

WINTER OVERNIGHT SAFE HAVEN VOLUNTEER INFORMATION 2023-24

OVERNIGHT SAFE HAVEN MISSION:

To provide a safe, welcoming place to rest when temperatures make it unsafe to sleep outside. We ask our volunteers who come to stay overnight to provide warm hospitality, but not take it on yourself to try to meet individual needs of the men who are coming yourself. If you learn of a need that one of the guests has, please share what you learn with the intake staff member or make a note in the overnight log so that staff can follow up with that. Please do not bring large donations or accept donations at the shelter without prior approval of Denise Stumes, Program Manager.

There are two shift opportunities for volunteers this year:

Sunday evening – Thursday evening: 7 pm – 10 pm

- We can use one or two volunteers each evening

Friday and Saturday overnight: 7 pm – 7 am

- We can use one or two volunteers each night. If only one volunteer is available, we will make a paid staff member focused on the shelter available if needed for the volunteer to be comfortable.
- If no one is available for the overnight, but can come from 7 – 10 pm, contact Denise to see if that would be helpful.

Both church groups and individual volunteers can sign up for volunteer slots at this website:

<https://www.signupgenius.com/go/70A0F4EA4A82CA0FD0-45670842-winter#/>



1. VOLUNTEER ARRIVAL

- Plan to arrive between 7 am – 7:15. If it is a volunteer's first time, they should aim to arrive promptly by 7 so they can receive a bit more orientation. The shelter set-up will largely be done by Safe Haven residents, we just need volunteers to be ready to welcome guests at 7:30 pm.
- If you are running late (arriving after 8 pm) or for some reason can't make it at all, please call the Safe Haven at 717-232-5029.
- Enter through the Susquehanna Harbor main entrance.
- **Please sign-in at the designated notebook, and also register your attendance through the QR code that will be posted!!!**

2. ASSISTING WITH INTAKE

The volunteer's role will normally be:

- Giving the resident a bin which matches the number of the mattress they have chosen and storing that bin in the closet once they put their items in it.
- If they are a returning guest, give them the blanket bag labeled with their name and once they remove the blankets, store the bag in their bin.
- If they are a new guest, they will get two new blankets at intake and a bag with their name on it to put in their bin for their blankets the next morning.
- Being present to help organize snacks as needed
- Being present to converse with guests as the guests have interest.

3. MORNING PROCEDURE FOR OVERNIGHT VOLUNTEERS

- Start coffee and turn on hot water at 5:30/5:45
- Turn light on/wake guests between 6:05 and 6:10 am
- Open closet so that guests can get their bins, puts blankets in bag, and return bag to closet
- Encourage guests to wipe down mat with Clorox wipes and stack in designated spot
- All guests are asked to be out the door by 7 am.

4. **Other Misc. Info:**

- If you are staying overnight, bring a sleeping bag and pillow. We will generally have extra blankets as needed.
- You are encouraged to mingle with the guests and engage them in conversation, but **Do NOT give them any money and Do NOT give them a ride in the morning**
Do NOT promise to do something for them
- If persons ask for assistance with a particular need or you observe what you believe could be an immediate health/safety need, direct that concern to the staff person.
- If toilet paper, paper towels or soap is needed in the bathroom, contact an SHSH staff member.
- Please remember that our first priority is the safety of both volunteers and guests!

Important Phone Numbers:

Susquehanna Harbor Safe Haven: 717-232-5029

Denise Sturnes, Safe Haven Program Director: 717-829-7873

Darrel Reinford, CCU Executive Director: 717-364-8573