

St Luke's Winter Night Shelter – Training Session 2 December 2016

Enfield Churches Winter Night Shelter Project

- Starts on Wednesday 4 January 2017, finishes on Tuesday 4 April 2017 (13 weeks), so first night at St Luke's is Friday 6 January and last night will be Friday 1 March.
- This winter: All Saints Edmonton (Sunday), St John's Palmers Green (Monday), Lancaster Road URC (Tuesday), Christ Church Southgate (Wednesday), Enfield Baptist (Thursday), St Luke's Clay Hill (Friday), St Alphege Edmonton (Saturday)
- This year All People All Places (APAP) is using the services of another charity, Pilion Trust, to run the referrals process and support guests.
- Guests: up to 12 guests referred to the shelter each night by Pilion Trust. Only guests with low support needs are referred as the project operates with volunteers rather than trained professionals. People with medium or high support needs will not be referred to shelters.
- Other facilities and services supporting guests: shower facilities at St John's, Walker Ground, Edmonton and Southbury Leisure Centres; Edmonton Salvation Army - Sally's Kitchen, open for homeless people Wednesdays 10.30am to 2.30pm for free meal and warm lounge; podiatry, hand nails and haircutting
- All volunteers should read the new Winter Shelter Handbook 2016-17 – copy on the Clay Hill website: http://www.clayhillparish.org.uk/shelter15_16.html

Protocols and practice

- The aim is to create a friendly welcoming environment for guests who may have little trust of others. It is important to be fair and equal to all guests and avoid creating 'us and them' situations.
- The shelter should have a calm and trusting environment, avoiding chaos with volunteers working as a team.
- Name badges are used for guests and volunteers, using first name or 'street' name only. This helps people to know each other quickly without repeatedly being asked their name.
- Refer to guests as 'guests', don't use other language such as 'the homeless group' or 'them'
- Body language is also important when welcoming guests – crossed arms is not very inviting.
- Guests and volunteers sit down together to eat meals, not at separate tables.
- Don't ask personal questions or give personal information, keep conversations generic – useful to have newspapers around to talk about current news. Make sure conversations don't become common gossip.
- Respect the guests' confidentiality – don't push for information. Don't overdo it, they're not your best friend.
- Do not lend money – if you do it for one you have to do it for all, there should be no favouritism, there needs to be a trusted environment.

- If there are any gifts, it should be shared with everyone.
- Make no promises – at all!
- Do NOT give out any medicine, prescribed or otherwise.
- Volunteers should not be left alone with a guest.
- No relationships between guests and volunteers!
- For personal safety, don't wear valuables – keep your 'bling' at home! Most guests have nothing and have often lost or had things stolen.
- There are rules for guests and they sign a guest agreement to ensure their comfort and safety, which is paramount. This includes no pets, no drugs, no alcohol, no violence, no disruptive behaviour, no offensive weapons and no smoking. They can smoke outside. If they break any of the rules they should be asked to leave.
- Under 18s helping at the shelter – awareness of homelessness is important, so policy changed last year. Children <18 can be involved but they have to be supervised at all times. Younger children could help with setting up but leave before guests arrive.

Set up at St Luke's

- Plan of fire safety equipment and layout of shelter (on website and available each shelter night)
- Areas for beds arranged along the side aisles, and also in the Lady Chapel, which can be used by women guests; 2 toilets (now both heated) including wash basins; shelter storage for cooking equipment, dishes and cutlery, toiletries, towels, clothes, underwear, etc; storage for folding beds; area for tables and chairs, refurbished refectory and kitchen, fire exit

Cooking arrangements

- We provide evening meal and breakfast for approximately 20 people, with 2 volunteers cooking each shift. We also provide a packed lunch for guests.
- We should be getting food donations again from Forty Hall Farm, Holtwhites Bakery and Smith's Butchers. Also applying to be part of Tesco's Community Food Connection programme that links stores to local charities and community groups.
- Cooking equipment: 5 stockpots (2 x 11 litre, 2 x 9 litre), large ceramic frying pan with lid, 2 smaller frying pans, 3 baking trays, colander, set of 5 knives, gravy boat, various utensils (serving spoons, ladles, slicers, masher, peeler, tongs, can opener). Electric oven with induction hob; 6 slice toaster
- Information in Volunteer Handbook on food hygiene. Also Edward produced a note on Food Health and Safety Instructions from an on-line Level 2 Food Safety course, which is on our website.
- We should be mindful that guests and volunteers may have allergies. Pillion to let us know beforehand if guests have specific allergy (from the list of 14 allergens)
- We have a welcome board including a menu, so guests know what food there is.
- The daybook, which includes list of guests and volunteers each night will also include the food that is provided, and will now be on-line for shelter coordinators. Cooks will now be informed of the meals served previously, to help avoid repetition.

- What to cook – evening meal: (need to provide vegetarian option) three courses starting with home-made soup, then main dish, and pudding. Hot pudding is welcome, but bowl of fruit and cake also go well
- What to cook – breakfast: guests tend to get up and have breakfast at different times, so provide breakfast to order rather than trying to prepare cooked food in advance. Not all have cooked breakfast, some have porridge, some have cereals, and some have toast and jam.
- We tend to get plenty of bread from bakery so we offer guests packed lunch to take away, so need fillings such as cheese and ham.

Evening shift preparation checklist

- Put heating on, including in Lady Chapel
- Put hot water on in kitchen. Turn on the music.
- Set up and make folding beds, in side aisles. Women's beds in Lady Chapel between chairs. Shift leader will be informed of names of guests before setting up, so we'll know number of women. Each bed to have two pillows and a duvet with covers, and mattress protector and fitted sheet. Pillows and duvets used the previous week will be in individual labelled laundry bags which can be given to guests as they arrive.
- Provide towel for each guest – this year put pile of towels in middle of church for guests to help themselves (last year towel put on each bed and, though not always used, were all laundered)
- Put up table next to column in church where electric socket is, set up urn and put water on so it is hot when guests arrive at 7.00
- Get cups, tea, coffee, milk, sugar and biscuits ready next to urn
- Set up table and chairs in church with newspapers, games, etc
- Get dishes and utensils from storage and put in kitchen
- Get cutlery and glasses from storage and lay the tables. Condiments and sauces.
- Prepare name badges for guests and volunteers – first names only, with different coloured sticker on labels to distinguish between guests and volunteers
- Check toilets are ready. Ensure there is soap, toilet paper, hand towels, deodorant. Put down towels that are set aside for toilet floor only (otherwise the hand towels tend to get used on the floor) Remove bleach and cleaners.
- Get some of the toiletries out ready for guests if they want them
- Get the underwear, socks and clothes out ready for guests if they want them
- Get hot water bottles out ready
- Check all doors and that fire exits are clear
- Allocate jobs for volunteers for when guests arrive: giving out name badges; showing new guests around – to their bed, the toilets, the fire exits; giving tea and coffee, checking if guests need toiletries and underwear/socks; chatting to guests
- Volunteer briefing at 7.15 (or before guests arrive) – provide layout of shelter including fire and safety

- Let guests in from 7.00 to 7.45 (earlier than last year). Shift leader to greet and let in guests at the door, and mark attendance, also record volunteers and any incidents in the Daybook. This year, there is an on-line Daybook that the coordinator/shift leader needs to fill in when shelter finishes on Saturday morning. .
- Check with cooks if help is needed in kitchen
- Dinner at 7.45 – earlier than last year
- Serve food to guests and volunteers at the tables
- As each course is finished, take dirty dishes to kitchen area. One or two volunteers wash up and dry dishes

Night shift

- Check if any guests need to be awoken early, for example, to go to work.
- Set up jugs of water and glasses on table in church for guests to use overnight
- When guests go to sleeping area, boil kettles and offer hot water bottles
- When guests have gone to bed turn off lights and music in church, check doors are secure
- Tables in the refectory can be set up for breakfast
- At about 6.30am fill up urn using jugs and turn on
- Set up tea, coffee and cups next to urn

Morning shift

- Most work for volunteers is clearing up, so no need for everyone to arrive early
- Get breakfast ready, including cereal, porridge, jams, juices from storage area
- By 7.15 turn on lights and music and wake guests
- Serve breakfast as required
- Ask if guests want sandwiches to take away, and make up as required.
- Clear beds and bedding, but don't intrude in their area before they are ready. Guests usually clear up their own bedding. Advisable to wear disposable gloves (from storage area) when handling used bedding. System this year will be slightly different. Instead of washing the bedding after just one use, the duvets and two pillows with their covers left on can be put into individual laundry bags, and labelled with the name of the guest, ready for use the following week. The mattress protector and fitted sheet along with any used towels will be put into laundry bags ready to be taken to the laundrette. The pillow cases and duvet covers will be laundered after 2 or 3 uses (or sooner if needed).
- Wash up breakfast things.
- Return clean cutlery, dishes, cooking equipment, etc to white cupboard in storage area.
- Put tables away
- Clean church areas including toilets
- Shift leader / coordinator to ensure Daybook is completed on-line
- Shift leader to ensure dirty washing is taken to laundrette