

AHTN Code Blue Intake Volunteer Position



When entering the CB shelter, Volunteers should sign in on the Volunteer Sign in Sheet, grab a Volunteer name tag and check in with the Shelter Coordinator (SC).

Responsibilities of CB Intake Volunteers:

- **Room set-up:** Intake Volunteers help with setting up all cots for both male/female areas. Make sure there is enough space for guests and volunteers to safely walk around when moving the cots around.
- **Volunteer/Guest Sign & Resource tables:** 1 table should be set up and have the clip boards for Volunteer & Guest sign in. Please make sure guests print legibly we can read it for our reports. If they don't, ask their name and print it near their sign-in. (*File any old guest and volunteer sign in sheets in proper files in the Code Blue black box*). Another table should be set up for all resource information that any guest may take.
- **Resource documents:** When setting up the resource table, should you notice that we are running low on any documents, please inform the SC so that it can go into the daily report. This season we will be using a majority of business cards, so we will need to contact the agency to get additional cards.
- **Guest Bedding Bags:** Please check to see that there are at least 2 bedding bags (for both male & female) made and put in storage area. This is in case a guest arrives just before or after lights out. Starter bags include one pillow, one fitted sheet, one navy sleeping bag. Should a guest ask for a blanket, please give them one, but don't offer it. (*Remember they usually sleep in their clothes.*)
- **Guest Supplies:** Inform AHTN Site Coordinator if guest supplies are running low such as sleeping bags, pillows, sheets and blankets so they can put into the shelter report and a runner can be sent to pick up the additional supplies.
- **All NEW intake forms** should be filed by *FIRST NAME* into the black box (*use proper folders*) at the end of each night. Any guest needing further assistance from Penndel Mental Health (PMH) should have their intake form given to the PMH staff member at shelter that evening. If someone from PMH isn't available, please place the intake form into the folder marked for PMH & leave a note for the next SC.
- **Intake form supply:** All copies are provided to us by the County. AHTN Shelter Coordinator should also be informed if these forms are low so that more can be requested. Should we run out at the shelter, use the copier to make additional copies until the new supply comes in.
- **AHTN business card:** Make sure all *NEW* guests are given one of our cards. Let guests know they can call the main phone# 215.550.3868 and use ext.100 (CODE BLUE HOTLINE) to see if the shelter is open/closed. Guest can also contact Nikki, our Those in Need Resource Consultant at ext. 101 should they need housing assistance, small car repairs, prescription help etc.

- **Code Blue Guests:** All guests are considered “housing/shelter emergencies” once they enter the CB Shelter. Volunteers should be encouraging guests to call the Bucks County Housing Link # 1800-810-4434 should they want to get in to the Bucks County Emergency Shelter. Even if they have already been in the shelter and exited, they can apply again. *The wait list is usually 8-10 weeks.* A centralized intake will be taken, then a local assessment center will contact them or the guest will be advised to call them. When completing the Intake form, ask them to provide an email address in addition to their cell phone # should they need to be contacted and their phone is shut off.

- **Additional Requests:** When a guest at the shelter asks for any additional items like socks, gloves, hats or other clothing items the Intake Volunteer will need to fill out a guest supply card. Volunteers should date and initial what items they gave out. When filling out the information, please print legibly so that other volunteers can see what items the guest were already previously given.

Before leaving the shelter:

- Pack up all materials in intake boxes leaving only volunteer sign in sheet, volunteer tags, guest sign in clipboard, one intake clipboard with two sets of material including AHTN card and BCE Shelter card under clip and pens.
- All other materials can be neatly packed away in appropriate boxes, all are clearly marked. If the Shelter Coordinator placed any bins of items for guests to take, these bin should be returned to the supply shelves. There is a separate box that resource items go into. By putting all these items away neatly, the next staff will find it much easier to set up and it is less work for the cleanup and overnight staff to do in the morning.

***Please note: Each CB Host Site has their own process. Some sites may allow us to keep the resource and sign in tables up at all times, unless there is a special event. Check with the Shelter Coordinator for further instructions.*

Should any Intake Volunteers want the opportunity to become a Shelter Coordinator, please let Crystal Myers, Program Consultant, know. 215-550-3868 ext 103.

Further Training for Shelter Coordinator will be provided along with “shadowing” a current SC for a few nights during CB.