



Beds for Freezing Nights Operating Procedures

“Warm hearts, warm beds on freezing nights”

Our mission: To provide a safe, warm place to sleep for those who wish to come inside during the coldest nights of the year.

Revised 10/2016

Introduction

Cottage Grove's Beds for Freezing Nights (**BFN**) is an Oregon and IRS 501(c)(3) nonprofit corporation. It was founded by a coalition of community members representing social service nonprofit agencies, community organizations, Cottage Grove government officials, and individuals from various faith communities who came together to ensure that unsheltered people have shelter during extreme cold weather. Day-to-day operations of the warming center are handled by various committees under the direction of the Board of Directors.

Unsheltered persons, especially those living with medical, mental health, or addiction issues are even more vulnerable in times of inclement weather. Our purpose is to ensure as best we can that all those who need and want shelter in extreme cold weather have it. Everyone who is willing to follow our guest agreement is welcome.

We are in **operation from November 15 of each year to March 31** of the following year, and open our shelter space on nights when the temperature falls to **29 degrees F. or below**. We activate our shelter sites following the lead of the Egan Warming Center in Eugene, but also use additional weather resources to maximize accurate predictions.

The goal of these Operating Procedures is to provide warm beds on freezing nights and to protect the health and safety of all involved – both guests and volunteer staff. To achieve this goal:

- We have trained staff on site during all hours of operation, with clearly defined roles and with a single on-site person, designated as the Site Lead, who will make final decisions about all operational issues, including the removal of non-compliant guests if that becomes necessary. We have additional crisis management personnel on call during all hours of operation.
- Staff have clear guidelines for all aspects of operations, including set up and use of space, check-in procedures for guests, securing of personal belongings, food service, health and safety issues, caring for persons in physical or mental distress, and emergency procedures.
- We have a minimum of two staff members on site at all times. We have at least one certified staff member (site lead) on site at all times. Certified staff are volunteers who have completed at least one BFN volunteer training, have passed a criminal history background check, and have either completed or are committed to completing a Basic First Aid and CPR training prior to serving as a Site Lead. Site Leads must be certified.
- Our guest agreement contract clearly states rules and expectations for use of facilities. There are clear consequences for failure to abide by the agreement, up to and including expulsion from the shelter in extreme cases.
- No pets are allowed in the warming center at Our Lady of Perpetual Help Catholic Church. Guests with cats or dogs need to make arrangements to board them at Forest Valley Veterinary Clinic. The Clinic is open until 6:00 p.m. weekdays and opens at 8:00 a.m. and will provide free boarding for BFN guests' pets on a space-available basis. Cottage Grove Humane Society will pay for any necessary vaccinations and/or flea treatments prior to an animal's boarding at the Clinic. The First Presbyterian Church does allow dogs and cats only.

- Service animals that are fully under the control of their owner(s), are not posing any threat to other people or animals, and are not disruptive to the operations of the shelter are allowed to accompany their owners into both warming centers. If the service animal does not meet the above behavioral norms, the owner and animal will be asked to leave the warming center until the animal can be brought into compliance. Guests whose service animals are obviously suffering from any health condition, including flea infestation or mange, may be required to sleep in an area separated from other guests for health and sanitation reasons.
- Minors not accompanied by a responsible adult will be referred to the Looking Glass Rural Program Home, or other appropriate agency. There is currently no local host program and Looking Glass will attempt to connect them to Station 7 in Eugene as well as provide information about services available to anyone under age 21.

1. Organizational Philosophy and Structure

Beds for Freezing Nights (**BFN**) is non-sectarian. Through its mission of providing “warm hearts, warm beds on freezing nights,” BFN seeks to build bridges of understanding and mutual respect between those who have regular shelter and those who do not. It seeks *not* to be a top-down dispensary of charity from the supposed “haves” to the supposed “have-nots,” but a means to recognize and celebrate our common humanity.

BFN recognizes that guests may be from many and varied religious, socioeconomic, and educational backgrounds. Accordingly, attempts to change individual belief patterns or perspectives – although well-meaning – may be offensive to guests. Volunteers sign an agreement not to use Beds for Freezing nights as an opportunity to pressure or attempt to manipulate guests. On a person-to-person basis, however, story-sharing and personal interaction between volunteers and guests is not only strongly encouraged – it is essential to BFN’s mission of providing warm hearts, as well as warm beds, to those in need.

All aspects of BFN operations are governed by a Board of Directors and Officers. Day-to-day operations of the warming center are run by a series of committees, answerable to the Board. Chairpersons of these committees are referred to as “coordinators.” The primary operational committees of BFN are as follows:

Logistics Committee Coordinator: Steve Thoreson – (541) 942-7407 home, 541-554-4754 cell – JSThoreson@aol.com

Responsible for overall operations of all sites, including obtaining/maintaining supplies, establishing procedures for guest check-in and check-out, making sure that all facilities are in good working order, and that each site will have appropriate staffing. In conjunction with the other coordinators, sets in motion 48- and 24-hour activation process when a cold weather event happens. Serves as the liaison with City of Cottage Grove officials and emergency personnel. The Logistics Coordinator and Communications Coordinator work closely with the **Weather Tracker**, who is responsible for signaling when a cold weather event is likely to cause an activation.

Volunteer Committee Coordinator: Christine Moats – (541) 521-8816 – christine1951@yahoo.com

Maintains a current and accurate roster of all volunteers, certified and regular, for use in staffing sites.

Maintains an individual file on each volunteer containing confidential information specific to that person (e.g.,

social security number, background check results, address and phone number). Keeps a log of all volunteer hours, including training events and site staffing. Conducts background checks for those volunteers who wish to be certified. Arranges training events, including CPR and basic first aid as well as BFN procedures, on at least an annual basis. Develops and distributes to volunteers a volunteer manual containing information pertinent to BFN.

Communications Committee Coordinator – Bonnie Boone – (541) 767-3962 – boonieboone@msn.com
Maintains database/list of all BFN coalition members. “Clearinghouse” for coalition member e-mails and notifications. Assures that communications are in place for activation events; serves as initial contact for 72-hour activation notification from Egan Warming Center. Works closely with the **Weather Tracker** and **Logistics Coordinator** in initiating an activation and with the **Media Coordinator** to assure that notice of activations is provided to the press and public at large.

Administration & Finance Committee Coordinator– Ruth Linoz – (541) 315-5276 – rlinoz@southlanewheels.org
Produces and reviews/approves official BFN operational documents (e.g., Operating Procedures manual, including pertinent forms) pursuant to Board directives. Serves as the liaison with Community Sharing. Receives and records donations of money; maintains donor database; and assures that annual legal filings are timely made. The Treasurer of the corporation is a member of this committee.

Media Committee Coordinator – James Markus – (541) 767-9934 – pastorjim@ticcg.com
Disseminates information on behalf of BFN to media sources, including newspapers, radio, and organizational newsletters, with input from the Board of Directors. In conjunction with Logistics and Volunteer Coordinators, provides notification of activation events to local media and to the public. The Secretary of the corporation either chairs, or is a member of, this committee.

Fundraising Committee
Develops and directs fundraising events at the direction of the Board of Directors. Works with Administration and Finance Committee to develop draft budgets for presentation to the Board. Researches grant opportunities, presents information to the Board of Directors, and takes lead in drafting grant applications.

2. Activation Procedures

We follow the three-phase activation protocol of the Egan Warming Center in Eugene, which sends out its first alert whenever the temperature is predicted to drop to 29° F. The **Communications Coordinator** is on the Egan e-mail alert list and receives notification of proposed activations. **Each activation is for an initial period of two nights.** Continued activations may be for from 1-3 additional nights, depending on weather predictions.

72-Hour Alert

1. Weather is monitored by the **Weather Tracker**. The **BFN Weather Tracker**, taking into account any warnings from any BFN volunteers, coordinators or board members that extreme weather conditions are forecast, monitors the weather websites of KEZI, KVAL, KMTR, Accuweather, NOAA, and Egan Warming Center. If the **Weather Tracker** determines that an extreme weather event is likely to happen, the **Weather Tracker** informs the Communications Coordinator that the warming center should activate. The **Communications Coordinator** then confers with the **Logistics Coordinator** to identify which host site is available for activation.

2. After consulting with the **Logistics Coordinator** to identify which host site will be used for activation, the **Communications Coordinator** issues a 72-Hour Alert to all volunteers, coordinators, Board Members, and warming sites. Volunteers will be asked to confirm their availability in the event the center does open. To avoid confusion, information is NOT released to the public or media at this point, since Oregon weather is notoriously changeable. The BFN website manager also receives a 72- hour alert notification from the **Communications Coordinator** to update the BFN website of a possible BFN activation.
3. If a responding volunteer is not notified by 6:00 p.m. on the day preceding the activation, s/he is not needed for the initial two-day activation; however, s/he may be called upon later if the activation event lasts more than two days.

48-Hour Alert

1. The **Communications Coordinator** arranges staffing of the site(s), including designation of one person each shift who will serve as the Site Lead, and assures that each shift has the required number of staff persons on duty. The **Communications Coordinator** attempts to ensure that each shift has one male and one female on site volunteer for each shift. The **Communications Coordinator** provides a courtesy notice to the **Media Coordinator** that activation is likely.
2. The **Logistics Coordinator** assures that the site is ready for use and that adequate supplies are on hand.

24-Hour Alert

1. The **Communications Coordinator** confirms with the **Logistics Coordinator** before issuing the 24-Hour alert that BFN is activating. After confirmation, the **Communications Coordinator** issues an official 24-hour alert to the **Media Coordinator**, volunteers, Board members, officers, and the BFN website manager that BFN will be opening at 7:00 p.m. the following day. All BFN Committee Coordinators will be copied with the 24-hour activation notice. The **Communications Coordinator** also notifies the City of Cottage Grove, police department, fire and rescue service and selected warming site that BFN will be opening at 7:00 pm the following day.
2. The **Media Coordinator** assures that notification of the center's opening is posted at designated areas in Cottage Grove. The **Media Coordinator** also issues notices/articles to appropriate media outlets about the opening of the center, including notifying Community Sharing so that their public messages can be modified to reflect the opening of the center.
3. The **Communications Coordinator** sends a Volunteer Staffing Log to the **Logistics Coordinator** for the first two nights of the activation, and thereafter at regular intervals throughout the activation. The **Logistics Coordinator** inserts a Volunteer Staffing Log into the Operations Manual notebook prior to the opening of the center on the first night of activation, and for each subsequent continued night of activation.

Please note that at times weather systems move too rapidly to permit strict adherence to this protocol. In such cases, it may be impossible to provide 72-hour notice, and all notice periods are compressed.

3. Basic Shelter Schedule

There are three shifts each day of each activation event. Volunteers for Shifts TWO and THREE should plan on arriving about 10-15 minutes before the start of their shifts.

Shift ONE: 6:00 p.m. to 11:00 p.m.
Shift TWO: 10:45 p.m. to 4:00 a.m.
Shift THREE: 3:45 a.m. to 8:00 a.m.

5:30 PM **Logistics Coordinator delivers supplies**
Supplies are picked up, delivered to, and unloaded at the warming site. The **Logistics Coordinator** obtains the BFN telephone and ensures that it is turned on upon arrival at the warming site. The telephone is given to the Shift One volunteers as soon as they arrive at the warming site.

6:00 PM **All Shift One volunteers report**
A Shift One volunteer immediately checks for messages. To turn the phone on: press the red “end” key and hold until the main screen appears. To check for messages: press and hold the “1” key and follow the instructions. If there is no message nothing else is required.

Shift One volunteers complete setup per activation checklist for each warming site (located inside the blue Operations Manual notebook).

Set up *only a few cots (or air mattresses)* unless there is clearly a demand for more. Additional cots and/or mattresses can be added as needed, if more guests arrive. Guests make their own beds – volunteers just hand out sheets, etc. for them.

7:00 PM Shelter opens for guests
Check-in and snack service
Shift One volunteer calls that evenings Shift 2 and Shift 3 volunteers as a reminder of their responsibility.
IMPORTANT: If no guest(s) sign in by 10:00 p.m., the designated Shift One site leader will call (or leave a message for) all scheduled volunteers for Shifts 2 and 3 that BFN is *deactivating for that evening/morning only*. The Shift One volunteers will close down the site, following the deactivation checklist inside the notebook. Be sure the facilities are locked and secured and all signs are placed back in the BFN supply box before you leave.

10:45 PM **Shift Two volunteers report; Shift One signs out**

11:15 PM Lights Out for guests

3:45 AM **Shift Three volunteers report; Shift Two signs out**

6:30 AM Wake up guests
Make sure hot beverage service is ready

7:00 AM Begin check out for guests
Begin cleanup and closing procedures

- 7:30 AM Complete clean up (including sanitizing bathrooms and drinking fountains on mornings of OLPH preschool) and close shelter
All guests required to leave by this time
- 8:00 AM **Shift Three volunteers log out by or before 8 am**
Lock up facility; store all supplies. Don't forget signs!

As soon as possible after the warming center has been deactivated once a cold weather event has concluded, the **Logistics Coordinator** sends to the **Communications Coordinator** the Volunteer Staffing Log to be retained in the organization records of activations. The **Logistics Coordinator** will deliver to the **Volunteer Coordinator** all individual Volunteer Log Sheets for each day of the activation so that volunteer hours can be accurately recorded. The **Communications Coordinator** may request feedback from all volunteers, coordinators and Board members following some activation events, and will send this feedback to all coordinators and Board members for later debriefing.

4. Site Prep and Setup Procedures

The **Logistics Coordinator** or designated appointee will supervise the set-up of the site and appoint a Site Lead for each shift from the list of volunteers who have agreed to staff the center for that night if one has not already been appointed. Site Leads must be certified volunteers who have completed CPR/First Aid training. **The Site Lead for each shift will be the decision-maker in the event of questions or conflicts.**

There is a setup checklist for each facility for setup and closing. Any questions should be directed to the **Logistics Coordinator** or contact person for the particular site (see emergency contacts list). **Volunteer staff will all wear identifying nametags. The Site Lead's tag will clearly identify her/him as Site Lead.** This operational manual will be onsite, as well as a one-page list of emergency contact numbers. Basic site setup includes the following:

1. Move unnecessary furnishings to designated storage areas.
2. Set up mattresses/cots so that heads and feet of adjacent mattresses/cots are nearest – no “head to head” proximity. Be sure each sleeping area has Kleenex and a trash can. Set up an “isolation area” if necessary to isolate obviously ill guests from others. If available, use room dividers.
3. Set up check-in table, food service area, games table, and open seating in common area.
4. Post signage. Signage will include multiple copies of Guest Agreement and a site use map. The map will show designated sleeping areas (general, women and families, ill), hospitality areas, restrooms, emergency exits, smoking areas, and any other important site features.
5. Final walkthrough of the site by setup crew and first shift volunteers before opening doors for check in.

5. Guest Check In Procedures

(For unaccompanied minors, call the Looking Glass Rural Program call 541-767-3823)

All guests must check their bag(s) in – no exceptions. This is a health and safety rule and is **not optional**. Shift One check-in volunteers need to make sure that guests' information sheets are completely and legibly

filled out. Offer to help guests if they are reluctant to fill out the sheet, or appear to be having difficulty. Guests must use their real names. **Be sure each guest signs the Guest Agreement on the back of the guest information sheet and logs the time s/he came to the center and the time s/he leaves on the Guest Sign-In sheet for that day.** Guests are invited to use air mattresses and/or cots provided – they may not use furniture at the site. Guests who refuse to follow the rules will be asked to leave unless they agree to comply.

1. Everyone uses hand sanitizer.
2. Ask questions: “Are you sick? Have you been recently ill? Do you have any open sores?” If the person says s/he is sick or has been recently ill, or seems to be sick, ask if we may take temperature. Use stick-on thermometers, if available. People who appear to be ill, have elevated temperatures, or have other contagious conditions (e.g., MRSA) are directed to the isolation area.
3. Each guest completes and signs an Intake Form/Guest Agreement Contract and is logged in to the site via paper registration or entry into database. **Make sure every guest understands and signs the Guest Agreement Contract. Any guest who refuses to sign the guest agreement cannot be admitted to the shelter.**
4. Each guest receives an ID tag that can be pinned to their clothes (to help avoid loss). The same number is used on additional tags that are fastened to the guest’s personal belongings, including bicycle or cart, knapsack, etc. All personal belongings are stored apart from the sleeping areas in locked storage. **Guests should be reminded that they will *not* be able to access their belongings during their stay, and should take out any supplies they will need overnight at time of check-in, including any necessary prescription medications.** The log-in sheet notes how many tags are issued to each guest.
5. Each guest will be shown the locations for hospitality, food service, smoking, rest rooms, and appropriate sleeping areas. Guests may sleep on provided cots or air mattresses *only*.

6. Guest Check-Out Procedures

1. Guests turn in their ID tags; their belongings are located, tags are removed, and the items returned to guests. If it is anticipated that the center will be open additional consecutive night(s), guests are asked to retrieve their pillow, blanket(s) and sheet, put the items in a large plastic bag, and label the bag with one of their ID tags, for future use by the same guest. The other tags are stored.
2. Guests are encouraged to have a warm beverage and snack (if available) before departing. If available, each guest is given **one** free gift card to a local eating establishment. These cards are given only to guests who have stayed overnight at BFN.
3. Soiled sheets should be put in large plastic sacks for laundering. Used recycled fiber blankets, disposable pillow cases and pillows (if not covered by a pillowcase) should be thrown away. Notify **Logistics Coordinator** of need to wash sheets (if any) or if supplies of any bedding materials are running low.
4. At OLPH on preschool mornings (Monday, Tuesday and Thursday) the bathrooms and drinking fountain must be sanitized. Using a sanitizing wipe or spray sanitizer and paper towel, wipe down

the toilet seats and flush handle. The same procedure should be used on the bathroom sinks, faucets, and drinking fountain. At either site, cots not being used by a returning guest or on final deactivation, should be sanitized.

5. Be sure all supplies are returned to storage cart(s), intake materials to BFN storage box(es), and all furniture is returned to its customary position.
6. Lock up or request lock-up from Logistics Coordinator or designated site contact.

7. Volunteer Procedures

1. **Volunteers sign a log-in sheet** upon arrival at the center, indicating check-in time, what shift they are covering, and (if applicable) their area of duty (e.g., check-in, food service, hospitality, security, etc.)
2. **Volunteers log out** when they finish their shift, noting the check-out time. They may also make comments on any noteworthy event(s) or conditions (e.g., missing or faulty equipment or supplies; guest incidents; successful interventions/procedures; etc.) **Don't forget to log out!!**
3. The **Volunteer Coordinator** will keep a roster of all volunteers' contact information and an individual file for each volunteer containing the volunteer's original application, any background checks, the signed volunteer agreement, and any other relevant information. *Volunteers' personal information, including the results of any background checks, is confidential. Only the **Volunteer Coordinator**, her/his immediate helping staff, and the volunteer him/herself shall have access to this information, unless there is a legal need for the Board of Directors to review this information, in which event directors have the authority to access this information.* Other information in the Volunteer Application Form such as shift availability, special training, preferred volunteer work, and other general information is not confidential and may be made available to BFN coordinators in order to arrange staffing.
4. The **Volunteer Coordinator** will keep a record of volunteer hours served. Information in this log is not confidential and may be shared with BFN leadership, potential funding sources, media, and other public and private agencies. The number of volunteer hours logged is important information for many funding sources.
5. The **Volunteer Coordinator**, in cooperation with the BFN Board of Directors, will develop and offer volunteer training opportunities – including CPR and first aid certification – for new and returning volunteers at least once prior to the opening of BFN each year, and additional times as may be needed.
6. A Volunteer Manual containing BFN information and procedures and other information pertinent to serving as a BFN volunteer will be given to each volunteer who completes a BFN training. The manual may be updated and supplemented from time to time.

BFN FORMS

*These are the forms that are regularly used by volunteers.
Copies are available for the Logistics Coordinator*

Volunteer Forms

1. Volunteer Application
2. Volunteer Agreement
3. Volunteer Request for Background Check
4. Volunteer Log-In Sheet
5. Volunteer Staff Member Record

Guest Forms

1. Guest Intake
2. Guest Agreement
3. Guest Check In/Check Out Log
4. Pet Agreement (First Presbyterian Church ONLY)

Set-up and Staff Information Forms

1. Mobilization Checklist
2. Health Policies and Procedures
3. Emergency Contact Numbers