



## Coordinators Handbook V3.1

January 12<sup>th</sup> 2017

*This document contains the procedures for coordinators of the Sanctuary Drop-in and Night Shelter. It builds on the procedures covered in the Sanctuary Volunteers Handbook and is in addition to them.*

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## 1. Operational Days

Sanctuary will operate the following sessions from the Community Centre of Gravesend Methodist Church:

- **Drop-in** sessions that for this year will operate run on Sunday and Thursday evenings (6:30pm – 10:00pm) starting Sunday 2<sup>nd</sup> October 2016 and ending on 29<sup>th</sup> June 2017.
- **Night Shelter** that will run on a Sunday, Tuesday and Thursday starting Thursday 1<sup>st</sup> December 2016 and ending on Thursday 30<sup>th</sup> March 2017. During this period, it is expected that Sanctuary will be closed for the period 23<sup>rd</sup> December 2016 until Monday 2<sup>nd</sup> January, as we expect there will be difficulties in having enough volunteers to run. A decision will be made on this during the first few weeks in December.

The night shelter has 3 shifts:

- **Evening** (6:00pm – 10:30pm) which prepares the shelter for operation and where guests are welcomed and served a hot meal
- **Overnight** (10:15pm – 7:00am) where guests sleep
- **Morning** (6:45am – 8:45am) where guests are served with breakfast and the shelter is 'packed away'

Each shift has a 15 minute overlap to help with the handover between volunteers. Detail activities for each shift is given later.

- **Emergency Night Shelter** that may run anytime between 1<sup>st</sup> December 2016 until 30<sup>th</sup> March 2017, should the weather become extreme and there is a very real life threatening situation for those sleeping on the street.

The daytime Sanctuary activities will continue as at present on Monday, Wednesday and Friday's between 10am - 2pm, where guests can get access to:

- Showers
- Laundry
- Clothing
- Member of the Sanctuary pastoral team.

## 2. Services Available

For the **Drop-in sessions**, guests will have access to:

- Hot drinks and food
- Showers – these can be booked when a guest arrives but only if there are enough volunteers and can be completed by 10:00pm.
- People to talk and pray with
- Games

For the **Night Shelter**, guests will have access to all of the above during the evening session plus a safe place to sleep and in the morning session:

- Cooked breakfast
- Packed lunch

Clothing will generally not be available in the above sessions, and a limited amount of laundering may take place but cannot be guaranteed to be ready for the morning. Guests must come in during the daytime sessions to access these services unless the coordinator believes there is a very real and urgent need.

### 3. Volunteer arrangements

All volunteers must go through the new General Training session and be approved by the project managers. The only exception to this are 'Observers' but these must also be approved by the project managers prior to their attendance.

No other 'volunteer' other than those on the rota or those agreed by the project managers should be allowed into the building on any particular shift.

If someone would like to observe an evening, then they should get in contact with the Project Managers who will assess and make the appropriate arrangements for a particular session.

Drop-in and Night Shelter sessions will only operate if there are sufficient volunteers. This has been set at:

**Drop-in session, evening and morning shift of the Night Shelter:** 7 people will be on the rota, although these sessions will run with 6 as a minimum. This will consist of

- 1 Coordinator
- 2 kitchen staff
- 4 General helpers

**Overnight session of the Night Shelter:** 5 people people will be on the rota, although the session will run with 4 people. This consists of:

- 1 Coordinator
- 4 General helpers

This session will adopt a '2 people on', '2 people off' cycle for general helpers. There must be 2 people in main sleeping hall at all times, although 1 person may leave for short periods of time to check on any laundry.

### 4. Expectations of Coordinators

It is expected that coordinators will:

- Ensure that the Drop-in and Night Shelter sessions run smoothly and safely
- Allocate tasks to volunteers according to their experience and capabilities
- Be consistent with their approach to guests and volunteers
- Keep to the guidelines outlined in this document and of those in the Volunteer Handbook as they help with maintaining a consistent approach
- Use their discretion in emergencies
- Complete all relevant paper work and return to Sanctuary office including:
  - Sanctuary set-up and break-down check lists
  - Coordinator report – all pages

- Incident reports if required
- Be aware that the purpose of Sanctuary is to show Gods love and concern for both their physical and spiritual state
- Pray with guests as required and with volunteers before the start of a shift
- No specific First Aid cover is provided however training is offered to all volunteers in association with the British Red Cross.

At the Shelter venue, Coordinators must be familiar with the building layout, its facilities and in particular:

- Know where the fire exits and fire extinguishers are
- Know where the First Aid box, telephone and list of emergency numbers are
- Make sure that fire exits are unlocked and not blocked
- Know the evacuation procedures in the event of a fire
- Advise the volunteers where guests can and cannot go
- Make sure that any areas barred to guests are secure
- Ensure volunteers leave their belongings in the lockers provided for this purpose
- Only coordinators have access to the office – no items should be left or stored here

## 5. Evacuation Procedures

It's vital that all coordinators know the evacuation procedures and communicates these to the team they are leading at every session. These are:

- When the alarm goes, or when the coordinator decrees the building is to be evacuated, volunteers must usher all guests out of the building.
- The preferred route is out for the main Community Hall entrance, turn right and right again into the street immediately next to the entrance. Everyone should then make their way to the front of the church – this is where the congregation area for all guests and volunteers.
- The coordinator should get the Coordinator report which contains the names of all people who have been checked into the building.
- The coordinator should check the rooms including the toilets, quiet room, shower room, basement and Sanctuary office to ensure they are clear. When they are satisfied that the building is empty they should make their way to the congregation area at the front of the church.
- Once there, the coordinator should check the names of people on the coordinators report to ensure everyone is accounted for.
- The coordinator should contact the GMC key holder (Andy Thompson - 07557 275984, or Eric Davis - 01474 822570) to establish the next steps.
- Everyone is to stay in the congregation area until given the all clear either by a fire officer if attending, or by the GMC keyholder)

## 6. The Blue Binder

To help coordinators in their role, a Blue Binder is provided at the start of each session containing key information on how the session is to run. This is kept in the downstairs office and contains confidential information that should be used by the coordinator. It must not be left alone and should be locked up in the office when not being used. This binder contains the following information:

1. **Session Notes:** A note of any particulate issues that the coordinator should know about. This may include notes on guests or information that needs to be given out.
2. **Sanctuary Coordinators Report:** A list of volunteers who will be serving in that shift, plus the names of guests who have booked in along with their kit bag number. More on this form later – a copy is provided in Appendix I.
3. **Food Menu:** The menu for each meal for which food will be available in the fridge/cupboards
4. **Master Guest list:** A list of all guests, along with their kitbag number that have accessed the daytime, Drop-In or Night Shelter since September 2016. This is sorted by first name.
5. **Master Kit Bag Numbers allocated:** A list of kitbags currently in use and who they are assigned to. As new guests arrive, this list shows the next available kit bag number that can be allocated.
6. **Evening Coordinator check list:** The activities that must be carried out in session 1.
7. **Overnight Coordinator check list:** The activities that must be carried out in session 2.
8. **Morning Coordinator check list:** The activities that must be carried out in session 3.
9. **Building access codes and keys:** This contains the door codes and key numbers that you will need during the evening. Codes should not be given out or written down where they can be accessed by guests. All keys must be returned to the key cabinet in the downstairs office when not in use.
10. **Emergency Numbers:** A list of contact numbers for use in emergencies covering the building, emergency services and project managers.
11. **Outside Sleeping Bag Master List Form:** The form to be used when issuing a guest with a sleeping bag for outside use. These should really be issued during the day but coordinators have the discretion to issue these if there is an urgent need.
12. **Food Bank request form:** This form is only used if it is necessary to take food from the Food Bank store to complete a session meal. If guests want food supplies they must return when the foodbank is open.
13. **Blank Guest Forms:** Used to record details of guests not on the current Master Guest list.
14. **Blank Incident Report Forms:** Used to record details of any major incident in a session
15. **Notes on the alarm system:** This describes how the building alarm works. You shouldn't need to use this but may be handy if access to locked parts of the building are required.
16. **Sanctuary daytime office hours and activities:** A summary of what guests can expect and the times the Sanctuary office is open.
17. **Coordinators hand book:** A copy of this handbook.
18. **Risk Assessment:** A copy of the potential risks facing volunteers and the practices put in place to minimise or eradicate them.

## 7. Evening Shift Activities (6:00 – 6:30pm)

Coordinators are expected to be there at 5:45pm. It is assumed that the building will already be open. The following is a list of activities that are to take place during the evening shift, a copy of which is in the Blue binder. These should be verified by the coordinator and ‘ticked off’ as they are completed. The completed Coordinators Report, Checklists and any Incident Reports will be picked up the Sanctuary Office staff and processed the following morning after each session.

Activity	Check when done
<b>PREPARING FOR THE SHIFT</b>	
Read the session notes in the Blue Binder on any issues	
Check the physical security of the premises regarding doors to be locked and opened, and that all fire exits are clear	
<p>Assemble the volunteer team:</p> <ul style="list-style-type: none"> <li>• As volunteers arrive, sign them in on the Coordinators report. If a volunteer does not turn up, call Peter Field or Steve Nolan using the Sanctuary phone who will then chase them up.</li> <li>• Introduce each person and start session with prayer</li> <li>• Make them aware of the fire exits, evacuation procedure and any particular guest issues raised in the session notes.</li> <li>• Volunteers to store personal bags/valuables in lockers in entrance hall - keys in the key cabinet reception office.</li> <li>• Assign volunteers to specific duties:               <ul style="list-style-type: none"> <li>○ Cooks/Kitchen Duty (already assigned).</li> <li>○ Help in signing Guests in with the Coordinator</li> <li>○ Arranging the Shower rota</li> <li>○ Dealing with clothing</li> <li>○ Others to talk with guests as they come in</li> </ul> </li> <li>• New volunteers to be ‘buddied up’ with more experienced volunteer.</li> </ul>	
<b>GETTING OUT SANCTUARY READY</b>	
<p><b>Retrieve the air beds and kit bags by:</b></p> <ul style="list-style-type: none"> <li>• Unlocking the Sanctuary Office door (Key 27) then balcony door (key on chain by door) but check the alarm is off (<b>red light not on</b>)</li> <li>• Move the kit bags of those registered for the evening on the coordinator report down to the reception area where they can be handed over to guests.</li> <li>• Reunite any laundry bags that have been hung on the back of the shower door with the appropriate kit bag i.e. they both have the same number.</li> <li>• Recover any laundry that has been done during the day – these will typically be in numbered plastic bags and may be stored either in the balcony area, in the Sanctuary Office or in the basement if still drying. These can be placed in the appropriate guest kit bag</li> <li>• Lock the doors to the balcony and Sanctuary office once completed</li> </ul>	

<p><b>Retrieve the bedding by:</b></p> <ul style="list-style-type: none"> <li>• Unlocking the Sanctuary Store door (Key 30) then Street Pastor roller shutter to retrieve pillows and bedding.</li> <li>• The air bed pump is usually in the Sanctuary roller shutter</li> </ul>	
<p><b>Other items:</b></p> <ul style="list-style-type: none"> <li>• Retrieve the CD/IPOD player from Sanctuary store and place in Jubilee room</li> <li>• Retrieve the games/jigsaws from Sanctuary store and place in Jubilee room</li> <li>• Retrieve outside battery light from Sanctuary store and place in Quadrant (smoking area)</li> <li>• Move the Sanctuary trolley from Sanctuary store and place in the kitchen</li> </ul>	
<p><b>SETTING UP THE MAIN HALL</b></p>	
<ul style="list-style-type: none"> <li>• Gather clean sheets/bedding from washroom or store</li> </ul>	
<ul style="list-style-type: none"> <li>• Move large screen into main hall for female area – unlock wheel to avoid scratching floor. Place 1 screen across main entrance doors.</li> </ul>	
<p><b>Lay out beds:</b></p> <ul style="list-style-type: none"> <li>• Place airbeds around the hall</li> <li>• Put one chair alongside each bed</li> <li>• Make up bed with sheets and pillows inside pillow cases</li> </ul>	
<ul style="list-style-type: none"> <li>• Set up one table and 2 chairs from Jubilee Room to monitor guests as they sleep</li> </ul>	
<p><b>SETTING UP RECEPTION AND ENTRANCE HALL</b></p>	
<ul style="list-style-type: none"> <li>• Collect Sanctuary posters from 3rd drawer reception office place on inside of entrance doors to GMC</li> </ul>	
<ul style="list-style-type: none"> <li>• Set up table for checking guests in and conducting searches.</li> <li>• Place posters on desk that shows the conditions of entry.</li> </ul>	
<ul style="list-style-type: none"> <li>• Retrieve kit bags from Sanctuary office for those booked in so they can be handed out once they have registered and had their bags/pockets checked.</li> </ul>	
<p><b>SETTING UP JUBILEE ROOM</b></p>	
<ul style="list-style-type: none"> <li>• Set out Chairs and tables</li> </ul>	
<ul style="list-style-type: none"> <li>• Unlock doors to Quadrant (smoking area) (Key 25)</li> <li>• Place portable battery light from Sanctuary store to illuminate area</li> </ul>	
<p><b>SETTING UP THE QUIET ROOM</b></p>	
<ul style="list-style-type: none"> <li>• Unlock the quiet room (Key 26)</li> <li>• Set up two blow-up beds – volunteers will be expected to bring in their own sleeping bags if required.</li> </ul>	
<p><b>SETTING UP KITCHEN</b></p>	
<ul style="list-style-type: none"> <li>• Give cooks the menu for the day that is stored in the Blue Binder</li> <li>• They will retrieve the food for the evening from the Sanctuary fridge/freezer in the Quiet room (Key 26)</li> <li>• Leave Cooks to prep and cook the evening meal</li> </ul>	
<ul style="list-style-type: none"> <li>• Do not use/remove/leave anything in the two fridges in the kitchen - these are for GMC use only</li> </ul>	

<b>OTHER THINGS</b>	
<ul style="list-style-type: none"> <li>• Check the toilets are reasonably clean (they are cleaned by GMC)</li> </ul>	
<ul style="list-style-type: none"> <li>• Give out the keys to the shower cupboard (Key 50) containing toiletries</li> </ul>	
<p><b>To check in guests, make sure you have to hand:</b></p> <ul style="list-style-type: none"> <li>• The Coordinators report containing the guest list</li> <li>• The Master Guest list form containing guests we know about and whether they have been allocated a kit bag</li> <li>• The Master Kit bag numbers that have been allocated</li> </ul>	
<b>OPENING UP &amp; CHECKING IN GUESTS</b>	
<ul style="list-style-type: none"> <li>• Once set up is complete, return keys to the general office</li> </ul>	
<ul style="list-style-type: none"> <li>• At 6:30pm providing setup is complete and all volunteers are present, unlock the main entrance door and return keys to the general office</li> </ul>	
<ul style="list-style-type: none"> <li>• Guests are signed in personally by the Coordinator or someone nominated by them, and checked to see if we have an existing record of them. This can be found on the Master Guest List. See notes below on dealing with new guests.</li> </ul>	
<ul style="list-style-type: none"> <li>• No pets are allowed into Sanctuary or to be left outside</li> </ul>	
<p>Ask them if they want to (tick boxes as appropriate):</p> <ul style="list-style-type: none"> <li>• Do they want to stay the night or is it just for the evening meal</li> <li>• Book in for the next session</li> <li>• Do they want a shower. Due to time restrictions, only the first 6-8 guests will be allowed to shower as these must be completed by 10pm. Coordinators can book guests in for showers during the daytime by filling in the Daytime Shower Booking form kept in the front office.</li> </ul>	
<ul style="list-style-type: none"> <li>• Ask them to open their bags and show their pockets for a visual inspection. Do not put your own hands into bags or pockets. This visual search is a condition of entry – we are looking for offensive weapons, drugs and alcohol. If these are present explain that these will need to be left with the coordinator but will be returned in the morning when they leave.</li> </ul>	
<b>DURING THE REST OF THE SESSION</b>	
<ul style="list-style-type: none"> <li>• Serve hot drinks</li> </ul>	
<ul style="list-style-type: none"> <li>• Evening meal served around 8:15pm</li> </ul>	
<ul style="list-style-type: none"> <li>• Main entrance locked at 8:15</li> </ul>	
<ul style="list-style-type: none"> <li>• Kitchen volunteers to prepare lunch bags for following day</li> </ul>	
<ul style="list-style-type: none"> <li>• Guests are not permitted to leave during the evening – if they do they will forfeit their place and will not be readmitted. The time they leave should be recorded on the Coordinators report</li> </ul>	
<ul style="list-style-type: none"> <li>• Guests may use the smoking area up until 10pm after which it will be locked and no longer available for use until the morning.</li> </ul>	

<b>Laundry:</b> - See Notes below	
<b>Clothes:</b> - Clothes may be issued but guests should be asked as to why they need them. Record details of what has been taken on the coordinators report. The Master Guest list has sizes for individual guests.	
<b>AT THE END OF THE SESSION</b>	
<ul style="list-style-type: none"> <li>• Write up any notes on the coordinator's report and any incident reports. Communicate these to the incoming coordinator.</li> <li>• Tell the incoming coordinator of any items that have been temporarily stored in the fridges in the kitchen</li> </ul>	
<ul style="list-style-type: none"> <li>• Ensure your team is signed out as they leave – returning any badges and keys to the main reception office</li> </ul>	

**NOTES:*****If a guest is not on the Master Guest List:***

- Complete a new Guest Form (see Appendix II), read to them the house rules and ask if they agree to them by signing the form
- If staying overnight, look up the next number available on the Master Kit Bag Numbers List and then issue the appropriate Kit Bag, Sleeping Bag and Laundry Bag. Write that number down onto the Master Kit Bag Number list and the new Guest Form.
- Explain that these remain in the building at all times and they can only leave behind what can be stored in the kit bag along with their sleeping and laundry bags.

***Laundry:***

- If a guest wants their clothes washed, explain that these must be placed in their numbered laundry bag and brought back to reception. We will only accept one change of clothes to be washed and only from people who are truly homeless.
- All laundering will take place during the day unless there is an exceptional reason why they should be done overnight. Even then we cannot guarantee these will be ready for the morning, so it's essential they have a spare set of clothes in their kit bag.
- When they bring back their full laundry bag, mark the space by their name on the Coordinators report to indicate clothes have been handed in. An attempt will be made during the night to wash these otherwise they will be given to the daytime volunteers. Clothes for laundering should be stored in the passageway leading to the main church hall which is locked. They are NOT to be kept on an emergency evacuation route.
- If you do wash any clothes, use the 48 min option and make sure that only the guests laundry is in the wash bag before it goes in the machine. Sometimes there may be a plastic bag in there as well to return the clean clothes, so remember to take that out.

***Availability:***

- If demand is high, the Coordinator has discretion to limit the number of spaces available with preference given to:
  - Pregnant women
  - Adults made homeless by flood, fire, etc
  - Vulnerable adults based on age, illness, etc
  - 18 or 19 year olds leaving local authority care

## 8. Overnight Shift Activities (10:15pm- 7am)

Coordinators are expected to be there at 10:00pm.

Activity	Check when done
<b>TAKING OVER FROM SHIFT1</b>	
Read the session notes in the Blue Binder and talk with the Night coordinator on any issues that have occurred.	
Assemble the volunteer team: <ul style="list-style-type: none"> <li>• As volunteers arrive, sign them in on the Coordinators report. If a volunteer does not turn up, give them a call to see where they are.</li> <li>• Introduce each person and start session with prayer</li> <li>• Make them aware of the fire exits, evacuation procedure and any particular guest issues raised in the session notes.</li> <li>• Volunteers to store personal bags/valuables in lockers in entrance hall - keys in the key cabinet reception office.</li> <li>• Assign volunteers to their shifts: e.g.               <ul style="list-style-type: none"> <li>○ 2 volunteers will be 'off-duty' and can sleep in the quiet room, while 2 will be 'on-duty'. The coordinator can decide when they sleep.</li> <li>○ Each 'on' and 'off' duty will be a period of 4 hours. The suggested duty periods are: 11pm – 3pm and 3pm – 7pm.</li> </ul> </li> <li>• New volunteers to be 'buddied up' with more experienced volunteer.</li> </ul>	
<ul style="list-style-type: none"> <li>• Night shift volunteers are to sign-out before leaving the venue after which the front access door is locked.</li> <li>• Check that all fire exits are clear</li> </ul>	
<b>OVERNIGHT DUTIES</b>	
<ul style="list-style-type: none"> <li>• Any beds not occupied to be taken down and bedding folded up and placed in Sanctuary store room. This will save on washing the following day.</li> </ul>	
<ul style="list-style-type: none"> <li>• Take out frozen food – check the menu – for the following morning breakfast to defrost.</li> </ul>	
<ul style="list-style-type: none"> <li>• Make sure everyone is comfortable and settled in for the night</li> </ul>	
<ul style="list-style-type: none"> <li>• The outside smoking area will be unavailable throughout the overnight session and should be locked. Similarly, no showers will be permitted</li> </ul>	

overnight or in the morning.	
<ul style="list-style-type: none"> <li>Lights in the main hall are to go out at 11:00pm - all guests should adhere to lights out and be quiet</li> </ul>	
<ul style="list-style-type: none"> <li>Try to ensure that one or two volunteers are awake at any given time and remain in the sleeping area.</li> </ul>	
<ul style="list-style-type: none"> <li>Check that packed lunches are ready for following day</li> </ul>	
<ul style="list-style-type: none"> <li>Around 6:30am put on the oven in kitchen ready for the breakfast crew</li> </ul>	
<p><b>Laundry:</b></p> <ul style="list-style-type: none"> <li>During the night the 'on-duty' volunteers should wash the towels that were used for showers. This should be on the 48 minute cycle.</li> <li>When complete, hang them out to dry in the basement. Then daytime volunteers will collect them from here.</li> </ul>	
<ul style="list-style-type: none"> <li>Incidents to be recorded in the Coordinators Report unless it is a serious issue then the incident report is completed.</li> </ul>	
<b>AT THE END OF THE SESSION</b>	
<ul style="list-style-type: none"> <li>Write up any notes on the coordinator's report and any incident reports. Communicate these to the incoming coordinator.</li> <li>Tell the incoming coordinator of any items that have been temporarily stored in the fridges in the kitchen</li> </ul>	
<ul style="list-style-type: none"> <li>Ensure your team is signed out as they leave – returning any badges and keys to the main reception office</li> </ul>	

## 9. Morning Shift Activities (6.45am - 8.45am)

Coordinators are expected to be there at 6:30am.

Activity	Check when done
<b>TAKING OVER FROM SHIFT2</b>	
Read the session notes in the Blue Binder and talk with the Night coordinator on any issues that have occurred.	
<p>Assemble the volunteer team:</p> <ul style="list-style-type: none"> <li>As volunteers arrive, sign them in on the Coordinators report.</li> <li>Introduce each person and start session with prayer</li> <li>Make them aware of the fire exits, evacuation procedure and any particular guest issues raised in the session notes.</li> <li>Volunteers to store personal bags/valuables in lockers in entrance hall - keys in the key cabinet reception office.</li> <li>Assign volunteers to specific duties: <ul style="list-style-type: none"> <li>Cooks/Kitchen Duty (already assigned).</li> </ul> </li> <li>New volunteers to be 'buddied up' with more experienced volunteer.</li> </ul>	

<ul style="list-style-type: none"> <li>Night shift volunteers are to sign-out before leaving the venue after which the front access door is locked.</li> </ul>	
<b>BREAKFAST</b>	
<ul style="list-style-type: none"> <li>Morning shift kitchen staff make tea and coffee, and prepare breakfast.</li> </ul>	
<ul style="list-style-type: none"> <li>The door to the smoking area can be unlocked</li> </ul>	
<ul style="list-style-type: none"> <li>6:45: Put 1 light on in the main hall</li> <li>7:00am: Put all lights on in main hall. Guests are woken up - <b>NB do not touch guests.</b></li> <li>Guests can be encouraged to clear up their own bedding and store it appropriately. Also to put their sleeping bag, laundry bag and up to 1 change of clothing in their kit bag. No other items will be stored – strictly 1 kit bag per guest.</li> </ul>	
<ul style="list-style-type: none"> <li>Any new guest arriving for breakfast should be checked in in the same way as for the evening session</li> </ul>	
<ul style="list-style-type: none"> <li>7:30: Breakfast served</li> </ul>	
<ul style="list-style-type: none"> <li>8:00: Guests start to leave and given a packed lunch</li> </ul>	
<b>PACKING AWAY THE MAIN HALL</b>	
<ul style="list-style-type: none"> <li>NB It is advised that volunteers who handle used bedding should wear rubber gloves.</li> <li><b>Wipe down</b> and Return Beds to upstairs balcony via Sanctuary Office</li> </ul>	
<ul style="list-style-type: none"> <li>Bedding: place used sheets, pillow cases &amp; towels on shower room floor in supplied blue ikea bags.</li> <li>Load up the washing machine with one load ready for the daytime staff to start the washing cycle</li> </ul>	
<ul style="list-style-type: none"> <li>Return pillows and matts to Sanctuary Store, Street Pastors rollup shutter</li> </ul>	
<ul style="list-style-type: none"> <li>Kit bags returned to Balcony/Sanctuary Office.</li> </ul>	
<ul style="list-style-type: none"> <li>Lock door to balcony and Sanctuary Office unless GMC staff say otherwise</li> </ul>	
<ul style="list-style-type: none"> <li>Chairs to be left stored to side of hall opposite windows <b>and wiped down</b></li> </ul>	
<ul style="list-style-type: none"> <li>Any table used back to Jubilee Hall</li> </ul>	
<ul style="list-style-type: none"> <li>Screens to be placed in the in the chair store</li> </ul>	
<ul style="list-style-type: none"> <li>Check Hall floor is reasonably clean.</li> </ul>	
<ul style="list-style-type: none"> <li>Open ventilator panels on window wall</li> <li>Place ventilating machine in hall and switch on after 8.15am. The patio door must be open to ventilate the room. The daytime staff will decide when to turn this off/put it away into the corridor behind the Wesley Hall door</li> </ul>	
<b>PACKING AWAY THE KITCHEN</b>	
<ul style="list-style-type: none"> <li>Any useable food/drink left to be placed in the Sanctuary Fridge/Freezer in the Quiet Room</li> </ul>	
<ul style="list-style-type: none"> <li>Any left over food must be thrown away and disposed of.</li> </ul>	
<ul style="list-style-type: none"> <li>Check that nothing has been left in the two fridges in the kitchen - <b>these are</b></li> </ul>	

<b>for GMC use only</b>	
<ul style="list-style-type: none"> <li>Move the Sanctuary trolley back to the Store cupboard behind the Sanctuary rollup shutter</li> </ul>	
<ul style="list-style-type: none"> <li>All pots, pans, cutlery plates cups etc. used must be clean and put away</li> </ul>	
<ul style="list-style-type: none"> <li>Wipe clean all surfaces</li> </ul>	
<ul style="list-style-type: none"> <li>Ensure Cooker and electric rings are <b>OFF</b></li> </ul>	
<ul style="list-style-type: none"> <li>Ensure waste is placed in correct bin; either recycling or food waste. Do not leave bins full – empty them, bag up the rubbish and place outside - black sacks to go in the wheelie bins, recycling into the shopping trolley.</li> </ul>	
<ul style="list-style-type: none"> <li>Tea Towels to be bagged for washing - <b>do not</b> leave used ones in the kitchen.</li> </ul>	
<b>PACKING AWAY THE TOILETS &amp; WASH ROOM</b>	
<ul style="list-style-type: none"> <li>Check the toilets are reasonably clean (they are cleaned by GMC)</li> </ul>	
<ul style="list-style-type: none"> <li>Check the wash room that all surfaces are reasonably clean - lock the cupboard doors on wall</li> </ul>	
<ul style="list-style-type: none"> <li>Washing, sheets, towels, etc., towels to be left in ikea bags on shower room floor</li> </ul>	
<b>PACKING AWAY THE QUIET ROOM</b>	
<ul style="list-style-type: none"> <li>Remove all personal property</li> </ul>	
<ul style="list-style-type: none"> <li>Check fridge doors are closed</li> </ul>	
<ul style="list-style-type: none"> <li>Turn off the electric fire if used and pull the plug</li> </ul>	
<ul style="list-style-type: none"> <li>Lock Door on leaving</li> </ul>	
<b>PACKING AWAY THE JUBILEE ROOM</b>	
<ul style="list-style-type: none"> <li>Clear and <b>wipe down</b> tables and chairs</li> </ul>	
<ul style="list-style-type: none"> <li>Collapse the tables and place in the table storage area unless otherwise directed.</li> </ul>	
<ul style="list-style-type: none"> <li>Check the Quadrant (smoking area): that any cigarette ends have been cleared away, and the battery lamp returned to the Store cupboard</li> </ul>	
<ul style="list-style-type: none"> <li>Then lock the doors and return keys to the key cupboard.</li> </ul>	
<ul style="list-style-type: none"> <li>Remove CD/Ipod player back to Sanctuary Store</li> </ul>	
<ul style="list-style-type: none"> <li>Remove any games (chess, puzzles etc.) back to Sanctuary Store</li> </ul>	
<ul style="list-style-type: none"> <li>Check Hall floor is reasonably clean</li> </ul>	
<b>PACKING AWAY THE SANCTUARY STORE</b>	
<ul style="list-style-type: none"> <li>Check that all items that need to go there have been returned</li> </ul>	
<ul style="list-style-type: none"> <li>Lock roller shutter</li> </ul>	
<ul style="list-style-type: none"> <li>Lock Outer door and return keys to general office</li> </ul>	
<b>PACKING AWAY THE RECEPTION AND ENTRY HALL</b>	
<ul style="list-style-type: none"> <li>Remove All Sanctuary Post from main door to reception office 3rd drawer</li> </ul>	
<ul style="list-style-type: none"> <li>Return locker keys if used by volunteers to key cabinet</li> </ul>	

ENDING THE SESSION	
<ul style="list-style-type: none"> <li>Ensure your team is signed out as they leave – returning any badges and keys to the main reception office</li> </ul>	
<ul style="list-style-type: none"> <li>Check that all Keys have been returned to Key cabinet and secured</li> </ul>	
<ul style="list-style-type: none"> <li>Place the completed Coordinators Report and any Incident Reports in the Blue Binder and place in 3<sup>rd</sup> drawer of the office</li> </ul>	
<ul style="list-style-type: none"> <li>Report any breakages/faults/concerns so that GMC may address them.</li> </ul>	
<ul style="list-style-type: none"> <li>Lock and secure outer door</li> </ul>	
<ul style="list-style-type: none"> <li>Hand over building to the person responsible for closing the building. &amp; alarm if no GMC reception person has arrived</li> </ul>	

## 10. Dealing with New Guests

This was covered in section 6 but explained in further detail here. When a guest arrives for the first time, the shift coordinator will complete a new Guest Information form, after which the guest will be given:

- Sleeping bag
- Large kit bag
- Laundry bag

These must remain at the venue and cannot be taken outside. If a guest needs a sleeping bag for when the shelter is not running, then this should be requested by them during the daytime sessions from the Sanctuary office.

New guests will be assigned a number from a Master Kit Bag Numbers list, which relates to the the label on their kit bag, wash bag, and sleeping bag combination.

Returning guests will have their own kit bag with their specific numbered label waiting in the reception area. This contains their sleeping bag, laundry bag and any clothes that they left from a previous visit. (These are stored in the Sanctuary Office with all other 'in-use' kit bags but are brought up to the reception area before the shift begins, based on who is booked in for the evening.)

The Sanctuary office staff will monitor the master sheet to determine when bags are to be cleaned.

In the morning, all clothing to be stored along with their sleeping bag and other items to be kept at Sanctuary must be placed in their labelled kitbag. Anything found that is not in a kit bag will be deemed to be either trash or to be recycled.

Only 1 kit bag can be retained per guest – no other goods will be stored. Everything needs to fit in their kit bag.

Kitbags that are 'in-use' will then be stored in the basement at the end of the morning shift. Only new kit, sleeping and laundry bags (along with those that are available for re-use) will be kept in the shuttered cupboard.

## 11. Dealing with Guest Issues

- All guests must understand the Guest Agreement and the consequences of any breach
- If any guest is excluded from the shelter, then the Project Managers will pass the information on to all the Coordinators
- If guests are found drinking on the premises or taking drugs, the coordinator will ask them to leave the shelter. This should be noted in the session report.
- The Project Managers should be informed of any person being asked to leave who will then determine how long any ban should last or if they are to be formally banned from returning.

## 12. Contact Details

The Project Manager can be contacted in emergencies and for advice on 07496 832228, via the venue mobile phone . Other contact numbers are:

Email: [Sanctuary@citypraisecentre.com](mailto:Sanctuary@citypraisecentre.com); [Sanctuaryoffice@Citypraisecentre.com](mailto:Sanctuaryoffice@Citypraisecentre.com)

Phone: Sanctuary Office – 01474 330099

Venue Phone: 07981 746274 (*on 5pm-9am during night shelter is open*)

Venue address: Gravesend Methodist Community Centre, Wilfred Street, Gravesend, DA12 2HA

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## Appendix I: Sample Coordinator Report

Please complete the boxes below to ensure that we keep the other nights informed of attendance, pre-booked places and any issues that arise.

<b>Date:</b> <i>(eg. Night of Tuesday 23<sup>rd</sup> Dec)</i>	Thursday 8th December 2016					
<b>Coordinator:</b>	Michael Coveney - 5.45pm to 10.30pm Chris Trey - 10.15pm to 6.45am Ozzie-Hall Osman - 6.45am to 8.45am					
<b>Team:</b> <i>(Name, initials when signing in/out )</i>	Name	Role	Session	Sign In	Sign Out	
<i>Team 1 1800 to 2230</i>  <i>Team 3 0645 to 0845</i>  <i>K = Kitchen Staff</i> <i>Gen = General Duties.</i> <i>OBS = Observer</i>  <i>Guest on Page 2 &amp; 3</i> <i>M = Meal Only</i> <i>N = New</i> <i>F = Female</i>	Peter Kettle	K	1			
	Jacqie Heaver	K	1			
	Anthony Mclean Thorne	Gen	1			
	Alison Hamilton	Gen	1			
	Guy Morfett	Gen	1			
	Nichola Smith	Gen	1			
	Trevor Blake-Morris	Gen	1			
	Frances Webster	FA	2			
	Franklyn Poku	Gen	2			
	Joshua Richards	Gen	2			
	Matt Hanks	Gen	2			
	Jay Paternoster	K	3			
	Linda Brereton	K	3			
Babs Acott	Gen	3				
Sam Coveney	Gen	3				
Stephen Brereton	Gen	3				
	Gen	3				

**Guest information: (Please tick the service accessed during the session)**

KIT BAG No.	Name	Sleeping Overnight plus meals	Request Next Night	Evening Meal only	Next Evening Meal	Shower	Laundry	Time if leaves early
9	Andrew Izdebski							
11	Armarjit Bungar	M						
13	Ben Penkert							
22	Bogunil Kusiga							
16	David Jensen							
25	Denys Shevchuk							
2	Gabriella Fakova	F						
18	Ian Saunders	After 10pm		Save Meal				
1	Janusz Zajac							
12	Jacek Beze							
10	John Monita							
3	Ondre Kore							
20	Przemyslaw Kret							
23	Scott Brooker							
-	Denise Ludlow	N F						

**Please use the blank form on next page to continue recording guest details**



**Session report:**

*(Use this to record how the session went. For any guest incidents, use the separate Guest Incident Form)*

**Session Report continued:**

<b>Return to:</b>	Sanctuary Project Coordinators – Steve and Lorna Nolan c/o Sanctuary Office, Methodist Church, Milton Road, Gravesend, Kent, DA12 2RE Tel: 01474 356773 Email: Sanctuary@citypraisecentre.com
<b>Scanned and Uploaded:</b>	Date:     /     /     By:

## Appendix II: Sample Guest Form

Welcome to the sanctuary! Below are a few questions we need to ask and on the back are the Sanctuary rules that you will need to agree to.

<b>Name:</b>	
<b>Nationality:</b>	
<b>Date of Birth / Age:</b> <i>(Guests must be 18+)</i>	<b>Gender: M / F</b>
<b>Contact Details:</b> <i>(Location / Phone)</i>	
<b>Closest friend/family member:</b> <i>(for emergency contact only)</i>	
<b>Current Situation:</b> Are you sleeping on the street: <input type="checkbox"/> Are you sleeping in a car: <input type="checkbox"/> Are you sleeping on a sofa: <input type="checkbox"/> How long has this been for: _____ What benefits do you currently receive: _____	
<b>Medical information / medication:</b>	
<b>Clothing size:</b> Collar size: _____      Waist size: _____      Trouser Length: _____ Dress Size: _____      General build: S / M / L / XL      Shoe size: _____	
<b>Other Information:</b>	

**Condition of Entry:**

- You agree to allow us to conduct a voluntary search of bags and outer clothing.
- You agree to allow us to collect information on your situation, which will be kept confidential
- You agree to keep to the following rules;
  - No alcohol or controlled drugs to be consumed in or around the premises.
  - No offensive weapons
  - No violent, threatening, racist, sexist or other anti-social behaviour or language
  - No smoking inside the building. Provision will be made outside close to the premises, but this may be on the basis of periodic controlled sessions.
  - No pets
  - Any valuables left with staff must be taken off the premises in the morning
  - Sanctuary staff and volunteers can not be held responsible for the loss/damage to any property belonging to a guest
  - Any reserved place is forfeited if not taken up by 8.00pm.
  - The Shelter is for those aged 18 years and above.

**Consequences:**

- Failure to meet the above conditions will result in a first warning, which may be in the form of a one-night ban from the shelter.
- Two warnings or a serious incident will result in either a month’s ban or a ban from the shelter in the current season. Such action will be taken by the Project Coordinator in consultation with the Night Coordinators.
- Guests agree to observe these rules prior to being offered a place at the Shelter.

<p><b>Agreement:</b></p> <p>I agree to the Sanctuary rules and consequences as a guest.</p>	<p><i>Name:</i></p> <p><i>Signature / Mark:</i></p> <p><i>Date:</i></p>
<p><b>Return to:</b></p>	<p>Sanctuary Project Coordinators – Steve and Lorna Nolan                  c/o Sanctuary Office, Methodist Church, Milton Road,                  Gravesend, Kent, DA12 2RE Tel: 01474 356773                  Email: Sanctuary@citypraisecentre.com</p>
<p><b>Issued with sleeping bag, kit bag and wash bag</b></p> <p><b>No:</b></p> <div style="border: 1px solid black; width: 40px; height: 40px; display: inline-block; vertical-align: middle;"></div>	<p><i>Date:</i>     /     /     <i>By:</i></p>
<p><b>Scanned and Uploaded:</b></p>	<p><i>Date:</i>     /     /     <i>By:</i></p>