

# Kitsap County Severe Weather Shelter Operations Training



Updated 10.4.2024

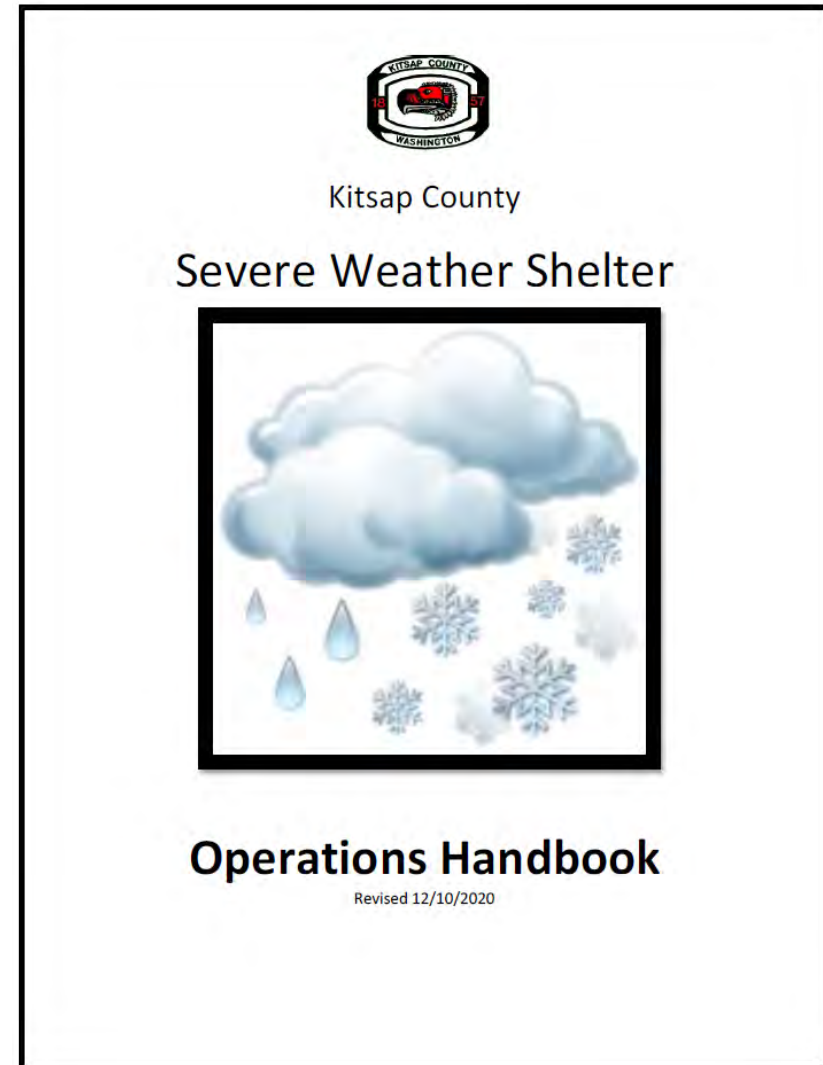
# Training Overview

- What is the Severe Weather Shelter Program?
- Opening the shelter
- Closing the shelter
- Operating a shelter
  
- Safety and Security (weapons, drugs, alcohol, fire safety, etc)



# Operations Handbook

- Your guide to shelter operations
- Included in Shelter Admin Kit
- Available online at <http://kcowa.us/kcsws/>



# 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 PROVIDE A PLACE TO STAY DURING SEVERE WEATHER.**

# Shelter Locations

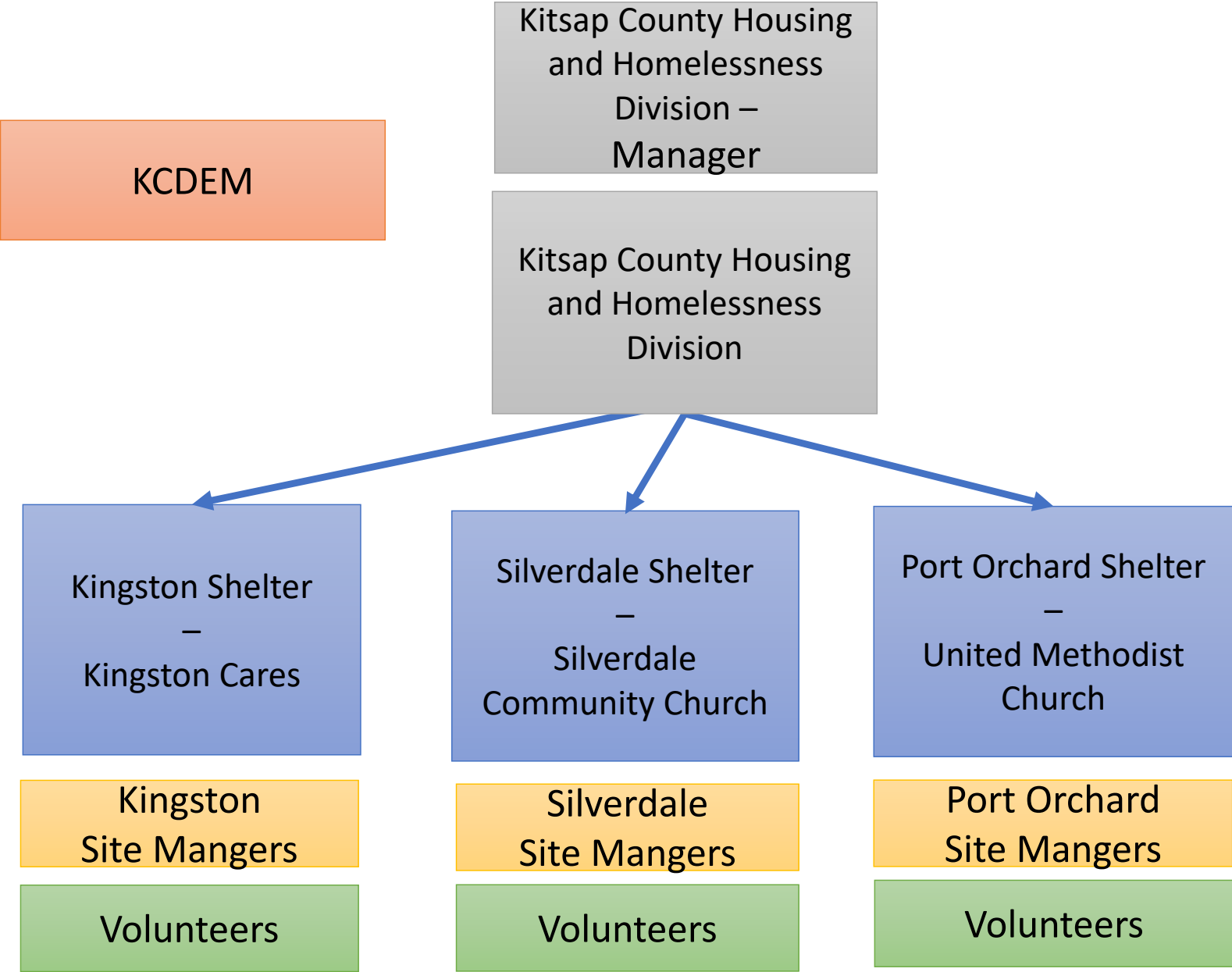
- Kitsap County enters into an agreement with an organization to use its facility as a shelter.
- Agreement states that, “The participating organization will permit, at its own discretion, upon the request of Kitsap County Department of Emergency Management (KCDEM), the use of its facility by Kitsap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

Port Orchard –  
United Methodist  
Church

Silverdale –  
Silverdale  
Community Church

Kingston –  
Village Green  
Community Center

# Shelter Administration





# Program Administration

## Department of Emergency Management (KCDEM)

- Processes volunteer applications and background checks
- Monitors forecasts for weather which meets criteria of the Severe Weather Shelter Plan
- Provides the Shelter Admin Kits
- Notifies the press and media about when the Shelters are activated



# Program Administration

## Kitsap County Housing and Homelessness Division (KCHHD)

- Trains volunteers on Shelter Operations
- Alerts citizens through text messages when the shelter is activated
- Is “on call” for emergencies that cannot be handled by Site Managers
- Convenes the Severe Weather Shelter Committee and Operations Team meetings

# Program Administration

## Shelter Site Managers

- Address site-specific needs - such as supplies, access keys/codes, site specific rules
- Train volunteers on site-specific rules
- Assist with recruitment of volunteers for shifts
- Trouble-shoot shelter emergencies
- Committee: Each shelter location assigns a representative to serve on the Severe Weather Shelter Committee.

# Program Administration

## Site Volunteer Coordinators

- Send out shift requests and assigns volunteer shifts
- Assist with recruiting volunteers for shifts
- Trouble-shoot scheduling issues

# 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 and 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 and visible at all times while working in the shelter
- As Emergency Workers, volunteers may also be contacted to participate in other Kitsap County disaster and emergency roles.



# 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.

# Where Can Volunteers Work?

- Not tied down to any one location
- Any shelter location they are willing to work (training required).
- You will be able to choose your locations on your Emergency Worker Application.
- To add/change/drop locations contact KCDEM.



# Volunteer Role

More information about your role as an Emergency Management Volunteer and the Emergency Management Program can be found in:

## WAC 118-04

WACs > Title 118 > Chapter 118-04 HTML has links - PDF has Authentic

[Return to Chapter Listing](#)

### Chapter 118-04 WAC

#### EMERGENCY WORKER PROGRAM

##### WAC Sections

<a href="#">HTML</a>	<a href="#">PDF</a>	<b>118-04-020</b>	Purpose and intent.
<a href="#">HTML</a>	<a href="#">PDF</a>	<b>118-04-040</b>	Scope.
<a href="#">HTML</a>	<a href="#">PDF</a>	<b>118-04-060</b>	Definitions.
<a href="#">HTML</a>	<a href="#">PDF</a>	<b>118-04-080</b>	Registration.
<a href="#">HTML</a>	<a href="#">PDF</a>	<b>118-04-100</b>	Classes of emergency workers.
<a href="#">HTML</a>	<a href="#">PDF</a>	<b>118-04-120</b>	Classes and qualifications of search and rescue emergency workers.
<a href="#">HTML</a>	<a href="#">PDF</a>	<b>118-04-160</b>	Establishment of state standards.
<a href="#">HTML</a>	<a href="#">PDF</a>	<b>118-04-180</b>	Responsibilities of authorized officials registering and using emergency workers.
<a href="#">HTML</a>	<a href="#">PDF</a>	<b>118-04-200</b>	Personal responsibilities of emergency workers.
<a href="#">HTML</a>	<a href="#">PDF</a>	<b>118-04-220</b>	Emergency worker duty status.
<a href="#">HTML</a>	<a href="#">PDF</a>	<b>118-04-240</b>	Mission numbers—Requests and requirements.
<a href="#">HTML</a>	<a href="#">PDF</a>	<b>118-04-260</b>	Evidence search mission numbers—Requests and requirements.
<a href="#">HTML</a>	<a href="#">PDF</a>	<b>118-04-280</b>	Training event numbers—Requests and requirements.



# 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

# Weather Criteria

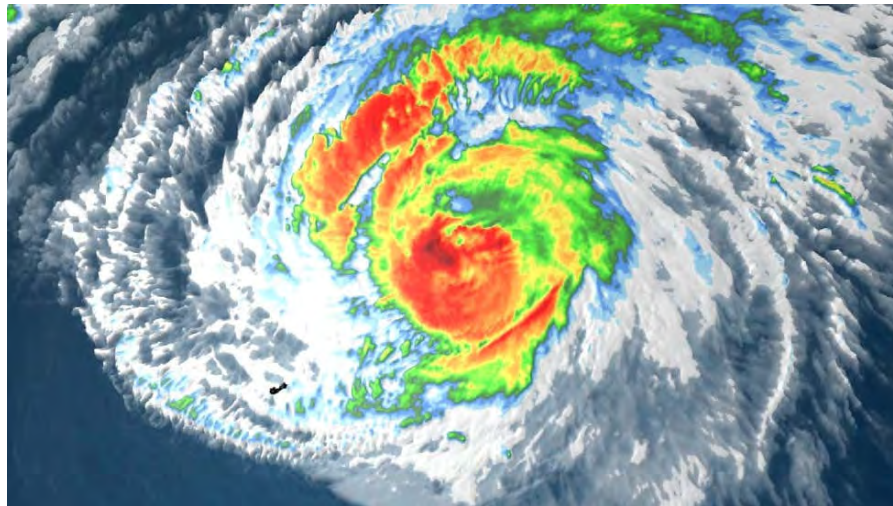
## Criteria for recommending opening the shelters:

- 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 KCHHD that the weather meets criteria. KCHHD notifies the sites that weather criteria is met.

# Shelter Activation

## Criteria for activating a shelter:

- KCDEM reviews the weather forecast for weather conditions which meet criteria
- If weather conditions meet criteria and the shelter is fully staffed for the night, the shelter **will activate**
- If weather conditions meet criteria and but the shelter is not fully staffed for the night, the shelter **will not activate**



# Criteria Notification - Volunteers

Volunteers will be notified by emails and text messages at 8am about the need for shift volunteers for days predicted to meet weather criteria.

Depending on the forecast predictions, notification may be given for several days at a time.

**Need at least 2 volunteers per shift.**

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

# Volunteer Staffing Requests

- Email and/or message is sent at 8 AM (or earlier) to staff the shelter
- Reply to the staffing request with your availability to work shifts during the specified activation period by 11am.

At 11am, shelters report final volunteer staffing status.

If a shelter is not fully staffed by 11:15am, it will not be able to open for that night.

- A confirmation will be sent by email and/or text.

# Why the 11am 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...

# Timeline of a Criteria Day

- If conditions meet the criteria for the severe weather shelter system, KCDEM notifies the Site Volunteer Coordinators that the weather is predicted to meet criteria. (Criteria Day)
- 8am – Site Volunteer Coordinator sends notification to volunteers the criteria is met and shelters need staffing
- 11:15am – Shelter staffing status is reported to KCHHD
- 11:30am – Volunteers are notified if shelter will activate (Activation)
- 11:30am-Noon – Public noticing is sent out by KCDEM

*Note: A full activation flowchart is available in the Operations Handbook.*

# Activation Notification

- Flyers are emailed to a variety of organizations – KCR, food banks, churches, social services orgs, stores
- Press release is sent to all media outlets
- Kitsap Transit is notified
- Fire, Law, Hospitals, Schools, Kitsap 911, 211
- Text alerts to anyone who signs up by texting 'KITSAPSWs' to 898-211





# Volunteer No-Shows

- It is important that volunteers who register for a shift arrive at the shelter **on time** and **ready to work**.
- It is understood that emergencies, illnesses, and other events do happen which would make it impossible or hazardous to work a shift.
- If you are unable to make your shift, or another volunteer does not show up for their shift, contact the Site Manager.



# Volunteer Responsibilities



Make a World of Difference

# Values

- Ensure shelter is a safe place
- Respect our guests
- Provide services equally to all clients
- Use resources wisely



# Shelter Shifts

Most shelters are open 6p – 7a on days of activation with special exceptions.

*\*\*Kingston is open 6:30p – 6:30a.*

*Each shelter site chooses the shift rotation which works best for their site.*



# Shelter Shifts

Options



Possible schedules include:

## Two (2) shifts per night:

- First shift: 5pm until 12:30am.
- Second shift: 12:30am to 8:00am.

## Three (3) shifts per night:

- First shift 5pm-10pm
- Second shift 10pm-3am
- Third shift 3am-8am

## Kingston - Three (3) shifts per night, plus cleanup shift:

- First shift: 5:30pm-10pm
- Second shift: 10pm-2am
- Third shift: 2am-6:30am
- Cleanup shift: 6am-8am

STATE OF WASHINGTON EMERGENCY WORKER DAILY ACTIVITY REPORT										
County in which mission/incident took place:				Mission/Incident Number:						
Mission/Incident Name:				Date From:			Date To:			
Unit Name:										
Unit Address:										
EMERGENCY WORKER NAME	CARD No.	ASSIGN. OR TERM	DATE		DATE		TOTAL HOURS	MILEAGE (DRIVER)		
			IN	OUT	IN	OUT				
TOTAL PERSONNEL		TOTAL HOURS		TOTAL MILEAGE						
<small>The time a person could reasonably have expected to reach home without encountering a hazard.</small>										
<small>Information must be provided on correct identification, membership, and emergency contact information to all units.</small>										
<b>By my signature below, I certify that these persons did participate in this mission/incident.</b>										
Print Name and Title							Signature			
Home Address										

# Volunteer Sign In Sheet

Mission ID Number

Mission Date



STATE OF WASHINGTON EMERGENCY WORKER DAILY ACTIVITY REPORT									
County in which mission/incident took place:					Mission/Incident Number:				
Mission/Incident Name:					Date From:		Date To:		
Unit Name:									
Unit Address:									
EMERGENCY WORKER NAME	CARD NO.	RADIO OR TAG #	DATE		DATE		TOTAL HOURS	TRIP MILES (DRIVER)	
			IN	OUT	IN	OUT			
TOTAL PERSONNEL			TOTAL HOURS		TOTAL MILEAGE				
<small>Information must be provided for every participant in every activity. Participants are responsible for providing accurate information.</small> By my signature below, I certify that these persons did participate in this mission/incident.									
Print Name and Title					Signature				
<small>Printed Name</small>									

# Volunteer Sign In Sheet

Sign Name

Date

Time In/Out

Volunteer Card Number



STATE OF WASHINGTON EMERGENCY WORKER DAILY ACTIVITY REPORT									
County in which mission/incident took place:			Mission/Incident Number:						
Mission/Incident Name:			Date From:			Date To:			
Unit Name:									
Unit Address:									
EMERGENCY WORKER NAME	CARD No.	ASSIGN. OR TERM	DATE		DATE		TOTAL HOURS	REMOVED TRIP MILES (DRIVER)	
			IN	OUT	IN	OUT			
*The time a person could not possibly have spent (e.g. travel home without receiving a release)									
TOTAL PER PERSON:			TOTAL HOURS:		TOTAL MILEAGE:				
<small>Information must be provided on correct information. Information provided on this form is confidential and is for internal use only.</small> By my signature below, I certify that these persons did participate in this mission/incident.									
Print Name and Title:			Signature:						
<small>Approved Signature:</small>									

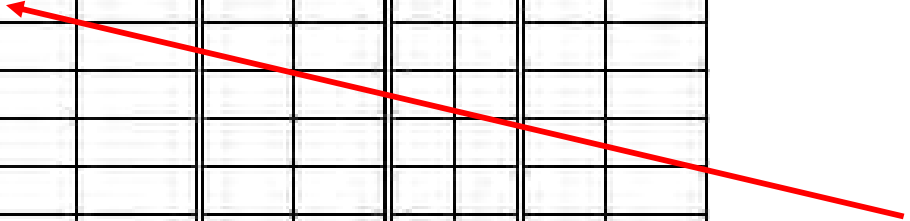
# Volunteer Sign In Sheet

Sign Name

Date

Time In/Out

Volunteer Card Number

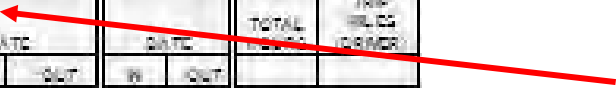




STATE OF WASHINGTON EMERGENCY WORKER DAILY ACTIVITY REPORT								
County in which mission/incident took place:			Mission/Incident Number:					
Mission/Incident Name:			Date From:		Date To:			
Unit Name:								
Unit Address:								
EMERGENCY WORKER NAME	CARD No.	ASSIGN. OR TEAM	DATE		DATE		TOTAL HOURS	REMOVED TRIP (YES OR NO)
			IN	OUT	IN	OUT		
TOTAL PERSONNEL		TOTAL HOURS		TOTAL MILEAGE				
<small>The time a person could reasonably have expected to reach home without encountering a hazard.</small>								
I certify that these persons did participate in this mission/incident.								
Print Name and Title				Signature				

# 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, before 10pm.
- Maintain the log book

# Ongoing Actions

- Maintain communications with Site Managers and Volunteer Coordinators 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 Overview

- Arrive at shelter at 5pm  
(*Kingston – 5:30p*)
- Check to make sure that you have all items necessary to open the shelter
- Set up snack area, if available
- Log guests in and cite rules
- Guests bag all 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

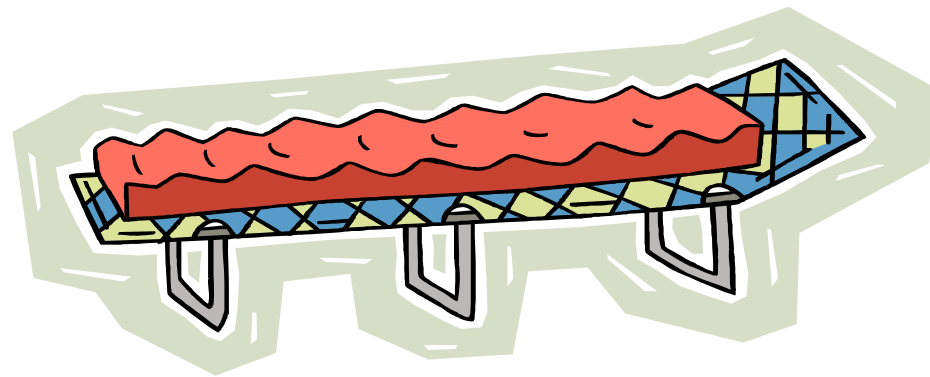
# Sign In Area

- Set up the sign-in area near the entrance.
- Allow enough room so that guests can form a line without waiting outside, if possible.
- Set up the “personal item” intake area near the sign-in desk
- Allow enough room for guests with limited mobility



# Sleeping Area

- Inspect area for safety
- Set out blankets and pillows
- Allow enough space for guests to move freely



# Before Opening The Shelter

- One more walk through of the building
- Check the lounge area
- Bathrooms stocked
- Check for safety hazards
- Know the exits

# Guest Sign In

- Guest check-in times:  
6pm – 9pm  
*(Kingston: 6:30p-9p)*
- 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 reasons only
- Ticket number – for possessions bag

## SHELTER SIGN IN/OUT

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Shelter Site: \_\_\_\_\_

- 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 checkout of the shelter. ALL medications will be stored in a Ziploc bag.
- Tobacco & Vape use permitted in designated smoking areas
- 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, volunteer should note in security log)

	<u>NAME</u>	<u>AGE</u>	<u>SEX</u>	<u>TIME IN</u>	<u>LAST 3 OF TICKET NUMBER</u>	<u>TIME OUT</u>	<u>GUEST INITIALS</u>
1.							
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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
- Do not touch any guest's items unless they specifically request assistance. If a guest asks for help – you may help them bag their items.



# 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 close for the night (see closure notification process)
- Safety – Those who have arrived after 9 PM have largely been disruptive.
- History and research of other facilities has shown that if no guests arrive prior to check-in time, they have likely made other arrangements.
- Gives the first shift time to notify the other shifts before 2<sup>nd</sup> shift leaves their homes.
- Gives first shift a chance to stow gear and clean up before leaving facility.

## Exceptions:

- Guests brought to shelter by police, fire, or emergency services personnel
- Site Managers may approve an after 9pm arrival if there is a legitimate reason (e.g. a work shift prevents the guest from arriving before 9pm)

# 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.
  - Exception: A guest with a service animal needs to be taken out after 10pm.
- If a guest leaves the shelter after lights out, make sure to give them their belongings. 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 Overview

- Receive briefing from previous shift
- Maintain security in the building
- Monitor guests and make hourly rounds
- Review and update log book
- Turn over keys and paperwork to third shift (if applicable)
  
- Perform late check in of guests brought to shelter by police, fire, or emergency services personnel or any guests for whom Site Managers have made exceptions.

# Closing Shift Responsibilities

- Wake up guests at 6am for a 7am departure  
*(Kingston – 5:30a for 6:30a departure)*
- Make sure each guest is signed 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 8am, check all doors and make sure shelter is locked

# Shelter Shutdown

- Shelters must close daily by 7:00a.

*(Kingston: 6:30a)*

The only exception may be more severe weather!

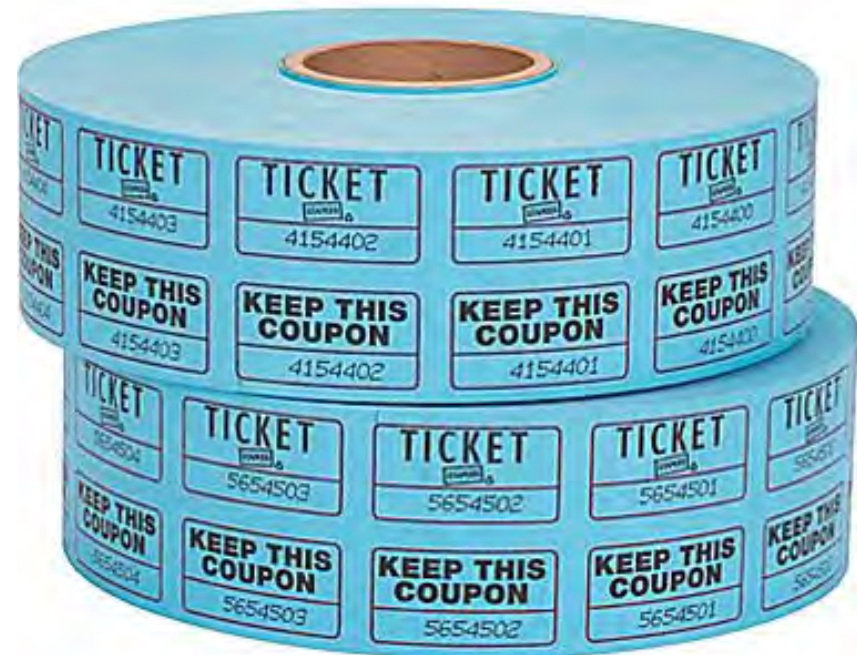
Make sure guests take all of their belongings, even if they plan on returning that night.





# Claiming Personal Items

- 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 personal items

➤ Write down time out

If a guest refuses to sign out, the volunteer should write the time out and note the circumstances in the Security Log

## SHELTER SIGN IN/OUT

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Shelter Site: \_\_\_\_\_

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- Did you drive a vehicle? (if so, volunteer should note in security log)

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# 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)
- Clean and disinfect commonly touched surfaces



# 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 smoking or drug use.

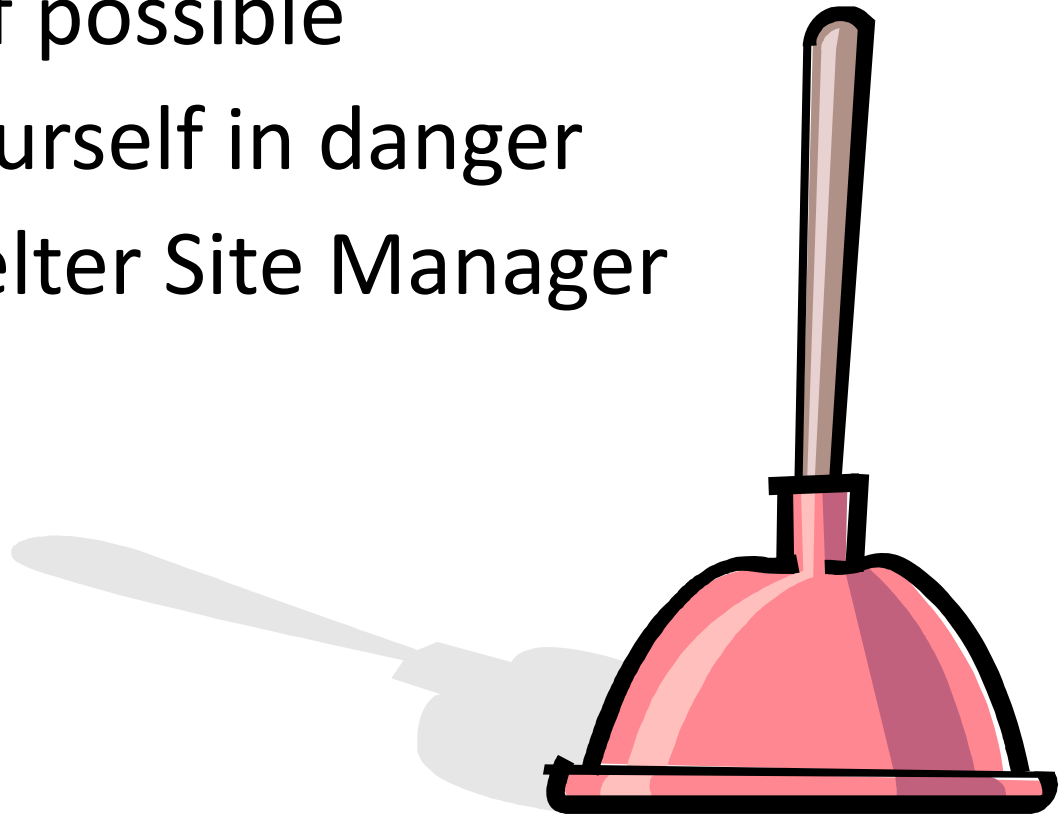
# Spills and Mishaps



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

# 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



# 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, pre-packaged 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.

# Rides for Guests

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

**This is very important!**

- Transportation to and from the shelter is available for guests through a partnership with Gather Together Grow Together (G2G2). 360-373-3000

# 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.

# Animals in the shelter

Three primary categories of animals:

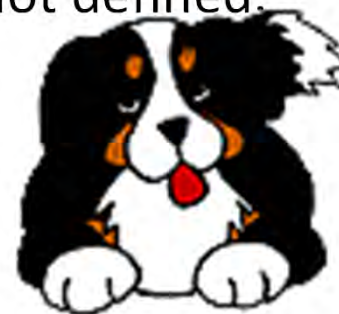
- Pets
- Support/therapy/companion animals
- Service animals



# Service Animals

**Service animals are welcome at the shelter.**

- 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.
- 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, or what their disability is.



# 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 service animal must have access to all of the public areas that others can 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

# Child or Vulnerable Adult Abuse

As a volunteer there are 2 important facts that you need to know:

- Severe Weather Shelter volunteers and WA State Emergency Workers are NOT mandated reporters.
- Being homeless is not a reason for child protective services to remove a child. The only reason for CPS to remove a child is if they believe the child is in danger of imminent harm or is being neglected.

“Poverty, homelessness, or exposure to domestic violence as defined in RCW 26.50.010 that is perpetrated against someone other than the child does not constitute negligent treatment or maltreatment in and of itself.” (RCW 26.44.020)

- Information sheets about child abuse and vulnerable adult abuse will be available in the Admin Kit.
- These sheets include the criteria for reporting abuse, phone numbers to contact, and information that needs to be collected to make a report.

# Working With The Media

- Remember, the privacy of our guests comes first!
- Respond courteously and clearly
- Get the reporter's name and organization and pass this information to the Site Manager




# Cameras



- Any camera activity inside the shelter must be approved by Site Manager 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** KITSAP COMMUNITY  
HOMELESS & LOW-INCOME  
**RESOURCE GUIDE**  
AUTUMN-WINTER 2018-19  
Next Issue – Spring-Summer 2019 *Thereabouts*

**ARE YOU HOMELESS?**  
WANT TO KNOW WHAT TO DO NEXT?  
Call 2-1-1 Anytime or the  
**SEVERE WEATHER HOMELESS SHELTER**  
Activates Nov. 1, 2018 to Mar. 31, 2019 (See Back Page)

**HOUSING SOLUTIONS CENTER**  
360-473-2035 – 1201 Park Ave. Bremerton  
HSC coordinates placement for ALL Kitsap Homeless Shelters & Provides Rental Assistance. Other HSC Locations: Poulsbo & Bainbridge Is: (360) 801-2564 Port Orchard: (360) 473-2146.  
Coffee Oasis (youth & young adults ages 13 to 25) Bremerton 377-5560 or HSC 621-0112, Poulsbo: 598-2091, Port Orchard: 602-0408.

**THE SALVATION ARMY:** 832 6th St. B, B/8a – 4pt 373-5550, Call or visit for details. **NEW HOURS Social Services -12:30-2:30 PM—Mon-Fri.** Food Bank: T-Th-F 9:30-11:15 AM. W 4-5:45 PM. Food boxes, bread & produce, Meal Program 8AM breakfast and 12PM lunch-M-F. **Homeless Support:** When Available: Transportation, Outdoor Homeless Gear & Nomadic Food Bags, Showers M-F 9-11AM **Laundry Services (for Homeless)** 9-11AM M-TH. **Clothing Bank:** M/W/F 1:00-3:00 PM. Thanksgiving & Christmas Gift & Dinner Boxes. Haircuts & Foot Care by Appt. All services subject to availability.

**KITSAP RESCUE MISSION:** 810 6th St. B. 373-3428. Mon-Fri 9a to 5p. Closed for Lunch 11:30a -1:00p. All services are offered free of charge. Clothing Bank: MW/F 1:30-3:30 PM (sign-up at 1PM). Haircuts and Foot Care by Appt. Free Meals offered onsite – check for details. Case Management and Homeless Assistance available during Day Room hours. All services subject to availability and may change without notice. **KRM Day Room:** 9-11:30 AM & 1:00-5:00 PM. M-F. **KRM Emergency Shelter 7 nights a week:** 7PM- 7AM (visit Housing Solutions for intake and reservation information)

**TAKING IT TO THE STREETS MINISTRY:** Cornerstone Christian Fellowship 901 Wycott Ave N. Bremerton. Pastor Art 689-3219 and Kelly - 801-3569. Homeless resources & supplies when available.

**DO YOU NEED FOOD STAMPS? CASH ASST? ID CARD VOUCHER? GO TO DSHS:** 4710 Auto Center Blvd. in Bremerton. 1-877-501-2233.

**CRISIS CLINIC HOTLINE:** Call: 360-479-3033 or 2-1-1

- Sally's Resource Guide
- Housing Solutions Center
- MEALS in Kitsap County



# Shelter Safety and Security



# 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
- KCHHD On-call
- 911
- Crisis Line

## Emergency Contact Information

### **If there is a life-threatening emergency, an injury, or a guest threatens to harm him/herself or others**

1. Call 9-1-1
2. Call the Site Manager
3. Fill out an Incident Report
4. Site Manager will notify KCDEM at 360-307-5871
5. Site Manager will notify KCHHD on-call 360-979-6027

### **If a volunteer is injured and requires hospitalization**

1. Call 9-1-1
2. Call the Site Manager
3. Fill out an Incident Report
4. Site Manager will notify KCDEM Duty Officer at 360-535-9988
5. Site Manager will notify KCHHD on-call 360-979-6027

### **If a volunteer is helping a guest who:**

- Is struggling or is distressed
- Is talking about suicide (wishing they were dead, feeling like a burden to others, feeling hopeless, seeing not reason for living), but is not threatening to harm themselves or others
- The volunteers feels is beyond their ability to provide support, but does not require law enforcement intervention

The Crisis Care Line 24-hours daily to help provide a supportive listening ear, community resources, and crisis intervention to the volunteer or guest.

**Dial 1-888-910-0416**

### **If a volunteer does not show up for their shift**

1. Call the Volunteer
2. Call the Site Manager
3. If Site Manager cannot be reached call the KCHHD on-call 360-979-6027

### **If volunteers have questions or issues which arise during their shift which are not covered in this handbook**

1. Call the Site Manager
2. If Site Manager cannot be reached call the KCHHD on-call 360-979-6027

# Safety - Securing The Building

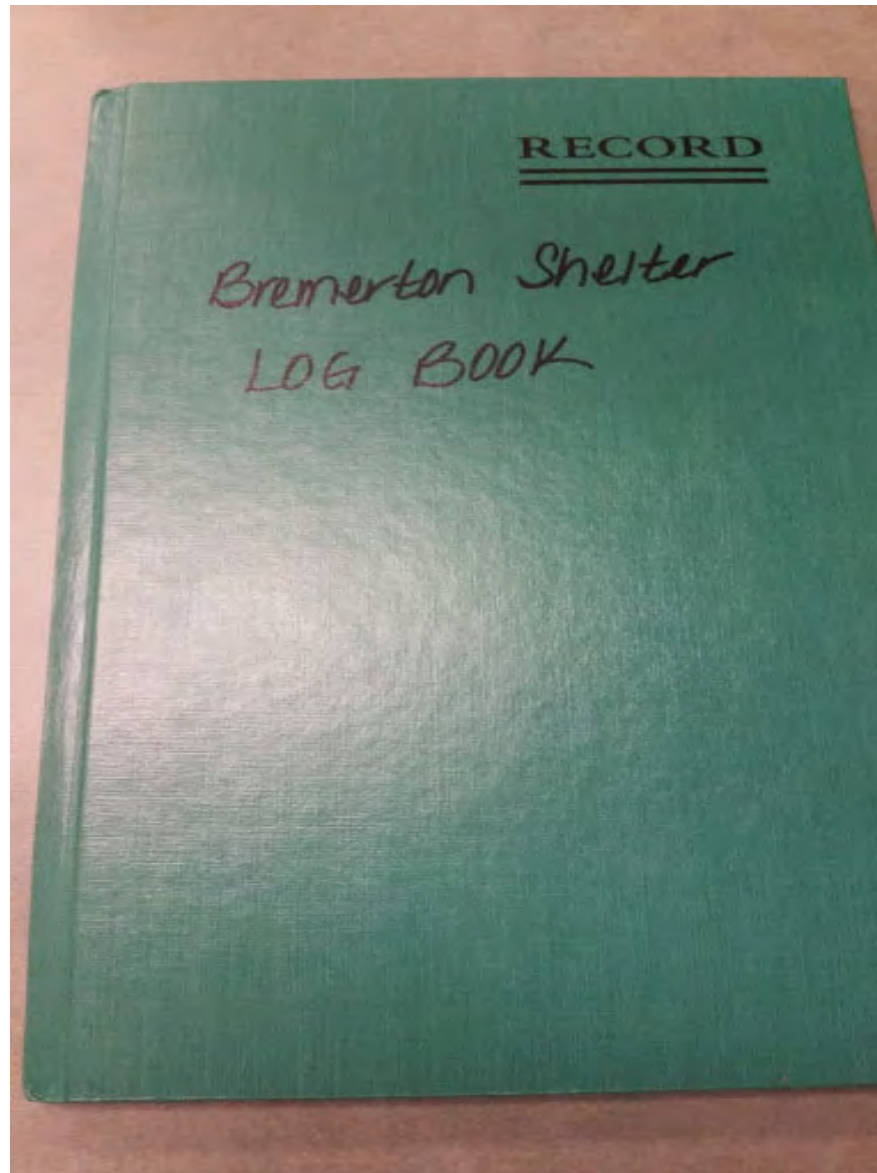
- Doors should be locked at 10 PM
- Nobody should leave or enter the facility after lights out at 10 PM unless escorted by police, fire, or emergency services personnel
- During hourly rounds, make sure all doors and windows are closed and locked



# 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

# 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)

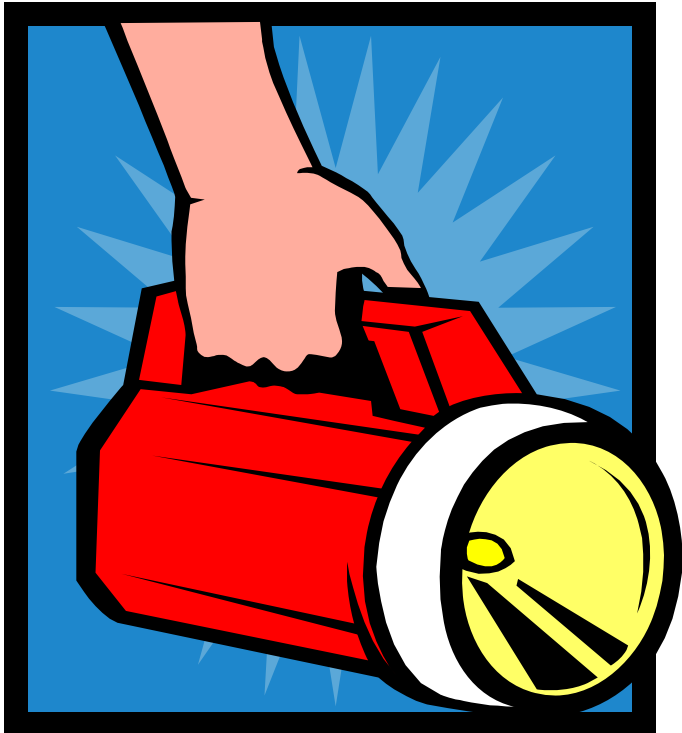
Jerry was banned from shelter for shooting up drugs repeatedly in bathroom (who the heck is Jerry? When did this happen?)

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)

# 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 (2016-2017)

- April 16, 2016 – Massachusetts Shelter
- Sept 16, 2016 – Biloxi, MS
- Oct 16, 2016 – Large homeless shelter - D.C.
- March 17, 2017 – Honolulu, HI



# Fire Safety



KNOW HOW TO USE A FIRE EXTINGUISHER  
FOLLOW THE **\*P\*A\*S\*S** WORD  
**\*PULL \*AIM \*SQUEEZE \*SWEEP**

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## How to use FIRE EXTINGUISHER



**P**ull the pin



**A**im nozzle at base of fire



**S**queeze the handle

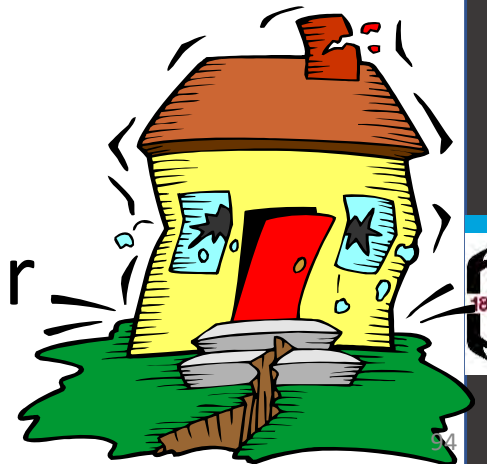


**S**weep nozzle side to side



# 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.

# Weapons - 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 resolution 143-1998 - A Resolution Relating to the Prevention of Workplace Violence
- 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

- 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 (pics on next slide).
- 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

## Insulin



# Drugs and Alcohol

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



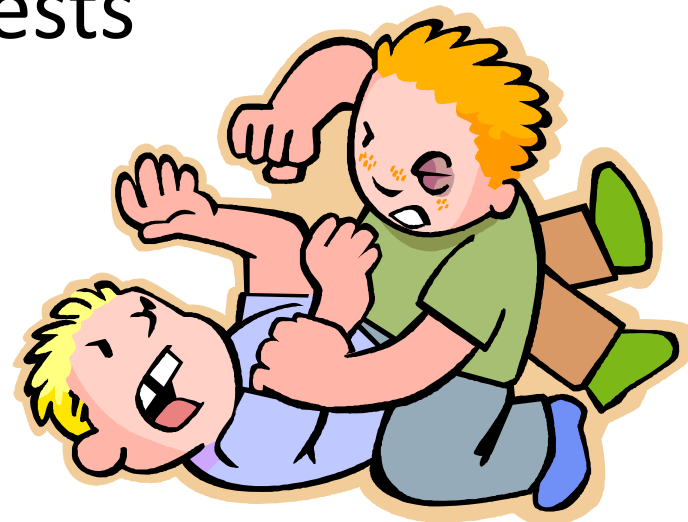
# Drugs and Alcohol

- 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
- If a disagreement turns physical, do not attempt to break up fights
- Highest priority: Avoid physical harm to yourself and other guests





# THANK YOU!!



*Make a World of Difference*