



DOING THE
MOST GOOD®

McKinney Emergency Overnight Weather Shelter

Program Plan

10/1/2020

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The original version of this document uses as a base source the Garland Overnight Warming Shelter Plan November 2015 version. Other sources used in the preparation of original version include: Room in the Inn Winter Shelter Program 2017-2018 Congregational Handbook Oaklawn UMC Winter Program.

Executive Summary

The McKinney Emergency Overnight Weather Shelter (MEOWS) is a response of Faith Communities in the Collin County Homeless Coalition (CCHC) working together to provide emergency shelter for residents and individuals during life-threatening weather conditions.

The goal is to ensure that all those who need and want shelter in extreme cold weather conditions have access to a safe and warm space. This written Plan will ensure the safe and effective operation of the MEOWS for staff and Volunteers, as well as safeguarding the “Guests” being served.

This document outlines the means, organization, and process by which the Shelter will operate during extreme cold weather conditions. The plan provides protocols and procedures for the activation, operation and deactivation of the Shelter. Also included in this document is an Appendix listing with key plans, policies and select procedures.

Mission Statement

The MEOWS will provide emergency shelter for individuals, from the greater McKinney area, in need of temporary overnight assistance. The purpose of this Plan is to provide the framework for operating an emergency Shelter for those without housing during life-threatening cold weather conditions.

Activation Criteria

This plan defines a cold weather event (Event) and sets the activation threshold for the Shelter at:

- 40 degrees or less

The determination will be made at 1 p.m. each day based on the Weather Underground App Forecast at the McKinney Historic Downtown Site.

Objectives

- Ensure a coordinated response among all Volunteers, stakeholders/partners and The Salvation Army staff
- Provide a warm, safe and secure environment for our Guests and Volunteers
- Provide overnight shelter and nourishment for our Guests
- Provide Guest transportation to and from the Shelter
- Provide Information and Referral, Personal Hygiene & Emergency Medical Assistance for our Guests
- Return The Salvation Army facility (i.e., the Shelter) to pre-event condition

Situation and Background

Planning Assumptions

The following assumptions were used in developing this cold weather Shelter. .

- With no existing permanent shelters or overnight shelter capabilities in the greater McKinney area, these low temperatures are a threat to the life safety of homeless or displaced persons.
- On average McKinney experiences approximately 49 days a year where temperatures fall below freezing (32 degrees Fahrenheit). The CDC states, “While hypothermia is most likely at very cold temperatures, it can occur even at cool temperatures (above 40°F) if a person becomes chilled from rain, sweat, or submersion in cold water.”
- The City of McKinney’s City Council approved on November 3, 2020 the McKinney Overnight Warming Shelter to serve up to 50 Guests during a cold weather event.
- Volunteer Teams, in coordination with The Salvation Army Staff, will be responsible for conducting Shelter operations.
- During these cold weather events temperatures will rise during daytime heating and may not be hazardous to life safety.
- Traditional methods of notifying those in need may not be effective in warning the Guest population; we will be reliant on existing word-of-mouth communication channels, notifications posted in public library’s, advocacy groups and local non-profits to conduct outreach and notification. When made available by returning Guests, an email or text communication will be used to notify of a pending Shelter activation.
- Guests may arrive with belongings that will need to be stored securely and returned to the Guests upon checkout.
- Guest and Volunteer safety during hours of operation is critical.
- Rapid access to City Police and EMS in case of medical or a security emergency must be in place.

- The physical Dormitory must account for the presence of single men, single women, couples and families.

Concepts of Operations

- The MEOWS will open on nights when the cold weather conditions reach pre-defined temperature and precipitation thresholds where sleeping outside poses a danger to life safety.
- There are generally five functions associated with Sheltering and Mass Care:
 - Dormitory Management
 - Mass Feeding (Nutrition) and Personal Hygiene
 - Transportation
 - Security
 - Support Services
- The Shelter will have a clear decision-making structure for Volunteers and staff, including a designated person at each site who will make final decisions about operational and safety issues. Volunteers and staff will have clearly defined roles with varying levels of responsibility and have the appropriate training to perform those roles well.

All participants (Leaders & Volunteers) must pass TSA “Safe from Harm” Training and a formal background check before they can participate in the MEOWS Program. Training provided by Faith Based organizations, although similar, cannot replace or be substituted for the TSA requirements.

- The activation of the Shelter will happen in stages that include: Plan Maintenance and Outreach; Situational Monitoring and Awareness; Identification and Notification; Preparation of the Warming Shelter;

Operation of the Warming Shelter; Deactivation of the Warming Shelter; and After Action Review and Improvement Planning.

- To ensure the long-term sustainability and scalability the MEOWS Program will secure Volunteers to assume the role of Volunteer Recruitment / Training, Communications – Internal & External, Operations, Financial (i.e., fundraising) and Systems.

Definitions

Activation Threshold: MEOWS will be activated when the National Weather Service predicts temperatures to be 40 degrees Fahrenheit or less.

Cold Weather Watch Period: Occurs when the temperature forecast by the National Weather Service is to be below 45 degrees Fahrenheit and monitoring actions of the McKinney Overnight Warming Shelter Plan are triggered.

Event: A night when the Shelter is activated to accept Guests and a Volunteer team mobilized to staff the Shelter.

Guests: The individuals who take shelter in the Overnight Warming Shelter will be referred to as Guests.

Overnight Warming Shelter: A building or facility that is not normally designated for lodging that is operated for Sheltering the homeless or displaced persons from the outside elements for brief intervals during any 24-hour period.

MEOWS: McKinney Overnight Warming Shelter

Shelter: Overnight lodging when the weather is life threatening.

TSA: The Salvation Army

Volunteers: The people, age 18 or over, who provide Hospitality and Transportation to the Guests will be referred to as Volunteers.

Actions Taken During Response Stages

Stage I: Plan Maintenance & Outreach

This is the period leading up to the development of the Plan and including the annual maintenance of the Plan during the warmer weather months. Teams and individuals have been identified to cover the following areas:

MEOWS Leadership Team will maintain responsibility for the overall strategy, planning and implementation of the MEOWS Program in conjunction with TSA. During this annual pre-season planning phase, the Leadership Team will set goals and objectives for the new season, including services to be offered to our Guests, as well as coordinate planning meetings at the MEOWS Leadership and Team Lead Levels.

Plan Coordinator will annually review and update as necessary the MEOWS Plan with direction from the MEOWS Leadership Team. A Plan Coordinator may be a TSA employee, a MEOWS Volunteer or a member of the MEOWS leadership Team.

Shelter Coordinator is responsible for the physical facility being used for sheltering and storage of all MEOWS Program related materials. All Volunteers and Guests will observe the policies and procedures as set forth by this Coordinator. Only a TSA McKinney Corp Officer or designee may fulfill this role.

Volunteer Coordinator are responsible for the MEOWS Program level recruitment and training of the Volunteers needed to staff the MEOWS Program. MEOWS Volunteers are organized into Teams responsible for set up, registration, welcoming Guests, first level security, overnight coverage,

packing up Guests, cleaning up the Shelter and transportation (pick up/return Guests to designated locations in the City of McKinney. A designated Team Lead with an Alternate or Backup Lead will lead each Team.

Communications Coordinator(s) is responsible for all internal and external MEOWS Program communications in concert with designated TSA Corps Point of Contact, and is responsible for making the decision to activate the Shelter.

Operations Coordinator is responsible for developing the policies and procedures to be followed while operating the Shelter including such areas as: Storage, Transportation, Registration, Bedding, Medical, Clothes Closet, Security, and Checkout. Additionally, they will ensure all supplies needed to carry out the activities in each area are available when needed.

Systems/Financial Coordinator(s) are responsible to provide/maintain the MEOWS Notification System (phone, email, text mass communication), the MEOWS Hotline phone system, and the MEOWS website. These systems will be used to keep all stakeholders informed when the Shelter is Open/Closed. Additionally, they are responsible for establishing an annual tactical plan to meet the financial requirements (i.e., program expenses, capital needs) of the MEOWS Program in coordination with TSA McKinney Corp Leader and MEOWS Leadership Team.

Stage II: Situational Monitoring & Awareness

This stage includes the cold weather watch period that commences on the evening of November 1 and ends the morning of April 1.

- The Communications Coordinator will maintain situational awareness by reviewing on a daily basis the National Weather Service forecast and post temperature and precipitation forecasts to the MEOWS Program Website – Weather Page. Currently, forecasted temperatures for the upcoming six days are tracked and posted to the Website.
- When the forecast indicates the (Shelter) Activation Criteria has been met, the Communications Coordinator will update the MEOWS Program Website – Schedule Page by listing which Team is scheduled to support that specific night. It is the responsibility of the Team Lead to monitor the MEOWS Program Website and notify their Volunteer members of the pending Shelter opening, realizing that weather conditions can change.

Stage III: Identification & Notification

This stage includes the identification that the activation thresholds have been met and the communications procedures for activating the Plan.

- At 1:00 PM, if the Activation Criteria is met the Communications Coordinator will activate the MEOWS Notification System.
- All Team Leaders will receive a text, email and a verbal (cell phone) notification of the scheduled opening that evening of the MEOWS (Shelter). The respective Team Lead will be responsible for notifying their Volunteers and ensure the Shelter is appropriately staffed.
- Guests will be notified of the scheduled opening by means of an update to the MEOWS Program website as well as texts, and/or email messages when a Guest's cell phone information is available and loaded into the notification database.
- The City of McKinney Police Department will be notified of the scheduled opening.

Stage IV: Preparation of Warming Shelter

This stage involves all the activities that must take place to prepare the McKinney Overnight Warming Shelter (Shelter) to begin accepting Guests.

- COTS, bedding, and registration supplies will be stored in a designated area on the Shelter site. The Operations Coordinator will ensure all needed supplies for an event are available.
- The Team Lead will work with Volunteers to complete the set-up of the Shelter including “new” and “returning” registration tables and forms, COTS and bedding staging, plastic bags and tags staging to secure Guest possessions, and the positioning of Red (New Guests) / Blue (Returning Guests) numbered cards provided to each Guest upon arrival.
- The (TSA) Shelter Coordinator is solely responsible for the delivery and preparation of the food and beverage service provided to all Guests. The plan is to offer each Guest a hot dinner, a hot / cold breakfast and when capable a sack lunch upon departure.
- The Shelter lobby will open for Guests at 6 p.m. and Guest Registration will formally commence at 6:30 p.m. or as soon thereafter as the gym has become vacant. Beverages will be made available to our Guests in the lobby throughout the registration process.

Stage V: Operation of McKinney Overnight Warming Shelter

This stage involves all the activities that take place once the Shelter is open and continues with all the activities related to caring for Shelter Guests until the Shelter closes at 8 a.m.

- Volunteer drivers will provide Guest transportation from pre-defined rally points to the Shelter commencing on or about 6:00 p.m., 7:00 p.m. and 8:00 p.m.
- Guest registration will commence at 6:30 p.m. in the order of the numbered cards provided by a welcoming Volunteer to each Guest upon their arrival.
- To aide in gathering metrics, returning Guests will be asked a few pre-defined questions while new Guest will be asked to provide information necessary to complete an intake form. All information requested is voluntary and documented on a form. All forms are collected. A more automated (on-line) registration process is under consideration.
- In order to ensure safety and security at the Shelter Guest possessions will be placed in a large plastic tub, tagged with the guest's name and placed by their bed. The guests will have access to their items only.
- To provide nourishment a dinner meal will be served cafeteria style to each Guest after registration and their selection of a COT location. Appropriate refreshments will be made available to the Guests throughout the night and breakfast service will start at 5:00a.m. In most instances, a hot dinner and breakfast meal will be available. If unable to provide a hot breakfast, packaged snacks and cereals will be pre-staged in the Dining Room.

- Entertainment in the form a local Sporting or TV Program will be presented on a large screen in the Dining Room. While entertainment is not a basic life need, it has been proven to improve the morale and lower the rates of altercations within Guest populations. A majority of Guests can decide what is watched. No violent or inappropriate programing is to be watched. At lights out, all entertainment is turned off.
- To ensure a restful environment for our Guests the Dormitory lights will be turned off no later than 10:30PM p.m. and turned back on no earlier than 6a.m.
- At least two Volunteers will be physically present in the Dormitory from “lights out” at 10:30 p.m. to “lights on” at 6AM to help ensure conflicts do not arise or escalate between Guests. This physical presence will help ensure any conflicts between Guests are proactively addressed. One volunteer will be awake at all times.
- Guests will be allowed to use their electronics (cell phones, laptops or tablets) at their COT location throughout the night as long as the sound is muted, or earbuds are employed and the device light does not interfere with a Guest in a nearby COT. The Team Lead or Volunteers will be responsible for monitoring and enforcing this policy to avoid Guest conflicts.
- The Shelter Awake Room will be made available to the Guests after “lights out” to use their electronic devices, make phone calls or socialize.
- Late arriving Guests, past “lights out”, are welcomed, registered and provided a dinner if extra meals were available. This is to ensure no individual is at risk during a cold weather event.

Stage VI: Deactivation of Overnight Warming Shelter

- The Team Volunteers will wake Guests no later than 6:00am (“lights on”). Note breakfast service began at 5:00am. Checkout procedures will begin immediately. No Guest belongings will be stored at the Shelter when MEOWS is not activated.
- For purposes of hygiene, bedding will be placed in tubs for laundering by volunteers. All bedding will be placed by Volunteers back into the storage PODS at the Shelter.
- Each Cot will be sprayed with a disinfectant before returning to the storage POD at the Shelter by Volunteers.
- The Team Volunteer will provide transportation for Guests back to their pre-defined pick-up locations in McKinney. Normal morning transportations runs will be scheduled for 5:15a.m., 6:15a.m. and 7:15 a.m. When completed vehicle keys will be returned to the Shelter Coordinator.
- All forms will be gathered and provided to the Operations Coordinator.
- When the Team Lead or Volunteers are satisfied that the Shelter is ready to return to pre-activation conditions, they will notify the Shelter Coordinator.

Appendices

Appendix 1: Communications Plan

Homeless and Transient Population Outreach

Outreach activities to the homeless and transient population should be conducted every year to maximize response during Shelter operations. The Communications Coordinator will serve as the lead related to planning and conducting all information outreach activities to the targeted population.

Prior to the start of the season, Guests and stakeholders should be given the MEOWS Hotline phone number, thresholds for Overnight Warming Shelter activation and the location of rally points for transportation to the Shelter. If handouts are prepared, it is advisable that these be simple and easy to understand. The use of pictures and pictographs is preferred to eliminate language or literacy barriers. Working with the CCHC, the Communications Coordinator should identify locations where the homeless and displaced persons tend to gather so that outreach can be focused in these areas.

During the season and upon Shelter activation the Communications Coordinator will send mass communications to the MEOWS Team Leaders, Guests when contact information is known, and other stakeholders including the City of McKinney Police Department. The MEOWS Hotline and website will be updated daily with the Shelter status to keep the Community and Guests informed.

Communication with Shelter Staff & Stakeholders

The Communications Coordinator will use the system to notify TSA Staff, MEOWS Team Leads and the City of McKinney Police Department of the decision to open the MEOWS.

Communication with Shelter Guests

Open communication with the Guests of the Shelter is essential for all Volunteers. A Volunteer effectively communicating with Guests fosters two important behaviors to mental health. It both instills a sense of predictability and creates a sense of routine and normalcy needed

At 1:00 PM each day the Activation Criteria is met the Communications Coordinator will activate the MEOWS Notification System.

All Team Leads will receive a text, email and a verbal (cell phone) notification of the scheduled opening that evening of the MEOWS (Shelter). The respective Team Lead will be responsible for notifying their Volunteers and ensure the Shelter is appropriately staffed.

Guests will be notified of the scheduled opening by means of an update to the MEOWS Program website as well as texts, and/or email messages when a Guest's cell phone information is available and loaded into the notification database.

Appendix 2: Transportation Plan

The Transportation process includes everything from picking up Guests at pre-defined rally points to returning the Guests to those same rally points following the closure of the Shelter.

Staffing Requirements: Two Volunteers per shift (minimum)

Resource Requirements: A minimum of one 12- passenger van

The Transportation Team is comprised of a Driver and a Driver Assistant. The Driver will maintain overall responsibility to coordinate the safe transportation of our Guests while a Drivers Assistant provides logistical and informational support to those Guests.

The number of teams, vehicles and transportation routes required on any given Event is determined by the total number of Guests approved for the season.

Each Driver is required to have a completed Motor Vehicle Report Request Authorization form and a color copy of their State of Texas issued license on file at TSA.

Route maps are developed and made available on the MEOWS website and in the MEOWS Volunteer Training Guide.

Larger TSA vehicles will be employed to pick up Guests as Volunteers obtain a Commercial Driver's License (CDL).

Appendix 3: Food Service Plan

The Food Services plan process includes everything from developing agreements for providing food and refreshments in the McKinney Emergency Overnight Warming Shelter to preparing and serving food to Guests.

Staffing Requirements: TSA kitchen staff trained in ServSafe

Resource Requirements: TSA commercial sized kitchen

A key element to the Food Service plan is ensuring that an adequate level of food supply is on hand and that food preparation is being conducted under sanitary conditions.

Upon Shelter activation

Upon Shelter activation, TSA will notify the Kitchen Team (i.e., TSA Volunteers) to provide our Guests a hot dinner meal, a hot / cold breakfast meal and a sack lunch for Guests upon departure from the Shelter.

Appendix 4: Site Security Plan

Implementing these rules is essential to maintaining a safe, secure and orderly environment for Volunteers and Guests. The shelter will utilize the City of McKinney's Resource Officer as a liaison. At such a time as the McKinney Police Chief requires on-site security, The TSA Corp Officer will ensure an off-duty City of McKinney Police Officer is scheduled for providing security services from 7:00 p.m. to 5:00 a.m.

Staffing Requirements: Off Duty Police Officer or Security Officer

Upon Activation of the Plan

The McKinney Police Department will be contacted by TSA Officers.

Shelter is Open

An on-site TSA staff member and MEOWS Volunteers provide primary security for the Shelter. A minimum of two MEOWS Volunteers must be present in the Shelter at all times. All Guests are informed that they must remain inside the Shelter from 10p.m. to 5:00am.

Conflict Resolution In the event of verbal disturbances, the **Volunteers** will:

Issue a verbal warning to the involved individuals and directly inform them that behavior of that type is not permitted in the facility or on the property. Inform them that if the disturbance continues or occurs again, the next step will be the removal of the involved individuals from the facility and the property.

- If it is not possible to stop the altercation safely or if the disturbance does not stop after the verbal warning tell the Guest they must leave the facility and a Volunteer will retrieve their possessions.
- If the individuals will not leave the facility, call 911.
- If the incident involves physical contact and/or the threat to life safety, immediately call 911

Closure of the Shelter

During the closing of the Shelter, the Volunteers will monitor and provide security while Guests are collecting their belongings and loading of transportation vehicles.

General Safety Guidelines for the Shelter

- Prohibit the possession of guns and other weapons; as well as the possession or use of alcohol or illegal drugs. The TSA in McKinney has available a metal detecting wand, if a need arises to ensure a weapon is not brought into the shelter.
- Prohibit all activities that could cause harm or injury to others.
- Communicate the basic Shelter rules relating to restricted areas, noise levels and quiet hours, and lights-out time to all Guests upon entry to the Shelter
- Inform the Guests that Shelter staff cannot take responsibility for lost or stolen items both verbally at registration and with signage throughout the Shelter.
- All Volunteers should feel safe when dealing with Guests. If a Guest makes a Volunteer feel unsafe, the Volunteer should back away and not get into a dispute with the Guest.

Volunteers are reminded to always give Guests their personal space and request that Guests do the same.

Appendix 5: Guest Agreement Rules

These rules will be communicated to Guests upon registration and signage will be posted throughout the facility.

All Guests at the Overnight Warming Shelter shall abide and agree to the following rules:

1. Be courteous and respectful of others.
2. No alcohol or drugs on the premises.
3. No weapons.
4. No sexual activity.
5. Checked personal items must be kept in the secure tub.
6. Quiet time is from 10:00 p.m. to 5:00 a.m.
7. Smoking is only allowed outside.
8. No disturbing the other Guests.
9. Take all belongings with you when you leave each morning.
10. No in and out after Midnight.

This agreement will make the Shelter safe for everyone and ensure that it can continue to open. Breaking any rules in this agreement will be dealt with immediately and may result in your removal from the Shelter.

Appendix 6: Health Safety Policy

Safety of Guests, MEOWS Volunteers and TSA staff members remains the #1 priority.

The Shelter must maintain at minimum a first aid kit that contains gloves, bandages, antiseptic wipes for self-care, cold remedies, aspirin and a forehead swabbed thermometer. In addition, tissues and hand sanitizer should be available. Shelter personnel are not trained medical personnel and for any needs beyond basic first aid are to contact trained medical personnel by calling 911.

It is advised that any Guests with a stated or observed contagious illness (i.e., flu-like symptoms, constant cough not smoker related, or elevated temperature) be redirected to the hospital. When available seek the assistance of the Nurse or Team Lead. If unavailable, call “911” to request EMS transportation.

When Over-the-Counter (OTC) medicines or anti-acids are requested by a Guest a Volunteer should secure a reasonable dose, place it on the table, and allow the Guest to self-medicate. This ensures a Volunteer is not dispensing medicines nor giving our Guests access to the medications where an unreasonable amount might be taken.

A portion of the Shelter will be dedicated to any Guests who state that they are feeling ill. These Guests are to be asked if they want Shelter personnel to contact trained medical personnel for them. If they do not want to be seen by trained medical personnel, they will be asked to stay in the portion of the Shelter allocated to any Guests feeling ill.

Appendix 7: Formal MEOWS Program Reporting

A TSA “statistics” form is used to document and report monthly the relevant MEOWS metrics.

- Number of Guests served
- Number of Volunteers and Total Hours Donated
- Clothing Donations (dollarized)
- All other gift-in-kind (dollarized)

Mechanically these statistics are input into an on-line Stats system by the 10th of each month. Traditionally this input function is the responsibility of the local TSA Corps Officer.

TSA staff will record all gift-in-kind amounts to TSA-North Texas finance team.

The above statistics will be collected and reported to a TSA staff member by the respective MEOWS Volunteer. Team Leads will report on Guests & Volunteers, the Clothes Closet Coordinator on Clothing and a Leadership Team member on all other in-kind donations.

Appendix 8: Volunteer Training

All MEOWS Volunteers are required to complete successfully an initial TSA Orientation Class (i.e., Safe from Harm) and a TSA background check.

Each Volunteer is then required to renew the training and background check on a biennial basis (i.e., every two years). See MEOWS website “Volunteer Training” for details and dates.

Optional training classes for interested Volunteers such as CPR/AED/First Aid, Mental Health and Blood Pathogen will be announced.

Appendix 9: Guest Registration & Checkout Process

The registration process begins at the time a Guest arrives in the Shelter lobby. Each Guest will be registered per a predefined process and have their personal belongings secured, provided a hygiene kit, and bedding and a COT to sleep on.

Staffing Requirements: Four Volunteers per Event

Resource Requirements:

- Two six foot long white tables plus chairs
- Registration materials including forms, wristbands & MEOWS name tags

Arrival at the Shelter

A Volunteer Greeter will enthusiastically welcome each Guest and the Guest will be required to sign-in.

Registration Process:

Volunteers will solicit from each Guest the necessary information using pre-defined intake forms.

Guests will then be given a tub for their possessions.

All Guest are provided a hygiene kit, bedding and directed to the Dormitory to select their COT and then the Dining Room to receive a hot dinner meal (and breakfast the following morning).

Check-out and Departure Process

A Guest requesting to Checkout of the Shelter will take their possessions out of the assigned tub and depart the property.

A sanitization process will then be performed on each COT before being stored along with the bedding.

Appendix 10: Forms

Registration forms: The paper version of the Guest Registration forms are below. The first is for “new” Guests and the second for “returning” Guests.



McKinney
Emergency
Overnight
Weather Shelter

General information

Name: _____
First MI Last Nickname/Streetname

Date of Birth: ____/____/____ Age: _____ Social Security Number (Last 4 #): _____

Phone Number: _____ Email Address: _____

Emergency Contact: _____
Emergency Contact Name Phone Number

Race: White Black/African American Asian American Indian

Ethnicity: Hispanic/Latino Not Hispanic/Latino

US Citizen? Yes No If No, what country are you a citizen? _____

Marital Status: Single Married Separated Divorced Widowed

Gender: Male Female

Veteran Status: Not a Veteran Active Duty Vet with Honorable Discharge Vet with Dishonorable Discharge

Identification: Do you have a valid State ID: Yes No If yes: DL/ID Number: _____

History

In what city did you stay last night? _____

Where Did You Stay:
 Streets Emergency Shelter Jail Motel Rental Housing Hospital Friends/Family

Last permanent housing address: _____ Date last there: _____
City State

How long have you been homeless? _____ #Times in past 3 years: _____

Release of Information

In signing this release, I authorize the Plano Overnight Warming Station (POWS) to share the information entered above with the participating agencies listed below for the purposes of improving services to those members of our community who are experiencing homelessness, or who are at risk of homelessness in Collin and Dallas Counties.

Agencies include:

Metro Dallas Homeless Alliance Assistance Center of Collin County
The Salvation Army St. Vincent de Paul
City of Plano

Date Signature of Guest

Health Care Questionnaire

Are you a Diabetic?	Yes	No
Do you have Asthma?	Yes	No
Do you have a seizure disorder?	Yes	No
Have you ever had a seizure?	Yes	No
Do you currently have a cold or sore throat?	Yes	No
Do you currently have a cough?	Yes	No
Have you ever had or tested positive for TB?	Yes	No
Have you ever had or tested positive for Hepatitis?	Yes	No
Do you currently have diarrhea or loose stools?	Yes	No
Do you have any open wounds?	Yes	No
Are you currently taking any medications?	Yes	No
If yes, what are they? _____		
Are you allergic to any medication?	Yes	No
If yes, what are they? _____		
Do you have any food allergies?	Yes	No
If yes, what are they? _____		
Do you have any other health conditions that we need to be aware of?		
Yes (List) _____		No

Guest Rules

 Alcohol or Drugs Weapons Sexual Activity Pets Sex Offenders	DO Be Courteous and Respectful Bag/Tag Personal Items Smoking Outside Only Lock Down 10 PM – 5 AM Take Personal Items When Leaving
---	--

_____ Agree

Insert "Returning Guest" registration form here.

Guest Rule Form



McKinney Emergency Overnight
Weather Shelter

GUEST RULES

DO...

- ✓ Be Courteous and Respectful
- ✓ Big/Tag Personal Items
- ✓ Keep Food in Dining Area
- ✓ Smoking Outside Only
- ✓ Lock Down(Alarms Set)
10 PM - 5 AM
- ✓ Take Personal Items when Leaving

DON'T...

- ✗ Alcohol or Drugs
- ✗ Weapons
- ✗ Sexual Activity
- ✗ Pets
- ✗ Sex Offenders

Appendix 11 Clothes Closet Procedure

The Clothes Closet will open every evening the Shelter is activated. Donated clothing - new or gently used - will be offered to every Guest.

Guests will be served individually on first come first served basis.

Periodic solicitations for specific clothing needs will be made to local Faith-Based organizations and businesses operating in or around the City of McKinney.

Staffing Requirements: Two Volunteers

Resource Requirements: Chapel

Shelter is Open

Volunteers will “display” the clothing for ease of viewing by arranging on available tables and racks.

Allow one Guest at a time into the Closet to view and select multiple items for their individual use (only). If there are a large number of Guests waiting it is permissible to increase the number of Guests in the Closet or extend the hours of the Closet.

An inventory of the items will be maintained and provided to the Team Lead who will in turn provide it to the Clothes Closet Coordinator.

At closing, Volunteers will place the remaining items back in their respective totes, bags or racks, and place back in storage.

Appendix 12: Laundry Policy

Due to the increasing numbers of Guests, up to 50 approved by the City of McKinney to serve, MEOWS will utilize volunteers to sanitize bedding and tubs after each shelter night.

Staffing Requirements: Volunteers

Resource Requirements: None

Upon Guest Checkout:

On the morning when washing is planned, the Volunteers will take tubs to have the bedding washed and the tubs sanitized.

Tubs and clean bedding will be returned to the storage container for the next event.

Appendix 13: Event Schedule

The overall schedule for an Event is as follows:

1:00 p.m.:	Shelter Activation Determination is made
1:00 p.m.:	Notification of Shelter activation communicated to all stakeholders
5:45 p.m.:	Drivers depart Shelter to pick up Guests
6:00 p.m.:	MEOWS lobby open
6:30 p.m.:	Guest registration commences
6:30-9:00 p.m.:	Guest Registration; Dinner served
8:00 p.m. – 9:00 p.m.:	Clothes Closet opens
10:00 p.m.	Volunteer Shift change
10:30 p.m.:	“Lights Out” for Guests.
12:00; 4:00am	Volunteer’s Shifts change

5:00 a.m.: Early Guest checkout begins; Breakfast service begins

5:00 a.m.: "Lights On" / Wake up Guests

5:00 a.m. – 7:00 a.m.: Return Shelter to pre-activation condition and Clean Up

7:00 a.m.: Shelter closes

- The basic schedule for work shifts will be the following:

Evening: 6 p.m. -10 p.m. (Guest registration, dinner and clothes closet)

Overnight: 10 p.m. -5 a.m. (overnight crew, "Lights Out")

Morning: 5 a.m. – 7 a.m. (Guest departures, breakfast, clean up, debrief)