

# Macomb County Warming Center



Policies and Procedures Manual

TO ALL PARTICIPANT CHURCHES

FROM THE MACOMB COUNTY WARMING CENTER

October 1, 2009

This is the revised policy manual of the Macomb County Warming Center. It has been put together with the hard-earned knowledge and experience that has come from more than 8 winters of housing homeless people in churches all around Macomb County. The board and staff of the Macomb County Warming Center cannot thank you enough for considering to join us as a volunteer.

This manual was created with two simple goals in mind: to ensure our guests and volunteers have a safe and successful warming center season and that this organization will continue to exist as long as needed. To these ends, it is imperative that all churches and volunteers adhere to the rules as spelled out in this manual. In order to ensure the continued existence of the MCWC, we all must work together, in unison, as part of a total team effort.

Consistency among the various member churches is extremely important, and crucial to maintaining the structure necessary to serve our guests, especially those suffering from mental illness and extensive substance abuse issues. Having changing policies

or standards can be very challenging to many of our guests and can provide unneeded headaches for churches and volunteers later in the season.

If you have any questions, concerns or suggestions, we would welcome them. The MCWC Board meets on the 4<sup>th</sup> Monday of each month at the Ray of Hope Day Center, 24450 Gratiot Ave., Eastpointe, MI 48021. You may also contact Kevin Goodrich, MCWC board president at 586-321-0998 or at KMAC0212@wowway.com to discuss any questions you may have.

Thank you for your hard work and cooperation in endeavoring to maintain this important ministry. We love and value each and every one of you.

In His love,

MCWC Board of Trustees

# Table of Contents

- 1) Overview ..... 3
- 2) Guest relations ..... 5
  - a. Bus tickets ..... 6
- 3) Safety & Police issues ..... 7
- 4) General rules..... 8
- 5) Volunteer positions & guidelines ..... 8
  - a. Position descriptions..... 9-14
- 6) Intake procedures ..... 10
- 7) Sunday morning procedures ..... 14
- 8) Meals ..... 14
- 9) Clothing & Toiletries..... 15
- 10) Equipment needs ..... 16
- 11) History of the Macomb County Warming Center ..... 17
- 12) Guest Rules Agreement Form ..... 19-20
- 13) MCWC Drug Policy ..... 21
- 14) MCWC Diversity Policy ..... 21
- 15) MCWC Infection Control Policy ..... 22
- 16) Suggested evening prayer..... 23

This Manual is updated on an annual basis to reflect the best interest of the guests we serve. We reserve the right to update policies without notice.

## **Macomb County Warming Center Board of Directors**

Kevin Goodrich, president ..... St. Margaret of Scotland, St. Clair Shores  
Kathleen McKinley-Goodrich..... St. Margaret of Scotland, St. Clair Shores  
Joann Matiyow, secretary ..... St. Edmund, Warren  
Joe Belfiori ..... St. Sylvester, Warren  
Patrick Byrne ..... St. Blasé, Sterling Heights  
Dan Heaton..... First Presbyterian, Mount Clemens  
Kathy Lancaster..... Love Life Family Christian Center, Eastpointe  
Michelina Plesco ..... St. Sylvester, Warren

Kathy Goodrich, Executive Director

Contact: 586-321-0998 or kmac0212@wowway.com

## **Overview**

The Macomb County Warming Center first began hosting homeless guests in area churches in January, 2002. Since then, thousands of people have found shelter for the night and a hot meal in one of our many member churches. Providing this service would not be possible without the work of countless volunteers and the dedication to Christian service of our member churches and individuals from across Macomb County.

While we are a faith-based organization, we will neither endorse nor encourage any specific religious views.

It is the goal of the Macomb County Warming Center to provide a safe, warm and dry place for homeless adults to find shelter for the night during the winter months. Each guest is provided with an opportunity to have a warm meal in the evening, given two blankets and a pillow and offered a cold breakfast in the morning. The Macomb County Warming Center welcomes all guests, ages 18 and above, with the only rule being that they do not present a danger or nuisance to themselves, other guests or volunteers.

It is not the intention of the Warming Center to provide job counseling, medical services, shower facilities, substantial clothing supplies or related services at its host

churches, but to refer guests with those needs either to the Warming Center's Ray of Hope Day Center in Eastpointe or to other community service agencies.

A typical night at a Warming Center location is as follows:

- 8-10 p.m.: Intake & check-in of 50-100 homeless guests
- 8-10 p.m.: Hot dinner available to guests after check-in
- Approx. 9:45 p.m.: Outdoor smoke break for guests who desire it
- 10 p.m.: Lights out
- 6 a.m.: Lights on, everyone up. Breakfast available
- 7 a.m.: All guests leave the church

Some statistics from the 2008-09 Warming Center season:

Total guests served .....	515 people
Total shelter nights .....	8210
Approximate number of volunteers.....	1,325
Number of weeks in operation .....	18

## Guest Relations

- 1) All guests must wear a name tag at all times. Nicknames will not be used on name tags, unless they are common derivatives, i.e. "Bob" or "Rob" for Robert.
- 2) Apply all shelter rules uniformly. Do not play favorites.
- 3) Discrimination against any guest based on race, gender, ethnicity or other factor is prohibited.
- 4) Guests are required to show picture ID. If they do not have I.D, they can still be admitted, but they must be directed to obtain such from the Secretary of State Office, and directed how to do this if necessary". The reason they gave for not having I.D. written next to their name on the sign-in sheet. We will still need their last city of residence. The Ray of Hope Day Center can obtain ID for most guests.
- 5) Guest must understand and sign the "Rules of Agreement." If a guest cannot read or understand, it should be explained that these rules will be read during dinner.

- 6) Guests will turn in all bags, including ladies handbags, to be kept in a safe place. All bags will be returned to guests in the morning when they leave the church.
- 7) Guests **MUST** remove any medication or other items that they will need during the night as once their bags are checked in, they cannot be accessed until the guest is leaving the next morning. (Not following this rule for **ALL** guests has caused problems in the past, as this is a way for weapons or drugs to be brought into the sleeping/dining area. All churches/volunteers must follow this rule.) Once bags are checked, we do not bring them back out, nor do we allow the guest to enter the “bag room,” no matter how "nice" a guest may seem.
- 8) Guests must not be allowed in the “bag room”, nor may a volunteer carry a bag out of the room for a guest.
- 9) Volunteers should wear latex gloves when handling clients or their belongings. This is not a demeaning gesture, but provides protection for both the volunteer and the client.
- 10) MCWC Rules & Procedures should be posted in the dining area.
- 11) All guests must be checked-in prior to 10 p.m. The only exceptions are:
  - a. Those who are working and have made prior arrangements to be late.
  - b. Police agencies and hospitals are always welcome to bring or send a guest to the shelter, regardless of time.
- 12) Guests may not bring outside food or drink into the shelter.
- 13) Each guest gets 1 pillow and 2 blankets, no exceptions.
- 14) There will be one smoke break, normally about 9:30 p.m. (The time may vary, depending on what time the intake process concludes). **There will be no morning smoke break.** Once a guest leaves the building, he/she may not return until the following evening.
- 15) No special parties (birthday observances, anniversaries, etc.) are allowed in the shelter.
- 16) All guests must take all of their bags with them in the morning, no exceptions.
- 17) Males & Females will have separate sleeping areas, no exceptions for married or other couples.
- 18) No chairs are allowed in the sleeping area; except for disabled guests who are unable to stand up without a chair for support .
- 19) In the morning, guests will be instructed to place all of their bedding in the clear plastic bag it was issued in.

- 20) No swearing, cursing or other foul language is allowed in the shelter.
- 21) No sexual activity is allowed in the shelter.
- 22) Guests are not allowed to congregate at the church prior to 7 p.m.
- 23) All guests must be age 18 and older. Guests with children should be referred to another shelter. Call 211 or 1-800-ASHELTER (1-800-274-3583) to find a shelter.
- 24) Guests requiring special services, should be referred to the MCWC executive director.

## **Bus tickets**

Bus tickets will only be given out on Sunday morning if the next church is beyond easy walking distance; or if a guest is removed during the night. Any additional bus tickets may only be given out by a MCWC board member or staff member.

### Board members must learn:

- budget issues regarding bus tickets;
- CDBG and other funding contract requirements regarding bus tickets.

## **Safety & Police Issues**

- 1) If you feel threatened, see a fight or feel unsafe, do not hesitate to call 9-1-1.
- 2) Police agencies around Macomb County are provided with a schedule of Warming Center locations for the season.
- 3) Volunteers should work in teams at all times.
- 4) Volunteers should wear latex gloves (or their equivalent) whenever working with any client or his/her belongings.
- 5) If a guest is being unruly or presents a danger to him/herself, other guests or any volunteers, the guest should be told to leave and provided with a bus ticket and a list of other area shelters. If a guest refuses to leave, contact local police to remove the individual.
- 6) Do not attempt to break up a fight – call 9-1-1.

- 7) Remember, you and your church are providing warmth, shelter and a meal to the guests, on your terms. If a guest cannot follow the rules, he/she should be told to leave.
- 8) If a serious health/safety issue arises with a guest, notify the executive director or designee. (This can be done the next morning)
- 9) If a guest is sick or intoxicated/drugged to the point where you are concerned for his/her safety or the safety of others, call 9-1-1 and allow EMS to assess the individual.
- 10) See the Infection Control Policy in this manual for additional health safety information.

### **Police activity:**

- 1) It is a good idea for churches to contact their local police agency in advance of the shelter week and advise police the dates and times of the shelter. Invite police to stop by the shelter during the intake/dinner period if available. A police presence can have a calming influence on the guests.
- 2) If there was police involvement with the shelter, a thank you letter or other contact is a good idea.
- 3) Police can only enforce the law. They cannot make a person follow your rules, other than requiring the person to leave the shelter.
- 4) If a client becomes violent, call the police. We will not ordinarily know if a guest is in possession of an illegal drug, as we store their bags without first searching them.
- 5) Once the police, or other emergency personnel such as EMS, are on the scene, do not interfere. Allow them to do their job.

### **General rules**

- 1) An MCWC board member or staff member will work as the liaison with each church. This board member will visit during the shelter week and will be on-call as needed.
- 2) Visiting board members must be welcomed and treated with respect at all churches.
- 3) Other than in an emergency, board members will only work with the church coordinator or pastor to correct any problems or issues.
- 4) All community service workers will be required to fill out an MCWC Community Service Form and the church coordinator and the MCWC executive director will need to approve the form before the worker can assist at a shelter church.

- 5) Volunteers from other churches/organizations may be available to assist at other churches where needed. All volunteers, regardless of their home church or organization will be required to work under the direction of the MCWC executive director and/or the particular church coordinator.
- 6) All rules & policies must be followed by all volunteers, board members and staff at all locations.

## **Volunteer guidelines**

- 1) Volunteers must treat all guests equally. No special treatment is allowed.
- 2) All churches & volunteers must agree to and follow all the rules of this manual.
- 3) Volunteers will wear name tags at all times.
- 4) Volunteers will call all guests by their first names, or Ms., Mrs. or Mr. if the guest prefers. No nicknames!.
- 5) No volunteer will give or loan money to any guest.
- 6) No volunteer will give a ride in a car to any guest.
- 7) No volunteer will have sexual or romantic contact with any guest.
- 8) All volunteers, including “veterans” must attend a volunteer orientation/training session prior to volunteering.
- 9) One volunteer will be appointed as the supervisor at all times when guests are in the shelter. (This job may be split among various people, i.e. a supervisor during intake, another for overnight and another for breakfast.) One overall coordinator/supervisor must be named at each church. This person must be a member in good standing at the host church.
- 10) All volunteers must be age 18 or older. No children are allowed in the shelter.
- 11) Volunteers must not bring anything of value into the shelter area. It is helpful if all of the volunteers’ coats, purses, etc. can be stored in the church office or other secure area while they are at the shelter.
- 12) Volunteers will record any issues, concerns or incidents in the MCWC log book and bring these items to the attention of the coordinator.
- 13) An MCWC board of directors member or staff member will be appointed to serve as the liaison to each church.

## Volunteer positions

<u>Position</u>	<u># of people needed each night</u>
Church coordinator .....	1
Intake .....	4
Bag room, evening .....	1-2
Security/intake .....	1-2
Kitchen staff .....	3-4
Overnight security* .....	3
Breakfast.....	1-2
Bag room, morning.....	1
Morning security .....	2
Morning clean-up (after guests leave).....	1-2

### Special duties

Bedding set-up (Sunday afternoon)..... 6-10  
(This is a great opportunity for the youth of the church to assist, as no guests are in the building during this time.)

Laundry assistants .....

2-3  
Only needed Sunday morning.

Final clean-up .....

3-4  
Only needed Sunday morning.

\* 1-2 MCWC staff overnight security monitors are available, if needed.

## Volunteer position job descriptions

### **Church coordinator**

- 1) Serves as primary contact person between church and MCWC. Should be accessible by phone to church volunteers through week at his/her church.
- 2) Serves as on-site supervisor when at church and appoints other supervisors in his/her absence.
- 3) Coordinates recruiting of volunteers at the church.
- 4) Coordinates with kitchen volunteer supervisor to plan dinner menu for the week and informs MCWC about food supply needs as early as possible, but at least two weeks prior to their scheduled week.
- 5) Informs MCWC about potential volunteer shortages as far in advance as possible to arrange for volunteers from other churches to assist.
- 6) Checks daily log for any problems or supplies.

- 7) Leads nightly meeting prior to beginning in-take to provide information to the volunteers. This meeting, which should include a prayer, should take place about 7:30 p.m.

**Intake hosts/screener (Work shift: 7:30-10 p.m.)**

Intake processing takes place from 8-10 p.m. Do not start earlier.

**INTAKE PROCEDURES**

Intake (Arrival) Processing is 8:00 P.M. to 10:00 P.M. (Exception: The local Police having jurisdiction may bring guests after 10:00 P.M.)

- 1) Greet guests in a friendly, but businesslike manner.
- 2) One volunteer should be requesting ID and last residence information and checking all guests into the register binder.
- 3) One volunteer should be making name tags – 1 for the person, one for each bag to be checked in and one for the bedding (only needed the first night at a particular location).
- 4) An intake volunteer needs to ask each guest if he/she needs to have an early wake-up call. (Normal wake up is 6 a.m.) If a guest desires an early wake up, create a wake-up log and note the name and the time. Give the guest an orange cone (bucket) with his/her name, number and the time of the wake up. This cone should be placed by the guest's sleeping area.
- 5) Two or three screeners will require all guests to empty their pockets, take off jackets and check for contraband items. Have guests place all items in plastic trays provided. Any item that would not be allowed onto an airplane is not allowed into the sleeping/dining area and must be placed in the checked bag room. Use small plastic baggies to keep loose/small items together. Ensure that all bags have a name tag attached.
- 6) Ensure that any items the guest needs for the night are kept with the guest. There will be NO access to checked bags.
- 7) One screener needs to check all guests with metal detecting wand after all of the objects are out of their pockets.
- 8) Give any items to be checked to the bag room volunteer (or a volunteer runner). Guests should not handle their bags, after they have been checked in.
- 9) One person should be coordinating traffic flow during the intake process, calling guests, by number, to the intake table.

**Intake security (Work shift: 7 – 10 p.m.)**

- 1) Hand out numbers to guests as they arrive. Do not allow guests to congregate prior to 7 p.m.

- 2) Provide assistance in the intake and dinner areas as needed.
- 3) May work as the screener or intake traffic coordinator in items # 6 or 8 above.

**Bag room monitor (Work shift: 7:30 – 10 p.m.)**

- 1) Ensure all bags have guest name tag.
- 2) Place bags in approximate number order, to ease return of bags in morning.
- 3) Once bags are checked in, guests WILL NOT have access to them until the guest leaves.

**Kitchen staff (Work shift: Time needed to prepare food to 10 p.m)**

- 1) In the evenings, DECAF coffee, milk and water/juice should be available 8-10 p.m. Anticipate needing about 100 cups of coffee.
- 2) Dinner should be ready to serve at 8 p.m.
- 3) All guests must check in before they can eat.
- 4) Dinner should be served until 10 p.m.
- 5) If food is available, second or additional helpings are allowed.
- 6) If available, prepare 1-2 plates for potential (legitimate) late arrivals.
- 7) Provide small coffee pot or other beverages for overnight volunteers.
- 8) Disposable plates, utensil and cups should be used.
- 9) Clean up kitchen, prepare coffee pot for morning use.
- 10) Guests should be informed to clean up their own items after eating.
- 11) Ensure that all eating/serving areas are wiped down with a bleach solution after dinner.

**Overnight security (Shift: 10 p.m. to 7 a.m. Optional, could have a morning shift that works 5 a.m. – 7 a.m.)**

- 1) Ideally, there should be at least 2 men and 1 woman on this shift.
- 2) A cell phone number of one of the overnight volunteers should be left for the person who carries the organization's main phone so the volunteers can be notified if, for example, a hospital will be dropping off a guest, usually by taxi, in the middle of the night.

- 3) Have flashlights available as needed.
- 4) Lights out at 10 p.m.
- 5) Intake area need to be monitored throughout the evening, in case of late arrival; including the sign-in binder.
- 6) At the discretion of lead night security, a new guest who is unfamiliar with the rules MAY be allowed to enter late, one time only, if he/she is not presenting a problem. Late arrivals brought in by the police or sent by a hospital are always welcome. Late arrivals must be checked-in via the regular screening process.
- 7) Arrange with kitchen staff to ensure that coffee (about 100 cups) will be ready by 6 a.m.
- 8) Lights on at 6 a.m.
- 9) Wake any guests who need to leave early.

**Breakfast volunteers (5:30 a.m. – 7:30 a.m.)**

- 1) Ensure that coffee is ready for 6 a.m.
- 2) Begin serving breakfast at 6 a.m.
- 3) If you have early departing guests and you can provide them a “to-go” breakfast, do so.
- 4) Breakfast can consist of coffee, milk, juice/water and cold cereal. Hot oatmeal is a good option if available. Pastry, donuts, fruit, etc. may also be served, if available.
- 5) Discontinue coffee and breakfast service at 6:45 a.m.
- 6) Disposable plates, utensils, etc., should be served.
- 7) Guests should be informed to clean up their own items after breakfast.
- 8) Wipe down all eating/serving areas with a bleach solution after breakfast concludes.

**Bag room monitor, morning (5 a.m. – 7:15 a.m.)**

- 1) Pass up bags to guests as they are leaving.
- 2) No guests may enter the bag room
- 3) Guests may not have access to their bags until they are leaving.
- 4) All guests must take all their bags each day.

- 5) Inform guests that bags left behind will NOT be transported to the next church.

**Morning security (5 a.m. – 7:15 a.m.)**

- 1) Wake up any guests who have request early wake-ups.
- 2) Once a guest leaves the building, he/she may not return until the next evening. **No morning smoke breaks.**
- 3) Lights on at 6 a.m.
- 4) At 6:15 and again at 6:30, rouse all guests who are still sleeping.
- 5) At 6:40 a.m., announce “last call” on coffee, etc.
- 6) All guests must leave the building at 7 a.m.
- 7.) Late “sleep-ins” will miss breakfast.

**Morning clean-up crew (7 a.m. until finished)**

- 1) Sweep/mop/vacuum sleeping & dining areas.
- 2) Re-stock paper supplies in rest rooms.
- 3) Wipe down all areas with bleach solution.
- 4) Empty all garbage cans

**Set-up (Sunday afternoon)**

- 1) Prepare at least 125 bags of bedding. Two blankets and a pillow and pillow case inside a clear garbage bag.
- 2) Ensure dining area is set up with tables, chairs
- 3) Ensure all rest rooms are fully stocked with paper products.
- 4) Ensure adequate supplies are on hand (see supply list)

**Laundry assistants (8 a.m. – 10 a.m. Sunday)**

Each church should provide 2 volunteers to assist the MCWC laundry team on Sunday morning.

Volunteers should arrive at the Tiny Bubbles Laundromat, 30376 Utica Rd., Roseville at 8:00 A.M. Laundry is usually finished by 10:00 A.M. or earlier.

**Sunday morning procedure:**

Several guests will be appointed by MCWC staff to assist with the collection of bedding. (This is a designated job for these people and they are compensated with bus tickets.)

Bedding will be gathered and pillowcases removed from all pillows; (but leave the plastic covering on the pillows) and separated into piles of blankets, pillows and pillow cases.

All bedding **MUST** be shook out to remove any tissues or personal belongings in them.

Bedding will be placed in large garbage bags and returned to the MCWC trailer after MCWC volunteers arrive.

To fill trailer with bedding at end of week:

- 
- Unused blankets in clear bags go into trailer first.
- Plaid bag with unused pillowcases go in next.
- Black bags filled with pillows go into trailer
- Clear bags filled with soiled blankets and pillowcases go into trailer.
- Trailer is hitched to a vehicle and driven to the Laundromat.

### **Sunday morning clean-up volunteers (7 a.m. until finished)**

A team of 4-5 people should be able to have your church returned to typical condition in about an hour or 90 minutes.

Have one or more (adult) volunteers walk the perimeter of the church, checking the bushes, etc., for any garbage/debris left behind. Be aware that alcohol bottles and remnants from illegal drug use, possibly including needles, may be found.

## **MEALS**

One person should be appointed kitchen supervisor to coordinate menu planning and volunteer schedules. Some churches have two groups of volunteers in the evening, one to prepare the meal and another to serve and clean-up; others use one group for the entire process.

- 1) Food items and some staples, such as juice, can be provided by MCWC through the Gleaner's Food Bank, utilizing a FEMA grant awarded to MCWC.
- 2) Orders for food from MCWC/Gleaners, must be made to MCWC President Kevin Goodrich **by December 1**. This is important because all FEMA orders must be placed by early December.
- 3) Food can be stored by MCWC and pick-up by your church can be arranged at least one week prior to your shelter hosting week by contacting Kevin Goodrich.

- 4) Dinner should consist of a hot soup or other meal. If possible, having two entrees to choose from is helpful. Bread or rolls should be available
- 5) In general, you will need 4-5 gallons of milk per day and 5-6 gallons of juice

## Clothing/Toiletries

Services we can NOT provide:

- 1) The MCWC is NOT an emergency clothing provider. Many local agencies exist to provide clothing supplies to the homeless. This is an important and worthwhile mission, but is not the mission of the MCWC. Churches should direct clothing donations to agency who have this important outreach as part of their stated mission.

Services we CAN provide

- 1) If available, churches can provide new socks and/or new/lightly used gloves, mittens or winter caps. These should only be provided upon request.
- 2) If available, church can provide basic toiletry items, upon request.
- 3) Churches should always have a supply of feminine hygiene products on hand.

## Supply checklist

<u>Item</u> .....	<u>Number</u>
Black markers.....	4-5
Pens .....	10
Pad of paper.....	1
Paper/plastic plates .....	1,000
Paper cups -- cold .....	1,000
Paper cups – hot .....	1,000
Styrofoam bowls.....	700
Napkins.....	1,000
Paper towels .....	4-5 rolls
Plastic dinner utensils .....	1,000 of each
Coffee stir sticks.....	1,000
Latex gloves for volunteers .....	2 boxes of size Medium/Large
Toilet paper.....	100 rolls

Paper hand towels.....  
Flashlights ..... 2-3  
Garbage bags, heavy duty ..... 1-2 boxes  
Garbage bags – clear (to be used for beddings) ..... 2 boxes

Please contact The Warming Center at [kmac0212@wowway.com](mailto:kmac0212@wowway.com) (e-mail contact preferred) or by calling 586 321-0998 at least two weeks in advance if you will need any or all of these items to be supplied by the MCWC.

## Description of the Organization

• **Brief History:** The Macomb County Warming Center (MCWC) was founded in January 2001 after a group of existing shelter directors, community homeless advocates and church leaders called a meeting of church and community leaders to address the growing homelessness in Macomb County, a suburb just northeast of Detroit. There had been several deaths that winter due, according to the responding police and hospitals, to the direct result of inadequate shelter. The existing shelters were full and the numbers of homeless on the streets were more than they could accommodate. As a result of that meeting, a small group of concerned citizens formed a task force which began to meet bi-weekly in various local churches. This small group continued to meet every two weeks for the rest of 2001.

Our first year was one of planning; recruiting churches to shelter the homeless and forming church and community alliances, these activities laid the groundwork for our current program, which opened the doors of its first church shelter In January 2002. The early response was slow, but eventually we added churches until today we have more than doubled the number of participating churches.

Finally, we were incorporated as a 501(c) (3) organization on April 17, 2002. We are not established under any parent corporation or foundation. The purpose of our organization is defined in our mission statement as follows:

The Macomb County Warming Center seeks, along with our partner churches to provide a safe, warm place to spend the night, providing simple but nourishing breakfast and evening meals for those who would otherwise have no shelter. The Ray of Hope Day Center, an extended service of the MCWC, will, in collaboration with like-minded organizations, provide our local homeless and indigent populations with referrals and resources targeted to supply opportunities to move into secure and productive lifestyles.

• **The Organization Today:** Warming Center-Seasonal Nighttime Shelter Program  
We have a network of churches that rotate weeks during the months of November through March. The church provides the space, the volunteers, a simple hot evening meal and a breakfast of coffee, juice, milk and donuts or bagels, etc. We also receive support from many local businesses, community organizations, such as the Kiwanis, Rotary, scout troops, and other churches, some of which, while unable to provide shelter space, instead donate volunteers, clothing, supplies, and food. Blankets are provided annually by the Red Cross.

During the 2008-09 year, we sheltered 515 homeless individuals, served 16,420 meals and provided 8,210 shelter nights. We see an average of 80 guests per night. We have an average of 15-25 volunteers per night at each church. They provide the intake of guests, distribute blankets and pillows, cook and serve the meals, check guest bags for the night, provide security and clean up in the mornings.

Sunday mornings, volunteers transport the blankets, pillows, pillowcases and shelter supplies in a trailer that we purchased for this purpose. They go first to the Laundromat, then to the next church on the schedule.

We have an arrangement with a local Laundromat that we can use most of their equipment on Sunday mornings. We are usually finished with the laundry by 10:30 A.M. giving volunteers time to get to their respective religious services.

### **Ray of Hope- Year-around Day Center Services Program**

We opened the Ray of Hope Day Center in April 2006 with a first year grant from the Sister of St. Joseph of Nazareth Mission Fund. Since we opened, we have served over 800 guests. We offer the use of our phone, fax and mailing address. We receive an average of 8 pieces of mail per day for guests, and guests make an average of 14 business-related phone calls a day. The calls and mail are for employment searching, medical appointments, Social Security, Department of Human Services and similar "business" reasons.

We continue to speak to community service groups and county human services agencies, presenting our programs for their referral information. We join with other shelters and agencies at Community Connection Days for the homeless where information about available services will be given and needed items such as clothing and hygiene items will be provided. We have continued to deepen our very solid ties and friendships with many churches and human services organizations. We are

members of The Macomb Homeless Coalition and serve on various standing and ad hoc committees.

The Peer-to-Peer Support Group Project is a program of peer support, guidance and feedback for motivated homeless individuals to assist in securing permanent housing, employment and mainstream activities. Peer-to-Peer support relies upon the input, suggestions, directions, tips and techniques from peer homeless to each other in a roundtable group discussion format where ideas are offered freely and emotional reinforcement is readily available. The Peer Project began in October, 2007 with a grant from The McGregor Fund.

Groups are small in size (6 to 8 individuals) in order to facilitate discussion easily. Groups are be led by a trained group leader. Each meeting requires each participant to report individually to their group on their activities since the previous meeting, identified by the group as necessary in order to secure housing and/or employment. With program funding, we obtain ID and birth certificates for Peer Group Participants. These are necessary first steps for job and apartment-seeking; post local job hiring announcements provide necessary transportation, fax resumes, and referrals to other agencies when indicated.

THIS FORM WILL BE SIGNED BY EACH GUEST AT THEIR FIRST VISIT OF THE YEAR IT WILL COVER THE FULL SEASON FROM NOVEMBER THROUGH MARCH.

## **Macomb County Warming Center**

### **GUEST RULES**

1. NO possession or use of ALCOHOL, DRUGS or WEAPONS allowed in or around the perimeter of the Warming Center.
2. NO FOUL LANGUAGE allowed in the facility and/or around the perimeter of the Warming Center.

3. Guest's bags will be stored for the night. Be sure you get your meds and anything else you may need for the night, as you will not be able to get back into your bag until you leave the building in the morning.
4. Smoking is NOT ALLOWED in any of the buildings. Smoking is only permitted at the specified time, in the designated outside area.
5. NO PHYSICAL CONTACT allowed with the volunteers and/or guests.
6. NO SEXUAL HARASSMENT, LEWD CONDUCT or PUBLIC DISPLAYS OF AFFECTION with volunteers and/or guests.
7. NO destruction of Warming Center property.
8. NO PHYSICAL CONTACT such as fighting or threatening of volunteers or guests.
9. NO OPEN CONTAINERS, or FOOD allowed from outside the Warming Center.
10. NO ARGUING, NAGGING or otherwise HARASSING VOLUNTEERS. This rule is especially important to the health and welfare of volunteers; and breaking of this rule will be cause for immediate dismissal from the shelter.
11. Personal property not removed from the church by 7:00 a.m. WILL BE CONSIDERED ABANDONED and will be DISCARDED.

VIOLATION OF "GUEST RULES" MAY RESULT IN AN INDIVIDUAL BEING PERMANENTLY EXCLUDED FROM BOTH THE MCWC AND THE RAY OF HOPE DAY CENTER.

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Signature of Guest

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Date Signed

## **Macomb County Warming Center**

### **HOLD HARMLESS AGREEMENT**

In consideration of participating in The Macomb County Warming Center Shelter Program (MCWC), I shall hold all of the participating Churches, sponsored by the MCWC, free and harmless from any claim or liability that may arise through my participation in the Program. I shall also hold harmless from any claim or liability, Macomb County Warming Center agents, servants, volunteers, employees and officers and directors.

This document was fully explained to me today and will remain in effect unless withdrawn in writing.

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Signature of Guest

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Date Signed

## **MCWC DRUG & ALCOHOL POLICY**

It is the policy of the Macomb County Warming center (MCWC) to maintain an environment which is free from the use, possession or distribution of drugs and alcohol by its clients or staff.

We will maintain this policy within a reasonable expectation in consideration of the population we serve.

We will check-in and secure all baggage carried by our clients.

These bags will be kept in a secure area of the facility and returned to the client only upon his/her departure.

Clothing worn by clients will also be searched for drugs and alcohol and any such items discovered will be disposed of or client refused admittance.

Both paid and volunteer staff will present for work in a sober state.

Neither paid nor volunteer staff will bring alcohol or drugs into the facility.

It is the expectation of the Board of Trustees that board members, management and both paid and volunteer staff report to the facility free from any signs of obvious alcohol or drug use, and that they present a positive example to clients and other staff.

## **MCWC DIVERSITY POLICY**

The Macomb County Warming Center seeks to promote diversity in the selection of board members, staff and volunteers, as well as extending an invitation to potential board members, staff, volunteers and guests of all races, religions and ethnicity.

We will not exclude, but will welcome all homeless individuals regardless of their race, religious belief, gender, national background or ethnicity, home city, county or state of former residence.

## **MCWC INFECTION CONTROL POLICY**

**Purpose:** To prevent the spread of infectious diseases at the shelters and other centers where the homeless guests gather.

**Warming Center:**

**Guest search:**

Latex or latex-type gloves will be worn for all search procedures as a safeguard for both guests and volunteers.

**General:**

Good Hygiene will be strictly adhered to. Any person unable to control bodily functions will be transported by the local EMS to a hospital.

Any bodily fluids or other possibly contaminated matter will be immediately cleaned by a volunteer wearing latex/nitrile gloves and using a commercial disinfectant cleaning product.

Volunteers and guests must wash hands before coming to the food table. A hand sanitizer dispenser is also recommended to be available at the front of the table.

Guests and volunteers must cover their mouths when coughing or sneezing. Adequate tissues should be provided for this purpose.

Food table:

Food handler gloves must be worn by both volunteers and guests while at the food table or in the kitchen. As an alternative, volunteers and guests may clean their hands with hand sanitizer. Hand sanitizer dispensers will be provided by the Warming Center upon request.

General:

Hygiene matters will be strictly adhered to. Any person unable to control bodily functions will be transported by the local EMS to a hospital.

Any bodily fluids or other possibly contaminated matter will be immediately cleaned by a volunteer wearing latex/nitrile gloves and using a commercial disinfectant cleaning product.

Guests and volunteers must cover their mouths when coughing or sneezing. Adequate tissues should be provided for this purpose.

## **Prayer**

Suggested evening prayer (or substitute your own):

THANK YOU FOR GIVING ME A SAFE AND FRIENDLY PLACE TO REST  
MY TIRED BODY

PLEASE BLESS ALL THE VOLUNTEERS AND THOSE WHO GIVE SO  
GENEROUSLY SO THAT THIS DAY CENTER CAN EXIST.

MAY YOUR ANGELS WATCH OVER ALL OF US HERE AT THE RAY OF HOPE  
DAY CENTER

MAY YOUR BLESSINGS BE UPON ALL OF US - THE GUESTS - SO THAT WE CAN FIND THOSE GOOD THINGS FOR WHICH WE ARE SEARCHING.  
AMEN

THANK YOU GOD FOR PROVIDING ME FOOD AND FRIENDS TO TALK TO TODAY.

THANK YOU FOR GIVING ME A SAFE AND FRIENDLY PLACE TO REST MY TIRED BODY

PLEASE BLESS ALL THE VOLUNTEERS AND THOSE WHO GIVE SO GENEROUSLY SO THAT THIS DAY CENTER CAN EXIST.

MAY YOUR ANGELS WATCH OVER ALL OF HERE AT THE RAY OF HOPE DAY CENTER

MAY YOUR BLESSINGS BE UPON ALL OF US - THE GUESTS - SO THAT WE CAN FIND THOSE GOOD THINGS FOR WHICH WE ARE SEARCHING.  
AMEN

\*\* Suggestion: This prayer, or another of your choosing, can be copied, perhaps on colored paper, and folded and placed on tables where guests eat so they can have a model prayer before meals, as they wish. Simply type the prayer on a word document, copy it to the other half of the page and print. Then fold the printout so the prayer appears, when folded, on two sides of the page so the persons on each side of the table can read it. Make the font smaller and space as needed