Kitsap County Severe Weather Shelter Operations Training
Training Overview

- Introductions
- What is the Severe Weather Shelter Program?
- Opening the shelter
- Operating a shelter
- Closing the shelter
- Safety and Security (weapons, drugs, alcohol, fire safety, etc)
- Mental Health Training – Mental Illness Demystified
Volunteer Handbook

- Your guide to shelter operations
- Included in Shelter Admin Kit
What is the Severe Weather Shelter Program?

- Department of Emergency Management (KCDEM)
- Kitsap County Human Services
- Hosting organizations
- Volunteers
Severe Weather Shelter Program Mission

To provide a **safe** overnight shelter for people who have no place else to come inside from extreme weather conditions
Who Uses the Severe Weather Shelters?

- Families that have had an emergency
- Domestic violence victims
- Runaways
- People experiencing homelessness

THIS IS NOT STRICTLY A HOMELESS SHELTER.
THIS IS NOT A DISASTER SHELTER.

IT IS A SEVERE WEATHER COMMUNITY SHELTER TO FILL THE VOID and SAVE LIVES.
Shelter Locations

- Kitsap County enters into an agreement with an organization to use its facility as a shelter.
- Agreement states that, “The participating organization will permit, at its own discretion, upon the request of Kitsap County Department of Emergency Management (KCDEM), the use of its facility by Kitsap County for those in need of shelter during periods of extreme weather as established in the Kitsap County Severe Weather Shelter Plan.”

- Poulsbo – Gateway Fellowship Church
- Kingston – Village Green Community Center
- Silverdale – Silverdale United Methodist Church
- Port Orchard – P.O. United Methodist Church
Shelter Administration

Kitsap County Housing and Homelessness Division – Manager

KCDEM

Kitsap County Housing and Homelessness Division – Shelter Coordinator

Kingston Shelter – Kingston Cares
  - Kingston Site Manager
  - Volunteers

Silverdale Shelter – Silverdale United Methodist Church
  - Silverdale Site Manager
  - Volunteers

Port Orchard Shelter – Port Orchard United Methodist Church
  - Port Orchard Site Manager
  - Volunteers

Poulsbo Shelter – Gateway Fellowship Church
  - Poulsbo Site Manager
  - Volunteers
Program Administration

Department of Emergency Management (KCDEM)

The Kitsap County Department of Emergency Management (KCDEM) will be:

• processing volunteer applications and background checks
• determining activation of the Severe Weather Shelter Plan
• providing the Shelter Admin Kits
• notifying the press and media about when the Shelters are activated
Program Administration

Housing and Homelessness Division (KCHHD)
The Kitsap County Housing and Homelessness Division is responsible for:

- Managing the volunteer shift sign-up software (called Homebase)
- Training volunteers on the Homebase software
- Working with volunteers and Site Managers on shelter staffing
- Training volunteers on Shelter Operations
- Alerting citizens through email and texts when the shelter is activated
- Being “on call” for emergencies that can not be handled by Site Managers
- Convening the Severe Weather Shelter Committee
Program Administration

Shelter Site Managers

Each shelter location has a designated Site Manager(s) who are responsible for:

- location specific needs such as supplies, access keys/codes, site specific rules
- training volunteers on site specific rules
- approving volunteer shifts through Homebase software
- assisting with recruiting volunteers for shifts
- trouble-shooting shelter emergencies

Each shelter location also assigns a representative to serve on the Severe Weather Shelter Committee.
Volunteers

Each shelter is staffed with volunteers!

- Most important part of the program
- Without Volunteers, shelters do not open
- Volunteers are registered Emergency Workers with the State of Washington
- Covered under Emergency Worker Program

- Cannot serve a shift in a shelter until their applications have been processed, including background check and the Volunteer Code of Conduct has been signed

- Should have their KCDEM Identification card with them at all times while working in the shelter and it should be visible
Volunteer Role

- Please remember that while you are working in the shelter, you are a volunteer for Kitsap County Department of Emergency Management.

- MOU - 3.e. - All employees or volunteers provided by KCDEM and the “participating organization” for shelter operations shall be under the supervision and control of KCDEM and shall be registered emergency workers with the State of Washington through KCDEM.
Volunteer Role

- Volunteers must operate within their training
- We are not doctors, lawyers, counselors, etc.
- Exceeding the limits of your shelter training may result in losing your coverage under the Washington State Emergency Workers Program
Shelter Activation

Criteria for opening a shelter:

- Temperatures are expected to be at or **below 32 degrees** sustained (sustained being defined as 4 or more hours) for one or more successive days, and/or

- **Snow accumulation** is expected to exceed 1 inch or more in depth, for more than two days, and/or

- Two or more successive days of **1 inch or more of rain**;

- May activate when **High Wind Warnings** are issued

- KCDEM reviews weather forecasts

- If the criteria is met, KCDEM notifies the KCHHD Shelter Coordinator who sends out a request for volunteers

- Volunteers are asked to go to the Homebase website to sign up for a shift
Shelter Activation

Volunteers will be notified by email and/or text about the need for shift volunteers.

Need at least 6 volunteers per night – 2 per shift at each location.

New role: Backup person

It is important that you are able to check your emails or receive texts in the morning.
Shelter Activation

- One email and/or text at 8 AM
- One “last call for volunteers” at 10 AM

Volunteers will go to the Homebase website to sign up for shifts.

At 11:30, we will open all shelters with enough volunteers.

If a shelter is not fully staffed by 11:30am, it will not be able to open for that night.
Signing up for Shifts

Log in to Homebase by:

- Going directly to http://joinhomebase.com
- Or clicking the “Sign In to Trade Shifts” at the end of the notification email

Or open the Homebase mobile app
Signing up for Shifts

Claim all shifts you are available to cover.

For 8am call – sign up ONLY at ONE shelter location.

Homebase Website

Homebase Mobile App
Signing up for Shifts

- A claimed shift will be “Pending”. A Site Manager will need to approve the shift.
- You will receive an email or notification from the mobile app if you have been approved for the shift, or if the shift was given to someone else.
- You’ve picked up a shift!

OR

- Bummer! The open shift you claimed was assigned to someone else
Signing up for Shifts

Help with signing up for shifts:

https://www.kitsapgov.com/hs/Pages/HH-Severe-Weather-Shelters.aspx

1) Homebase User Manual

2) Homebase Introductory Videos

3) Call Cory Derenburger, KCHHD Shelter Coordinator
   360-337-7287
Why the 11:30am deadline?

- Lunch programs need time to notify their guests -- if notifications aren’t sent out to partners by lunch, usually little or no guests at shelters

- Partners need time to get things in place, for example Kitsap Transit

- Gives volunteers enough time to arrange child care, re-arrange plans, sleep...
Where Can Volunteers Work?

- Any shelter location they are willing to work
- You will be able to choose your locations in Homebase based on your Emergency Worker Application. To add/change/drop locations you work contact the Shelter Coordinator
- Not tied down to any particular location

- On 1st Call for volunteers, sign up only at “Primary Shelter”
- On 2nd Call for volunteers, sign up only for one other site
Activation Notification

- Emailed fliers go out to a variety of organizations – KCR, Food banks, Churches, other Social Services, Stores
- Press release is sent out to all media outlets
- Fire, Law, Hospitals, Schools, Kitsap 911, 211

- NEW! Text alerts to anyone who signs up
Volunteer No-Show

• It is important that volunteers who register for a shift arrive at the shelter on time and ready to work the shelter.

• It is understood that emergencies, illnesses, and other events do happen which would make it impossible or hazardous to work a shift.

• If you will be unable to make your shift, or another volunteer does not show up for their shift, contact the Backup Person continued...
Volunteer No-Shows

1. Call the Backup Person – on the Homebase website or mobile app, go to the Schedule screen. The Backup Person will be listed on the current day schedule. Click to see the Backup Person’s phone number.

2. If no Backup Person is scheduled, cannot be reached, or you cannot access Homebase call the Site Manager.
Volunteer Responsibilities

Make a World of Difference
Values

- Ensure that the shelter is a safe place
- Respect the guests
- Provide services equally to all clients
- Use resources wisely
Shelter Shifts

There are currently three shelter shifts:

- First Shift: 5pm – 10pm (2 people)
- Second Shift: 10pm – 3am (2 people)
- Third Shift: 3am – 8:00am (2 people)
- Backup Person

Shelter are open from 6 pm – 7 am on days of activation with special exceptions.
Volunteer Sign In Sheet

- **Mission ID Number** (available in Homebase)
- **Mission Date**

### Volunteer Sign In Sheet

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<th>Emergency Worker Name</th>
<th>Card No.</th>
<th>Assign Or Team</th>
<th>Date (In)</th>
<th>Date (Out)</th>
<th>Total Hours</th>
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**County in which mission/incident took place:**

**Mission Incident Name:**

**Unit Name:**

**Unit Address:**

---

This form must be signed by local emergency management director. Certification on behalf of agency's behalf.

By my signature below, I certify that these persons did participate in this mission/incident.

Print Name and Title

Signature: [Signature]
Volunteer Sign In Sheet

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<th>Date</th>
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**Notes:**
- The time a person could have driven a truck without any support for fuel is:

  **TO BE FILL IN BY LOCAL EMERGENCY MANAGEMENT DIRECTOR/COORDINATOR.**

  *By my signature below, I certify that these persons did participate in this mission/incident.*

  **Print Name and Title**

  **Signature**
| Sign Name | Date | Time In/Out | Volunteer Card Number |
|-----------|------|-------------|----------------------|----------------------|
|           |      |             |                      |                      |
## Volunteer Sign In Sheet

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This form is used to track the sign-in and sign-out times of volunteers. The Volunteer Card Number is used to keep track of volunteer activities and hours. The date activation date is used to record the date on which the volunteer was activated. The time in/out columns are used to record the time the volunteer arrived and left for each shift. This form is a crucial tool for managing volunteer activities and ensuring that all shifts are covered.
**Volunteer Sign In Sheet**

- **Sign Name**
- **Date**
- **Time In/Out**
- **Volunteer Card Number**
Shelter Administrative Box

- Ink Pens
- Volunteer Sign In
- Extra Log In Sheets
- Shelter Security Log
- Shelter Handbook
- Cards
- Flashlights
- Emergency Lights

Also available:
- Resource Brochures
- Name Tags
Opening The Shelter
General Information

- At least one volunteer should remain near the shelter entrance at all times

- Name tags should be worn by volunteers at all times, if available.

- Smoking and Vaping only permitted in designated areas.

- Maintain the log book
Ongoing Actions

- Maintain communications with the Site Manager, and Shelter Coordinator, as needed
- Ensure guests receive updated information about the weather and shelter status
- Plan for the next shifts and closing the shelter
- Routinely inspect the safety and sanitation of shelter
First Shift Responsibilities

- Arrive at shelter at 5pm
- Check to make sure that you have all items necessary to open the shelter
- Set up snack area, if available
- Log guests in
- Bag all guest belongings
- Make sure guests know where emergency exits are located
- Issue blankets and pillows if available
- Direct guests to their area in the facility
- Ensure shelter security
- Prior to 10pm (when all lights should be turned off and doors locked), announce last chance for smoke break
- Turn over paperwork to second shift
Sign In Area

- Set up the sign-in area near the entrance, but allow for enough room for guests to come in from the weather

- Set up the “personal item” intake area near the sign-in desk

- Allow enough room for handicapped guests
Sleeping Area

- Inspect area for safety
- Blankets and pillows
- Allow enough space for guests to move freely
- Separate groups into different areas if space permits
Dormitory Area
Before Opening The Shelter

- Make one more walk through the building
- Check the lounge area
- Bathrooms stocked
- Check for safety hazards
- Know the exits
**Guest Sign In**

- Guest check-in from 6pm – 9pm
- Read the listed rules out loud to the guest
- Ask the guest their name and write it in for them along with time in
- Age and Sex is voluntary, for statistical reason only
- Ticket number – for possessions bag

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Guest Sign In

If we do not ask for ID, why keep a sign in sheet?

- Allows for quick count of guests in shelter
- Keeps track of times in and out
- Ensures guests understand basic rules of shelter
- Record that guest received ticket
Personal Item Intake

What is this?

NEVER, EVER CALL THIS A TRASH BAG!!

IT’S A “LARGE, PLASTIC BAG”!
Personal Item Intake

- Have the guest place their items in bag
- Tape up, or zip tie the top of the bag
- Write guests name on tape for identification
- Once bag is sealed, it may not be opened until check out
Personal Item Intake

- Give the guest one of the tickets
- Tape the other ticket to the bag
Personal Item Intake

- Aids in security of the facility
- Disease control
- Assists in ensuring shelter rules are followed by guests

Guests may keep certain personal items: cell phones, hygiene items, computers, MP3 player, stuffed animal or religious items. Purses and backpacks must be placed in plastic bag and stored!
Personal Item Intake

What if a guest has meds in bag/purse?
➢ They should get needed meds out before bagging up personal items.

What if feminine products are needed?
➢ Place in Ziploc bag or other smaller bag. We may have some of those items available.
9 PM Check In Rule

- If no guests arrive prior to 9 PM, that shelter location will not open for the night.

- Safety – Those that have arrived after 9 PM have largely been overly intoxicated.

- History and research of other facilities has shown that if no guests arrive prior to 9 PM, they have likely made other arrangements.

- Gives the first shift time to notify the other shifts before 2nd shift leaves their homes.

- Gives first shift a chance to stow gear and clean up before leaving facility.
Lights Out at 10pm

- Doors should be locked and all non-essential electronics should be shut off at 10pm
- Personal electronics that are not disrupting others may be kept on
- Offer one last smoke break before lights out
- Immediately following lights out, perform a security check of the premises
Lights Out

- Guests are not allowed out of the facility after lights out. This is for both your safety and the safety of our guests.

- If a guest leaves the shelter after lights out, they are not permitted back in until 6PM the following day, if the shelter is still active.

- Special circumstances may be considered and exceptions may be made depending on the situation.
Lights Out

- Remember, Lights Out is not necessarily “Bed Time”
- This is not jail and you are not guards!
- Allows everyone to get 8 hours of sleep
Second Shift Responsibilities

- First shift briefs second shift
- Maintains security in the building
- Monitor guests and make rounds hourly
- Turn over keys and paperwork to third shift
- Perform late check in of guests brought to shelter by police or from hospital
Second Shift Responsibilities

- Perform late check in of guests brought to shelter by police or from hospital
Third Shift Responsibilities

- Wake up guests at 6 am for a 7 am departure
- Make sure each guest signs out and takes possession of their belongings
- Make sure each guest deposits used linens in dirty linen can
- Ensure that all areas of the shelter are clean and disinfected
- Check smoking area for cleanliness
- Check procedures for linens
- Organize paperwork
- Check manual for procedures on returning keys
- No later than 7:30, check all doors and make sure shelter is locked
Personal Item Claiming

- Tickets must be turned in when items are retrieved in the morning.
- If guest loses ticket, wait until all guests have left. There should be a leftover bag.
Sign Out

- Guest Initials that they received items
- Write down time out
- If a guest refuses to sign out, volunteer should write time out and note the circumstances in the Security Log

SHELTER SIGN IN/OUT

Date: _____/_____/______  Shelter Site: Salvation Army

- Violation of any of these rules may result in dismissal from the shelter
- Once your personal property bag has been sealed, it may not be opened until you check out of the shelter. ALL medications will be stored in a Ziploc bag.
- Tobacco & Vape use permitted OUTSIDE only – NO EXCEPTIONS
- You will refrain from using alcohol or drugs while a guest on this property
- You will respect the rights of all others using this facility
- You will remain in the areas designated by Shelter Volunteers
- You understand that if you leave this shelter after lights out, you will not be allowed to return until the next activation day
- If you are asked to leave this property, you will do so promptly
- Wake up time is 6 am and you must depart by 7 AM
- By initialing out on this log, you agree that all personal property has been returned to you
- Did you drive a vehicle? (if so, note in security log)

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Shelter Shutdown

- Shelters must close daily by 7:00am. The only exception may be more severe weather!
- Wake up guest at 6:00am
- Make sure guests take all of their belongings, even if they plan on returning that night
Shelter Shutdown

- Ensure that the building is empty and secured
- Complete paperwork
- Clean up any areas used
- Make last round through building
- Lock up building, return key or place back in keybox (depending on location)
Operating The Shelter
Restrooms

- The restrooms should be checked regularly to ensure they have paper products, soap and hand sanitizer.

- Restrooms can also serve as a hiding place for smokers or addicts.
Spills and Mishaps

- Clean up as soon as possible
- Dangerous to volunteers and guests, particularly those with mobility issues
Donations

There may be certain items that you can use at the time and it is acceptable to accept those donations at the shelter (toilet paper, snacks, personal hygiene products, etc).

Other donations should be set up through the Shelter Site Manager during normal business hours unless a donation plan has already been put in place by the facility.

Not able to store donated items for the shelters.
NO Cash Donations

- Are not accepted at shelter locations during activations
- Can be made by contacting the specific location during normal business hours
Meals and Food

- Providing meals is not within the scope of the Severe Weather Shelter Program.

- It is not the volunteer’s job to cook, distribute or clean up meals or meal services. The Severe Weather Shelter Program is not a feeding program.

- Some snack foods and easy to prepare meals may be provided or donated from various organizations. Most of these require only hot water to prepare.

- On occasion, members of the community will want to bring in meals. This should be cleared first and all meals brought in should be pre-cooked.
Rides for Guests

- Volunteers may NOT give rides to shelter guests before/during/or after their shifts!

This is very important!
Verification Letters

 Volunteers may NOT write letter for guests confirming that they are homeless and staying (or stayed) at the Severe Weather Shelter

 Instead, refer a guest to the Housing Solutions Center to get an assessment and referral to other shelter and housing programs.
Equipment Failure

- Fix minor problems
- Call building maintenance if possible
- Stay in place if possible
- Do not put yourself in danger
- Notify the shelter site manager
Animals in the shelter

- Pets
- Support/therapy/companion animals
- Service animals
Service Animals

- As defined by RCW 70.84.021, "service animal" means an animal that is trained for the purposes of assisting or accommodating a disabled person's sensory, mental, or physical disability. **Service animals are welcome at the shelter.**

- Another section of the RCW that relates to Service Animals and food service buildings identifies service animals as **dogs or miniature horses.**

- The Washington Law Against Discrimination (WLAD) clearly defines a service animal as being “trained”. The training part is not defined.

- Not required to wear identification or have identification as a service animal.
Service Animals

- Recent court cases have determined that the “training” must be above that of regular obedience training that sets the animal apart from a normal house pet.

- How do you know? You really don’t. But you can ask the following:

  Is this animal a pet? If the answer is yes, this is not a service animal and can be excluded.

If the person answers that this is a service animal, you may ask a second question.

  What is this animal trained to do for you?”

- You may not ask a person to prove they are disabled!
Service Animals

“What is this animal trained to do for you?”

- If the handler refuses to answer, the animal can be excluded.
- If the handler discloses their disability, but refuses to disclose what the animal is trained to do for them, the animal can be excluded.
- If the handler provides documentation or certification that the animal is a service animal, but neither the documentation nor the handler can explain what the animal is trained to do, the business can exclude the animal. (There is no state or federal service animal registry or certification process, so such documentation has no legal meaning and is often purchased on the Internet.)
Service Animals

“What is this animal trained to do for you?”

- If the handler answers only that the animal can sit, stay, lie down, come when called, or do something else related to obedience and good manners, this does not indicate the animal is trained to provide services for a disability, and the animal can be excluded.

- If the handler answers that the animal makes them feel better, helps them calm down, eases their depression, or something similar, this would indicate that it is the animal’s presence alone that helps the handler, and that the animal is not trained to **do a task or provide a service**. Because the animal does not meet the training requirement, the business **can exclude the animal**.
Service Animals

“What is this animal trained to do for you?”

- If the handler answers that the animal is trained to guide them, help with balance or mobility, alert them to a condition (either physical or situational), pick up or carry items, remind them to take medication, get help, stabilize them during a seizure, redirect their attention from a trigger, or do some other task or provide some service that the person is unable to do themselves or helps with a disability, then the animal is a trained service animal and must be allowed. (Washington State Human Rights Commission, 2013)
Service Animals

- Legally, you cannot force a person with a service animal to be in a segregated area but you can offer it.

- If possible, offer guests with service animals their own space in the shelter.

- The person and dog must have access to all of the public areas that other have access.

- Make sure that the guest understands that they are responsible for their animal (feeding, cleaning, control, etc.)
Assisting Guests With Disabilities

- Mobility Issues
- Hearing Impairments
- Sight Impairments
- Speech Problems
- Mentally Challenged
Working With The Media

- Remember, privacy of our guests comes first!
- Respond courteously and clearly
- Get the reporters name and station and pass this information to the Shelter Coordinator
Cameras

- Any camera activity inside the shelter must be approved prior to filming
- Cameras are not allowed in the general guest areas during operations
- Ask one or two guests if they mind being filmed and interviewed
Connections with other services

- Sally’s Resource Guide
- Housing Solutions Center
- MEALS in Kitsap County
Shelter Safety and Security

SAFETY is EVERYONE'S RESPONSIBILITY!
Safety and Security

There is nothing more important than the safety and security of our guests and volunteers! Safety is everyone’s responsibility!
When To Call for Help

- Medical emergency
- Serious incidents
- Building damage
- Equipment damage
Who To Call for Help

- Site Manager
  - Depends on the site, phone number in the Volunteer Handbook

- KCHHD On-call Person
  - Kirsten Jewell, phone number is the Volunteer Handbook

- 911
The Shelter Security Log
Shelter Security Log

- Record times and dates of incidents
- Keep a record of vehicles in the parking lot
- Record security rounds
- Example Entries:

  11/13/2009 8:22pm - Noticed new vehicle in parking lot, Blue Ford F-150 truck, license ABC-123. Unknown if it belongs to one of the guests

  11/13/2009 11:30pm - All quiet
Shelter Security Log

Examples of Incomplete Entries:

- 3 vehicles in parking lot (non-descriptive)
- Fight among two guests (what guests? What happened?)
- Guest got mad and left early (who and circumstances)
- Jerry was banned from shelter for shooting up drugs repeatedly in bathroom (who the heck is Jerry?)
- One volunteer did not show up for shift (ok, which one and did you contact the Site Manager?)
REMEMBER!!

- We are not a law enforcement agency.
- You do NOT have the right to physically search any person or their belongings.
- Do not touch a guest's personal items, unless assistance is requested.
- You are permitted to do a “visible” search for weapons or contraband (more on this later).
Securing The Building

- Doors should be locked at 10 PM
- Nobody should leave or enter the facility after lights out at 10 PM unless escorted by police
- During hourly rounds, make sure all doors and windows are closed and locked
Severe Weather

- Always monitor the structure of the building
- Look for leaks, cracks or other problems with the facility during security rounds
- Watch for snow build up or flooding outside of the facility
- Try to keep walkways and doorways clear
Power Outages

- Advise guests to stay in place
- Safety lights may come on
- If a guest needs to move around the facility, escort them with a flashlight
Shelter Fires 16-17

- April 16 – Massachusetts Shelter
- Sept 16 – Biloxi, MS
- Oct 16 – Large homeless shelter - D.C.
- March 17 – Honolulu, HI
Fire Safety
Fire Safety

Call 911

Know how to use a fire extinguisher
Follow the *PASS* word
*Pull *Aim *Squeeze *Sweep
Earthquake

- Drop, Cover and Hold!
- Before you exit, assign volunteers to check exit routes for safety
- Exit building and meet at designated area
- Have guest and volunteers take all belongings
- The Shelter now is closed!
- Take roll call
- Contact the Shelter Site Manager
Weapons

Weapons (or anything that may be used as a weapon) are not to be carried around in the shelter at any time!

While you are not permitted to physically search a person or their belongings, you may visibly search.

If you see something suspicious, ask the guest if they are carrying a weapon. Advise them that weapons have to be stored with their belongings or they will have to leave.
What To Do

- Avoid a confrontation
- Explain the shelter policy on weapons
- Assure the guest of safety in the shelter
- If the guest refuses, ask them to leave
- Last resort, Call 911
- “Trespass” repeat offenders
Weapons and Volunteers

- Volunteers are NOT permitted to carry weapons of any kind while serving in the shelter.


- Kitsap County prohibits possession of any weapons by officers, employees and volunteers, while conducting county business, while on the job, and while on the worksite.
Drugs and Alcohol

- Drugs and alcohol are not permitted to be kept with a guest in the building at any time.

- Prescription medications are allowed.

- You are not permitted to confiscate any illegal drugs or alcohol.
Hard to Tell!

Drug or Vitamin?
Drugs and Alcohol

Insulin

NovoLog®
Insulin aspart Injection (rDNA origin)
10 mL 100 units/mL (U-100)
Important: see insert
Keep in a cold place
Avoid freezing.
Rx only

Lantus®
Insulin glargine injection (rDNA origin)
100 U/mL
Insulin Solution for Injectable Use
For injection.
Drugs and Alcohol

Insulin

- Remember, do not jump to conclusions – a needle doesn’t necessarily mean an addict

- Tell the person that you have to verify medications to be kept by guests and ask to see insulin bottle

- If they will not show you insulin, ask them to lock up any drugs or paraphernalia they may have on them with personal items in bag
Drugs and Alcohol

- Use your best judgement
- Containers with past expiration date on bottle
- Various colored pills in bottle
- Common sense
Drugs and Alcohol

- Avoid a confrontation
- Explain the shelter policy
- Ask the guest to leave
- If the guest refuses, call the police
- Do not try to be an addiction counselor
- “Trespass” repeat offenders
Altercations

- Physical altercations are rare
- Once a disagreement turns physical, do not attempt to break up fights
- High priority: avoid physical harm to you or guests
Shelter Activation Drill

- Test our new activation procedures
- Test volunteer sign-up software and process
- All current and new volunteers that have been approved will be contacted about the drill
- Stay tuned!
THANK YOU!!

Make a World of Difference