

SJN/FACETS HYPOTHERMIA PREVENTION VOLUNTEER TRAINING 2025



Introduction

- **The purpose of this training is to give an overview of the County Hypothermia Prevention Program and to provide information on guest, volunteer and staff expectations**
- **The County Hypothermia Prevention program is facilitated by contracted non-profits; our shelter has two groups of guests. The staff is from FACETS and New Hope Housing.**
- **We always have at least 4 professionals working with us at our shelter.**

Fairfax County's Hypothermia Prevention Program

- The Hypothermia Prevention and Response Program began in 2003 as a life-saving effort by local faith-based communities to serve those experiencing homelessness in Fairfax County and City.
- Twenty-two years later, the primary focus of the Hypothermia Prevention Program remains unchanged: to prevent death and injury to people in Fairfax County who are homeless during periods of cold weather while encouraging guests to take steps towards self-sufficiency and stability as much as possible.

Hypothermia Prevention Program

- Homeless individuals deserve a safe, warm place to stay to prevent them from suffering injury or death as a result of hypothermia. We welcome any single adult who is experiencing homelessness and seeking shelter.
 - Families MAY NOT stay at any of the Hypothermia shelters. Please alert the FACETS staff person on-site if someone under the age of 18 arrives or if there is an adult accompanied by a child under the age of 18
 - We are a low-barrier entry shelter. Individuals who are actively under the influence of a substance or actively experiencing mental health concerns are welcome. Staff will evaluate the individuals' present state/behavior with regards to the safety of all other guests, staff, and volunteers. Substances cannot be used at the shelter.
- During the 2022-23 season, FACETS served over **250** unduplicated guests over the course of the season. The County has already seen over 500 individual guests this season.

What our Guests Expect

- To be treated with dignity and respect
- To have their privacy and confidentiality honored
- To be able to make decisions independently (when to go to sleep, when they can smoke cigarettes, etc.)
- Dinner and breakfast
- A safe, warm environment and place to sleep
- For you to listen and encourage them on their journey

Guest Rules

- All guests sign a copy of the program rules upon registration for hypothermia each season; good behavior, including no substance abuse at the shelter, is required
- Violation of the rules may result in suspension and/or termination from the program; guests are never put outside, but may be taken to jail overnight to keep them warm
- All guests know and understand the rules as they are reviewed nightly by FACETS staff throughout the evening and highlighted during announcements before dinner

Guest Rules

- Volunteers are critical in helping FACETS staff to enforce all program rules. Some of the major ones include:
 - Doors open at 5:00pm and not before
 - Guests need to be off of the faith community property by 7:00am
 - Guests are not permitted to leave any belongings behind in the morning, even if they plan on returning that next evening
 - Guests need to go to their assigned church color (either red or green). SJN is a green church this year.
 - If a faith community is over their approved capacity, FACETS staff will begin working on transferring clients

Expectations of Volunteers

- Interact and engage with hypothermia guests as you feel comfortable. Make them feel welcome. Masking is suggested but not required.
- Be available to assist FACETS on-site staff as needed, which could include help with handing out bedding in the evenings, collecting bedding in the morning, etc.
- Make team leaders and FACETS staff aware if you see something out of place or of concern
- HAVE FUN!
- Be Alert: Team leaders and staff will patrol our venue and the property for suspicious activity

Expectations of FACETS and New Hope Housing Staff Facilitators

- Prior to doors open, the evening facilitator should be locating the POC (Pam Dister/Joe Burke) and team leader so that both parties know who the other one is.
- This is an opportunity for facilitators to learn where their “office” will be, what the schedule is, and anything else unique to SJN
- Information about the morning should also be relayed to the evening facilitator so that they can pass it along during their overlap from 11:30pm-12:00am

Expectations of FACETS' Staff Facilitators

- Register/check-in guests upon arrival
- Interact with guests
- Communicate with the POC, team leader and all other volunteers
- Resolve guest concerns and provide crisis intervention as necessary
- Enforce Hypothermia Prevention rules and regulations
- Provide regular updates to FACETS Program and Site Coordinators

Health and Safety

- **The population we serve are susceptible to a variety of health-related issues; we have seen increased alcohol use this season**
- **FACETS staff will work to isolate any guests who presents with flu-like symptoms (fever, chills, etc.).**
 - **If it is before 11:00pm, the facilitator will contact the nurse with the Health Department nurse for advice.**
 - **If it is after 11:00pm, facilitator will work to quarantine them in a different sleeping quarter than the rest of the guests and assess them overnight to see if hospitalization may be required based on severity.**
- **Neither FACETS staff nor our faith based partners should provide any medication without prior approval from the Health Department.**
 - **FACETS staff can administer one dose of Advil/Tylenol.**
 - **Any other additional doses or other needed medication must be provided/approved through the Health Department nurse.**
- **The Health Department nurse and the FACETS Homeless Healthcare Medical Outreach Worker will be out at the FACETS Hypothermia venues once a week.**

Health and Safety

- FACETS staff or volunteers are not permitted to collect, store, or administer any guest medications. The only possible exception to storing medication is in the case of insulin that needs to be refrigerated.
- Volunteers should not administer medication, even those that are over-the-counter. The exception would be Narcan, to reverse an overdose, but if at all possible, let the trained professionals do this. Narcan has been added to all of SJN's AED kits. Video is on SUG.
- Please take universal precautions – wash your hands often, use hand sanitizer, and utilize gloves when appropriate
- Should you witness any form of aggression, please notify your team leader or FACETS staff on-site immediately.
- If your gut tells you to call the police, don't hesitate...call the police. Notify the team leader and FACETS staff immediately thereafter if you are not able to do so beforehand.

A Night in Review – The Basics

4:30pm - first SJN volunteers arrive; get nametag with entire name; sign in; put away belongings; read job duties

5:00pm – Facilitators and team leaders arrive; volunteers meet team leaders

5:00pm – Doors open, guests start to arrive; registration/check-in. Guests arrive at a variety of times

~6:00 pm – Announcements are made and rules are reviewed prior to dinner; dinner commences; volunteers may eat with guests or at their posts

~ 6:30 Entertainment/Activities

~7:00-7:30pm or after dinner – Bedding distributed; guests stay downstairs unless there is an activity upstairs (haircuts, Bingo, football game)

10:00pm – Lights out in sleeping quarters/Quiet time

A Night in Review – The Basics

- **11:30pm** – Overnight facilitator arrives; facilitators review important information, including information passed along from POCs, disciplinary issues that took place, introduces new facilitator to POC/volunteers, etc.
- **12:00am** – Evening facilitator departs site
- **12:00-6:00am** – Staff and volunteer rounds, register/check-in guests who arrive late, staff uploads bed-list and registration packets into computer, crisis intervention as needed, etc.
- **After 11 pm**, we have two volunteers and a team leader upstairs. The nonprofits stay downstairs with guests; SJN volunteers monitor the door and the building, and take care of any late arrivals.

A Night in Review – The Basics

- 5 am - morning volunteers arrive, sign in, learn assignments
- ~5:30-6:00am – Lights on; breakfast provided; bedding collected; tokens/SmarTrips are dispersed; van transportation is facilitated, if applicable
- ~6:00-6:30: Baileys guests depart
- 6:00-7:00am – Laundry pickup occurs (Thursday)
- 7:00am – All guests have left the property; facilitator and team leader make rounds to ensure it is clean, items are stored correctly, and that all guests have left
- 7:30am – Overnight facilitator departs site

The “Non-Basics”

- **Case management services will be provided throughout each week, Monday through Thursday between 5:00pm and 8:00pm in the MS Rooted classroom.**
- **Medical services and mental health services through Fairfax County Health Department and Community Services Board will be provided. It will be either Wednesday or Thursday nights, depending on the church.**
- **Detox of Fairfax County will be visiting (no set schedule).**
- **There will be someone from the office of Veteran’s Affairs and/or Friendship Place to engage and work with our veterans.**
- **Life Skills classes will be offered weekly at each faith community. If you are interested in volunteering to teach a life skill, please sign up!**
- **Police have been informed of our shelter and may drop by to check**

Client Scenarios

- **1. During your nightly rounds, you discover a bottle of liquor on church grounds. What's your next course of action?**
- **2. A Hypothermia guest arrives to the venue a 4:30pm and asks if they can come into the facility a little earlier because it is so cold outside. What do you do?**
- **3. A guest arrives before dinner and appears very intoxicated. He is loud and obnoxious and stirring up other guests. What do you do?**
- **4. A guest asks you for money for what seems to be a good reason. What do you do?**

QUESTIONS?

- Email sjnhypo@gmail.com if additional questions arise
 - Thank you for coming!
-