



**ROTATING WINTER
WARMING/RESPIRE CENTER
HOST-SITE &
VOLUNTEER GUIDELINES**



If I, therefore, the master and teacher, have washed your feet, you ought to wash one another's feet. Jn 13:14

2021

Rancho Cordova HART Winter Warming/Respite Center

We are a group of faith communities in Rancho Cordova who provide respite and warmth for men & women who are experiencing homelessness in our area during the cold months of winter. This year we plan to operate 10 weeks- Monday December 28, 2020 through Friday March 5, 2021. Additional weeks could be added if additional Host locations volunteer.

All required health and safety practices will be implemented and enforced at all locations for all guests and volunteers. This includes temperature and symptom screening, masks, collecting contact tracing information, social distancing, cleaning and sanitizing procedures for all areas.

Each day our guests will be invited to arrive between 8 – 11 am at the Host site for that week. At the Host site- after a brief registration process and review of behavior guidelines- guests will be offered a hot meal, hot beverages, snacks plus a meal to-go. Guests will have access to different service providers from Sacramento Self Help Housing, Sac Works, CalFresh, the Rancho Cordova Homeless Navigator, health care workers, clothing, hygiene products, charging station for electronic items etc.

Guests will be able to rest and warm up, access services, eat, use the restrooms, in a safe environment.

Guests may also help tidy up the area. They are offered a to-go meal as they depart.

Host Site Volunteers

Congregations are asked to provide a warm space with seating and tables for the guests. Plus, space for guests to sleep/rest on cots, if they like. We also ask for a corner of the room to accommodate women guests with a partition, if available. Guest attendance # will be determined by each Host location.

We ask that you provide a hot meal for breakfast that can be served as guests arrive throughout the morning. Plus, a bagged to-go meal.

Please leave cleaning supplies out as for the guests and volunteers to use for cleanup- tidying, general pick up of trash, sanitizing all surfaces and restrooms.

TEAM COORDINATORS

Responsibilities:

- Recruit volunteers for cooking, serving, hospitality, clean-up and sanitizing.
- Make volunteer schedule for the week and communicate when they need to arrive.
- Decide with other team members whether you will prepare food on site or bring pre-prepared food from home.
- Purchase paper products and food to be prepared

Helpful notes/tips for coordinator(s):

- Cooking/Serving team – 2-3 people, arrive 7:30 am
- Hospitality team – 3-4 people, arrive 7:30 am
- Clean-up team – 1-2 people, arrive by 11 am to be done by 11:30 am

Helpful notes/tips to share with all volunteers:

- Be gracious, be friendly, be helpful, smile- even with a mask!
- Be flexible - you may be switched to a different task.
- Wear name tags.
- Many of the guests will be tired and cold and wish to simply eat and then sleep rather than engage in any activities or conversation.
- Practice a "ministry of presence," making yourself available to our guests, not just talking among yourselves. Serving others means being connected with them.
- Refrain from asking them their "life story." The guests grow weary of having to repeat their story over and over. Ask them about their day or some favorite thing.
- Please monitor your personal belongings. Valuables should especially be kept close at all times, stored in your car, or kept at home.
- All guests must leave the Host site at closing time.
- Remaining at the Host site outside of Respite/Warming Center hours is considered a breach of policy and guests who do so will forfeit their spot in the program.
- Please report any issues or concerns using HART forms provided.

Tips for Shopping & Meal Preparation for your week:

- Paper plates & bowls 1-2 packs
- Napkins - 1 pack of 1200
- Cups (8 oz.) with lids for - approximately 50 cups a day
- 1 box of forks (250 or 500 per box)
- 1 box of knives (250 or 500 per box)
- 1 box of spoons (250 or 500 per box)
- Individual portion 2 oz cups- for condiments, syrups, sauces etc
- Coffee, sugar, sweeteners, cream, stirrers, etc.
- Gallon-size plastic bags for to-go meal (100)
- Beverages- Whole Milk, lemonade, coffee, hot chocolate etc

(All of the above items may be purchased at Smart & Final, Costco or donated by your parishioners. There are other creative ways to collect needed items, please ask HART staff.)

HOSPITALITY TEAM

Guests will arrive no earlier than 8 am and depart no later than 11 am. Guests are able to visit the Respite/Warming Center anytime during open hours.

Responsibilities:

- Set up space: Entrance & screening area, guest chairs, tables, cots, service provider area
- Greet guests when they arrive, practicing proper social distancing
- Perform required temperature/symptom screening, give mask
- Complete brief Registration questionnaire and review behavior guidelines with each guest
- Bathroom attendant
- Interact with guests, practicing and encouraging proper social distancing
- Inform guests of locations of food, rest/cot area.

- Inform guests of services available that day and where the service provider is set up.
- Reinforce need to keep mask in place unless actively eating.
- Give 30 minute notice prior to closing time.

COOKING & SERVING TEAM

All food items will be served to the guests in portioned or wrapped individual servings. No self-serve. All food items will be prepared and kept in a manner compliant with standard food safety practice. Training will be provided. A hot breakfast that can be kept hot and served as guests arrive during the 3 hours is best. Condiments and additional ingredients will be pre-portioned in individual servings. Utensils will also be wrapped. Please consider that some guests do not have teeth. Some may need help carrying items.

Hot Breakfast Ideas:

- One-pot casserole in a crock pot- eggs, cheese, veg, sausage, bacon, potatoes, ham
- Simple burritos, salsa on side, cheese, egg, beans
- Hearty soup in a crock pot, bread & butter
- Oatmeal, instant or crock pot- brown sugar, raisins, milk, nuts
- Breakfast pastries, bars, donuts, tater tots
- Assorted cold cereals and whole milk, portioned and served by volunteer
- Waffles or pancakes- (perhaps cooked to order?) syrup, butter
- French toast casserole, egg muffins, hash browns

Please prepare enough food to feed the guests and all of your volunteers. You will be given an approximate guest count based on the previous week.

To-Go Meal Ideas:

- Muffins (store bought or baked by your members and put in Ziploc bags)
- Granola/protein bars, Rice crispy treats, chips, Cheezits, crackers
- Cutie, mandarin oranges or a banana, pudding cups, fruit cups
- Capri sun drink, Orange Juice, Bottled Water
- MRE's
- Tuna, Tuna salad "kit"
- Vienna Sausages, Beef A Roni, Dinty Moore Stew, chili, Hormel Compleats, Spam Singles
- Jif or Skippy single serving Peanut Butter cups
- Wet wipes, napkin, utensils

(The above are only suggestions; feel free to use your own ideas! To-go meal can be prebagged, with the guest choosing their preferred "main" item. Foods that are Shelf stable, no refrigeration needed, with a pop top are handy.)

CLEAN UP TEAM

All cleaning and sanitizing will comply with health and safety guidelines currently in place. Guests can assist with general tidying up. Volunteers will ensure that all surfaces are clean and sanitized using guidelines provided. (See Respite/Warming Center Protocols.)

Prepare Chore list for guests: Each Host site will be different. You decide what cleaning up you would like the guests to do, if any. Please make needed supplies available.

- Wipe tables and stack chairs
- Vacuum or sweep floors
- Tidy common areas
- Empty trash
- Return cots to designated areas

OTHER CONSIDERATIONS

Miscellaneous Items that may be made available for guests:

- Hand-sanitizer
- Basic first aid items
- Wound care items
- Showers- if you have them available
- Hygiene Items
- Toothbrushes, toothpaste
- Socks- dark colors preferred
- Small towels or wash cloths
- Underwear- boxer briefs, dark colors preferred, all sizes
- Hats & gloves, warm clothing
- Gently used clothing
- Reading glasses- various strengths
- Rain Ponchos
- Power strips/extension cords for charging electronic items

These are only suggestions. If you have these resources, feel free to provide them. If not, it's okay.

A list of local resources for the guests will be made available.

Please note: At least one day each week, the Rancho Cordova Navigator will visit, housing counselors from Sac Self-Help Housing will offer services, medical services may be available, etc. We will let you know ahead of time which night they will be coming to your site. As other services of this kind become available, we will also offer them.

Thank you!

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