

Saint Daniel Church, Wheaton, Illinois

Parish Manual for the PADS Homeless Shelter

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Revised and updated on August 25, 2015

4:00 p.m. to 6:00 p.m.

Various Volunteers for Preparation and Set-Up

Food Pickup and Transportation: at least two volunteers are needed.

1. On Monday or Tuesday of the first week of the month, pick up the donated food lists from the church office.
2. You will need the list, a clipboard, and a highlighter. One person should arrive at the church at 5:00 and park by the main entrance. People will begin arriving with food items almost immediately. Check off names and donated items using the highlighter as you load food into the trunk of your car. The second person should arrive around 5:15 and items will also be loaded into that car.
3. One person can leave around 5:35 p.m. and drive to Peace Lutheran Church. The second person should stay until around 5:50 p.m. to get any late comers. When arriving at Peace Lutheran, pull up by the entrance where our guests enter. Carry in some of the donated items, and there will be a cart in the kitchen that can be brought to your car to unload the rest of the donated items. Dinner shift volunteers often are entering at this time, and they will also assist in unloading your car.
4. The second car from St. Daniel's should pull up and follow the same procedure.
5. These two volunteers can check to see if help is needed at the site at this time.

PADS Site Set Up

1. If possible, the day before the St Daniels PADS night, check in with Ted Fahey, Boy Scout Leader, at 630-277-6937, to get an estimate of the number of boy scouts, if any, that will be assisting with set up. If there will be few or none, it may be a good idea to see if a couple St Daniel's volunteers from the sign-up sheet can arrive at 5:15 or so to assist with pad setups.
2. Arrive at Peace Lutheran by 5:15. Place the sign-up sheets on the window countertop in the kitchen so the information is available for all shifts. Do not leave the sign-up sheets at the check-in desk as it has contact information and names of volunteers.
3. Peace Lutheran normally has volunteers or staff on site that are well versed on the location of the equipment needed for setup. Check in with Jan Waichunas or Mike (last name not known) if there are any questions.
4. It is important to make the best use of volunteers such as the boy scouts. Coordinate their activities rather than trying to do the set up yourself. It will go much faster that way and will give everyone a chance to chip in. Some of the boy scouts, or other youth volunteers, have not been to the site before and will need guidance. They are eager to help. Make use of their energy.

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Dining Accommodations Set Up

1. Set up one row of rectangular dining tables along the South wall in the main sleeping room near the side rooms. This will be used for dining purposes.
2. Set up round tables in the dining room. Set up rectangular tables for dining purposes, two rows running East to West in the room.
3. Set up a rectangular dessert table near the entrance (East) side of the dining room. Set up several rectangular tables along the Southeast wall for the servers.
4. Bring enough chairs into the dining room for all tables used for dining purposes.
5. Set up a paper placemat, napkin, fork, spoon, and knife at each seat. The supplies are in the wooden cabinets in the dining room.
6. Place a plastic tub in the sink. Fill the tub with soapy water. Guests will deposit their silverware into this tub after eating.

Set Up of Guest Pads

1. Pads are stored in the double-door storage room. Set up pads in the side rooms along the South side of the main area. The room furthest East should be set with 7 pads. The remaining rooms should be set with 6 pads each, with the exception of the room furthest West which should be set with 4 pads. The main area should be setup with the remaining pads. In total, there should be approximately 50 pads when complete.
2. Make sure that a chair is placed next to each pad. In the main area, it may be easier to set up the chairs before setting up the pads.
3. Place a pillow on each chair. Pillows are kept in the storage room.
4. On each pad place one of the following: a wrap-around sheet (the pad fits into this sheet), a top sheet, pillow case, and blanket.
5. Each pad is set up as follows: place the pad in the wrap-around sheet. Then cover the pad with a top sheet. Fold the sides of the top sheet under the pad. Place a folded blanket on the chair or on the pad. Put the pillow in the pillow case. Place the pillow on the chair. Ensure that all pads are set up in this manner.
6. If there are questions about the setup, see Jan Waichunas or Mike, who are well versed on the optimal use of space in the main area.

6:00 p.m. to 9:00 p.m.

Eight Volunteers for Sign-In and Dinner

1. Sign in at front door, receive name tags. Please note that PADS guests should never be in the kitchen.
2. Go directly to the kitchen, and pre-heat the ovens to 325 degrees.
3. Start the coffee - decaffeinated only - instructions are at coffee maker.
4. Check the dining room to be sure that everything is getting ready for the meal.
5. The Boy Scouts organize and set up tables for the meals. If not, PADS personnel can advise you how many place settings will be needed.
6. Utensils (fork, spoon and knife), napkins, salt and pepper shakers should be placed on tables. See upper cabinets in dining area for these items.
7. Paper plates are in the upper cabinets in the dining area, hold at serving tables for guests.
8. Coffee cups, sugar and creamer should be set out by the coffee.
9. Milk and soda station set up with cups and ice.
10. Serving utensils from the kitchen should be placed on serving tables; tongs, large serving spoons, etc.
11. Set up a large bowl in the dining room sink for used utensils.
12. PADS personnel will inform us of number of guest and when they can be served, any questions regarding time should be directed to them.
13. The kitchen crew receives and inventories the incoming food from the parish.
14. The hot entrée is sourced from an outside vendor and comes separately.
15. Refrigerate the cold cuts, milk, etc., for the morning crew.
16. Decide which foods will be used for dinner, breakfast, and lunch.
17. Rolls and salads should be placed in bowls for serving.
18. Desserts are placed on individual plates, and put on the table in the dining room.
19. Place hot foods in the oven to keep them warm.
20. Five or six servers are needed in the dining area, to serve the beverages, salad, and main courses.
21. Two or three support personnel are in kitchen. Bring out additional food, and keep the kitchen area clean.
22. Trash in the kitchen should be disposed of as needed.
23. PADS personnel will inform us of any late guests, so make sure that plates are ready for late arrivals, and are held in the kitchen for them.
24. At the conclusion of dinner, remove all service items and remaining food to the kitchen.
25. Wash the serving utensils and bowls. Please leave kitchen in same or better condition than found.
26. Remove all garbage, and dump it in the trash bins outside.
27. Transition from dinner shift to overnight night and morning shifts
28. The overnight and morning shifts will prepare the breakfast and lunch meals.

8:00 p.m. to 11:00 p.m.

Six Volunteers for Late Evening

1. Arrive at 8:00 p.m. and sign in at the front table, fill out a name tag
2. Go to the kitchen and begin clean up from the dinner. Wash silverware, clean pans, put cleaned silverware in plastic tubs that are in the dining room. Put everything away. During this time the guests are watching a movie and finishing dinner.
3. Get a lunch count from the PADS Rep (# of guests who are staying the night and will be needing a lunch)
4. Wash fruit, and fill lunch bags with non-perishable food (Granola bars, chips, or whatever has been donated.)
5. Make sandwiches and put those in the refrigerator.
6. Between 9:00 and 10:00 p.m., one of our volunteers (male) goes outside the back door so the guests can have a smoke break after dinner
7. Dinner room clean up including a table in the front of the sleeping room where the overflow guests also dine. Disinfect tables, chairs with wipes. Gather all the trash bags from the front and lunchroom and carry to the kitchen. All bags are taken to the dumpster out back.
8. Before the PADS Rep leaves, get a list of all guests that are staying the night and names of late arrivals. Also, get a list of any early wake-ups with the location of their cones. This info is left on the table up front to be passed on to the 11:00 volunteers and 3:00 volunteers.
9. When the Pads Reps leave, two volunteers need to be at the front table by the door to let in late arrivals and handle any questions.
10. Other volunteers stay in the kitchen area to heat up meals that have been saved for the late arrivals.
11. Occasionally we have been asked to keep a guest's "valuables" for them until morning. We put them in the lower kitchen cabinets below the counter leaving a note with the person's name and the type of valuable up in front to let early morning volunteer know where they are located.

11:00 p.m. to 3:00 a.m.

Two Volunteers, Male and Female, for Midnight

1. Arrive at Peace Lutheran Church a few minutes before eleven, sign in, and fill out a name tag.
2. Volunteers are stationed at the table by the front door.
3. Receive any status reports from the previous shift.
4. On the table, look over the guest sheets containing the names of all guests and the PADS contact person.
5. Check with the crew that is leaving to determine if there are any late arrivals. (Occasionally a guest works a late shift, and will arrive after 11:00 p.m.) This person must have proper ID which matches the name on the sign-in sheet.
6. In the kitchen, there is a dinner plate for this late arrival which can be put in the microwave. Often the guest refuses dinner and just wants to be directed to the cone that is set up by a pad for him/her.
7. Ask where the late arrival cones are placed, so this info can be given to the volunteers who arrive at 3:00 a.m.
8. Most guests are sleeping at this time. Try not to wake anybody unnecessarily.
9. Guests are not permitted to go outside during this time. There are no smoke breaks. If a guest insists on leaving, let him/her know that he/she will not be allowed to come back in.
10. Monitor the site during this time and quietly address any issues that arise. If an issue cannot be settled, use your cell phone or the phone in the kitchen to call the police. Also, the PADS contact person that is on call for the evening should be notified.

3:00 a.m. to 7:00 a.m.

Two Volunteers, Male and Female, for Early Morning

1. Arrive at Peace Lutheran Church a few minutes before shift start time and sign in. Receive status/concerns from the 11:00 p.m. to 3:00 a.m. overnight shift monitors.
2. Review Log, Guest List, and Early Wakeup List and find the location of each numbered orange cone corresponding with the Early Wakeup List that is placed next to the sleeping mat of the guest requesting the early wakeup. Monitor shelter site and quietly address and, if necessary, report any issues that may develop during shift.
3. Around 4:30 a.m., one overnight shift monitor should prepare the coffee in the kitchen. The directions for making coffee are located next to the coffee pots.
4. While the coffee is brewing, retrieve sandwiches prepared by the 8:00 to 11:00 p.m. evening shift monitors from the white refrigerator, dispense one sandwich into each of the paper lunch bags (already filled with nonperishable food) located on the preparation counter, noting the type of bread used to make each sandwich, and organize the lunch bags on the serving cart according to the type of bread used to make each sandwich.
5. Open the dining room (code is available on the reverse side of a notice tacked onto the kitchen bulletin board) and place the prepared coffee canister and stand onto the dining room serving counter. Note: the coffee stand normally remains on the dining room serving counter overnight.
6. Retrieve and place a sufficient quantity of Styrofoam cups, stirrers, cream packets, sugar, and other sweeteners on the serving counter near the coffee stand.
7. Retrieve and place assorted boxes of cereal (from the P.A.D.S. cabinet and/or left in the kitchen), a gallon of milk and assorted juices (from the white refrigerator), disposable bowls, cups and plastic spoons (from the P.A.D.S. cabinet or other cabinets if not found in the P.A.D.S. cabinet) on the serving table closest to the serving counter containing the coffee.
8. Around 5:15 a.m., bring the serving cart carrying the lunches to the P.A.D.S. entrance and, in as quiet a manner as possible, place the lunches organized according to the type of bread used to make each sandwich on the monitor's table and, if necessary, on the seat of a chair or two. Note: some guests prefer certain types of bread and noting the bread type to the guest provides the guest with some control to make choices. In addition, some guests will remove certain items from their lunch bags and place them on the table for other guests to supplement their lunches.
9. Ensure that all morning wakeups are properly administered at the requested times. If monitors of separate gender are available, monitors of the same gender as the guest should effect the wakeup, however, in situations where both monitors are of the same gender and must wakeup a guest of opposite gender, have both monitors handle that guest's wakeup. At the requested guest's sleeping pad (based on the numbered cones), gently and quietly call out the guest's name in a manner that minimizes waking up other guests and, if that does not work, briefly and intermittently flash the light from a flashlight on the guest's face while continuing to gently and quietly call out the guest's name. NEVER PHYSICALLY TOUCH AN EARLY WAKEUP GUEST IN THE PROCESS OF WAKING THEM UP. At times, you may need to re-wake a guest up in roughly 10-minute intervals.
10. Open the P.A.D.S. entrance door as the 5:30 to 7:00 a.m. servers begin to arrive. Note: the servers generally bring the serving cart back to the kitchen.
11. At 6:00 a.m. sharp, a volunteer turns the lights on, the main breakfast is served by the servers, and the morning cleanup begins.

6:00 a.m. to 7:30 a.m. Shift

Ten Volunteers for Breakfast and Clean-Up

1. Arrive at Peace Lutheran Church a few minutes before shift start time, sign in and, before commencing work on the cleanup, put on latex gloves.
2. At each sleeping mat, remove all bedding (i.e., the pillowcase from the pillow and the sleeping mat sheet and top sheet from the sleeping mat) and deposit the sleeping mat sheet and top sheet into the pillowcase, fold the blanket and bring the pillowcase filled with a sleeping mat sheet and a top sheet to the laundry organizing station, the pillow to the pillow sanitizing station, the sleeping mat to the sleeping mat sanitizing station, and the folded blanket into the storage closet and place the folded blanket into the blanket storage bin. Note: it generally is more efficient to break these tasks up and handle over multiple sleeping mats (i.e., bring several pillowcases filled with a sleeping mat sheet and a top sheet to the laundry organizing station, fold several blankets and take a group of folded blankets into the storage closet and place them into the blanket storage bin, etc.)
3. Retrieve the guest chairs provided at each sleeping mat and stack along the designated walls of the main sleeping area.
4. At the laundry organizing station, deposit several pillowcases filled with a sleeping mat sheet and a top sheet into plastic bags so that a laundry volunteer from Peace Lutheran Church can take the bedding home to launder and return the laundered bedding to Peace Lutheran Church prior to the next P.A.D.S. evening at Peace Lutheran Church.
5. At the pillow sanitizing station, generally two volunteers will sanitize the pillows using a spray-on sanitizing cleaner and towels and other volunteers will periodically bring the sanitized pillows into the storage closet and place them into the pillow storage bin.
6. At the sleeping mat sanitizing station, generally two volunteers will sanitize the sleeping mats using a spray-on sanitizing cleaner and towels and other volunteers will periodically bring the sanitized sleeping mats into the storage closet and stack onto the sleeping mat storage pallet. Note: do not stack sleeping mats too high on the sleeping mat storage pallet by leaving a gap of approximately 12 to 18 inches from the ceiling and place the excess sleeping mats on their sides next to the sleeping mat storage pallet.
7. Remove all refuse from the main sleeping area and each of the side sleeping rooms and recess the temporary walls in the side sleeping rooms.
8. Once the pillow sanitizing is complete, sanitize the rectangular tables used at the pillow sanitizing station using a spray-on sanitizing cleaner and towels and remove the sanitized tables from the main sleeping area and bring them into the storage closet, neatly stacking the rectangular tables in the designated area.
9. As the side sleeping rooms are cleared, generally one or two volunteers (depending on how many vacuum cleaners are available) will commence vacuuming and ensure that each side sleeping room is left in good order.
10. Once the main sleeping area is generally cleared, vacuuming of the main sleeping area can commence. Note: Many guests will continue to linger in the main sleeping area, especially on days with inclement weather.

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11. After all guests have been afforded a reasonable time to partake in breakfast, the servers will remove any uneaten and untouched food for proper repackaging or disposal, return unused plates, bowls, utensils, cups, stirrers, sugar, sweeteners, etc. to designated storage cabinets, return the coffee canister(s) and coffee stand to the kitchen, clear and sanitize the rectangular serving tables and serving counter using a spray-on sanitizing cleaner and towels, and remove the sanitized rectangular serving tables from the dining room and bring them into the storage closet, neatly stacking the rectangular tables in the designated area.
12. As each of the dining tables empty, volunteers will stack and place the dining chairs in the designated area along the dining room wall, clear any remaining refuse from the table, sanitize the table using a spray-on sanitizing cleaner and towels, and remove the sanitized table from the dining room and bring it into the storage closet, neatly stacking the rectangular tables in the designated area and rolling round tables onto the round table storage cart and any excess round tables safely between the round table storage cart and the wall.
13. Once the dining room is cleared of all tables, a volunteer will sweep and then mop the dining room floor.
14. Once all of the guests have left the shelter or it is reasonably certain all guests are done using the restrooms, a volunteer will clean and sanitize the restroom sinks, counters and toilets and another volunteer will sweep and mop the restroom floors.
15. Once all of the food is properly repackaged or disposed, volunteers will clean the coffee canister(s), clean and sanitize the kitchen counters, and sweep and mop the kitchen floor.
16. As trash cans fill with refuse, volunteers will remove the filled trash bags and replace them with fresh trash bags. At the end of the shift, volunteers will take all filled trash bags and properly dispose in designated trash bins outside the building.
17. Once the floors in the dining room, the kitchen and the restrooms have been mopped, the mop and bucket should be cleaned and stored in the maintenance closet.
18. Once the cleanup of the shelter is completed, a designated volunteer should deliver any properly repackaged food to the P.A.D.S. daytime location at 703 West Liberty Street in Wheaton, IL.