Hygiene Services at Sojourner House: Shift Outline

1. Staff and volunteers will be screened for COVID-19 symptoms when entering shelter. Each will fill out a form after being screened and submit it to the screening binder. Gloves and masks are mandatory for staff and will be provided at the screening table.

2. Staff will close the door to the check-in area. They will set up and combine two tables outside as the “greeting table,” placed to establish a minimum distance of 6 feet from guests. Schedules for laundry, showers, toiletries, and VI-SPDAT Assessments will be placed on the greeting table.

3. Staff and volunteers will greet guests outside and meet with each guest to determine who is interested in laundry, showers, toiletries, and VI-SPDAT assessments at the table. If desired by guests, a random number generator will be used to determine the order in which guests receive services. Guests choosing to enter the shelter will be screened for COVID-19 symptoms and have their temperature taken.

4. Guests are required to be out of the shelter by 1:00pm. Staff will complete a walkthrough of the house, ensuring the doors are locked, the bathrooms are clean, the tables are inside, laundry is picked up, no guests are in the house, and the shelter is ready for the next shift.

Service guide:

Laundry:
- Staff or volunteers will collect each load of laundry in clear garbage bags and place them in the washers. They will insert the fabric softener and a laundry pod into the machine. Once the laundry is loaded, a sticky note will be placed with the first name of the guest on the machine to keep track of guests’ personal belongings. Staff and volunteers are required to change gloves before each time they handle laundry.
- Once the laundry is loaded, staff or volunteers will fill out a “Laundry Note” located on the table next to the machines for guests to retrieve their laundry two hours from when it was loaded. Guests will receive this note and return it when they come to retrieve their laundry.

Showers:
- With a limit to one guest per bathroom, guests are allotted 15 minutes to use the showers, toilets, and sinks. We will provide shampoo and soap for each shower. To prevent contamination, guests may not use their own.
- Staff will inspect the bathroom to confirm cleanliness, including the floors, toilets, sinks, mirrors, and shower stalls, between each scheduled shower.

Toiletries:
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- Staff or volunteers will retrieve toiletries requested by guests after they complete the checklist form. Toiletries will be combined and placed into a plastic bag and given to guests by sliding the bag across the table.

VI-SPDAT Assessments:

- Guests may schedule appointments to complete a VI-SPDAT Assessment for housing assistance. Appointments are offered in 30-minute intervals and can be requested at the greeting table.