet covered with pillow case. No pillows, just fleece inside a pillowcase.
4	Set up 4 tables with chairs along front of room near kitchen. Put white mugs at coffee station.
5	Check bathrooms for toilet paper, paper towels, pump soap dispenser. Find these materials in the small closet located near the doorway to the courtyard.
6	Fill a laundry basket with (CLEAN sign) fresh towels and place outside near bathrooms. Towels are located in Room #4. Place an empty basket with sign DIRTY sign nearby.
7	Bring in the mobile cart with DVDs, games. Set up TV/DVD.
8	Welcome and register guests as they arrive: <i>All new guests must complete registration sheet and sign-in sheet. Repeat guests need to sign their name on their own registration sheet in book and then sign in on sign-in sheet. READ RULES ALOUD to guests, before they sign registration sheet.</i>
10	Give each guest a "Grace Bag" and clothing number, if requested.
11	Give each guest a "TAKEN" sheet with their name written on it to place on their chosen cot.
12	Keep thermostat no warmer than 68 degrees. Do not use Emergency heat setting!
13	When all guests have entered and chosen their cots, go over "Rules" with guests, location of fire extinguishers, EXITS and bathrooms. Note: Smoking is permitted in courtyard only. Please use designated "ashtray".
14	After supper, help clothing volunteers provide guests with needed items from clothes closet. Supervise sign in desk while clothing volunteers and guests are going in and out that door.
15	At least two Hospitality Team members must stay until Overnight Team arrives at 10:00. We suggest that 2 members arrive at 7 PM to cover those 3 hours.
16	Note in Turnover Log Book any incidences that have occurred and convey any pertinent information about incidents or special accommodations for guests to Overnights.
17	All incidents with guests must be recorded on "Incident Report" and kept on file.
18	Keep TV volume low. Only G or PG13 movies are permitted. Please check them. Turn off if no one is watching.
19	Dim lights after clients settle in and start to go to sleep.

SUPPER TEAM INSTRUCTIONS 2018-2019	
	VOLUNTEERS, PLEASE SIGN IN!!
	Instructions are for a full house; modify for fewer clients
	SET UP
1	Set up 4 tables perpendicular to serving counter
2	Set up 6-8 chairs per table.
3	Make coffee. Use the Coffee Station to keep counter space clean.
4	Make one pot of decaf coffee.
5	Heat water for hot chocolate and tea.
6	Wrap silverware in napkins and place on tables. Prepare for 25-30.
7	Each table gets salt and pepper shakers. Creamer and sugar are at Coffee Station.
8	Place 8 coffee cups in center of each table.
9	Refills for creamer and sugar are located in back of the coffee station.
	COFFEE REMINDER
1	All coffee made after supper is decaf.
	DISHWASHING
1	Use automatic dishwasher when possible. Instructions are printed on dishwasher.
2	If automatic dishwasher is not used, use the "Three Sink System" (Posted above sink).
3	Air drying is recommended but dish towels are in drawers.
	LEFTOVERS
1	Save some leftovers for late guests if possible. For large amounts of food left over, take home and use or freeze for next time serving.
	GARBAGE CONTROL
1	Empty trash at end of supper if full. Recycle is large bin near road; Garbage cans are behind kitchen. Garbage bags are in the small closet near courtyard door.
2	Empty strainer below sink after cleanup.
	CLEANING AND SANITIZING EQUIPMENT
1	Sanitize contact surfaces: cutting boards, handles, refrigerators, stove surfaces and tables with bleach water.
2	If using grill, empty and clean grease drip pan on stove. Follow grill cleaning instructions.
3	Sweep and mop floor before leaving the kitchen.

OVERNIGHTERS INSTRUCTIONS

ANSWER ALL PHONE CALLS on kitchen phone

VOLUNTEERS, SIGN IN PLEASE

Smoking permitted in courtyard only. Use ashtray. Monitor area for cleanliness.

Discuss new information from Hospitality Team's TURN-OVER LOG concerning evening's guests.

Lights and TV off at 10:00 PM.

Keep cold drinks and decaf coffee available all night.

Use paper/plastic cups during the night. Drinks should be consumed at the tables, not cot area.

Keep coffee supplies in the Coffee Station. There is a cabinet behind it for sugar, creamer, etc.

If there are left-over desserts and snacks, keep them available on counter.

Lock double doors, west-side door and kitchen door.

No one may leave the campus and return to shelter once signed in.

Check bathrooms occasionally for TP, paper towels, or accidents.

Cleaning supplies are located in small closet next to the courtyard doorway.

One person must always be awake. You may take turns resting.

Provide cots, blanket, "pillow" for late arrivals.

Welcome and register guests if someone arrives in the middle of the night.

Reheat leftovers for new guests if they are hungry, or make peanut-butter sandwiches.

Set the tables for Rise 'n Shine team quietly. Wrap silverware in napkins, set out coffee cups.

At 5:45 A.M, make coffee for Rise 'n Shine team.

The Coffee Station holds 2 large carafes: one regular and one decaf.

If necessary, call for medical help in emergencies and police for assistance.

FYI

Only PG and PG 13 DVDs are permitted. Keep sound very low, especially between 8-10 pm.

RISE 'N SHINE TEAM INSTRUCTIONS
ANSWER ALL PHONE CALLS on the kitchen phone.
All Volunteers, Please Sign In!
If not already made, make enough coffee for guests. Use the Coffee Station.
Keep mugs at the coffee station.
Make one 12 cup pot of decaf coffee, hot water for tea and hot chocolate.
Breakfast should be ready by 6:45 or 7:00 am.
Creamer and sugar should be available at the coffee station.
BREAK DOWN AT END OF SHIFT
If shelter is open again that night: Ask guests to make their beds and place TAKEN sign with their name on it on top of cot. It will be there when they return that night.
If shelter is NOT open that night but will be soon again: Ask guests to empty pillowcase of throw "pillow" and put sheets into empty pillowcase. Place folded blanket and "pillow" throw on top of cot. Put soiled laundry into trash bags or laundry baskets outside on street side of the gate.
If shelter is closing down because of warm spell or the Fellowship Hall is to be used for a church function, all cots must be broken down, all bedding organized and folded and placed on pews in back of the Fellowship Hall. Soiled sheets and pillowcases and any badly soiled blankets placed in garbage bags and placed outside double doors in front of the gate. Put cots under pews.
DISHWASHING
Use automatic dishwasher when possible.
If automatic dishwasher is not used, use the "Three Sink System" (Posted above sink).
GARBAGE CONTROL
Empty trash to trash bins at roadside in back of kitchen. Trash bags are stored in small closet next to courtyard door. Use 39 gallon type. Recycle is also outside kitchen door.
Empty and rinse drain basket in floor under sink and on dishwasher.
CLEANING AND SANITIZING EQUIPMENT- located in small closet near courtyard door.
Sanitize contact surfaces: cutting boards, handles, refrigerators, stove surfaces with bleach water.
Bathrooms must be cleaned before you leave.
Clean and sanitize toilets, sinks. Empty bathroom trashcans.
Sweep and mop floors in bathrooms and kitchen. Ask for a shelter guest to help.
Replenish toilet paper and paper towels.
Dry mop fellowship hall and wet mop where necessary.
Please clean the ashtray safely. Use glove to pick out butts and put in trash.
Cover ashtray with a plastic bag, and place outside the courtyard gate.
TURN OFF ALL LIGHTS IN HALL, KITCHEN AND BATHROOMS and outside lights.
TURN OFF HEAT: See instructions beside thermostat.
LOCK ALL DOORS, RETURN KEYS to the small closet by the courtyard door.
LOCK GATES.
Call Diane, Laundry Chair, to let her know status of laundry. (810) 990-2647
The fellowship hall should look neat and ready for the next event when you leave.

RISE 'N SHINE TEAM

BEFORE YOU LEAVE,

PLEASE

TURN OFF THE HEAT,

OVENS AND LIGHTS!

CLEAN BATHROOMS

& REPLENISH SUPPLIES

TAKE OUT GARBAGE

LOCK ALL DOORS & GATE

RETURN KEYS

Meal Suggestions

Because of the mal and undernourished condition of the homeless population, please consider the nutritional value of the meals you prepare.

We will reimburse you for any foods you purchase.

1. Save the receipts.
2. Put receipts in envelope. Include with the receipts your name and address, what team you are on and the total amount.
3. Mail receipts to either:
The Sheltering Tree, P.O. Box 1219,
Bunnell FL 32110,
Or: Stephanie Robinson,
2 Butternut Drive, Palm Coast, FL 32137
4. We will reimburse you for your expenses

Please try to prepare home-made meals that include a protein, vegetable, carbohydrate, salad and dessert. Vitamin and protein content are important. We understand that this will cost more. A cold beverage such as crystal light or iced tea is necessary; a lot of these folks are dehydrated in the cold months.

We have encouraged a "signature meal" for the convenience of the teams when preparing, but you may prepare what you wish depending on what is a good buy in stores or your "whim".

Hard and/or chewy bread is very difficult for them to eat. Many folks suffer from bad or missing teeth.

Coffee, creamer, sugar, salad dressings, syrup, margarine salt & pepper are often available in the kitchen or the pantry beside the kitchen. We will try to keep these items stocked.

DISHWASHER INSTRUCTIONS

This dishwasher is fully automatic.

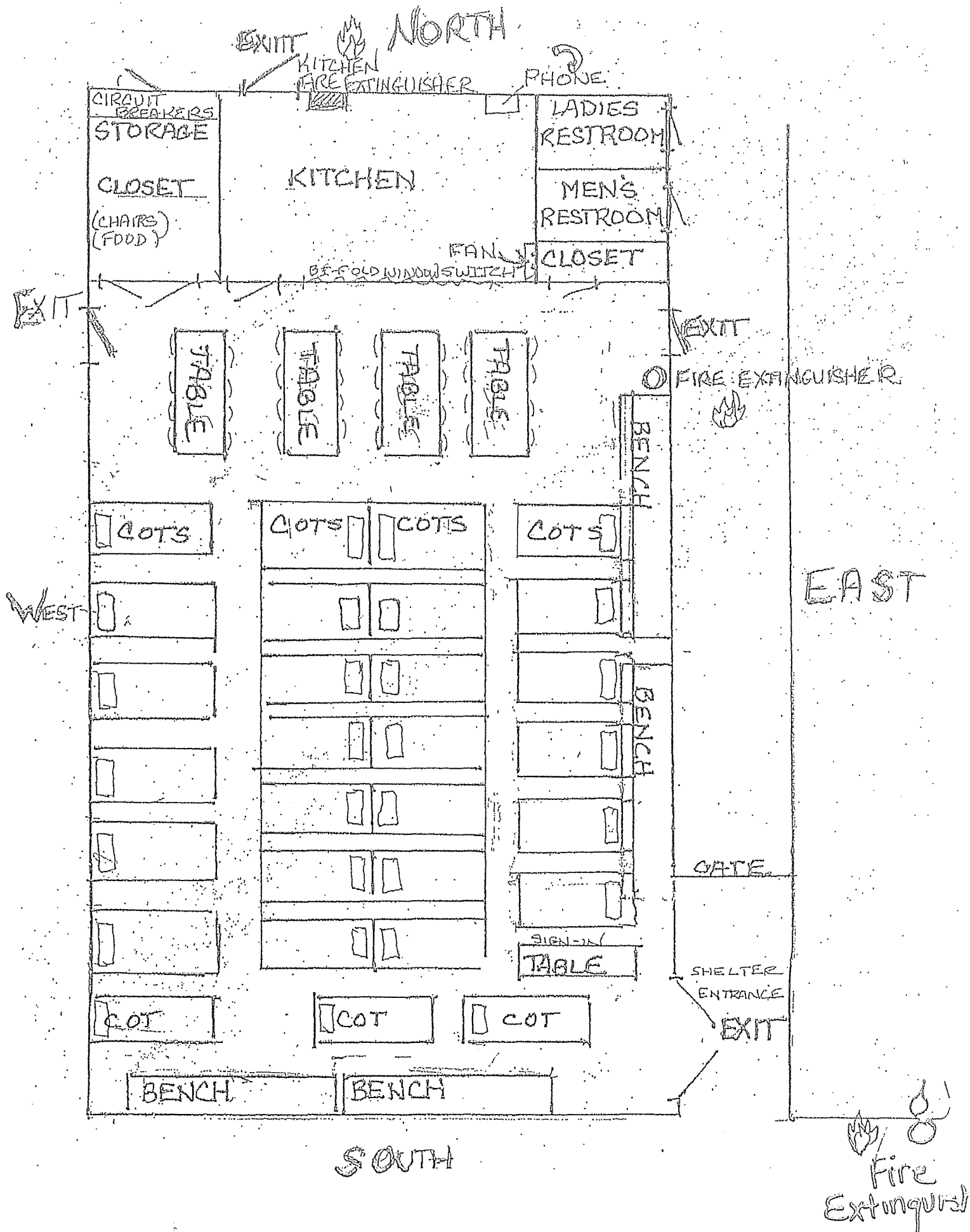
1. Run the hot water in the sink until it is very hot
2. Insert the tray into the dishwasher.
3. Close doors. Dishwasher will start, wash and rinse automatically.

If dishes are not hot when coming out, put them through the wash cycle again until they steam. The sanitizer with the hot water will sterilize the dishes. The water does not need to be scalding hot.

4. When cycle is complete, raise the doors and remove tray. The machine will automatically start again when the doors are closed.
6. When completely finished with ALL dishes, push up "drain cycle" toggle switch till collection bowl is empty.

7. Clean screens on dishwasher and the floor drain.

It is recommended to not hand dry dishes or silverware. Each rinse cycle has a drying agent that speeds the evaporation of the water. If you feel a pressing need to hand-dry, dish cloths are in the drawers.



FEAST





Physical Address: 205 N. Pine Street
Bunnell, FL 32110

Mailing Address: PO Box 1219
Bunnell, FL 32110

Office Phone: (386) 437-3258 Ext 105

Email: FlaglerShelteringTree@yahoo.com

Website: <https://flaglershelteringtree.com/>

Facebook: <https://www.facebook.com/FlaglerShelter/>

The Sheltering Tree's "COLD WEATHER SHELTER" is about cold nights that are forecasted at 40 degrees or below.

That is cold!

Should you find yourself outside, without electricity, or simply in need of a warm bed for the night come to The Sheltering Tree. When you arrive, you will receive a warm bed, a nourishing meal, clothing if needed, toiletries, and respect. In the morning you will receive a hot breakfast before you leave for your day.

Time of Stay: 5:30 PM – 7:00 AM

Basic Rules:

- ☐ As mentioned above, you will receive respect.
We ask you to respect us and others around you.
- ☐ We expect good behavior. Disruptive behavior will have consequences.
- ☐ No weapons, drugs or alcohol are allowed.
- ☐ Once you sign in you must remain in the hall, except as noted in the next rule.
If you leave for any reason, you cannot return that night.
- ☐ Smoking is permitted in the courtyard. Please do not use the restrooms for smoking.
The premises will be monitored throughout your stay for the safety of all people, guests and volunteers.

NEW Backpack Rules for Safety of our Guests and Volunteers January 2019

All backpacks, luggage, and bags will be kept safely in storage during the operation of the Cold Weather Shelter.

1. At check-in, all bags will be tagged and kept in a locked room. Your name and the date will be clearly identified on your backpack.
2. Take anything out that you will need for the night. We will provide ziplock bags for your convenience.
3. When you leave the shelter, your belongings will be returned to you.

THIS IS A SAFETY ISSUE. We are determined to make this a safe environment for all who come to the shelter. Exceptions to this new policy are made for health reasons on an individual basis.

THANK YOU FOR YOUR COOPERATION.

The Shelter provides a warm, nutritious dinner for guests. The meal is served from 6-7 PM. After the kitchen team has left for the night, only sandwiches will be given out. We encourage guests to arrive in time to share the meal prepared by our faithful supper teams.

Questions about policy? See Sue or Vicky. Thank you.