

Safe, Welcoming Shelter: Staff Guide

DO

- Present a friendly, courteous and respectful presence
- Offer referral to county/state resources or refer guests to Chloe Mason
- Follow procedures for the job descriptions you are fulfilling. Ask questions if you need clarification.
- Feel welcome to bring homework, books or hobbies to enjoy while you are working the overnight shifts
- Expect guests to treat you with respect. Call for support from other staff, Site Coordinators or the Forest Grove Police Department if you ever feel unsafe.
- Follow procedures for turning people away from Shelter, i.e. being over capacity, intoxication, non-compliance with rules
- Sign in and out every shift and write down any needs, questions, or incident reports in the log.

DO NOT

- Give out any personal information: phone, email, Facebook, address
- Offer rides, money, housing, medical assistance, legal advice or any services outside of Shelter
- Deviate from the job you are assigned unless asked to do so by a Site, Staff or Meals coordinator
- Allow yourself to become so engaged in homework, etc. that you forget to maintain an alert, supportive presence for our guests.
- Allow anyone to bully, threaten or assault you. Threats are cause for immediate expulsion and at least a one month exclusion from Shelter. Any negative physical contact means permanent exclusion from Shelter.
- Make exceptions for “favorites”
- Break confidentiality without permission
- Engage in gossip, drama, or unhealthy behaviors