

## **aBrooklyn Heights Synagogue Homeless Shelter**

131 Remsen Street, Multipurpose Room/Kitchen (West entrance), Brooklyn, NY 11201

### **OVERNIGHT VOLUNTEER GUIDELINES 2023**

*On behalf of the Brooklyn Heights Synagogue and our guests, **thank you** for staying overnight. Your commitment provides our guests with a safe and warm place to sleep.*

***If you are unable to spend the night***, please contact a coordinator (contact information below) right away and try to find a replacement. The Shelter is entirely volunteer run.

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### **CONTACTS**

**CAMBA** – The social service agency that provides services to the homeless, sends us up to 8 guests, and provides 24/7 on-call support to BHS Shelter volunteers.

1. Shift Supervisor (The Gathering Place) – 718-385-8726 ext.26286
2. Aissata Kebe – 347-263-0825

### **BHS Shelter**

1. Evening Coordinator – will contact you one week before.
2. Shelter Coordinator, Anne Landman: 917-514-2696; [landman798@gmail.com](mailto:landman798@gmail.com)

### **THE OVERNIGHT VOLUNTEER EXPERIENCE AT THE SHELTER**

- 2 adult volunteers stay over each night. A security guard is on duty all night.
- You arrive at the West entrance and meet the Evening Coordinator in the kitchen no later than 7:00 p.m. You can leave by about 6:00-6:30am the next morning.
- The Evening Coordinator shows you where to find things, explains procedures, and stays until you are comfortable.
- Shelter guests sleep behind a closed door in an open room with two bathrooms.
- Volunteers sleep in the hallway areas near the office, with two nearby bathrooms designated for volunteer use only.
- CAMBA provides a cot and pillow, and sometimes linens & a blanket. We suggest you bring your own sheets/blanket.
- Wi-Fi is available – check the Shelter Logbook for the name and password.

### **Duties - Evening**

1. Put belongings in copy room, sign Shelter Logbook.
2. Set up guest beds with 1 pillow and 1 chair near each bed.
3. Heat food; prepare for serving.
4. Set table for 10, including water, juices, condiments and butter.
5. Brew coffee if you can/want to. Or fill hot water kettle for instant coffee/tea.

6. The security guard will call you when the guests arrive. Greet them at the security desk **with the logbook**. Ask each guest to sign the logbook before they enter the building.
7. Compare the sign-in to the manifest. Individuals not listed on the manifest may not enter the building. **Notify CAMBA if they do not match.**
8. Serve dinner and eat with guests.
9. Clean up the dining table and kitchen; run dishwasher; **package single serve leftovers and mark with date**. Please do not store large containers of leftovers.
10. Smoking – not in building. If guests want to smoke outside, one volunteer will need to accompany him/them to the guard station and wait there until the smokers come back in. One smoking run per evening.
11. 9:30pm – lights out for guests. Count the guests. (They are often in bed by 9pm.)
12. Empty dishwasher; put ALL shelter items **back into Shelter Pantry (outside kitchen)**. Make sure the hot water kettle and Mr. Coffee are **unplugged. FIRE SAFETY!**

### **Duties – Morning**

1. Fill and plug in hot water kettle for tea or instant coffee. Brew fresh coffee if you wish. Put out hot cups and lids, milk, sweeteners & stirrers, cereal bars, fruit and leftovers for the guys to take, if they wish.
2. 5:30am – make sure lights are on; guests are up. ***They are not supposed to come out of the room before 5:30am.*** They are not permitted to help themselves in the kitchen without a volunteer present (Dept. of Health rule), nor can they leave early unless you have a prior notification from CAMBA. If someone does leave early, please notify CAMBA. Other than a verbal reminder, you should not try to stop anyone from leaving.
3. Remind the guests (or you will have to do this) to:
  - Pack up their personal bag of linens/blanket **and label the bag**. They will leave their bags on the shelf on the right in the Shelter Closet off the multipurpose room. Those not planning to return will take their bag of linens back on the bus in the morning. **On Friday mornings, all bags of linens are taken on the bus.**
  - Return the beds/pillows to the Shelter Closet (off the multipurpose room). Pillows go on top of the beds, not folded inside the bed.
4. Check guest bathrooms for items they may have left. The BHS maintenance staff will clean the bathrooms and multipurpose room.
5. Return volunteer beds/pillows to the Shelter Closet (off the multipurpose room).
6. 6:00-6:30am – bus arrives, or guys leave with Metro Cards. Men must wait INSIDE for the bus. Give one copy of the manifest to the bus driver or to one of the last 2 men leaving with a MetroCard. Guests must initial the manifest when they get their MetroCard from you. ***Count the men and make sure everyone leaves.***
7. Empty dishwasher and return items to the **Shelter Pantry (outside the kitchen)**.
8. Make sure everything you and guests used is put away in the Shelter Refrigerator, the **Shelter Pantry (outside the kitchen)**, or the Shelter Closet (off the multipurpose room). No shelter items can be left out of those 3 places.
9. Make notes in the Shelter Logbook; complete morning checklist.

### **Situations – Both Emergency and Non-Emergency**

The Evening Coordinator will show you the 2 fire exits.

There will be a security guard on duty all night. A replacement will arrive at 11:00pm. Stay in the shelter area except in case of emergency. You can always check in with the security guard if you have any concern. You may hear members and staff in other parts of the building for meetings/activities in the evening.

- If you have an issue with any guest, you are not expected to confront him other than giving him a verbal reminder of the CAMBA rules (they are in the Logbook and hanging inside the Shelter Closet in the multipurpose room).
- If any situation or issue arises (anything that causes you even the slightest concern), call the Shift Supervisor at CAMBA, even if it is the middle of the night.
- You can call Anne Landman, Shelter Coordinator (917-514-2696) anytime day or night if you cannot reach CAMBA.

### **Medical or Other Emergencies**

- Call 911 first and inform CAMBA in the morning.
- Complete an incident report (blank pages in the back of the Shelter Logbook).
- If you call 911, emergency personnel must take a guest to the hospital. He will not return that evening so his belongings should go with him to the hospital.

### **Please call CAMBA if:**

- The bus does not arrive in the evening by 8:00pm or by 6:00am in the morning.
- There is any problem (no matter how minor) with a guest's behavior.

Complete an incident report on blank pages in the Logbook.