



**SOUTH SUBURBAN PADS**  
*Public Action to Deliver Shelter*

**VOLUNTEER MANUAL FOR  
SHELTER OPERATIONS**

(Revised: 4/11)

**WELCOME TO THE PADS MINISTRY!**

**ON THE FOLLOWING PAGES WE WILL ATTEMPT TO PROVIDE AN OVERVIEW OF WHO WE ARE, WHOM WE SERVE AND HOW WE DO IT.**

**DEDICATED, COMMITTED AND INFORMED VOLUNTEERS ARE THE KEY TO SUCCESS IN MINISTRY. WE ASK YOU TO BE FAMILIAR WITH THE MANUAL AND TO FOLLOW ITS GUIDELINES. WITH SO MANY GUESTS AND SO MANY VOLUNTEERS, CONSISTENCY IS VITAL TO THE SMOOTH OPERATION OF THE PROGRAM.**

**MAY YOUR GENEROSITY OF SPIRIT ENRICH YOUR LIVE AS YOU SHARE YOUR TIME AND TALENTS WITH THOSE IN NEED.**

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## **HISTORY OF PADS**

South Suburban PADS (Public Action to Deliver Shelter) has provided emergency overnight shelter in the south and southwest suburbs of Chicago since 1990. PADS is an interfaith effort that provides hospitality, compassion and dignity to men, women and children that do not have a place to live. Shelters are located within Faith Communities (i.e., churches, mosques and synagogues) throughout the region, and PADS provides food, warmth and encouragement to guests who are in need of shelter during the cold weather months.

In 1994, the PADS Board of Directors expanded the overnight program, recognizing that there was a need to provide more than a “band-aid” answer to the problems of homelessness. PADS Daytime is a weekday program which coordinates and provides access to many social, medical, legal, educational, and employment services. Here, guests may find a safe daytime haven from the streets and the opportunity to return to a life of self-sufficiency.

The success of the PADS program can be directly attributed to the thousands of dedicated volunteers who support and staff the organization’s various programs. Although it is impossible to assess how many guests have returned to mainstream living because of our efforts, PADS has assisted numerous individuals and families escape the cycle of homelessness and become productive members of society.

## **South Suburban PADS Mission Statement**

**South Suburban PADS is an interfaith program providing shelter and supportive services to homeless persons. Compassion, hospitality and dignity are key characteristics of the PADS program.**

## **PROGRAMS**

PADS provides services for men, women, and children who are homeless through a variety of interrelated programs. Besides the overnight shelter program, it offers a free primary care medical clinic (the Homeless Healthcare Network), a year -round daytime supportive services center (PADS Daytime), Interim Housing Program (IHP), Homeless Prevention Program, Project WIN, Project WISH and Families First.

**The Homeless Healthcare Network** is a cooperative effort of medical professionals from the public and private sector who provide care for uninsured homeless persons at the PADS many free clinic locations. Guests who require additional medical attention are referred to community-based clinics and medical providers who are a part of the Network.

Seeking a pro-active response to homelessness, PADS leaders developed an innovative program known as the **Homeless Prevention Program (HPP)** in 1998. The HPP is based on an approach that stresses early intervention, using a combination of social services and one-on-one mentoring. The goal of the program is to assist families who are in a crisis that could lead to homelessness, and to develop connections with family counseling, substance abuse counseling, job readiness and placement services, mental health services, budgeting help, housing placement programs, state and welfare agencies, or a combination of several services.

PADS also offers programs such as **Families First (2003) and Project WISH (2004)**. These programs are designed to meet the needs of families with children and single adults by combining special on-site programs with transitional-to-permanent-housing opportunities.

Lastly, we have **Project WIN (2000)**, a nine member partnership with local agencies which allows PADS to address the medical, mental health and addiction needs of its guests through one integrated treatment team.

## **HOSPITALITY**

Providing hospitality to our guests is a priority of the PADS program. Aside from supplying food and shelter, the most important thing we provide is a safe, caring and humane environment for our guests. The spirit of hospitality calls not only for protection from the outside elements and physical nourishment; it also includes the concept of equality between guests and hosts. It is our desire to provide a spirit of hospitality that removes the stigma of “charity” that can be damaging to human dignity.

## **GUESTS**

You may ask what “type” of people use the PADS shelters. What “kind” of people become homeless? This is difficult to answer because there is no stereotypical guest. It is important to understand that the population of people who are homeless may have a higher proportion of individuals with a mental illness or a substance abuse problem than the general population. However, they do not constitute the whole. The majority of PADS guests are people from this area who have fallen on hard times. No matter what the reason, they need food, shelter, our non-judgmental support and our compassion.

## **VOLUNTEERS**

In order to bring your best to the task of helping people during a difficult time in their lives, perhaps you should ask yourself, “Why am I doing this, and what do I expect to see as a result?”

People volunteer for many different reasons. There are no right or wrong reasons for wanting to help. A wide range of motives, thoughts and emotions guide us. Most include a need for self-fulfillment, genuine concern and a desire to try to make the world a better place for all of God’s children.

You are both a helper and a learner, approaching a new job through trial and error, practicing through involvement, and making personal discoveries along the way. You are providing a necessary service for your community and for your brothers and sisters who are homeless. In return, you should receive a positive feeling about yourself and an appreciation of what you have.

## **BENEFITS TO THE COMMUNITY**

PADS offers food and shelter to persons in the community who are homeless when others may not. It provides access to other services for those who may be underserved or unserved. PADS social service support systems assist people striving to return to self-sufficiency as contributing members of the community.

## **MEDICAL CARE AND EMERGENCY NEEDS**

Every PADS site should have a first aid kit for minor injuries. No volunteer is allowed to administer medication, even aspirin, and no over-the-counter medications can be kept on site. Guests are responsible for their own prescription medications.

If emergency medical care is needed, call the local paramedics at 911. Note that 911 calls may be made at no charge.

## **COMMUNICATIONS AND FORMS**

The primary communication tool used between the PADS office and the shelter sites is called the Communication Intake System (C.I.S.). **NO SHELTER MAY OPEN WITHOUT THE C.I.S. BOX ON SITE.** Notify the Team Leader immediately, if the box is missing.

Appropriate forms will be found in the C.I.S. box. It is important that accurate records and information be relayed on the Incident Report so that the following shifts, as well as the PADS office is kept informed.

Completed forms should be placed in the left-inside pocket of the 3-ring forms binder and returned to the PADS office.

## **WAKE-UP**

Guests should be awakened by 5:00 A.M. They should put their used linens in the appropriate containers, return their pad and pillow to the storage area, sanitize the pad and pillow before adding to the stack, and fold and place their blanket in the appropriate storage container.

## **LAUNDRY**

A volunteer is to deliver the soiled laundry to the assigned facility. A volunteer must also be assigned to return the clean linen to the site before it opens the following week.

Only sheets and pillowcases should be included in the weekly laundry. If a blanket is accidentally soiled, it may be included. Socks, towels and clothing must not be included. Guests' socks and site towels are to be washed by a volunteer and returned to the site.

## **SUPPLIES**

Each site is stocked with certain basic supplies at the beginning of the season. If any item is needed, it should be noted on the Supply Order Form and returned to the office. It is the responsibility of the Site Manager to see that the site is properly supplied, but all volunteers should see that items can be readily located when needed. All cabinets, drawers and shelves used by PADS should be so marked.

## **SEXUAL ASSAULT**

While such an incident is improbable, we can minimize the possibility of sexual assault by being aware of the whereabouts of all guest at all times and by monitoring sleeping areas frequently. If a sexual assault should occur, these procedures should be followed: (1) Call the police immediately, and stay with the victim until he/she is in police care; (2) Never touch the victim without his/her consent; (3) Advise the victim not to smoke, eat, bathe, or drink any fluids until after a hospital examination; (4) Send all evidence, such as clothing or bedclothes with the police, and (5) Tell the police factual information only, not opinions or suppositions.

## **EVENING FOOD SERVICE**

Dinner is served by the meal team from 7:30 P.M. to 8:30 P.M. Gloves (PADS provided) and head covering (you provide) should be worn by all food handlers. Guests may be more comfortable if volunteers sit with them. Food and drink should be confined to one area. Guests arriving after 8:30 P.M. may be served from available pantry items. (Refer To Food Guidelines)

## **TOILETRIES**

A re-sealable plastic bag with the guest's name on it may be provided at each site, if requested, and may included a toothbrush, razor and other personal items. It should be available to the guest at any time, but stored at the site for future use.

## **BEDTIME PROCEDURES**

Each guest will be provided with a pad, pillow, blanket and linens. Guests should be encouraged to make up their own beds as soon as they arrive. Pillows must be plastic coated. Volunteers are urged to visit and play cards or board games with the guests during the evening. By 11:00 P.M. the games should end, and the television should be turned off and put away. If there is a special TV sporting event that lasts beyond 11:00 P.M an exception could be made. However, if the TV volume or guest noise disrupts the sleeping guests, then the TV must be turned off.

## **MONITORING**

All areas must be monitored while the shelter is open. This includes rest rooms and sleeping areas. Be as quit as possible while making rounds when guests are sleeping. Minor children must be accompanied by a parent or volunteer when using the restroom.

## **TELEPHONES**

A site may not open unless there is a facility-provided land-line telephone available. Emergency telephone numbers should be posted near the phone. If, at any time, a situation might require police or medical attention, a call to 911 should be placed. Err on the side of caution.

If a guest asks to make a local call for a good reason, use your judgment. If a call should come for a guest, take a message, but do not call the guest to the phone. To safeguard privacy, do not reveal whether or not the guest is present. If present, the guest can deal with the message.

If a long distance call should come for a guest, do not acknowledge that the guest is there. Instead, say that “you will check to see if the guest is there, and if so, can they return the call “collect”. If so, get the name and number of the person calling and give it to the guest. Follow through by placing the call for the guest, if desired.

## **DISCIPLINE PROCEDURES**

Any guest who is asked to leave for violating PADS rules will not be readmitted to that or any other site for two additional nights. A record of the incident should be noted on the Incident Report, in detail, and signed by a volunteer who witnessed the incident. Include the daytime phone number of the volunteer for follow-up. Notify all other PADS sites operating that same evening of the suspension.

If the offense is of a violent nature, police should be called. The executive director may be reached by cell phone, if needed.

The guest should be advised to contact PADS Daytime after two additional nights to check on reentry. If guest has been suspended two times, or removed for serious offense, he/she will be banned from all PADS programs for the season. Guests may appeal decisions by making arrangements through PADS Daytime. Questions regarding policies that affect the safety or security of a site should be referred to the Executive Director.



## GENERAL CLEANING GUIDELINES

The disinfectant formula used by PADS is 1 part bleach to 10 parts water (mixed fresh). **If ammonia is used do not mix with bleach as the result of mixing these two chemicals is toxic, and the site will need to be evacuated.**

Keep spray bottles of the mixture available to: (1) Clean tables and chairs; (2) Clean restrooms and toilets, and (3) Sanitize sleeping pads and pillows in the morning. Use sturdy paper towels for cleaning.

**Mop floors with the cleaning agent preferred by the site.** NOTE: If a germicide is to be used in spray bottles or buckets, be sure to follow the directions. Most germicides can be used on all surfaces, including carpet.

### STANDARD PRECAUTIONS FOR CLEANING BLOOD/BODILY FLUIDS

*(Developed by Health Care for the homeless Network, Public Health- Seattle, WA)*

1. Put on protective gear. If it is possible that blood or bodily fluids may spray or splatter, wear protective eye covering (plastic goggles). Put on latex gloves (two pairs are recommended). If there is a possibility that your clothing may become soiled (as when handling laundry or soiled clothing) put on a protective gown or wrap a sheet around your clothing. Keep the scene clear of people.
2. Pick up any soiled debris such as bandages, bodily fluid covered linens and place in a garbage bag.
3. Get a bottle of bleach solution (1 part bleach to 4 parts water) and paper towels to clean the floor and other areas. Using paper towels only, wipe up the spill and deposit waste into a garbage can with a liner. To clean the area, spray the area with this bleach solution. Blot up as much of the spill and the bleach solution as possible with paper towels. Repeat two to three times. Be sure to sanitize any affected pads or pillows. If there is a large volume spill or vomit, use kitty litter to absorb. Dispose of these materials in a plastic garbage bag.

When you are finished cleaning, remove your protective gear and gloves and put them in the garbage bag. Tie off the garbage bag and place it in the regular trash.

4. Wash your hands thoroughly.

## **FOOD GUIDELINES**

1. Any container used in preparing food should be washed and sanitized with the PADS solution, rinsed, and air dried prior to use, and after use.
2. Emphasize hand washing to all guests and volunteers before eating or serving food.
3. Meal teams should wear head covering (individual provided) and disposable gloves (PADS provided) while preparing and serving food.
4. Use disposable eating utensils, plates and cups. Provide a clean plate for additional helpings.
5. Do not store prepared food in the refrigerator. Use it, throw it away, or take it home. If the site has a freezer for PADS use, then left-over food may be packaged for freezing, based on the site's freezer guidelines.
6. Serve a variety of simple foods. A simple breakfast could include juice, milk, cereal, hard-boiled eggs, coffee and hot chocolate.
7. Serve whole milk. People who spend their time outdoors need the fat content in their food. Serve in small containers, keeping the gallon jugs refrigerated.
8. Serve nutritious food. Avoid sugary foods, which may increase hyperactivity and contribute to problems of diabetes or allergies.
9. Food teams should arrive at the site no later than 6:30 pm to set up coffee, arrange tables and set up food for serving at 7:30 P.M.
10. Keep hot water available for hot chocolate and tea.
11. Kitchen supervisors must record food temperatures before serving. Thermometers are provided at each site.
12. Before leaving the site, the food team should completely clean the kitchen area. All dinner food should be removed or stored. A list of breakfast and lunch items should be posted.
13. Do not use cloth or sponges on counter tops or dishes. Use paper towels and air dry.
14. Fill out the contribution form and indicate any reimbursement request, and attach all receipts. Return to the office or to the food coordinator. These are needed for budget purposes and grant applications.
15. Volunteers preparing or serving food must attend an annual in-service meeting for an update on health laws and regulations.

## **PADS RULES FOR GUESTS**

### **1. NO ALCOHOL OR DRUGS ON SITE PROPERTY, BUSES OR VANS**

Guests using or possessing alcohol or nonprescription drugs on site will be banned for the season.

### **2 NO FIGHTING, DISORDERLY CONDUCT OR VERBAL ABUSE**

Guests fighting in the shelter, on surrounding property, or while being transported will be banned for the season. Abusive language or disorderly conduct may result in a two-night suspension.

### **3. NO WEAPONS OR OBJECTS THAT COULD BE USED AS WEAPONS**

Personal items, such as penknives, must be turned in when registering, and will be kept in individual plastic bags in the C.I.S. box and labeled with the guest's name. (Volunteers should not touch these items, but rather should have the guest drop the item into the plastic bag.) Legal items will be returned in the morning.

Persons found concealing a weapon will be asked to leave immediately. Any gun brought on site will be confiscated and the police will be called.

### **4. SMOKING AND EATING IN A DESIGNATED AREA ONLY.**

No food or drinks are allowed in the restrooms or sleeping area. Smoking outside must be strictly monitored by volunteers. Leaving the building for smoke breaks after 10:00 P.M. is not allowed. Regulations apply to volunteers, as well.

### **5. NO ONE ALLOWED IN OFF- LIMITS AREA**

Men are allowed in the men's sleeping area, men's restroom, and eating areas. Women are allowed in the women's sleeping area, Women's restroom and eating areas. No guest is allowed in areas not designated for PADS programs.

### **6. GUEST REQUESTING ENTRANCE AFTER 10:00 P.M.**

Police or referral agencies must call before bringing a guest in after 10:00 P.M. Volunteers are to ascertain the name, condition of the guest, and (if a PADS registered guest) whether they are on the temporary or permanently banned list before giving permission. Police must escort the guest into the shelter. No previously registered guest will be admitted (even with police), unless prior arrangements have been made and so noted in the rolodex card file.

### **7. GUESTS WHO LEAVE THE SHELTER MAY NOT RETURN THAT NIGHT**

If a guest chooses to leave a site after registering for the evening, they may not return for the night. A volunteer must notify the alternate site not to allow the guest to enter there. In case of a medical emergency, proper judgment should be applied.

### **8. GUESTS ARE NOT ALLOWED TO CONGREGATE ON SITE GROUNDS**

Guests are not allowed on site grounds before 6:45 P.M. or after 7:30 A.M. In case of inclement weather, the shift captain may permit guests to enter the building (a hallway, but not the shelter area) before 7:00 P.M. if the site is prepared.

## **9. CLEANING PROCEDURE**

All guests are requested to return their pads, pillows and blankets to the storage room and to sanitize their own pads and pillows in the morning. Guests are also to deposit their linens in the laundry bags and clean up their own trash.

## **DOS AND DON'TS FOR PADS VOLUNTEERS**

*DO* arrive on time or notify your team leader if you have a problem.

*DO* call ahead before leaving your home for the 2<sup>nd</sup>, 3<sup>rd</sup>, or 4<sup>th</sup> shifts.

*DO* wear a volunteer name tag marked with your first name only.

*DO* socialize with guests during their visits in the shelter.

*DO* remain friendly and attentive with the guests; be a good listener.

*DO* see that children are accompanied to the restrooms by a parent or parent-designated guest. At no time should a volunteer be alone with a child.

*DO* restrict the guests to the designated guest areas of the building.

*DO* telephone the police at any sign of mounting tension.

*DO* adhere to all PADS rules.

*DON'T* carry much money with you and do not give or lend money to guests.

*DON'T* give out your last name, telephone number, address or any other personal information to guests.

*DON'T* provide transportation for a guest unless you have the approval of the site manager

*DON'T* take guests' personal laundry home.

*DON'T* provide any medication, including aspirin.

*DON'T* clean up any body fluids (especially blood) unless you are wearing latex gloves. Two pairs are recommended.

***DON'T*** secure employment for guests (refer them to PADS Daytime.)

***DON'T*** allow guests to attach themselves to you, creating preferential treatment.

***DON'T*** ask probing, personal questions.

***DON'T*** socialize outside of the shelter environment.

## **SHIFT PROCEDURES (October through April Sites)**

Each site is to have an overall site manager, food team coordinator, supply coordinator, and caller. Additionally, each site should have a team leader for each week of the month, a kitchen team supervisor for each week of the month, a volunteer team for each week of the month, all working under the direction of the week's team leader/shift captain, or kitchen supervisor (if a food team).

### **ALL SHIFTS**

1. Sign in on the orange volunteer registration form. (**PLEASE PRINT**) and check the Incident Report for instructions.
2. Place personal belongings in a secure place designated for volunteers.
3. Volunteers must monitor sleeping areas, smoking areas, and restrooms.
4. Fill out the incident report for each shift, indicating any concerns, unusual events or instructions for subsequent shifts.
5. Verbally relay all information from the incident report to the volunteers arriving for the next shift.

### **SHIFT ONE (6:00 P.M. TO 11:00 P.M.)**

4 to 8 Shift Volunteers and 4 or 5 food team members

#### **BEFORE OPENING THE SHELTER**

1. The shelter may not open unless a landline facility-provided telephone is available and in good working order. Notify the local police that the shelter is open for the evening (remind them to call the site before bringing guests in after 10:00 P.M.)
2. Set up the site, defining separate sleeping areas for men and women. Set out pads, pillows, linens and blankets, so that guests can make their own beds. Sleeping areas must be visible, so that they may be monitored during all shifts. Children need to sleep with their parent.
3. Set up pots for coffee and hot water, and make sure the restrooms are stocked with toilet paper.
4. Prepare the supplies to be used during the evening: flashlights, first aid kit, filled spray bottles for sanitizing, disposable gloves, personal hygiene bags, lined garbage cans and clean socks.
5. Organize the registration area with appropriate forms, camera and Breathalyzer. Make sure the camera and Breathalyzer are in working order.

#### **GREETING THE GUESTS**

1. Guests may not enter the site until 7:00 PM unless the site manager makes an exception due to inclement weather.
2. The first responsibility of a volunteer is provide hospitality. Take time to welcome each guest. Give each new guest a copy of the PADS Rules for Guests and explain the site procedures.
3. Guests who appear to be under the influence of alcohol or drugs are not to be admitted and should be asked to leave. PADS utilizes a Breathalyzer tool to help you determine if a person's alcohol level is over the legal limit (.08). If a person under the influence doesn't leave willingly, call the police. Please note the name on the shift and incident report.

## **INTAKE PROCEDURES FOR NEW GUESTS**

1. The **REGISTRAR** (not the guest) should fill out the intake form and file cards, recording all answers as neatly as possible. Forms and cards should be signed and dated by the volunteer and guest. The guest's I.D. number will be assigned by the office. (Much of this information is vital for grant applications, as well as for site and office communication.)
2. A guest's social security number must be recorded. If the guest cannot show you a card, but give you a number, indicate it on the form.
3. Take a digital photo. Stand four to five feet away from the guest, who should be posed against a plain, light background. Make sure hats, sun glasses, shower caps and coats are removed before taking the photo. Complete the photo I.D. tag being certain to record information which is visible on the photo (i.e. glasses/no glasses, race, etc. ) and clip the photo I.D. tag to the intake form that is returned to the office.
4. Print the guest's name on the registration sheet.
5. Print the guest's name, date of birth and expiration date (7 days from day issued) on the colored PADS temporary I.D. card. Instruct the guest that he/she must visit the PADS Daytime office at 414 W. Lincoln Highway to complete the In-Take process, meet with a case manager, and obtain a permanent PADS I.D. card prior to the expiration date on the temporary card.
5. Go over the rules and consequences with the guest, have the I.D. card signed by the guest in your presence and then give the guest the I.D. card. Give the guest a copy of the Welcome Packet including the Guest Rules.

## **INTAKE PROCEDURES FOR CURRENTLY REGISTERED GUESTS**

1. Check guest ID card, verify card is not expired (expiration date is on the back of the card), check the rolodex card file to verify the photo and any recent changes to status that are written on the card, and check that the guest has not been temporarily or permanently banned.
2. Verify the guest's name and identity, using the file card and photo. If you have reason to believe the guest is using a false name, ask for a signature or a birth date and compare it with the card.
3. Enter the guest's name on the registration sheet, making sure you record the I.D. number (found on the rolodex card file for the individual) and all other pertinent information.
4. Use the computer scanner to record the guest's barcode number into the computer (see Barcode Scanner Instructions).

## **ADDITIONAL RESPONSIBILITIES**

1. The meal team will serve dinner between 7:30 P.M. and 8:30 P.M only. Shift volunteers may feed late comers from pantry items.
2. If the site is full, direct overflow guests to another PADS site operating that same evening. Call ahead to ensure the other site can accommodate them. If the site can, give the guest's name so they hold a spot for the person. Volunteers are allowed to transport guests to relieve overcrowding.
3. If requested, a re-sealable plastic bag containing toiletry items may be prepared for a guest and stored on site for use when needed.
4. Make guests comfortable for the evening. Lock the doors at 10:00 P.M. Dim the lights in the sleeping areas and keep noise to a minimum.
5. Put labeled lunch bags in the kitchen, so the second shift can prepare the lunches.
6. Before "lights out" at 11:00 P.M. the TV should be turned off, and guests should be encouraged to retire.

### **SHIFT TWO (10:45 P.M. TO 3:00 A.M.)**

3 volunteers, including one male and one female

1. Monitor site while guests sleep. A routine check of sleeping areas should be made at 0 to 15 minute intervals.
2. Greet and register late guests brought in by police, who should have called in advance. Verify with them the name and condition of the guests before granting permission for entry. No guest who has previously registered may be admitted after 10:00 P.M. unless prior arrangements have been made and noted on the file card. Those guests do not need a police escort.
3. Prepare lunches, wearing disposable gloves, and pack in the marked bags. Clean and sanitize the area. To cut waste, we recommend that fresh fruit not be packed in the lunch bags, but offered to those who want it at breakfast time.



### **SHIFT THREE (2:45 A.M. TO 7:00 A.M.)**

3 to 4 volunteers, including one male and one female

1. Regularly monitor site while guests sleep. Register late guests as noted in shift two, number 2.
2. About 4:00 A.M., check to be sure enough coffee is prepared for breakfast. See that laundry bags are available and that spray bottles and paper towels are accessible, so guests can sanitize their pads and pillows.
3. Have personal hygiene bags ready for use, as well as shared toiletries such as shaving cream, toothpaste and spray deodorant
4. Wake any guests requesting an early call. Location of their pads should be noted on the incident report.
5. Prepare to serve breakfast. Available items should be listed, and may include milk, juice, coffee, hot chocolate, cereal, hard-boiled eggs, coffee cakes, donuts or muffins. Breakfast is self-serve (if a cold breakfast). If a hot breakfast, it is served by cook team. Do not provide television. Have lunches set out so that guests may take their lunches.
6. Wake up all guests by 5:00 A.M.
7. Monitor guests as they sanitize their pads and pillows. See that pads are stored as directed, and that all soiled linen is packed in laundry bags. Note: socks, towels and other clothing items are not to be included.
9. Help guests get on their way by 7:00 A.M. or earlier, if bus transportation is provided.
10. Please note that PADS policy allows for the inspection of guests' bags as they leave, if the staff has reason to believe that site property or supplies are being removed.
11. Refer to shift four check list and the directions in the C.I.S. box and place all forms and materials in the inside-left pocket of the 3-ring forms folder.
12. Sanitize table and counter tops. All food items must be stored appropriately. Mop floors of sleeping areas, restrooms and any hallways used. Sanitize the rest rooms, dispose of garbage, store all supplies and lock cabinets and storage rooms. Replace any items that had been moved for the evening, turn off the lights and lock the doors as directed at each site
14. Designated volunteers are to take linens to the laundry, deliver the C.I.S. box to the office no later than 9:00 A.M, and take the soiled socks and towels home to be washed.

## **HEALTH CONCERNS**

Health experts do not believe that hepatitis b, H-IV, lice, scabies and meningitis pose an abnormal risk to volunteers or individuals using PADS sites.

Hepatitis B and HIV are infectious diseases spread by blood or blood-derived body fluids through three mechanisms: sex, blood-to-blood contact, and mother to fetus. Meningitis is caused by bacteria which grow in the nose. Very close contact is required to contract this disease, and the risks are minimal.

There is an incredibly slim risk of becoming infected with lice and scabies, also. The universal precautions described in this PADS Manual and emphasized at volunteer training sessions are more than adequate, and consistent with public health standards. These include the use of disposable gloves, bleach spray solutions and/or other approved chemical products, and following precise cleanup procedures.

TB is transmitted through respiratory droplets and requires close proximity in time and location. TB may be spread only by an individual with an active case. Symptoms include a productive cough, weight loss, diarrhea and fever. It is generally believed that it takes 100-200 hours of close exposure to get a positive TB test, and only one percent of those exposed go on to develop active TB in the following two years.

If you suspect an individual has a productive cough, ask about other symptoms. Provide the guest with tissues and a receptacle for the tissues to minimize the chance of respiratory droplets being put into the air. Isolate him/her from other guests and volunteers, and refer to the homeless healthcare network at PADS Daytime.

To date, no cases of TB have been discovered among our PADS guests.

END