



# **Winter Shelter Handbook Ethos, Rules and Volunteer Guide 2017 - 2018**

[www.allpeopleallplaces.org](http://www.allpeopleallplaces.org)

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**All People All Places**

**Holy Innocents Church**

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**Chair: Fr. Tim Pike**

**Registered charity, number 1139885**

## **SHELTER DATES FOR 2017-18**

**Haringey: Wednesday 6 December 2017 to Monday 5 March 2018**

**Enfield: Wednesday 3 January to Tuesday 20 March 2018**

### **SHELTER DESCRIPTION AND ETHOS**

All People All Places is a registered Charity that provides services for people affected by homelessness and crisis. Our cold weather shelter runs for usually up to 3 months during the winter, usually between December and March/April. We provide overnight accommodation and hot nutritious meals, friendship and support for people who are experiencing homelessness. There will be a named venue for each night of the week where up to 12 guests will be travel to each evening. There will be a warm welcome, a hot meal, comfortable and warm bedding and we hope a peaceful night's sleep. In the morning there will be a breakfast and guests depart usually around 8/8.30am. Some venues provide a morning drop in after breakfast or on another day and this is actively encouraged and welcomed by the Charity.

The scheme is a rolling shelter – one that is located at a different venue each night of the week. Most of our venues are churches but we must ensure we do not 'Proselytize or insist on taking prayers with guests. Our guests can be of any faith or none and their wishes and beliefs must be respected even if they do not match yours.

Volunteer teams may consist of congregations and/or community members of any faith or none and whilst you may of course pray with your volunteers e.g. before the shelter opens, you must respect all volunteers wishes. If it is your custom to say grace then that of course if fine but again you cannot insist guests or non-believing volunteers take part.

We take referrals from key agencies and accept guests who are classed as 'low support needs' when we have a space. Low support needs means people who we believe our volunteer base can cater for safely and securely meaning we won't take people with a history of sex offences, violence and current alcohol and drug addictions; we will accept people on a 'methadone' script that is actively being reduced. This is prescribed medication that is designed to provide an exit from drug taking.

We offer hospitality and love for our guests. Providing a warm welcome to our guests at the night shelter is our starting point.

### **Our Vision**

We are a registered charity that has been set up specifically to help those most vulnerable in society with a focus on rough sleepers and people who are, or suffer from issues of homeless.

## **Our Mission**

We operate a client focused, self-help and empowerment approach that underpins everything we do. We welcome all people, from all places (subject to geographical based funding) working with those who we know we can help to change their lives.

## **Our Aim**

Our aim is simple. We wish to give people who are homeless the tools and help they need to move from being on the margins of society to a valued community member.

## **Values**

We are part of the Housing Justice network of Shelters and subscribe to the values developed at the Shelter Coordinators conference during October 2015:

Do your best and be honest about what you do working within the Shelter framework. Within this context, our values are: -

- **Respect** for all people at all times at all places, respecting boundaries with compassion
- **Equality** – for guests and volunteers about who they are or want to be, ensuring there is no discrimination from or towards them. Discriminatory behaviour will not be tolerated and we will ask those who indulge in that behaviour to leave. This applies to guests and volunteers
- **Empowerment:** We aim to empower our guests and volunteers to achieve their dreams and aspirations
- **Authenticity** – in what we do
- **Generosity** of spirit and actions
- **Hospitality** – given with love and a generous heart
- **Accountability**– making sure we are accountable to our guests, funding bodies and each other

## **Safeguarding Statement**

All People All Places believes that safeguarding is the responsibility of everyone and is committed to safeguarding and promoting the welfare of all those who are vulnerable (children, young people and vulnerable adults). We expect all our staff, volunteers and those who use the APAP or church premises to share this

commitment and value the support of those who help with the Charity's activities in achieving this. All People All Places believes that safeguarding is the responsibility of everyone and is committed to safeguarding and promoting the welfare of all those who are vulnerable (children, young people and vulnerable adults). We expect all our staff, volunteers and guests and all those who use our premises, and the church's premises that host the shelter, to share this commitment and value the support of those who help us to achieve this.

We have three simple rules that aid safeguarding of our vulnerable guests and volunteers: -

1. No access is given to guests at our Shelter venues. Access to guests is via the charity and from recognized agencies only.
2. Volunteers must never be alone with a guest.
3. Volunteers must not give or take any personal details or access guests outside the shelter arrangements.

Each church venue will have their own Safeguarding Statement and we expect that everyone involved in the Winter Shelter will observe that too. Please also read the Health and Safety section carefully that completes our Safeguarding Policy.

### **Structure and Partnerships**

All People All Places, a registered charity, number 1139885. We currently operate in Haringey and Enfield and as we are supported by Broxbourne Council and other charities in the area, we reserve a space for Broxbourne referrals. We can consider SWEP referrals (usually for a set fee) who meet our criteria; SWEP is the Severe Weather Emergency Protocol where temperatures drop below zero for more than 3 nights and Local Authorities have a duty to house rough sleepers. Each year of our operation changes slightly dependent on the level of funding that we can secure. For 2016, we are working in partnership with a range of agencies and APAP will take all referrals, ensure rules and boundaries are kept, the running of the Shelter and provide referrals and/or casework for guests. APAP trustees and staff will liaise with the referral agencies and accept or reject referrals to the shelter. We will coordinate our services this year and work with each church's Venue Coordinator to ensure the smooth daily running of the shelter. The **Board of Trustees** have overall responsibility for setting the strategy and direction of the organisation and ensuring compliance with Company and Charity rules. Our Chair is currently Fr. Tim Pike.

### **Churches, Coordinators, Shifts and Team Leaders**

Each host church's **Venue Coordinator** who is responsible for ensuring the shelter runs smoothly and safely at their venue. Coordinators will nominate Shift Leaders for each shift and teams of volunteers who are responsible for ensuring all tasks

within each shift are carried out. There are three shifts per night/morning i.e.

**Evening Shift** usually 6.30pm to 9.30/10pm covering preparation of the shelter ie making beds, preparation of a cooked meal, welcoming guests with a hot drink, eating together with volunteers, conversation, games, tv if available.

**Overnight Shift** 9.30/10pm start usually 4 people who each take it in turn to stay awake for around 2 hours each during the night

**Morning Shift** 6/6.30am to 8.30am to prepare breakfast, clear away bedding.

- Making sure there are enough volunteers to cover the sessions by drawing up a rota.
- Ensuring that the necessary meals will be provided for each evening and breakfast shift
- Ensuring that the venue is cleared after the session
- Being the main contact between the venue and Shelter professional support

**Shift Leaders:** they responsible persons on site for each shift. This may be the Venue Coordinator, but is usually another volunteer appointed by the Venue Coordinator. Shift Leaders are responsible for: -

- Allotting tasks to volunteers.
- Taking key decisions when other volunteers are unsure of the best course of action.
- Supporting volunteers where necessary in responding to guests.
- Briefing the new Shift Leader at handover.
- Filling in the online Daybook.

## **Referral Process**

The Night Shelter is **not** an open access shelter and potential guests must be referred from a recognised agency. We operate a referral process working closely with the Local Authorities in or nearby the shelter areas. In turn, we refer guests to a range of agencies who can provide support for them such as benefits, housing, health, employment. Risk assessments are carried out for each guest for the health and safety of all our guests and volunteers. We take clients with lower support needs. Once a decision is made, Venue Coordinators are informed by email of the identity of guests for each session before the start of the shelter, each day. We aim to do this by 4pm each day, though sometimes last minute referrals will be added to the list after this if beds are free. Sometimes an area or agency may 'sponsor' a bed and that means that we may keep a bed free.

## **GUIDELINES FOR VOLUNTEERS**

The voluntary provision of the shelter is within the church venues. It is good to recognise at the outset that some of the guests who use the shelters have multiple problems. Although we may want to, we are not there to solve people's problem and volunteers should not attempt to do so. Showing kindness, love and compassion is exactly what we should do. We should aim to 'model' how life should and can be. We are here to provide basic facilities and, on top of this, the most valuable thing we can do is simply to listen to people. Where possible, guests will be helped to get in touch with the relevant support agencies and organisations that can help them sort out their problems on a longer-term basis, so please do not try to take on too much.

You should not be talking alone with guests and we discourage lengthy conversations. If you begin to engage in a conversation that makes you feel uncomfortable, let the Shift Leader / Venue Coordinator know. Under no circumstances should you feel obligated to do anything asked of you by a guest, nor should you put yourself in a situation where you are agreeing to keep secrets that you are not comfortable with. Essentially you must not have conversations on the basis of keeping confidentiality or secrets (See 'Respect and Confidentiality')

### **What is required of Volunteers?**

- A heart for the marginalised, poor and needy and a willingness to be challenged and changed.
- Willingness to follow instructions from the shift leader, and work as part of a team and respect and work within boundaries.
- Ability to respond calmly but quickly in an emergency.
- Judgment about when to call for help.
- Familiarity and ability to work within Haringey and Enfield Churches Winter Night Shelter policies and guidelines, especially regarding Health & Safety procedures.
- Knowledge of basic first aid would be useful, but is not essential to volunteering.
- Sensitivity to issues relating to homelessness, including mental health issues, drug and alcohol abuse
- Basic knowledge of the building, especially the location of fire exits. (Information provided by Venue coordinators)

## **Volunteer Rules**

- Be reliable and arrive on time but observe boundaries and rules.
- Make sure you know the church layout, especially the emergency exits, and any areas that are out of bounds to guests.
- Treat guests with respect, be friendly and make guests feel welcome.
- Work as a team and support your Shift Leader. Do not challenge their decisions in front of other volunteers or guests.
- Guests and volunteers should be known by first names.
- Never be alone with a guest – they should be in the spaces designated for them and so should volunteers. Never exchange personal details e.g. address, workplace, phone numbers, family details.
- Arrangements should not be made to meet with guests outside the Shelter unless it is an activity arranged with the charity. Examples of this might be as part of a mentoring scheme where volunteers may meet guests to help with issues they have expertise in e.g. employment, career coaching, benefits etc.
- When speaking to guests it is best not to make promises; people can feel very let down by a promise not kept. We need to build trust in order to be effective in finding appropriate help for guests. Broken promises can undermine this work. ('I will try...' not 'I will...')
- For your own safety and respect for guests, do not wear or bring valuables to the shelter.
- There should be a minimum of three volunteers in the Shelter at all times.
- Wear appropriate and sensible clothing.

## **Golden Rules**

- Check identities – know who people are on arrival.
- Do not give personal information especially address, telephone number or e- mail address, and do not lend your mobile phone to any of the guests.
- Do not be alone with guests nor take guests to your home.
- Make sure neither you nor a colleague is left alone with a guest. This is not only for your own safety but so that if anyone alleges an impropriety against you there is a witness.

- Do not give or lend money to guests.
- Do not touch guests unexpectedly and bear in mind some guests do not like being touched at all.
- No alcohol is allowed on the premises for guests or volunteers.
- Do not intervene physically should there be a fight (this is very rare).
- Do not give any medication to guests, not even aspirin, plasters or paracetamol, etc.

### **Respect and Confidentiality**

The golden rule should be to engage in conversation that is appropriate to people who do not know each other. When talking to guests it is important not to push for information. Please acknowledge that some guests may feel hurt or let down by some experiences and may not wish to talk about them. Others will like nothing better than to tell you their story. Respect guests' confidentiality and don't allow your conversation to become common gossip especially with other guests or volunteers. It is also important to respect guests' individuality and personality and not attempt to enforce jollity or expect guests to engage in activities they are not comfortable with. Also importantly although we are Christian charity and based mainly in churches we do not use the shelter as a forum for 'Proselytism'. Our guests are frequently vulnerable and forcing beliefs of such individuals at a time when individuals are most vulnerable would be entirely unacceptable. If a guest asks you to pray with them, it is however perfectly acceptable to do this, or to engage in religious conversations if a guest initiates this. Most of our volunteers and venues are motivated by Christian values and it is also fine to talk about this when talking with guests.

Although confidentiality is important for building trust, it is not about keeping secrets and this should be made clear to guests. If at any time you feel that the person poses a threat to themselves or another person or to the safety of the Shelter you should advise the guest that you will need to let your coordinator/ shift leader know immediately and they will let the APAP representative know straight away. Likewise, if you feel as though a conversation is getting too demanding, tell the guest that you may have to tell your coordinator what is being said in order to get appropriate help. It is then up to the guest as to whether they want to continue.

### **Gifts**

Guests should not be encouraged to give gifts. From time to time guests may wish to give gifts to staff or volunteers e.g. a box of chocolates. Small gifts may be accepted particularly if they can be shared. The general rule is that all gifts should be shared with the team, and the guest should be told that this is the



policy. In any case all gifts should be noted in the Daybook. Any gift deemed to be too expensive or in some way inappropriate should be gently returned to the guest.

## **RULES FOR GUESTS**

- Guests must be at least 18 years of age.
- Arrival is from 7.00pm to 7.45pm. Some may arrive later by agreement and the place may be lost if guests do not arrive each night by an agreed time.
- No alcohol or controlled drugs are allowed in or around the premises. Some guests may be on prescription medication which of course is allowed.
- No violent, threatening, racist, sexist, homophobic or other anti-social behaviour/language is tolerated.
- No offensive weapons.
- In accordance with the law, there is no smoking inside the building. Provision will be made outside close to the premises but this may be on the basis of periodic controlled sessions.
- Sadly we cannot accommodate pets.
- Once inside the shelter, there should be no 'coming and going' from the shelter.

## **TIMETABLE OF SHIFTS**

### **6.00pm -9.30/10.00pm Evening Shift**

1. Open up
2. Prepare and cook a hot meal (this might be ordered in or produced off site)
3. Set up tables and chairs, put up and make beds
4. Check toilets for cleanliness, soap and towels. (Remove bleach and bathroom cleaners)
5. Check the security of premises regarding doors to be locked or opened
6. **7.00pm** Doors open. Shelter Coordinators/ Venue Coordinator will book guests in for the night. Note: if your venue wants to open up earlier due to inclement weather, it is up to the co-ordinator /shift leaders.
7. **Around 7.15/20pm** You may wish to get the whole team together for a

briefing. This is a good time to introduce new volunteers. Check they have read the volunteers' guidelines and that everyone knows the fire drill. Shelter Coordinators/ Venue Coordinator will pass on any concerns from the previous night and any necessary information about new guests. Jobs to be allotted to volunteers.

8. Show new guests round
9. Serve tea and coffee to guests when they enter and over the course of the evening
10. **7.45pm (Enfield)**. Guests should have arrived unless prior agreement has been gained from APAP
11. Serve the meal. Volunteers eat with the guests but guests must be allowed their space if they want to sit on their own.
12. Wash and tidy up after the meal
13. Organise social activities for the guests –e.g. draughts, jigsaws, dominoes, TV, Quiz Night etc
14. Record any incidents for the email round to coordinators which has replaced the Daybook
15. **9.30/45pm** Volunteers meet again for debrief and prepare for handover to overnight volunteers usually by 10.00 pm

### **9.30/10.00pm – 6.30/7.00am Night Shift**

1. Secure the building
2. Make sure everyone is comfortable and settled in for the night.
3. **11pm** Lights out. We urge all volunteers to ensure quiet. It is perfectly fine to chat amongst yourselves but remember guests are probably exhausted and need to sleep and many may find it difficult to do so.
4. All guests should adhere to lights out and quiet.
5. There should be a volunteer awake, in case of need.
6. Record any incidents in the online day book. 6.30am Hand over to Morning shift and make them aware of any concerns.

### **6.30-8.30am Morning shift**

1. Prepare drinks such as tea and coffee and make breakfast

2. Wake up guests – usually from 7am but it is up to each venue
3. Serve breakfast
4. Clear beds and bedding away. Guests can be encouraged to clear up their own bedding or put in a storage bag if your church uses them twice before washing. (It is advised that you wear gloves when handling used bedding and shake bedding carefully.)
5. Ensure guests leave premises by the time you set, usually **8.30am**
6. Wash and tidy up.
7. Ensure the Daybook has been completed and a record made of any incidents.
8. Clean church premises (inc toilets).
9. Take bedding away for laundering (or pass on to laundry volunteers).
10. Secure the building.

### **GUIDELINES FOR VENUE COORDINATORS**

Venue Coordinators have the responsibility for managing the human and physical resources of the shelter. You will be called upon to make decisions as to the most appropriate course of action, and you may wish to make these in consultation with the Charity's staff who will be more familiar with the guests. However, no list of policies and procedures can possibly cover every situation, and sometimes you will have to think on your feet.

#### **Building: You must be familiar with building. In particular you must:**

- Know where the fire exits and fire extinguishers are
- Know where the First aid box, telephone and list of emergency numbers are, and tell your volunteers where they are.
- Make sure that fire exits are unlocked and not blocked.
- Make volunteers and guests aware of the venue's Fire Instructions
- Know the evacuation procedures in the event of a fire
- Make sure that any areas where you do not want guests to go are secure.
- Tell volunteers where guests can and cannot go.

- Identify a safe area where volunteers can leave their belongings.

### **Volunteers**

- Introduce volunteers to one another and ensure that everybody knows who is a volunteer. Ensure everyone has a name badge ideally.
- “Buddy up” new volunteers with a more experienced volunteer.
- Allocate jobs for the evening: e.g. serving tea, serving meals, putting out tables and beds, showing guests round the shelter etc.

### **The Online Daybook**

The Daybook is extremely important as it is our only source of data for guests and volunteers at the shelter. In addition, it allows us to manage the shelter and guests more comprehensively by understanding what happens during each shelter evening, night and morning. The Online Daybook provides:

- Information to help all coordinators plan for the evening by sharing essential information concerning guests e.g. arrival and departure timing, any eating/food issues, any incidents. Any other information might be more applicable for the charity rather than to all. If in doubt ask us.
- Information entered into the book should be purely factual and speculation should not be entered into when detailing incidents. Reporting the statements of others is permissible but it should be made clear that it is a statement and the source of the statement indicated.
- The means of communication between all coordinators at all the venues,
- A way to collect statistics on volunteers and guests which will be used to write a report at the end of the shelter that is then used for fundraising. Please list all volunteers and their roles keeping a record in the church as a central source of information that we may request if needed.
- The Daybook is our evidence of the shelter being properly run, please ensure it is completed regularly and on time ideally the morning after guests have left ideally before 2pm if possible.

### **Before you open**

- You should have checked the information contained in the online Daybook, and the list of guests for the last evening.
- Go through the Daybook and discuss incidents with your team leaders who can inform the volunteers of any incidents, problems or concerns.

- If you anticipate a problem, discuss it and agree what you will do; everybody should know how you will deal with it before you open.
- If you do not have enough volunteers and do not feel it is safe to open, delay your opening time – it is a good idea to go outside and talk to the people who are waiting and explain what is happening.

## **Opening Up**

- Welcome each guest as they arrive.
- The age limit is 18 and above.
- If it's a guest's first night the Coordinator or shift Leader may need to sit down with them and go through the Shelter rules in their own church. Remember that some guests may not be able to read, or may have limited English.
- Offer guests a copy of the map of the following night's venue.
- When you answer the door always ask guests to give you their names. Do not ask "Are you ..name?"
- Some people turn up on the door who are not booked in. Do not let them into the shelter as you will not know their background and will be putting other guests and your volunteers at risk, or that person at risk. You may however provide a meal in a take away container if you so wish and have that facility.
- Advise them to go to one of the Referral Agencies the following day to complete a referral form. This is one of the hardest parts of volunteering at the night shelter, especially when we know that the likelihood is that the person will have to sleep on the streets when we turn them away. However, it is important that we keep to the agreed system so that everyone knows how things work and we know who the guests are.
- Once things have settled down you will be keeping an eye on things but you should have plenty of opportunity to chat to guests and volunteers.

## **Handover**

If you are working in shifts with different leaders, make sure you talk to the person taking over about any incidents or problems.

## **HEALTH & SAFETY STATEMENT**

Our policy is to provide and maintain, as far as is reasonably practicable, safe and healthy working conditions, equipment and systems of work for both volunteers taking part in and guests using the Winter Night Shelter, and to provide such information, training and supervision as is needed for this purpose.

### **Objectives**

- To provide a working environment that is healthy and safe with satisfactory amenities.
- To ensure that health & safety legislation, regulations and codes of practice are observed.
- To provide and maintain safe premises and equipment including appropriate protective clothing.
- To ensure that the use, handling, storage and transportation of food, articles and substances are safe.
- To ensure that the systems of work are safe and to provide or locate appropriate training and advice for volunteers in these matters
- To promote effective communication between the Shelter steering committee, Church/Venue Coordinators, volunteers and guests on safety matters in each church
- To ensure that all volunteers and guests using the premises are safe and without risk to their health.
- To review and revise this policy annually or as new legislation requires.

## **FOOD HYGIENE & KITCHEN SAFETY – FOOD PREPARATION AND REHEATING GUIDELINES**

These are general points for all volunteers to be aware of. Cooks and those storing, preparing and handling (including serving) any food should follow these guidelines or to the comprehensive Food Hygiene and Kitchen Safety guide which is available on request. A golden rule is to never leave food in the 'danger zone' i.e. between 5-60 Centigrade.

**Preparation** Food should be thoroughly cooked to a core temperature of at least 75°C and kept at that temperature for at least 2 minutes. If you are cooking a casserole the core temperature should be taken from the centre of a piece of meat.)

**Cooling** Cool food rapidly before putting in the refrigerator. Food should not stand

around for more than 90 minutes at which time deterioration will begin. Food can be cooled quickly by standing in cold or iced water.

**Reheating** The practice of reheating should be avoided. However, if this is unavoidable, the food should be heated until it has reached a core temperature of at least 75°C and held at that temperature for at least two minutes.

**Microwaves** If food is being cooked or heated in a microwave oven be especially careful to ensure that every part of the food is thoroughly heated. Microwaves often heat food unevenly, so you may need to stir and move the food around to ensure temperature consistency.

**Serving** Hot food must be served at a temperature of at least 63°C. (Information from *The Food Safety Handbook* by Graham Aston)

Having someone who has Level 2 Food Safety certificate is very desirable. It is a simple on line course which should not take more than a couple of hours at the very most.

## **FIRE INSTRUCTIONS**

Volunteers need to be aware of the fire instructions for the venues they will be at. They must familiarize themselves with the procedure in case of fire. All venues must have fire instructions clearly displayed on the wall.

## **PROCEDURES FOR PREVENTION OF VIOLENCE**

*We are grateful to Wycombe Homeless Connection whose advice in this area has been invaluable.* Over the years the Wycombe churches have operated a Winter Night Shelter the shelter environment has generally been calm and welcoming and thankfully there have been no violent incidents. With that in mind however, it is important to recognise that actual or potential violence may be a problem in working with homeless guests.

The following guidelines were issued by the London Rough Sleepers Unit, are used by Shelter and Crisis and are intended to offer direction on the most effective ways of preventing violent behaviour and protection from its consequences. The Health and Safety Statement included in this booklet acknowledges the responsibility to provide direction and support to volunteers; in addition, all volunteers have an individual responsibility never to put themselves, their colleagues, guests or members of the public at unnecessary risk. These procedures should be viewed within the context of that shared responsibility.

### **Defining violence and aggression**

Although these guidelines focus on the extreme end of violent behaviour, this does not mean to imply that only physical assault is of concern. Threats and verbal abuse, for example, are also recognised for the intimidating and undermining

impact and, where appropriate, these guidelines should apply to all forms of aggressive behaviour.

### **General guidelines for managing violence and aggression**

It is natural to be frightened of violence, and this needs to be taken into account in the expectations of oneself or others with actual or potential violence or threatening behaviour. We must also remember that people of all ages and of all situations experience anger, frustration and our guests are no exception. This is not unusual but recognising the potential for violence is vital in the early stages.

In responding to violence or potential violence, one's own safety and that of colleagues and the client group must be seen as the first consideration. Guidelines can never cover every eventuality. Volunteers must also draw on their experience, skills and common sense when faced with aggressive situations.

All volunteers should co-operate in taking a consistent approach to confronting guests about unacceptable behaviour and in banning or excluding clients from the building. As far as possible, one volunteer should not be identified as the instigator of a ban – these should be presented as team decisions, and all volunteers must actively support the decision even if they have a different opinion.

### **Managing a violent incident**

- It is the responsibility of all volunteers to alert colleagues at the first sign of aggression and to act cooperatively to diffuse the situation.
- One or two volunteers should talk to the individual(s) concerned, remaining calm, but firm, and trying to create opportunities for the guest(s) to back down without feeling humiliated. Where possible, the guest(s) should be taken aside.
- Other volunteers should remain at a reasonable distance but pay attention in case the situation escalates. Volunteers who are not directly involved with the main protagonists should attempt to keep other guests calm, and prevent them from becoming involved unless they are friends who can assist positively.
- In particular, one volunteer should ensure that any vulnerable people are removed from the area and if possible, potential weapons such as plates, cutlery, etc should be removed from the area.
- Space should be created to ensure that people are not crowded into a confined area. All those present should be mindful of their own and others "escape routes" should it be necessary to get out of the way fast.
- One worker should be in a position to telephone for police assistance should this become necessary. It may be useful to identify in advance which



volunteer on your shift would have this responsibility should a situation arise.

- If an incident escalates and the guest(s) cannot be calmed, then volunteers should be prepared to vacate the area. Personal safety must be put before the protection of property. The police should be summoned immediately.

### **After an incident has occurred**

If an incident does occur, it is likely to be very unsettling for everyone involved in the project whether volunteer or guest. Some things that can be done include: -

- Promote first aid where necessary.
- Providing reassurance and helping everyone to calm down.
- Recording details of the incident as quickly as possible to APAP. If another person has witnessed the incident, get them to write down their version of events as well.
- Arranging for any volunteer that has been scared or hurt to leave the shift.
- Arranging longer term support where necessary.
- Discuss the incident and try and draw out constructive lessons for avoiding a similar incident in the future.
- Consider providing other guests with brief details of what happened and how it was dealt with; this is to prevent rumours and provide reassurance that incidents are dealt with effectively.

### **\*\*\*\*Personal Safety\*\*\*\***

In order to promote safety in the night shelter sessions, always observe these rules: -

- Check the identity of each guest arriving at the door by asking for their name.
- Do not let any guest into the building whose name is not already on the list supplied by APAP.
- Never give your home telephone number or home address to a guest, or invite a guest into your home.
- Make sure you are never alone with a guest.
- Try not to take valuables. Leave your valuables in the safekeeping of the

Venue Coordinator, or if possible leave them at home.

- Do not give money to guests – if you are concerned about their situation, talk initially to your Venue Coordinator/ shift leader who can contact APAP.
- Do not touch any guest, even to wake them up.
- Wear gloves when handling used bedding.
- Never put your hand into a bag or pocket. Tip contents onto a flat surface so you can see what you are handling.
- Remember body language is the key to making people feel comfortable, standing above or invading personal space could be seen as a threat. Volunteers should act safely and not put themselves or other volunteers or guests in any danger. If you feel intimidated at any time during the shift, inform the Venue Coordinator immediately. Please take directions at all times from them, especially with regard to matters of personal safety

## **DRUGS & ALCOHOL INFORMATION / PROCEDURES**

### **Use of drugs and alcohol**

- Drugs or Alcohol must not be consumed/used on the premises by any guest or volunteer.
- Drinking alcohol whilst on shift is not allowed.
- Volunteers should not be under the influence of alcohol or drugs when coming onto their shift.
- Guests not to be admitted if inebriated or under the influence of drugs and people with current addictions are not eligible for the shelter. If you suspect someone has had a drop too much alcohol but is calm and behaving well, we strongly suggest that you offer them a cup of coffee to sober up.

### **Action to be taken if policy is breached**

- If guests are found drinking on the premises/ or if they are found to be drunk having gained entry to the shelter, they will be asked to leave the scheme. This can be done that evening by the Venue Coordinator or through the Charity's staff the following morning. This is up to the Venue Coordinator's discretion. It may be more disruptive to remove the person from the premises that night depending on what kind of state they are in at that time.
- If guests are found taking drugs on the premises they will be asked to leave the scheme immediately.

- Anyone found dealing drugs will be asked to leave the scheme immediately.
- Volunteers who suspect that someone is violating these policies must state this for the shift handover and let the coordinators and APAP contact know straight away. This way coordinators and volunteers on shift the following night can be aware. Volunteers should not police a night shelter but should not be negligent.
- Any bans will be enforced by the Charity staff after consultation with the Venue Coordinator.
- We at APAP will run a three strike warning system for minor or repeat offences. We will not pass this on to coordinators as this is private to the guest but it is imperative that coordinators let APAP know of any incidents however minor they may seem. This first warning will usually be issued by APAP staff but could be by a church coordinator in liaison with us if applicable e.g. drunk on arrival, hiding to avoid leaving in the morning.
- Second warning will be a meeting in the APAP offices with the appointed member of APAP staff or trustee. Guests will be issued with a written warning informing them of their second warning and why this has been issued.
- The third and final strike will result in the immediate banning of guest for a period of time that will range from 1 day to a permanent ban from the shelter.
- In the case of a serious breach of shelter rules All People All Places reserves the right to impose an immediate sanction such as permanent banning from the shelter if drug taking takes place on shelter premises or there is violence or threats of violence to other guests, volunteers or staff/trustees.

### **Communication**

Guests will be advised of this policy on entering the shelter when they sign the Guest Agreement. If anyone is excluded from the shelter as a result of breaching the policy all Venue Coordinators should be informed. In particular the church responsible for the following night must be informed.

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Finally, the Shelter rules and regulations are there for the benefit of guests and volunteers. All guests, volunteers, APAP trustees and staff must be afforded the utmost respect. All volunteers, whatever their contribution, make a huge difference to the lives of people who we aim to support.

Please note that at the point of signing up to help, volunteers MUST agree to abide by the rules, guidelines and boundaries particularly not exchanging personal details or meeting guests outside the shelter. It is vital guests are not invited to people's homes.

If you have any queries please email

Linda Turton: [info@allpeopleallplaces.org](mailto:info@allpeopleallplaces.org)

Urgent Calls: 07970 577 898