



Advocates for Homeless  
& Those in Need

## Code Blue Overnight Volunteer Procedures

1. Upon arriving at the shelter, Sign-In on the Volunteer sign-in sheet and grab a name tag.  
*(Volunteers should write their name with dry erase markers)*
2. Check in with the Shelter Coordinator & Intake staff for any guest updates and other information.
3. Try to talk with guests a little before lights out, or in the morning, depending on your scheduled shift.
4. **Guests should be wearing a face covering at all times while inside the shelter, unless eating at a table or sleeping on their cot.**
5. **Overnight staff should listen for the AHTN phone** should a volunteer or guest try to call the shelter.
6. **Any guests arriving after the Shelter Coordinator & Intake staff leave, MUST sign the COVID waiver form** along with completing the Intake forms.
7. Be sure to **familiarize yourself with the Code Blue binder** (blue binder at Intake table) and go over Guest Code of Conduct & intake form procedures should a guest arrive during your shift.
8. **Breakfast procedures are listed in the Code Blue binder**, along with how to operate the coffee pot at the shelter.
9. **All First Aid Supplies are now kept in a cart** to easily access supplies, which includes Narcan. If a guest requests any medicine or bandages, please record it in the First Aid log. *Should Narcan need to be administered, please fill out the form in the Blue Binder.*
10. **No Guests should leave the building for ANY reason after Light's Out** (11:00 pm) Anyone who chooses to leave the shelter room, cannot return that same night.
11. **If a guest is acting inappropriately and Volunteers are uncomfortable** or unable to calm them down, CALL 911 to have the guest removed from the shelter.
12. **Overnight Volunteers should stay awake for their entire shift.** Please bring along something with you to occupy yourself quietly such as laptop, DVD player, book or kindle. Be sure to bring earphones with you as well so that you don't disturb those sleeping.
13. *Conversations between Overnight guests should be kept to a minimum as guests are trying to sleep.*
14. **Overnight team should randomly check the area throughout the night.** This includes guest areas, bathrooms and along with those spaces guests shouldn't be using to make sure everyone is safe and where they should be.

15. **1<sup>st</sup> Shift Volunteers should listen for 2<sup>nd</sup> Shift Volunteer arrival to let them into the shelter.**  
Volunteers should *quietly* exchange any pertinent information that is needed for the next shift. All notes can also be recorded in the CB Binder under the night's daily notes as well.
16. **2<sup>nd</sup> Shift should begin preparing coffee and breakfast items around 5:30am.** Instructions on what items to put out should have been left by the host site. Breakfast is always self-serve as guests will make their own coffee and take what they want to eat.
17. Starting at **5:45am, Volunteers should begin waking guests up.** Bus Team will start arriving around 6:00 am, they should also help with preparing guests for 6:30am departure. All guests should be wearing Face Masks when boarding the vehicles.
18. Guests should put all bedding & name tags back into their labeled bedding bags and put them into one of the canvas carts. Each shelter location will have various morning clean-up instructions. See the Code Blue Binder under the church location for instructions.
19. **NO PERSONAL BELONGING SHOULD BE LEFT BEHIND.** Guests should take all personal items with them as there isn't any access into the building until the next Code Blue night is called.
20. Overnight Volunteers should clean up breakfast to-go items once all guests have left the building. Morning Team Volunteers should wipe down tables & chairs and all touchable surfaces. Floors should also be swept and trash removed and disposed of. Disinfectant should be sprayed just before volunteers leave the building and lock up.
21. **Volunteers should check all bathrooms and other areas in the building to ensure there are no guests trying to stay behind in the building after morning departure.** All guests should exit the building either by bus, personal vehicle or foot by 7:00am. After all areas of the shelter have been cleaned up, Volunteers should be out of the building by 7:00am. **Guests should never be left unattended at the shelter.** A volunteer should stay with guests until they have transportation to leave.

**\*\*NEW\*\* This season we would like one Volunteer from Overnight to complete the ON Communication Report located on the AHTN.org website (password Night2021).** On this report list any incidents or other important information to help keep all Overnight Team Volunteers current with shelter happenings.

**In the event of an emergency and support is needed right away, contact Crystal Myers at 267.261. 1681 or Steve Schlüssel, Overnight Team Coordinator at 267.280.7391.**

All emergency contact information for the Host Site and AHTN are listed in the Code Blue binder.