

All Saints' Warming Shelter

Volunteer Orientation/Training

- **Shelter Flow Chart** (pg. 2)
- **Roles and Responsibilities** (pg. 3)
- **House Rules/Volunteer Guidelines** (pg. 7)
- **Rules for Guests** (pg. 9)
- **Facility Orientation** (phone, fire extinguishers, AED/First Aid Kit, kitchen/pantry, janitor's closet, bathrooms, lights, alarms, heat, classrooms and other areas that are closed off from the Shelter, garage)
- **Paperwork** (pg. 10-13; intake forms, release of liability and covenants, night roster, incident logs, and Shelter log)
- **Confidentiality**
- **Boundaries** (personal line of protection, mentally and physically)
- **Instructions for handling emergencies** (pg. 14)
- **Understanding and responding to challenging situations** (pg. 15)
- **Safeguarding** vulnerable people
- **Mental Health Awareness** (<https://www.mentalhealthfirstaid.org/>)
- **Basic First Aid** (<https://www.redcross.org/local/washington/take-a-class/first-aid/>); includes Blood-borne pathogens and drug response (overdose?), infection control, minor wounds, bleeding, AED training, allergic reactions, nose bleeds, diabetes/hypoglycemia, stroke, seizures, heart attacks, human or animal bites, frostbite. In emergency, **CALL 911**. (pg. 17)
- **Food Handling** (<https://www.foodworkercard.wa.gov/>); include glove use, use of thermometer, food storage/dating (pg. 22)
- **Safety/Security** (we use Phoenix Security on site. 24 hr # is 509-443-4477)
- **Richland Police** (non-emergency # 509-528-0333) **CALL 911** for emergency
- **Richland Fire** (non-emergency # 509-628-0333 or 509-942-7703) **CALL 911** for emergency
- **Suicide Prevention Hotline 988**
- **Referrals to other agencies**

Emergency Warming Shelter Flow Chart

Hours of operation 5pm-9am

(Note: See further explanations of roles and responsibilities on following pages.)

Schedule

By NOON Rector/Sr. Warden Activate Shelter (according to criteria). Notify:

- **Jr. Warden-** Facility preparedness
- **Communications Chief**
- **Shelter Coordinator**

~1pm Shelter Coordinator notifies:

- **Volunteer team** (use prearranged call list, possibly phone tree)
- **Security Personnel**
- **Kitchen Leader**

4-8pm (3 volunteers) Set-Up Crew/Intake Team/Greeters (one to help in kitchen 5-7pm)

5pm Guests start arriving (Security on-site throughout Shelter operation)

6pm Dinner is served

8pm-12am (2 volunteers) Greeters (8-10pm) and Evening Hosts

12am-4am (2 volunteers) Overnight Hosts (plus security)

4am-8am (1 volunteer) Overnight Host (helps kitchen crew 6-8am) (plus security)

7am-10am (1 volunteer) Helps with wakeup, kitchen, and cleanup*

7:30am Breakfast is served

9am Guests leave

9am-10:30am (1 volunteer) * forms Cleanup Crew with 7-10am volunteer. On the last day of a session, we need more volunteer help to assist in closing (2 more volunteers).

Roles and Responsibilities of Volunteer Positions

Activation Team – Rector/Sr. Warden

Following criteria set by Vestry, activate the Emergency Warming Shelter for the night/s. Noting extreme weather conditions where temperatures are expected to fall below 20 F, the following persons should be notified: Jr. Warden, Communications Chief, and Shelter Coordinator. Determine, if possible, the duration of Shelter need.

Jr. Warden

The Jr. Warden is responsible for building preparedness. This includes adjusting thermostats appropriately, canceling any security alarms for the next few nights, ice-melt and shoveling of entryway if needed, checking essential supplies (TP, DW pods/paper towels) and, finally, notifying the janitor of overnight guests and probable need for increased maintenance during or after the emergency is over.

Communications Chief

The Communications Chief will notify others in the community of the opening of the Warming Shelter between the hours of 5pm and 9am for as many days/nights as deemed by the Activation Team. Notifications may be made to the Police, Hospital, Library, Community Center, Denny's Restaurant, and fellow churches. News/Radio stations and Facebook, the church website, and other electronic means of communication may be used. It is best to have one point of contact to avoid confusion. This will require a managed response as the community answers the need. Be ready with a list of specific needs.

Shelter Coordinator

After learning of the activation of the Warming Shelter, the coordinator's will notify security personnel that their help will be needed. They will initiate and put volunteer schedules into action by 4pm, trying to ensure that each shift has a Mental Health First Aider and other properly trained volunteers.

It is also the Shelter Coordinator's job to phone the Kitchen Leader so that timely preparation can be made for meals and snacks.

The Shelter Coordinator will help with duties as needed and be "on call" during the time the Shelter is in place.

Volunteers should include at least one male and one female for each shift, All Saints' Vestry members, and the Shelter Steering Committee, as well as parish members and people from the community. Volunteer sign-ups and training should take place in the Fall before winter weather hits.

The Coordinator may want to preassemble a list from the trainees so that when activation takes place, they can initiate a phone tree and be ready for action.

Kitchen Leader

Once activated, the Shelter will provide meals, snacks, and drinks for our guests. Dinner will be served around 6pm and breakfast at 7:30am. A sack lunch or snacks for our guests to assemble to take with them when they leave in the morning is included. Additional snack foods for them to munch on during their stay may include fruits, granola bars, desserts, etc.

The main kitchen staff or leader should have a recent food-handler's card posted in the kitchen and be willing to organize and supervise other kitchen volunteers who will be part of the volunteer teams. Following food safety protocols is important.

Meals and foods from the church and community may be donated or used, with the designated Kitchen Leader having the ultimate say in the solicitation and management of such foods. If there is an overabundance of donations or leftovers, they could be passed on to other shelters (My Friends Place) or taken home by volunteers. Refrigeration and space management is an essential part of the kitchen organization.

For continuity, it would be best for the Kitchen Leader to lead dinner prep (5-7pm) **and** breakfast prep (6-8am) or to designate another leader, who also has a food-handler license, in their place for one of the meals.

Kitchen staff will also help answer the phone as they are able.

Set-up Crew

This crew is scheduled between 4-8pm and is responsible for making the facility ready for our guests, who will be arriving starting at 5pm. The crew will:

- Bring bins of blankets and mattresses in from the garage. Blow up mattresses with pumps or set out camping pads. Stack blankets, sheets, and pillows on a table for guests to select after they have entered.
- Place toiletries and hygiene items in a designated area (usually by double-door classroom): towels, washcloths, soaps, toothbrushes, razors, Vaseline, lotions, etc. Perhaps a foot-soaking bucket could be here too (foot spa with sanitation between users?)
- Set out Shelter signs. Place the sandwich board sign by the back entrance door (1), street driveway (2), and in front of the garage with arrow pointing to shelter (3). Tape signs on front door of the church ("Shelter around back...") and on the back entry door ("Welcome! Please no drugs, alcohol, or weapons in the building"). Post any other designated signs around the Shelter (House/Guest Rules, reminders of dinner and breakfast times, etc.).
- Partition off the Shelter space by using dividers at stairway by Choir Room and stairway to upper hallway. Our guests should remain in Parish Hall and designated classroom at all times.
- Tape floors with blue tape by Janitor's Closet/exit door and women's bathroom. Mark as "keep clear" and "do not block."
- Set up intake table with paperwork, nametags (see below).
- Place any donated warm clothing, socks, and miscellaneous items on the entryway pews.

Intake Team/Greeters (4-8pm)

Two volunteers will welcome our guests from 5-8pm after setup is completed (4-5pm). A table will be set up in the entry hall with paperwork for guests to fill out with the help of security and greeters. Included will be copies of the Guest Rules to be read by each guest. A waiver/release of liability and covenant will be signed by each guest and greeter who is helping them. These will be kept for our records. Nametags will be available.

Any personal belongings can be tagged and locked in the nearby classroom, or, if guests wish to keep them with them, they may empty out backpacks and bags and jackets to show they have not brought any forbidden items into the Shelter.

After guests have signed in, they will be given an orientation to the facility. Location of bathrooms, fire extinguishers, and exits will be pointed out, and they will be shown where to find bedding and mattresses for their evening comfort.

Bathroom inspections should be made every 1/2 hour during each shift checking for cleanliness and supplies. Any unauthorized activities should be promptly stopped, and the guest asked to leave.

Note: from 5-7pm, one of the 4-8pm team will assist in the kitchen (see Kitchen Helper role).

Evening Hosts (8-12 midnight)/Overnight Hosts (12am-4am and 4am-8am)

Evening hosts will be welcoming our guests and helping them settle into the Shelter for the night. Intake from 8-10pm will follow earlier intake instructions. Reminders of rules may be needed as in, "Lights out and doors locked at 10pm with no return privileges if you choose to leave". Also, consideration of other guests and appropriate noise levels and activities should be encouraged. The double-door classroom may be an area with a couple of tables and lights on for those with insomnia or who want quiet conversation or to read.

Bathroom inspections should be made every 1/2 hour during each shift checking for cleanliness and supplies. Any unauthorized activities should be promptly stopped, and the guest asked to leave.

Note: from 6-8am one of the overnight hosts will assist in the kitchen (see Kitchen Helper role).

Kitchen Helper

PM helper: 5-7pm, part of the 4-8pm shift.

AM helper: 6-8am, part of the 4-8am shift.

These volunteers will assist the Kitchen during dinner or breakfast prep and cleanup. This may include cleaning and setting tables for a meal or setting out drinks or snacks, or making "take away" bags/ lunches in the morning.

Wakeup, Kitchen Help, Clean-up Help (7-10am)

Scheduled from 7-9:30 am, this volunteer will assist with "Lights on" and waking guests for 7:30 am breakfast. **Caution! At no time should you shake a guest awake!** Depending on the day, guests may leave their belongings until they return at night, or if the Shelter is closing, all belongings need to go out with the guests when they leave at 9am. Bedding can be left up (put a sign with the person's name on it),

set aside in the Choir Room, or dismantled for washing, depending on the circumstances. Wet/dirty towels should be placed in designated basket for washing.

This volunteer also helps with any kitchen needs (packing lunch bags, doing dishes, etc). After 9am departures, this person will also help with Cleanup. It is important for all guests to be out the door by 9am so cleanup can begin and security can leave.

Clean-up (9-10:30am)

This volunteer works with the 7-10am person to form the Cleanup Crew.

Bathrooms should be checked after guests have left for acceptable conditions. Garbage should be taken out from bathrooms and the kitchen. Floors should be swept and mopped if needed.

Store shelter signs (box under pew?) or in garage. Eventually, all Shelter bedding goes back to storage in garage after being washed.

Remember to lock all doors and turn off lights before leaving.

Security (required)

Paid security will be available. Arriving by 5pm (4:45pm) and departing after guests leave at 9am, they will help with registration, monitoring bathrooms and hallway and doing shelter walk-throughs. At their discretion, security personnel will also monitor “smoke breaks” and guests entrance after 10pm. *End note: It is our hope to have hired security personnel available during shelter hours. Please record the names of security workers on the worksheet in the kitchen.*

Social Worker

The presence of a social worker would be ideal sometime during the hours of operation of the Shelter.

We hope to operate with volunteers who have attended the Mental Health First Aid class (at least one trained volunteer/shift).

The Richland Fire Department has sent a Community Resources Navigator to be present with our guests in the morning.

House Rules/Volunteer Guidelines

(All volunteer hosts are expected to become familiar with and follow all shelter rules.)

Shelter hosts are trained volunteers who watch over the building and ensure the peace and safety for guests each night. Thank you for giving your time and care! You are truly God's hands and feet on earth!

- Volunteers arrive at least 15 minutes before shift begins. After arriving, get an update from those going off shift. Review logbook from previous shift to note any comments or incidents.
- Greet guests warmly. Be friendly and courteous. All hosts should use nametags (first name only).
- Listen to the guests. They often enjoy conversation. Do not feel as though you need to "fix" a situation, and do not promise assistance you cannot deliver.
- Hosts should see each guest as an individual. If a guest does not wish to participate in any activity, please respect his/her/their wishes.
- Do not expect guests to reveal personal information, and do not ask personal questions. Do not give guests your home address or telephone number.
- Hosts should leave all valuables at home or locked out of sight in their cars. Keep track of your cell phone/tablet if you bring it with you.
- Hosts should never give money to guests.
- Guests are welcome to use the kitchen phone for brief, local calls while standing outside the kitchen. Volunteers can help answer kitchen phone calls. Take messages if you cannot answer questions and tell them someone will call them back. Note it in logbook.
- Guests must complete the registration process EACH night. Registration forms can be dated and initialed for consecutive nights.
- No weapons are allowed at the Shelter. This includes guns and knives. Security will help enforce this. Weapons may be locked in a classroom overnight.
- Call 911 if there is a threat of violence or actual violent activity, and security needs assistance.
- Call 911 if a guest has an emergency medical issue.
- If a guest becomes intoxicated while in the shelter or if you detect any drug use, by sight or smell, evict the user immediately. Security will help with this.
- No smoking inside the building. Guests may smoke in the designated smoking area outside the entry door before 10 pm. Nicotine gum may be available for those who need it overnight. After 10pm, brief smoke breaks (5 min) may be allowed at the discretion of security personnel.*

- **Activities end, lights out, and doors locked at 10 pm.** Some lights will remain on in the kitchen and hall and double-door classroom (for quiet conversations, reading, etc.). Volunteers will be in these areas during the night and will do a walk-through of Shelter and the restrooms every 1/2 hour during each shift. Do not use the other classroom and the nursery! Start dimming the lights towards the front of the hall around 8-9pm.
- **Guests are not allowed to leave and return after 10 pm.** Anyone who leaves will not be allowed to return. See smoking note above and modified 10pm rule below.
- All overnight guests must remain in the Parish Hall (and restrooms) and designated classroom areas.
- Lights on at 6:30 am. Be kind, but firm when waking guests. Never touch guests unexpectedly, especially to wake them. Encourage them to eat breakfast (7:30 am) and be ready to leave by 9am with all their belongings. They may leave some belongings, ID-ed with name, if shelter will be open at 5pm next night.
- Fill out logbook with any incidents, 911 calls, or unusual occurrences and change of shift information. Remember to fill out an Incident Report if 911 is called.
- Help keep snack table replenished, empty garbage to dumpster, and empty dishwasher if needed.
- Additional notes:
 - Number of Guests: If the number of guests reaches the point where more room is needed (>30), the large classroom/activity room will act as overflow room.
 - Modified 10pm Rule: Due to the extreme weather conditions that dictate when our Shelter is in operation, we have determined not to turn anyone away even if they arrive after 10pm. However, the consequence of late arrival will result in a less comfortable Shelter accommodation of having to remain in the Shelter entrance hall on a pew bench. Bathroom privileges will be allowed and a cup of something hot to drink will be offered. Security will help monitor this and can ask these late guests to leave if rules are broken. These guests must also fill out registration.

Rules for Guests

The following are some basic rules for our guests to help our shelter run smoothly. Following these rules will help us all enjoy a safe, comfortable, and hospitable place.

- Guests enter and leave through the designated door and will not be allowed re-entry after 10pm unless arranged with security otherwise.
- Registration is required of all guests, including Release of Liability Form (waiver) and Covenant. Date and initial for consecutive nights.
- All guests will remain in defined shelter area (Parish Hall, restrooms, and double-door classroom).
- No alcohol, illegal drugs, or weapons of any kind are permitted. Illegal weapons or drugs are strictly forbidden and will result in a call to the police.
- We reserve the right to look in bags or other items, and anyone found to be in possession of alcohol, illegal drugs, or weapons will be immediately expelled from the shelter and will not be welcome to return.
- No smoking or vaping is allowed in the shelter area at any time. If smoking outdoors, please properly dispose of ashes and butts in provided container. Nicotine gum may be used in shelter.
- No arguing, fighting or abusive language will be tolerated; disruptive behavior by a guest will result in expulsion from the shelter.
- Derogatory slurs regarding ethnicity, religion, beliefs, gender, or sexual orientation will not be tolerated. One warning will be given; if repeated, the guest will be expelled from the shelter.
- Harassment of any kind will not be allowed and will be grounds for expulsion from the shelter.
- No stealing.
- No pornography is allowed in the shelter.
- After 10pm, out of respect for all guests, it will be lights out and quiet. No loud conversation will be allowed in the sleeping area. Quiet conversation may take place in the designated area.
- Radios, tablets, and phones may be used only with headphones.
- Please respect the property of others and the Church.
- Guests must exit before 9am. Please take all belongings with you (unless instructed otherwise by host). Timely departure is important so cleanup volunteers can do their work and security personnel can leave on time. After leaving the Shelter, please move on and do not loiter or camp on church grounds as we wish to be good neighbors in our community.
- Well-behaved pets are allowed. Please clean up after your pets and yourselves.

Guest Intake, Release of Liability Form, and Covenant

Name: _____ **Date:** _____ **Time:** _____

Emergency Contact Name: _____

Emergency Contact Phone Number: _____

Do you have a current medical condition? Yes No Not Currently

If yes, describe medical condition:

Release of Liability: I understand that All Saints' Episcopal Church is providing a temporary overnight extreme weather shelter and the Church, and its volunteers will assume no responsibility for accidental injury to guests or for damages or loss of personal property.

Covenant: I have received a copy of and agree to abide by the Guest Rules of the Shelter.

(Guest signature)

(Staff/volunteer signature)

Night Roster (20 max)

Date: _____

Guest Name	Arrival Time	Departure Time

Incident Log

Date: _____ **Time of Incident:** _____

Your Name: _____

Description of Incident:

Who was involved?

How was it resolved?

Any Open Issues?

Shelter Log

Please note any incidents, 911 calls, or unusual occurrences here. Also, change of shift information such as needed supplies or phone messages. Be sure to record date and time.

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Instructions for Handling Emergencies

If tension or a conflict develops, try to resolve the issue peacefully. Speak in a calm voice and remind the guest where he/she is.

Do not put any guest in a position of authority.

If the conflict persists, firmly request that the guest “go to bed.”

If you need to, call for further assistance. The security guard can help to de-escalate the situation.

If you are concerned about anyone’s safety or there is a medical emergency, call 911 immediately.

Calling 911

If a guest experiences serious injury or illness, acute distress or acute pain, call 911 immediately. Give the dispatcher a description of the emergency situation and your location and phone number.

All Saints’ Episcopal Church, 1322 Kimball Ave. Richland, WA 99354. Church phone # 509-943-1169 (use your cell phone if you choose).

Suggest paramedics enter through the back entrance which is easy to identify because of the shelter sign. Have one host wait with the guest and one host wait at the back entrance area to help direct paramedics. The paramedics who staff the emergency unit are capable of evaluating and treating almost any condition.

No host is to accompany a guest to the hospital.

If you have questions about dealing with a problem (not a major emergency), please contact the shelter coordinator for the night (name and # found on the shelter daily assignment sheet).

Understanding and Responding to Challenging Situations

A brief overview of common mental health disorders:

A major depressive disorder, unlike typical feelings of sadness, lasts for at least two weeks and affects a person's ability to work, to carry out usual daily activities, and to have satisfying personal relationships.

Schizophrenia is the most common disorder associated with psychosis. Schizophrenia refers to changes in mental function in which thoughts and perceptions become disordered.

Bipolar disorder (formerly called manic-depressive disorder) is characterized by unusual, extreme shifts in mood, energy, activity levels, and the ability to carry out day-to-day tasks.

Substance abuse disorder describes the use of drugs or alcohol that leads to work, school, home, health, or legal problems. Individuals with substance abuse disorder continue using the substance despite knowing that use has negative consequences, leading to addiction. Rightly understood, addiction is a disease and not a "poor choice".

Common Mental Health Symptoms that Present Challenges:

Lack of energy; lack of motivation; tiredness

Difficulty concentrating or making decisions

Difficulty planning ahead or remembering

Difficulty communicating

Easily distracted

Irritability

Easily discouraged

Impulsive decisions

Jumping from one idea to another

When a person seems stressed, agitated or confused, they often feel better after feeling heard, even if the stressor is not resolved. It feels reassuring and validating to hear that someone else accepts and respects your feelings. We cannot resolve every problem. Sometimes the most helpful response we have is one that shows we want to be present, seek to understand, and empathize.

Clarifying Questions:

Check for understanding by summarizing what you have heard. “It sounds like you are asking how to get a food referral- is that right?”

Show your genuine care. “I really want to understand what you need but I’m having a hard time; can you explain it in another way?”

Validating Phrases:

“That sounds so frustrating.”

“That sounds really stressful.”

“You’re working hard to get this done, but you are hitting a roadblock. I hate that.”

“I bet that feels so unfair.”

If deep listening and validating does not seem to de-escalate a situation or when it seems that a guest is unable to manage the social situation at your location: call for additional help from the on-site security or from the shelter coordinator. Only as a last resort **call 911** if there seems to be danger for the guest or for others in your care.

First Aid (brief)

Infectious Diseases and Personal Protection

The risk of getting exposed to a disease (BBP-Blood Borne Pathogen) while performing First Aid is relatively low. However, it is still extremely important to protect yourself against exposure.

Personal Protection Equipment (PPE) provides a barrier between you and a victim's blood or bodily fluid. Disposable gloves are the most common barrier and should be worn whenever assisting another person in a first aid emergency, especially when blood or bodily fluids are present.

- 1) **Gloves:** Always inspect them to be sure there are no defects. Be sure to carefully remove them after an incident in a way that does not allow your bare skin to touch the outside of either glove. If no gloves are available, improvise by using a plastic bag; thick towel, or any barrier that will protect your skin from the victim's bodily fluids.
- 2) **Eye Protection:** If there is a risk of splattering your eyes or face and you have them available, be sure to put on safety goggles or glasses to protect your eyes.
- 3) **Hand Washing:** Always wash your hands and other bare skin thoroughly with soap after handling any first aid emergency. Whether you were wearing gloves or not.
- 4) Always dispose of materials with bodily fluids in a safe manner. Place them in a plastic bag and seal tightly before putting them in the garbage.

Bleeding and Minor Wounds

- 1) Use PPE. Place an absorbent pad over the wound and apply direct pressure. Victims can assist by holding the pressure, if they are able. Wrap a bandage securely over the pad to maintain pressure and hold gauze in place. The bandage should be loose enough a finger can slip under the bandage. If bleeding has stopped, the wound can be washed gently with soap and water and a triple-antibiotic cream to help healing and reduce infection may be applied.
- 2) If the bleeding continues and the first dressing becomes soaked with blood, apply more pads/dressings and maintain direct pressure. Do not remove the first dressing so not to interfere with the clotting process. Call 911 if severe bleeding continues.

Bruise

A bruise is caused by broken vessels leaking blood under the skin.

- 1) **Signs and Symptoms:** Pain, swelling and discoloration.
- 2) **First Aid:** Apply ice to the injury for about 20 minutes to reduce pain, bleeding and swelling. Place cloth between ice and skin to prevent skin from getting too cold.

Splinter

Splinters need to be removed to keep the wound from becoming inflamed and infected.

First Aid Treatment

- 1) Using a pair of tweezers, grab the protruding end of the splinter and pull it out along the direction it entered.
- 2) If the end isn't sticking out, use a small sterile needle to loosen the splinter in the skin. As soon as you are able, use the tweezers to remove the splinter.
- 3) If the splinter is deeply embedded or you have only gotten out part of the splinter, the wound should be seen by a healthcare professional.

Nose Bleeds

- 1) Ask victim to lean forward
- 2) Pinch bridge of nose firmly for a few minutes
- 3) If the bleeding continues press harder (an ice pack on the back of the neck will also help stop bleeding)
- 4) Phone for help if: the bleeding does not stop in about 15 minutes, the bleeding is heavy, the victim has trouble breathing

Sudden Illness

A medical emergency can also be caused by illnesses that suddenly become life-threatening.

Serious signs and symptoms of illness that indicate an immediate need for EMS include:

- 1) Altered mental status
- 2) Abnormal tissue color, including blue, purple, gray or very pale
- 3) Breathing difficulty or shortness of breath
- 4) Seizure, without a history of seizure
- 5) Pain, severe pressure, or discomfort in the chest
- 6) Temperature of 105F or higher
- 7) Appearing weak, seriously ill or in severe pain

Stroke: Signs and Symptoms

- 1) Talk (have the person talk -their speech will be slurred)
- 2) Walk (if the person is walking one leg will drag)
- 3) Smile (have them smile- one side of the mouth will raise, one side will not)
- 4) See (check the pupils- you are checking to see if they are unequal)
- 5) Reach (have them raise both arms- one arm will raise, the other will not)

First Aid Treatment: Call 911 (first 2-3 hours of a stroke are very important). Help the victim to lie down (recovery position roll them onto the side that is affected). Keep the patient calm and warm.

Diabetes/Hypoglycemia

Diabetes results when the pancreas does not produce enough insulin or no insulin at all.

- 1) **Signs and Symptoms of high blood sugar** which indicates diabetes. This normally takes time to develop and will normally not be a workplace emergency; Extreme thirst, constant urination, multiple mood swings, sweet cravings, tired (all they want to do is sleep).
- 2) First Aid treatment. Take to a Medical Facility that specializes in the care and treatment of a diabetic.
- 3) **Signs and Symptoms of low blood sugar**, generally from Diabetes or Hypoglycemia; Disorientation, loss of muscle dexterity, staggering, inability to talk or make sense, breath is fruity smelling
- 4) First Aid treatment (Diabetes/Hypoglycemia): Give sugar- (fruit juice with added sugar is good), give candy (hard or soft will work (packets of honey or frosting is also good). ALWAYS follow with protein to stabilize their blood sugar. Note: do NOT give juice or candy if unable to chew or swallow

If they are doing good in 15 minutes or so, no need to call 911. However, if still having complications or begins getting worse, call 911.

Seizures

EPILEPSY- primary cause of seizures (caused by a chemical imbalance in the brain). They can also be caused by high fevers and drug overdoses or head injuries.

If someone has a seizure and you are unsure if this is a first seizure (you don't know their health history) always call 911.

If someone has a known seizure history, observe the person to ensure safety and time the seizure. If it lasts more than 5 minutes, call 911.

When you witness a seizure, make sure the environment is safe and time the seizure. Never try to restrain the person or put anything in their mouth. When the seizure is over, make sure the person is breathing and turn them on their side. If not breathing, call 911 and initiate rescue breathing/CPR. Most people will be very tired/sleepy after a seizure. Allow them to rest, checking on them frequently.

Asthma: signs and symptoms

- 1) Very fast or very slow breathing, having trouble with every breath, noisy breathing, trouble speaking
- 2) First Aid treatment: Ask them to tell you where their inhaler is located. Help them use it if necessary. If they are not improving quickly or have no inhaler, call 911

Asthma attacks/breathing difficulties can sometimes be minor; however, they can cause death.

Allergic Reactions

- 1) Mild (airborne); stuffy nose, itchy, watery eyes
- 2) Severe; Bees, peanuts and other certain foods. Normally this person will have an Epi Pen with them. Get it for them and let them give themselves the shot.
- 3) As soon as the Epi Pen has been administered, call 911. This is only a temporary fix. If there is a major allergic reaction with hives and swelling externally, it is also happening internally. If it is in the respiratory area of the chest, call 911.

Heart Attack: signs and symptoms

- 1) Uncomfortable chest pressure, squeezing, fullness or pain
- 2) Uncomfortable feeling in upper body (could be chest, neck, arms or back)
- 3) Shortness of breath
- 4) Sweating, nausea, light-headedness
- 5) First Aid treatment: Call 911. Be prepared to get AED and perform CPR if necessary.

Frostbite (normally results from extreme exposure to cold): Signs and symptoms

- 1) Tissues are frozen
- 2) Tissue may be blistered or numb
- 3) Circulation has stopped
- 4) Usually happens to toes, feet, finger, hands, ears and nose
- 5) Watch for Hypothermia
- 6) First Aid treatment: DO NOT RUB TISSUE (it is frozen). Place frozen area into 50-70 degree water and slowly warm affected area. Do not raise water temperature above tap water temperature. Place appendage under arm pits, groin area, or behind the knees. Do not remove jewelry as it could be stuck to frozen skin. Take to physician to have tissue looked at.

Hypothermia: Signs and symptoms

- 1) Body temperature drops 1-3 degrees
- 2) Body functions slow dramatically (breathing and heart rate)
- 3) Confusion, change in personality, sleepy, unconcerned
- 4) Thinking slowed
- 5) Skin feels cool or cold
- 6) First Aid treatment: Remove from the cold if possible and remove wet cold clothes. Replace with dry clothes or wrap in blankets. Warm patient (warm water to drink, temperature of liquid not to exceed tap water temperature), cover victim with blanket and monitor. 911 if needed.

Human or animal bites

If bite breaks the skin, clean wound with running water and soap if possible. Use pressure to stop bleeding ,ice it for swelling (20 minutes), report bite to police or animal control. Assume the animal has rabies if it attacks without being provoked, it behaves in an unusual manner or if the animal is a wild animal.

Note: Portions of this First Aid Brief were taken from the C.A.B. Safety Training manual, with permission from Cathy Jordan, 11/19/24.

Meal Recommendations

Dinner should feed approximately 10-15 people. Remember that guests may have poor dental hygiene- please consider as you select food to be made. Here are potential suggestions, but feel free to be creative.

Meat/main dish: Guests love honey baked ham/turkey, flank steak, pot roast, hamburgers/ chicken (cooked on the grill?), meatloaf, or other homemade dishes (please avoid spaghetti casseroles as they eat this regularly).

2 starches: including one bread (dinner rolls or cornbread)- mashed potatoes, sweet potatoes, potato salad, rice

3 veggies/salad: each to serve 6-8 people- cut corn, green beans, broccoli casserole, or salad (no funky dressings or nuts)

Fruit: self-contained fruit is best (no fruit cocktail)- grapes, bananas, or other soft fruits for evening snack

Desserts: Cookies, brownies, cake

Beverages: 1 gallon milk (dinner and breakfast), 1 gallon tea, ½ gallon orange juice (breakfast) and soft drinks(?). Instant coffee, hot chocolate mix and tea. Or prepare fresh coffee evening and morning.

Breakfast should feed 12 people:

To give the guests a good start for the day, provide the following breakfast or something similar.

1 dozen hard boiled eggs (cooked the night before and served cold is fine)

24 microwavable sausage biscuits or 2 dozen pieces of bacon/sausage (already cooked)

Orange juice, milk, coffee

Fruit

12 yogurts

Cereals (hot or cold)

Hosts are welcome to cook a hot breakfast for guests in the kitchen if they desire (scrambled eggs/pancakes)- just remember the guests are out the door by 9 am.

Lunch bags should be prepared for the guests: Sandwich(meat/cheese or PB&J), chips and snacks, fruit, cookies, canned or bottled drinks (soda, Gatorade/water)

References

All Saints' Episcopal Church Emergency Action Plan, Richland, WA

C.A.B. Safety Training Manual, Richland, WA

Christ Church Cathedral (CCC), Winter Outreach Shelter, 2010-2011, St. Louis, MO

Homeless Network of Yakima County, Young Adult Extreme Winter Weather Shelter Operations Manual 2018-2019, Yakima, WA

Room in the Inn (RITI), Christ Church Ministry Guide 2021-2022, Charlotte, NC