2021

ROTATION HOST SITE MANUAL
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“I was able to work on healthcare and repairing relationships. Knowing that I had a safe place to stay allowed me to put things in place to find housing. Thank you so much.”
- Tim T.

“Over the winter Rotation helped me not be in the cold two months. It also provided substance and a warm mat to sleep on. Thank you for helping me out.”
- Manuel R.

“It really helped me save money and get me to where I needed to be, now I am housed.”
- Robert B.
MISSION
Ending homelessness one person at a time.

VISION
The Shelter Association of Washtenaw County supports the federal “housing-first” model and continues to seek funding to expand our efforts to help clients find short, medium, and long-term housing solutions. Implementing housing-first programming allows SAWC to serve more people while reducing the increased community costs associated with re-stabilizing a greater number of clients exposed to the trauma of homelessness. Our housing programs allow us to provide housing supportive services to homeless community members with the most need.

VALUES

HOPE
Offer hope to every client we serve and walk beside them during their journey from homelessness to housing.

OPEN-MINDED
Foster an open-minded and inclusive culture that values every individual allowing us to work together to end homelessness.

MOTIVATED
We are motivated to find new services, resources and opportunities that will enhance the quality of life of all those we serve.

ENGAGED
Cultivate long-term, engaging partnerships with active stakeholders to promote community in all areas of civic life.

STEWARD
Approach each donor interaction with the utmost respect, gratitude and transparency to ensure stewardship of financial and community resources.
CONTACT INFORMATION
& EMERGENCY CONTACT INFORMATION

ADDRESS
Robert J. Delonis Center
312 W Huron Street
Ann Arbor, MI 48103

SAWC ROTATION COORDINATORS
The SAWC will provide the contact information for the rotation coordinators prior to your volunteer time.

PHONE CONTACT
Kim Matheny, Operations Coordinator
(c) 517-740-7284
(e) mathenyk@washtenaw.org

PHONE CONTACT
CJ McLaughlin, Operations Manager
(c) 734-695-9384
(e) mclaughlinc@washtenaw.org

EMERGENCY CONTACT
Please contact the Rotation Coordinator on call that evening. Kim Matheny will be contacted if further issues occur.
HOST SITE EXPECTATIONS

REQUIREMENTS
Host sites are required to provide an environment that is respectful to all clients and their religious affiliations. If the host site chooses to offer religious services to SAWC clients, the services must be optional and be offered in a space separate from sleeping areas.

WEEKLY RESPONSIBILITIES
For the 20/21 season we will have five host months. The host months will house Rotating Shelter for the entire month. There will be a max of 25 male clients from approximately 7 p.m. to 7 a.m.

The first Monday of each month will be SAWC's rotation day. The Operations Coordinator is responsible for picking up mattresses and linens from the previous site on Monday afternoon. The Operations Coordinator will coordinate with host site point of Contact to discuss further.

Mondays will remain Rotation linen laundry day, and will be coordinated by the Operations Coordinator.

Host sites are required to review emergency protocols with shelter clients, including evacuation plans, severe weather plans etc. on the first night of hosting and with any new shelter clients.

TRANSPORTATION
SAWC staff will provide clients with evening transportation from Robert J. Delonis Center to the Host Site.

PM Transportation will run from 7PM to 8PM.

SAWC staff will provide clients with morning transportation to St. Andrews. AM Transportation time will vary based on host month and will be noted in the on site binder.

Clients will be dropped off at St Andrew's church for the AM breakfast (no other drop offs are to be arranged in the AM and clients are aware of this).
HOST SITE EXPECTATIONS

HOST SITE(S) MUST

Host sites must have adequate on-site volunteers coverage during all hosting hours.

Host sites must have at least one overnight volunteer who must be awake during all hours.

SAWC recommends lights out at 10PM, and having a designated late night area for those that do not wish to go to bed.

Once clients are checked-in they must stay overnight. If they leave the host site, clients cannot return and must be asked to go back to the Robert J. Delonis Center (where they can participate in Warming Center for the evening).

Please notify the Rotation Coordinator the following day if clients leave via email or phone.

CONFIDENTIALITY

If clients disclose information about themselves, please share information on a need to know basis. If you are out in the community and see a client please do not engage unless they approach you first. Please do not take photos or videos of the clients.

Please do not share stories with others in the community about the clients participating in Rotation.

MEDIA

If you are planning to have any media coverage at your host site during your volunteer time, or if you have any media related questions, please contact:

Kim Matheny
734-662-2829 ext. 227
mathenyk@washtenaw.org
HOST SITE EXPECTATIONS

BOUNDARIES
Boundaries are important and assist the clients in developing healthy relationships with others in the community. Avoid sharing personal details about your life.

If a client shares something personal it is not appropriate to share something equivalent (like you would if you were developing a friendship).

Please do not give gifts to the clients this includes (loaning or borrowing of money, gift cards or other currency).

Please do not go out and buy things for clients no matter the perceived need. Discuss the situation with the Rotation Coordinator.

If it is okay for the host site to donate whatever they wish, however donating from yourself personally to a client, is not okay.

MEDICAL NEEDS
If a client feels they need to go to the hospital please respect their wishes and assist in contacting 911. If a client refuses medical treatment but it is apparent medical treatment is needed, please contact the Rotation Coordinator to discuss further.

Volunteers cannot give clients any type of medication. Clients may purchase and administer medications on their own.

MENTAL HEALTH NEEDS
If a client expresses suicidal thoughts, and/or reports they have a plan. Please contact the Rotation Coordinator and you may be directed to call 911 if necessary.

CONFLICTS BETWEEN CLIENTS
Living in a communal environment brings different personalities and can make it difficult for clients. If conflict arises please contact the Rotation Coordinator to discuss further.
WHAT TO EXPECT
FROM THE SAWC DURING YOUR HOST WEEK

GENERAL COVID PRECAUTIONS
SAWC will be providing PPEs (masks & gloves). SAWC will provide the screening question tool and thermometers.

All volunteers and clients are expected to be screened prior to entering the building.

Daily COVID screenings are conducted at check-in. Any clients presenting with concerning symptoms will not be admitted to the Rotation program and proper steps will be taken.

Masks must be worn at all times unless client is in their bed area. We are asking volunteers to also where their masks when they are in the common areas.

SAWC asks, if a volunteer is sick, they notify the Volunteer Coordinator for that week or reach out to Kim Matheny.

ADDITIONAL HOUSEKEEPING ITEMS:
The Rotation Coordinator is accessible via phone even after shift hours. An on-call schedule will be provide for the volunteers.

24/7 response to crisis/emergency situations. Always leave a message with a return number if you do not reach the Coordinator immediately.

Nightly notification if there are any planned late check-ins. Any late arrivals must be approved by Rotation Coordinator and the coordinator will notify host site.

Every client will be breathalyzed prior to coming to the host site which is completed by SAWC staff. Clients are subject to random drug tests which also is completed by SAWC staff.

Please note: clients are required to breathalyze .00 in order to participate each night in the program.

Alcohol, drugs and weapons are not allowed and bag searches are not appropriate.
HOSTING EVENING FUN
EVENING ACTIVITY IDEAS

HAIRCUTS
BINGO/ GAME NIGHT
ARTS & CRAFTS
KARAOKE
MOVIE NIGHT
YOGA

We appreciate those who would still like to provide activities for the clients in Rotation. We ask that all volunteers are screened and wearing proper PPEs.