



MOSAIC INTERFAITH - Out of the Cold

Policies and Procedures

October 15th 2018

Policies and Procedures

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Policies and Procedures

Mission Statement:

“To provide shelter, food and support to homeless and low income individuals through a network of interfaith community partners under the principle of compassion, acceptance and safe refuge”.

Vision:

To see society understand and acknowledge the existence of homelessness and poverty, and actively participate in solutions. To achieve strong, vibrant communities that encompass good health, safe shelter, compassion, and opportunities for all citizens.

Values

- Respect for all
- Non judgment
- Caring
- Compassion
- Acceptance
- Integrity
- Accountability
- Equity and accessibility
- Second Chances
- Dreams and possibilities

Guest Policy:

MIOTC is a private entity operated on private property, and therefore reserves the right to deny service to anyone and/or ask anyone to leave the program at any time, if our staff deems the person to be in violation of our policies.

Guests are welcome regardless of ethnic background or specific needs. All guests are entitled to receive service encompassing the values of compassion, fairness, respect, and non judgmental interaction.

Decision Making Procedure:

1. Guests are to follow staff/volunteer instructions. If staff/volunteer asks a guest to do something or stop doing something, guests must comply immediately.
2. Guests must leave the site when asked. If they fail to leave the site when asked, the police will be called to remove them. If police are called, this will result in an immediate suspension from the program.
3. Once a MIOTC staff member has asked a guest to comply to any rule or asked a guest to leave the program, guests are not allowed to continue any negative conversation, arguments and/or complaints.

4. Guests are not allowed to approach volunteers about their complaints and/or conflict resolution. Only MIOTC staff members are authorized to deal with complaints and/or conflicts. If a staff member asks a guest to refrain from speaking with volunteers, the guest must comply immediately.
5. Guests must utilize the proper channels to discuss concerns or complaints. Guests are entitled to fill out a complaint form available at the front registration desk, or to speak to the Program Manager by calling (416) 948 6682.

Guest Rules and Responsibilities:

1. Guests must be 16 years old or older. Younger youth should be referred to Homebase (Pathways youth drop in centre) at 905 884 3070, Sutton Youth Shelter at 905 722 9076/1 877 972 0898, York Region Youth Shelter at 905 830 0121 or the Children's Aid Society of York Region at 905 895 2318 or 1 800 718 3850.
2. Verbal or physical abuse of staff, volunteers, or other guests will not be tolerated (including racial or sexual comments).
3. Guests must refrain from ANY behaviour that interferes with the orderly operation of the shelters. Guests must at all times, treat other guests, volunteers and staff with respect & dignity.
4. Any use of racial or discriminatory language will result in immediate removal from the program.
5. Intimate or inappropriate sexual behaviour or possessing sexually explicit material of any kind is not allowed.
6. Each guest is to have his/her own sleeping mat, no sharing or joining of mats unless authorized by security staff.
7. Men and women may be provided with separate sleeping areas if specific site facilities allow.
8. Swearing is not allowed in our environment.
9. Possession of firearms or weapons is not allowed. Guests must turn in all weapons including but not limited to, firearms, knives, sharps/needles, mace, pepper spray, etc.
10. Possession of drugs, alcohol or drug paraphernalia on the property (or 1/2 km radius) will not be tolerated.
11. Guests under the influence of drugs or alcohol should be evaluated prior to admittance. If they appear calm, and ready to 'sleep it off' they may be admitted. If they are unruly, abusive, threatening or disruptive, do not admit them and call security or police to have them removed from the premises.
12. If a guest appears impaired or their behaviour suggests that they are medicated and/or intoxicated, our staff reserves the right to check their belongings, temporarily take possession of medication, street drugs and/or alcohol, and/or refuse them entry to any MIOTC shelter.
13. Selling, trading, or giving away any drugs on the property (or 1/2 km radius) is not allowed.
14. Stealing from the site is not allowed, including from staff/volunteers, other guests, surrounding homes or businesses.
15. Guests are not allowed to arrive early on site. Guests are not to be on site or in a ½ km radius of the area before 4:30 pm. Guests must leave the site by 7:30 am.
16. Guests are not allowed to leave the site once they sign in. Once a guest has registered, they cannot leave the site and return later (they can go outside for a cigarette etc., but not for a long

- period of time). Guests must remain on shelter property and cannot loiter around neighbouring residences or businesses. Guests must stay within designated areas both indoors and outdoors.
17. Dinner is only served during dinner hours (6:30 – 7:30 pm). Dinner-only guests arriving after 7:30pm and will not be served dinner, or provided with services including clothing, showers, and medical. No tokens will be provided after 7:30pm. Only overnight guests can be served dinner, receive services and tokens after 7:30pm. Guests not staying overnight cannot be served late meals.
 18. Guests are not allowed to ask staff or volunteers for a vehicle ride outside the property. Guests who ask for or accept a vehicle ride will be suspended from the program.
 19. Guests are not allowed to ask staff and volunteers for any kind of special privileges. Guests must not ask for financial help, extra tokens, food or any other items. All requests for assistance must be made to the Program Manager.
 20. All staff/volunteer interaction is limited to the shelter. Guests cannot contact staff/volunteers outside of the program.
 21. Guests must take a shower and wear clean clothing when requested. Showers may not be available at all sites.
 22. Guests are to provide truthful and accurate information to staff and volunteers including their housing status, medical information, and possession of substances and/or weapons.
 23. Guests are not allowed to take any food off the property. Guests are not allowed to bring food containers and/or take extra food to their homes.
 24. Destruction of any shelter sites/property will not be tolerated. Guest will be responsible for the cost of repair or replacement. Guests are not allowed to spit on the floors, walls, ground etc. or to damage property in any way.
 25. Urinating or defecating is not allowed anywhere on the property or within ½ mile radius (other than a designated restroom).
 26. Smoking of any substances is not allowed indoors or within 9 m of building entrances, and is only allowed in designated smoking areas. Guests are to use designated containers for cigarette butts only.
 27. Guests may not have pets at any MIOTC shelters, unless the animal is a service animal.
 28. Guests are responsible for the safe-keeping of their own property. MIOTC will not hold or monitor any guest's belongings and is not liable for any lost or stolen property.
 29. Our transportation vehicles are only provided for ambulatory persons, and the front seat of the vehicles cannot be reserved for anyone. If a guest has a condition requiring Accessible Transportation they must use Wheeltrans or another accessible service. MIOTC reserves the right to deny transportation to anyone deemed to pose a health or safety risk.
 30. No using shelter phones unless authorized by site volunteers.
 31. Time for lights out is determined by individual sites – check with volunteers for specific time.
 32. If no shelter bed is available all efforts should be made to find alternate accommodation for the guest (call numbers listed in appendix 3).
 33. Wake-up times are determined by each individual site. Guests may be woken up and asked to depart earlier than indicated on the site schedules, depending on when the vans need to start transporting guests.

General Volunteer Policy:

1. Volunteers primarily come from within partner communities, but other individuals interested in volunteering at an Out of the Cold program are also welcome.
2. Volunteers must be 17 years or older. Volunteers under the age of 17 must be accompanied by an adult at all times, and should be placed in positions/areas where direct contact with guests is limited and/or supervised.
3. Volunteers are required to read and follow the policies and procedures manual, and follow the guidelines set out by site team leaders.
4. All sites are encouraged to prepare and serve meals to MIOTC staff (Security staff and on-site coordinators). Our staff often work overtime and are not allowed to leave their posts, therefore sites are encouraged to feed MIOTC staff even if volunteers are not provided meals at your location.
5. Volunteers are entitled to communicate their satisfaction with the partner site and are encouraged to fill out volunteer surveys and suggestion forms (found in the blue registration binder kept at the registration desk).

Volunteer Policy:

1. No proselytizing – OTC sites should not push religious beliefs on anyone. Discussions with guests who express interest themselves, or having optional prayers are ok.
2. All guest conflicts/issues are to be handled by MIOTC staff only. MIOTC Program Manager and Security Staff are the primary decision makers on all conflict situations and/or whether a guest be allowed to enter a shelter, or when a guest be asked to leave the program. At no time, are volunteers allowed to intervene when staff are dealing with an unruly guest. If volunteers encounter a guest with a problem, or any conflict situation, the issue must immediately be referred to security staff or the Program Manager.
3. Do not offer guests special privileges (e.g money, specific food, extra tokens). Always check with the program coordinator if a guest needs extra help.
4. Do not bring any valuables to the shelter. If you must bring items, keep all personal belongings and valuables in a secure location at the shelter (e.g. a volunteer room). MIOTC is not liable for any lost or stolen property.
5. All MIOTC services are considered a 'privilege' not a 'right'. As such, bus tokens may be denied to any guest deemed to be in violation of our policies. For example, MIOTC staff may decide not to give a guest a token if the guest drives a vehicle or has alternate transportation to/from the shelter.
6. Taking photographs, audio or video footage is strictly prohibited unless authorized by the MIOTC Program Manager.
7. Pets are not allowed unless the animal is a service animal.
8. Smoking of any substances is not allowed indoors or within 9 m of building entrances, and is only allowed in designated smoking areas. Guests are to use designated containers for cigarette butts only.

Dress Code:

We ask that all volunteers be mindful of the clothing they choose in regards to both modesty and subject matter. (Provocative clothing and clothing that shows too much skin or is too tight or too short would be inappropriate.).

- No short shorts, tank tops (without a cover), or low cut tops allowed.
- Do not bring purses or valuables into the facility, as we don't have extra space to secure them.
- Uniforms or any attire which represents membership, association or employment with a corporation, club or any type of association is strictly prohibited. Only MIOTC security staff and emergency services (e.g Police, Fire, Ambulance) are allowed to enter MIOTC shelters in uniform. MIOTC staff reserves the right to ask volunteers to leave the premises if they wear any clothing deemed inappropriate.

Dual Relationships:

A Dual Relationship is a situation in which a volunteer has a relationship with a client as a result of his or her connection to Mosaic Interfaith Out of the Cold. Each volunteer has a duty to report any Dual Relationship with a client to the Program Manager. Unacceptable Dual Relationships are strictly prohibited.

The following are examples of unacceptable Dual Relationships:

- Entering into a romantic or sexual relationship with a client.
- Borrowing or accepting money from a client.
- Providing money or transportation to a client.
- Buying from or selling any item to a client.
- Borrowing from or lending any item to a client.
- Hiring or allowing a client to perform work for the volunteer's personal business, home or family, such as housekeeping, babysitting, yard work, etc., unless the work is arranged and authorized by Mosaic Interfaith Out of the Cold.

The following are examples of Dual Relationships that require a written request to the MIOTC Program Manager. Approval may or may not be granted.

1. Lending money to a client for an emergency need.
2. Accepting gifts from a client.

An individual is a client of Mosaic Interfaith Out of the Cold during the time he or she is receiving services from MIOTC and all its associated shelters, and for a period of twelve months following the last date of delivery of such services.

Harassment Policy:

MIOTC is committed to a healthy, harassment-free environment for all our staff, volunteers and guests. All staff, volunteers and guests are therefore required to adhere to the following MIOTC policies intended to prevent harassment of any type, including sexual harassment.

1. Harassment of any kind will not be tolerated, and MIOTC prohibits any discriminatory action or speech based on the ground of gender, sexual orientation, race, religion, colour, place of origin, physical or mental disability, age, ancestry, marital status, source of income, family status and/or any form of sexual harassment.
2. Volunteers must refrain from any action or speech which is of a sexual nature, whether intended as a serious action or as a joke. Sexual harassment may include unwanted sexual advances, unwanted requests for sexual favours, and other unwanted verbal or physical conduct of a sexual nature. Sexual harassment can include such things as pinching, patting, rubbing or leering, "dirty" jokes, pictures or pornographic materials, comments, suggestions, innuendoes, requests or demands of a sexual nature.
3. If you believe you are being harassed:
 - Tell the harasser that their behavior is unwelcome and inappropriate and ask them to stop.
 - If, after asking the harasser to stop their behavior, the harassment continues, report the problem to either the site Team Leader, or to the MIOTC Program Manager

 - Keep a record of incidents (date, times, locations, possible witnesses, what happened, your response). You do not have to have a record of events in order to make a complaint, but a record can assist MIOTC in dealing with the situation, and help you remember details over time.
4. Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately and all necessary steps taken to resolve the problem. If appropriate, action taken may include conciliation. MIOTC staff and site team leaders will speak with all parties involved in a fair and confidential manner.

If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately. Discipline may include suspension or dismissal of the volunteer from the program.

Safety:

1. Volunteers are not allowed to take a guest outside the shelter (e.g to the convenience store, subway etc). At no time, is a volunteer allowed to drive a guest (no matter how well you know them) anywhere.
2. All staff/volunteer interaction is limited to the shelter. Volunteers and/or guests cannot contact or meet each other outside of the program (including in the shelter parking lot).
3. Call all volunteers and guests by their first name only.
4. Never give out your last name, address or phone number to guests.
5. Volunteers must sign in with their first name only.
6. If touring the building (while on fire or security check), travel in pairs.
7. Refer all issues that cannot be easily resolved to the site coordinator or team leader. Call security immediately to handle any dispute. Do not attempt to resolve issues yourself.
8. Communicate any problems or issues to volunteers on the next shift (leave a note).
9. Make sure there is one volunteer awake at all times.
10. Keep a light/lamp on in the guest sleeping area.

11. Keep away all sharp objects including knives, scissors, nail files, razor blades, and cutlery. Use plastic cutlery if possible.
12. Never give guests any kind of medication including over the counter medicine such as Tylenol, advil, stomach relief. Refer any medical needs to the on-site nurse.
13. Offer female guests a separate sleeping area if available.
14. Emergency and non-emergency phone numbers must be displayed in front area visible to all volunteers.
15. Volunteers should be briefed on and made aware of “Fire Safety” and “How to deal with incidents” (appendices 2 & 4)

Phones:

1. OTC Coordinator cell phone – 416 948 – MOTC (6682)
2. A working phone must be available at all times and visible to all volunteers.
3. Guests must not be allowed to use shelter phones unless authorized by a volunteer.
4. Volunteers should use the phone for emergency calls only.
5. Wipe the phone with disinfecting wipes regularly.

Cleaning:

1. Shelters must be rigidly cleaned in order to prevent the spread of diseases and infections.
2. Mattresses should be cleaned/wiped with soap and water every morning.
3. Visually inspect mattresses for bed bugs when laying mattresses out. Bed bugs can be seen, they are about ½ cm long. They are tan-coloured and flat-shaped before feeding, and dropshaped and reddish-brown after feeding. They do not fly or jump, but travel from person to person by walking. Usually, they travel from in clothing or luggage.
4. Blanket cleaning: Only blankets and towels are to be cleaned. Do not put any clothing items in with blankets and towels for cleaning. Dirty clothing should be thrown away. All soiled blankets and towels must be put in clear garbage bags in the morning, and put near the front of the building for the cleaning company to pick-up. Bag blankets and towels separately.
5. Coordinator or team leader to visually check cleanliness of shelter prior to opening (cleanliness of washrooms, mattresses, kitchen areas, essentials such as soap and toilet paper in washrooms). Fill out the “Checklist form” before each shelter opening to ensure items are completed.
6. Conduct regular checks in the hallways and washrooms – replenish supplies when needed.
7. Wash your hands frequently.
8. Keep hand sanitizers available in various locations.

Bed Bug and Lice Policy:

1. Shelter areas should be away from carpeted rooms. Bed Bugs find it difficult to travel on polished floors, so avoid using carpeted areas.
2. Visually inspect mattresses for bed bugs and other insects when laying mattresses out. Bed bugs can be seen, they are about ½ cm long. They are tan-coloured and flat-shaped before feeding,

and drop-shaped and reddish-brown after feeding. They do not fly or jump, but travel from person to person by walking. Usually, they travel from one place to another in clothing or luggage.

3. If a mattress has bed bugs or insects, put the mattress outside in the cold weather.
4. Mattresses and carpets can also be steamed to kill bugs. Rent or purchase a steamer and apply the steam to all of the mattresses, carpets, and curtains in the shelter. The steam must be 70 Celsius or hotter to be effective.
5. If a guest is suspected to have bed bugs or lice:
 - If a guest has been positively identified as having bugs, separate the guest and their belongings immediately from the shelter area. Speak to the guest gently and respectfully. Do not ask the guest if they have bugs in front of other people!
 - Call a team leader, program manager or security to approach the guest. If the nurse is available, call the nurse to speak to the guest about next steps.
 - Put all of the guest's belongings in a garbage bag and tie securely. Put all blankets the guest has used in a garbage bag and tie securely. Blankets and clothing can be washed and dried to prevent bed bugs. Washing, and especially drying, kills bugs. If drying is the only choice, tumble the person's clothing for 30 minutes in a dryer at 35 degrees Celsius or hotter. This will generally kill bugs. Hotter is better. If a washer and dryer are unavailable, put the bags outside in the cold.
 - Vacuum the area where the guest has been sitting or sleeping. Inspect the vacuum cleaner afterwards for bugs.
6. If the guest agrees to have their belongings and clothing put away and/or laundered, and change their clothes, they can stay at the shelter, preferably in a separate sleeping area.

Securely tie their belongings in a garbage bag and store away from the sleeping area. Bed bugs cannot survive if they are far from their food source (people). Put the items and mattresses outside in the cold (Bed bugs cannot live if exposed to cold 9 degrees Celsius for a day).
7. If the guest refuses to have their belongings laundered, and you currently cannot separate them from other guests, contact other shelters to see if they can provide a bed in a separate area.
8. If bed bugs are found in the shelter, the team leader and/or Program Manager will contact pest control to deal with the issue.
9. If a guest tells you that they have been bitten by bed bugs at our shelter, inform the team leader and Program Manager immediately. The team leaders should record and track the information. Note the date, the number of people affected and in which sleeping area and/or part of a sleeping area they were. This is valuable information for your pest control operator and staff.
10. It is important the above steps be taken immediately when a guest is identified as having bugs!

Shelter opening:

1. Set up registration/intake table at front entrance.
2. "Intake Form" must be filled out by volunteers (not guests) as clearly and completely as possible.
3. Once a guest has registered, they cannot leave the site and return later (they can go outside for a cigarette etc., but not for a long period of time).
4. The following documents must be kept at front desk during shelter hours:

- a. Policies & Procedures manual
 - b. Volunteer sign in/out sheet
 - c. "Service Denial" forms
 - d. "Complaint" forms
 - e. "Critical Incident" forms
5. Coordinator or team leader to visually check cleanliness of shelter prior to opening (cleanliness of washrooms, mattresses, kitchen areas, essentials such as soap and toilet paper in washrooms).
 6. "Checklist form" to be available at front desk and Coordinator or team leader to check list and ensure items are completed before each shelter opening.

Volunteer Arrival & Departure:

1. All volunteers must sign in and out on "Volunteer sign in/out" form with first names only.
2. All volunteers to wear name tag with first name only.
3. Advise volunteers on next shift that you are leaving and of any situations you feel they should be aware of.
4. Keep all personal belongings and valuables in a secure location at the shelter (e.g. a volunteer room). MIOTC is not liable for any lost or stolen property.
5. If you don't know where the following items can be found, check with site coordinator or team leader:
 - 1st Aid Kit
 - Supplies
 - Facility layout / Fire exits and smoking area

Transportation:

1. A volunteer should be accompanied by security personnel to pick up guests at pick up locations.
2. Volunteers are at no time to transport guests in their personal vehicles.
3. Volunteers must take "Service Denial" forms with them to pick up locations, forms to be returned into manual at end of pick up time.
4. Any individual denied service at pick up location must be documented on "Service Denial" form.

Guest Arrivals & Intake:

1. Upon arrival at shelter all guests must be registered on "Intake" form to be filled out by volunteers (not guests). Forms must be filled out as clearly and completely as possible.
2. Once a guest has registered, they cannot leave the site and return later (they can go outside for a cigarette etc., but not for a long period of time).
3. Do not allow guests to bring in alcohol or drugs. Guests may choose to place alcohol in safe keeping outside the centre to allow them to enter. Volunteers can take (with guest's permission)

any alcohol or drugs and deposit them into a bag with nametag identification. The volunteer must ensure the items are placed in a locked area for safekeeping.

4. Each guest should take 2 name tags – one to wear and one to identify their sleeping area.
5. Keep ear plus available at registration. Some guests who complain about noise in the sleeping area can be given earplugs.
6. Late arrivals (after 7:30pm): Dinner is only served during dinner hours (6:30 – 7:30 pm). If a guest arrives after 7:30 pm and is only signing in for dinner (not staying overnight), inform them that guests arriving after 7:30pm will not be served dinner, or provided with services including clothing, showers, and medical. Do not provide them with tokens either. Only overnight guests can be served dinner, receive services and tokens after 7:30pm.

Kitchen / Meal Preparation:

1. All volunteer on kitchen duty or serving food must wash hands frequently.
2. Cover and put away all unused food. FOOD THAT HAS NOT BEEN EATEN AND RETURNED BY GUESTS SHOULD BE THROWN AWAY.
3. Wipe all tables and counter tops with javex solution and disposable j-cloths.
4. Avoid serving guests more than once. Instead, give enough food in the first serving. Some guests may put extra servings in their bag to take with them which can cause illness and create a liability for the shelter.
5. Dinner is only served during dinner hours (6:30 – 7:30 pm). Dinner-only guests arriving after 7:30pm and will not be served dinner. Only overnight guests can be served late meals.
6. All sites are encouraged to prepare and serve meals to MIOTC staff (Security staff and on-site coordinators). Our staff often work overtime and are not allowed to leave their posts, therefore sites are encouraged to feed MIOTC staff even if volunteers are not provided meals at your location.

Overnight Shift:

1. Lights in the sleeping area should be dimmed by 9:00 pm and a quiet atmosphere should be encouraged. Do not keep the sleeping area in total darkness as this poses a security risk – keep a small light on.
2. Keep the area for after dinner activities (movies, bingo etc) separate from the sleeping area. Guests may be allowed to stay in these areas past 9pm.
3. Activities such as movies can go on after 9:00 pm, but try to limit the movies etc to 11pm. Guests should be encouraged to get some sleep – it is good for their health, and easier for staff to wake people in the mornings!
4. Keep some refreshments out for the late night activities, but do not have beverages such as coffee/tea which may keep guests awake. Water, juice, popcorn are good alternatives.
5. Security personnel should be stationed (1) in the sleeping area, and (2) near registration where volunteers are. Security personnel should be walking around and monitoring the facilities at all times.

Medical Team Policy:

1. All volunteers providing Medical care must be registered and licensed with the appropriate agencies to operate in Ontario.
2. Volunteers must fill out the medical team licensing form (available in the blue patient record binder in the medical kit) before they begin volunteering. All licensing information must be completed and up to date.
3. Medical team volunteers must carry their own liability insurance as part of their licensing/membership with regulatory bodies.
4. All volunteers providing medical care must first be trained by MIOTC staff. Sites cannot recruit medical team volunteers without authorization from MIOTC.
5. Only over the counter medications are to be provided to patients. At no time, are Registered Nurses to provide prescription medication to patients. Only Medical Doctors who are authorized to provide prescription medications can do so.
6. Only provide enough medication/supply for 1 day, as our guests have access to medical care at our shelters every day. Providing medication in excess of 1 day supply discourages our guests from seeing the medical team the next day, and receiving critical follow-up. More than a 1 day supply also encourages 'hoarding' of medication.
7. Volunteers are bound by MIOTC confidentiality policy to regard all patient information (including identity, diagnosis and condition, etc.) as strictly confidential.
8. Volunteers must fill out the patient record ("Health Assessment" form) for each patient every time the patient is seen. The form must be signed by the patient and volunteer.
9. Volunteers should never directly ask a patient why he/she is in the program. While the medical team is an important part of guest relationship building and counselling, volunteers should allow the guest to speak about his/her situation first.
10. Volunteers are to keep their relationship with the patient casual but friendly at all times; refrain from giving gifts, personal telephone numbers or addresses to patients and vice versa. Relationships with the guests must always remain professional.
11. Medical Volunteers are responsible for reporting any incident involving serious injury or medical condition of guests. Volunteers must immediately report the incident to the MIOTC Program Manager, and complete an incident report (available in the blue guest registration binder at the front desk).
12. Volunteers are asked to commit to their schedule and come regularly to the shelter when scheduled. Good attendance is very important as our guests depend on medical staff for a continuum of care.
13. Volunteers must not attempt to sell medical items to clients, MIOTC staff or other volunteers.
14. Volunteers must have proper training to operate any piece of medical equipment. Volunteers are also responsible for inspecting any equipment for safety and cleanliness before using. If there is any concern, please report the equipment to the MIOTC Program Manager.
15. Volunteers must keep all medical items / medical kit secure at all times. Do not leave the kit unattended at any time.
16. Infection control precautions are to be utilized by volunteers at all times. These procedures treat all patients as though they have an infection of some kind. You must use protective clothing, gloves, face masks, etc., when interacting with patients deemed to be at risk of infections.

17. Volunteers should wash their hands before and after patient contact, and whenever visibly soiled with infective material.
18. Volunteers are required to read and follow all MIOTC policies, including the 'Harassment Policy' on page 6.

APPENDIX I – Routine Health Procedures

Routine Health procedures means treating **everyone's blood and other body fluids as infectious at all times**. Anyone can be exposed to bloodborne pathogens (HIV, Hepatitis B or Hepatitis C) if he/she is exposed to blood or other body fluids.

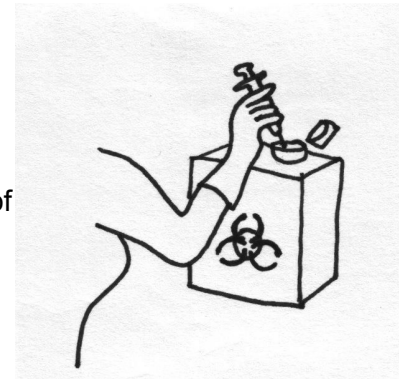
BE SAFE



- Think before you act.
- Cover cuts and other open areas on your skin.
- Use a protective barrier (e.g. latex gloves) between you and other person.
- Always wash your hands well after removing gloves.
- Don't eat, drink or smoke in areas where blood borne pathogens may be present.
- Don't share personal items (toothbrushes, razors, nail clippers)
- Consider being vaccinated against Hepatitis B.

ELIMINATE HAZARDS

- Never reach into trash.
- Use equipment (tongs, dustpan and broom) to pick up broken glass.
- Dispose of sharp objects in a covered, puncture resistant, leakproof container and clearly identify as hazardous.
- Place other contaminated wastes in a leakproof bag.
- Wipe up soiled blood or other bodily fluids with disposable towels soaked in disinfectant (e.g. 1:10 bleach and water for ten minutes)



IF EXPOSED TO BLOOD OR BODY FLUIDS



- Use antiseptic towelettes or hand cleaners if soap and water are not available.
- Wash the exposed area with soap and running water as soon as possible.
- Report the incident and seek medical help.
- Ask about Hepatitis B immune globulin if you have not been vaccinated against Hepatitis B.

APPENDIX II – Fire Safety & Evacuation Procedures

- Shelter Coordinators and Team Leaders must be familiar with all fire exits, and must notify all volunteers of their location.
- _____ Coordinators must ensure that the building's fire alarm is connected to the Fire Department.

Evacuation: *If smoke or flames are detected, or a smoke detector is activated:*

- Volunteers must identify that there is a fire and not a false alarm.
- The coordinator or shift leader has the responsibility for initiating the safe evacuation of the building, and ensuring that 911 is called to report the fire.
- The coordinator or shift leader must ensure the "Intake" forms and "Volunteer Sign in/out" forms are picked up on the way out if possible (these forms will show who is in the building and ensure a head count)
- Volunteers and Guests are to exit the building by one of the fire exits provided they are not blocked by fire or smoke.
- Volunteers must ensure all volunteers and guests are gathered in a safe area, and perform a head count to ensure everyone has vacated the premises.
- The coordinator or shift leader is to call the MIOTC Development Coordinator (416 948 6682) to report the emergency.
- The coordinator or shift leader will liase with the Fire Department.
- Volunteers will supervise Guests.

Additional Fire Safety Measures:

- The coordinator or shift leader will always have a cell phone for emergency calls.
- Coordinators, shift leaders and volunteers must be aware of location of fire extinguishers.
- The coordinator or shift leader is to review Fire Alarm procedures in the event an alarm switch is incorrectly activated. They will notify the Alarm company and turn off the alarm.
- "Critical Incident" forms must be filled out in case of a false alarm or a fire.

APPENDIX III – Emergency and Referral Numbers

Contact	Notes	Number
Emergency		911
Police (non emergency)	Ask to speak to Staff Sergeant	905 881 1221
Fire Department(non emergency)		905 883 5444

NOTE: If the police are called for any reason, get their name, badge #, and incident # and note on the “Critical Incident” form.

The following referral numbers are available through the Community Information Service, Helpmate, and on the website of the York Region Food Network www.yrfn.ca. *Programs may not be available everyday, call the number to check for days and times.*

Service	Agency Name	Number
General	Helpmate (Community Information Service)	905 844 3000 or 1 800 363 2412
	Health Connection	1 800 361 5653
	YorkLink (online directory to over 700 service agencies)	www.york.ca (yorklink icon at top of page)
	York Region Food Network	905 967 0428 or 1 800 454 9736
Crisis	Kids Help Phone	1 800 668 6868
	Telecare (24/7 service)	416 408 4357
	Street Helpline	392 3777
	Street Outreach Van/Needle Exchange (open Mondays through Thursdays from 2 pm to 9 pm, and on Fridays from 10 am to 4 pm)	1 866 553 4053
	York Support Services Network	905 310 COPE
Clothing	Treasures Richmond Hill	905 883 5122
	Salvation Army Thrift Shop Richmond Hill	905 737 7164
	Goodwill Richmond Hill	905 737 6460
Youth Shelters/Programs	York Region Children Aid Society	905 895 2318 or 1 800 718 3850
	Sutton Youth Shelter	905 722 9076 or 1 877 972 0898
	York Region Youth Shelter Newmarket	905 830 0121
	Homebase (Pathways) Richmond Hill	905 884 3070
	Food 4 Thought – Supper Club Newmarket	905 953 5120
Shelter / Housing	Street Helpline	416 392 3777

Shelter / Housing	Street Outreach Van	1 866 553 4053
	Yellow Brick House (abused women)	905 727 1944 or 1 800 263 3247
	Agency Name	Number
	Sandgate Women's Shelter of Georgina	905 722 3220 or 1 800 661 8294
	Blue Door Shelters (Newmarket) individual & family shelters, counseling and support.	905 898 1658 (24 hr) 905 898 1015 (admin)
	Housing Help Centre	(905) 713 2696 (416) 410-6051
	Inn From The Cold	905 895 8889
Counselling/Support	Women's Centre of York Region	905 853 9270
	Yellow Brick House Counselling & Legal Support Services	1 800 263 3247
	Family Services of York Region (legal aid, Resolve, Human Resources Development, Family Counselling, Mediation, Family Life Education and more)	905 895 2371
	Rose of Sharon Services for young mothers	905 853 5514 or 1 877 516 3715
Faith Organizations	MOSAIC INTERFAITH Out of the Cold (emergency shelter, meals & clothing)	416 948 MOTC (6682) – York Region 416 699 6682 - Toronto
	Salvation Army	905 722 3059 – Georgina 905 895 6276 – Newmarket, Aurora, other YR areas 905 471 1038 – Markham 905 737 0496 – Richmond Hill
Addiction	Addiction Services for York Region	905 841 7007 1 800 263 2288
	Addiction Centre, Drug & Alcohol Info Line	1 800 463 6273
	Alcoholics Anonymous	416 487 5591
	York Region Abuse Programme	905 853 3040 or 1 800 263 2240
	Umbrellas Program (Pregnant and Parenting Women)	905 841 7007 or 1 800 263 2288 ext 322
	York Region Health Services	905 884 1133
Employment	Human Resources Development Canada	905 886 7662
	York Region Youth Employment Services	905 948 9622
	Municipal Employment Program (Social Assistance)	1 800 263 7413
Social Services	Markham	905 513 0880
	Vaughan	905 850 3490

APPENDIX IV – How to Deal with Potential Incidents

Procedure if there are no beds/food available:

- Most MIOTC sites can accommodate approx 25 overnight and 40 guests only.
- If a site is reaching maximum capacity, volunteers should ask Shift leader to seek alternative accommodation (through agencies listed in appendix III).
- *Volunteer must fill out a “Service Denial” form.*
- Shift leader is to immediately inform MIOTC Development Coordinator that no beds are available (416 948 6682).

Procedure if Guest appears ill or injured:

- The extent of the illness or injury should be assessed by the Shift leader or any other qualified volunteer.
- If necessary, arrangements should be made to transfer guest to York Region Central Hospital by calling 911.
- If a volunteer administers first aid, *rubber gloves must be worn regardless of type of injury.*

Procedure if Guest appears drunk or high:

- Guest should be invited to take a seat in the intake area, to provide time for the shift leader to assess his/her condition.
- If the guest is exhibiting unruly or dangerous behavior, entry should be denied and the guest should leave the facility.
- *Volunteer must fill out a “Service Denial” form.*

Procedure if Guest is unruly or potentially aggressive:

- Volunteers must ensure that the Shift Leader and Security personnel are involved immediately.
- They will determine if the guest should be allowed to remain, be asked to leave or if 911 is required.
- If police need to be called and it is a non emergency, call 905 773 1221 and ask to speak to the Staff Sergeant.
- *Volunteer must fill out a “Critical Incident” form.*

Procedure if Guest needs delousing (Rid of lice or other undesirable substance):

- If a guest is clearly in need of delousing, he/she should be refused entry and advised of the appropriate steps to take.
- Refer to shift leader for assistance.
- *Volunteer must fill out a “Service Denial” form.*

APPENDIX V – Active Listening

Active listening is inherently and qualitatively different from hearing or merely listening. Hearing occurs when you “hear” the telephone ring and listening when you “listen” to a lecture. Active listening however, is most useful when you truly want to listen to another individual. You know that you have utilized active listening successfully when your awareness is totally focused on the person speaking to you through his/her words, thoughts, emotions, and body language to the near exclusion of everything else, including your own self.

Active listening contains 2 major components that are crucial to developing your level of expertise:

- Listening actively to the other person’s internal frame of reference.
- Conveying a message to the other person that you are indeed listening.

The following points may be helpful when interacting with the guests:

- Be aware of your emotions, in order to prevent them from coloring perceptions of both the speaker and yourself. Suspend judgment and *accept feelings*.
- Effectively reflect and interpret the speaker’s feelings and words. Assist the speaker using accurate summaries of what he is saying.
- Ask questions when you need clarification.
- Don’t feel the need to explain the problem away.
- Don’t respond or comment about a third person or about the situation, only about the other’s feelings.
- Remember, if you’re not sure of what you should be saying, its ok to say nothing.
- Be yourself – people notice and appreciate genuine behaviour.

Non-Verbal Communication

85 – 90% of our communication is non-verbal.

Remember:

- Personal space – don’t violate it (3 feet apart)
- Body language – face to face, eye to eye is a challenging position.
- Supportive Stance – stand one leg length away and off to the side.
- Voice – watch tone, volume and rate.

Verbal Escalations – Volunteer Responses

- Listen
- Stay Calm
- Remove onlookers
- Be prepared to call for assistance

LISTENING EFFECTIVELY – THEORY BOX

Listening is an active skill that requires effort and practice. The following behaviors are skills we can learn and practice to improve our ability to listen. An easy way to remember them is to remember the formula **B R I E F**:

- B** **B**ody posture, including movements and gestures that communicate attentiveness.
- R** **R**espect for the other person's right to speak and be heard.
- I** **I**ntimacy involves creating a safe, caring environment in which ideas and feelings can be expressed freely.
- E** **E**ye contact communicates interest and attention.
- F** **F**ollowing is both verbal and non-verbal. It is an invitation to say more. Verbal following includes statements like, "I see" or "tell me more about it". Non verbal following is communicated by nodding, touching or smiling.

An active listener:

- Defers judgement
- Resists responding until the speaker is finished speaking
- Encourages the speaker to discover his/her own solutions by helping to diagnose the issues relating to the problem (if there is one).