



CARIS Islington Churches Cold Weather Shelter (CICCWS)

Volunteer Handbook 2019

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CARIS Islington is a company limited by guarantee (reg. no. 3237809) and a registered charity (no. 1057737)

Thank you for volunteering to work in one of the CARIS ICCWS venues.

CARIS stands for Christian Action and Response In Society. The shelter provides many opportunities to share God's love and practical care with people who otherwise sleep rough, and it often challenges us in our gospel witness and preconceptions.

We warmly welcome volunteers of any faith and of none.

Please take some time to read this handbook and take part in any training sessions arranged by CARIS ICCWS or your volunteer coordinators, if you can.

We hope that your experience of volunteering this winter will be rewarding and that all our shelters will be safe and welcoming for those who use them, whether as guests, visitors or volunteers.

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1. Introduction to CARIS Islington Churches Cold Weather Shelter

The CARIS Islington Churches Cold Weather Shelter, which is often referred to as the winter night shelter or simply the night shelter, runs every night from January 1 to March 31 in seven different church venues throughout the borough of Islington, which collaborate to provide a continuity of overnight shelter for people in crisis, with each one opening its doors on one designated night a week. Up to fifteen single homeless adult guests are welcomed with warm hospitality each evening. They are given a hot meal, a bed for the night, and a cooked breakfast, as well as the use of shower or washing facilities, and, in some venues, washing machines.

The CARIS Islington project with its simple circuit model was one of the first in the country. It began operations in 1997 and is part of the Churches and Community Night Shelter (CCNS) network. Similar shelter projects now operate in approximately 70 local authorities up and down the country, including in 30 of the 32 London boroughs. The number of guests ranges from 6 to 35, with an average bed capacity of 12 to 15; the times of opening vary, with some shelters operating from November or up to the end of May. Although shelters may differ, all of the shelter projects are a recognition of the desperate need to respond to the growing crisis in homelessness in a practical and effective manner.

Some of the guests who use the shelters have complex support needs for which professional support is needed. All of our guests are linked in with this support via their referring agency and as such, all queries regarding any issues guests may have should be directed to the CARIS team. Volunteers should not attempt to solve guests' problems, however much they may wish to do so. On top of helping to provide food, a bed and basic facilities, the most valuable thing volunteers can do is simply to listen to the guests and share a conversation with them. Such simple hospitality can have an astounding and sometimes life-changing effect. By offering a friendly, non-judgmental, warm, safe space and a period of rest and respite from the rigours of life on the street, the shelter can help guests to regain the mental and physical strength they need to embark on the next steps of finding more permanent accommodation and rebuilding their lives.

The CARIS Shelter Manager and the two Supervisors also work hard to build relationships of trust with the guests and to ensure that guests have access to appropriate agencies and organisations which can provide accurate advice on housing, benefits, health, employment and legal issues.

2. How the shelter works

Each church has a collection of volunteers coordinated by an individual or group with appropriate experience and/or training. Each venue is staffed by teams of volunteers divided into three shifts, usually evening from 6pm to 10pm, overnight from 10pm to 6.30am and breakfast from 6.30am to 9am.

One of the two CARIS shelter supervisors always attends the evening shift to give the volunteer briefing, to register first-time guests and welcome returning ones, to check that all expected guests are either present or have been contacted, and to discuss any urgent pastoral or other issues with individual guests.

The volunteers arrive early to set up for the evening. At about 7pm the CARIS supervisor begins the confidential volunteer briefing about the guests who are registered for that evening. All of the guests will have been referred by an outside agency or organisation, such as Crisis, the British Red Cross, Islington Council or Pillion Trust. Doors open to the guests at 7.30pm. A hot dinner is served. Volunteers eat the evening meal together with guests and often play board games, watch football matches or simply chat with them. After a good night's sleep, guests are offered a full cooked breakfast, and they are expected to leave the shelter by 8.30am.

The volunteer coordinator (or team of coordinators) for each venue is key to the hospitality of the shelter: they have the responsibility for making sure that the volunteer rota is filled, that all the preparations have been completed on time and that everything runs smoothly. In doing so, the volunteer coordinator ensures that both guests and volunteers feel welcome, comfortable and confident in sharing time together. The contribution of every single volunteer in setting up the shelter, providing warm hospitality and listening and chatting to the guests is invaluable to the guests' wellbeing.

3. A sample timetable

6.00-10.00pm: Evening shift

- Open up.
- Prepare and cook a hot meal.
- Set up tables and chairs, prepare beds.
- Check showers/toilets for cleanliness, toiletries, towels.
- **7pm** Whole team briefing.
 - The CARIS Supervisor briefs volunteers on that night's guests, passing on any concerns from previous nights or other relevant developments.
 - The Volunteer Coordinator introduces new volunteers, ensures that every volunteer under 18 is buddied up with a more experienced team member, checks

that everyone has read the volunteers' handbook and also ensures that everyone knows the fire drill.

- **7.30pm** Doors open; book guests in for the night. Guests are expected to arrive before 8pm. *(NB The shelter can only accept guests aged over 18; if a prospective guest aged under 18 arrives, there is a legal duty to inform police and social services.)*
- Show new guests around.
- Serve tea and coffee over the course of the evening.
- Ensure everyone who wants to use showers or washing facilities has access.
- **C. 8pm** Serve and share meal with guests.
- Wash and tidy up after the meal.
- Organise social activities for the guests as required, e.g. board games, jigsaws, dominoes, TV, quiz night etc.
- Volunteer coordinator records any incidents and general impressions in the Logbook.

10.00pm-6.30am: Night shift

- Hand over to new shift members, including detailing the events of the previous shift.
- Secure the building.
- Make sure everyone is comfortable and settled in for the night.
- **11pm** Lights out and quiet for all guests.
- There should be one volunteer awake at all times, in case of need.
- In the morning the team leader records any incidents and general impressions in the Logbook.

6.30-9.00am: Morning shift

- Hand over to new shift members, including detailing the events of the previous shift.
- Wake guests.
- Make tea and coffee, set tables, cook and serve breakfast.
- Clear beds/mattresses and bedding away. Guests can be encouraged to clear up their own bedding, either to be put in named bags for next week's use or to be laundered, depending on the practice at the venue. (It is advised that you wear disposable gloves when handling used bedding.)
- Wash up; clean church premises and toilets.
- Take bedlinen and towels away for laundering at 60°.
- Shift leader: Ensure Logbook has been completed and comments sent to the CARIS Shelter Manager either by email or photograph of the Logbook and put Logbook in secure place.
- Secure the building.

4. Volunteer roles and responsibilities

1. The church Volunteer Coordinator (or church Team Leader) is responsible for:

- Ensuring the shelter runs smoothly and safely at their venue.
- Making sure there are enough volunteers to cover the sessions by drawing up a rota.
- Arranging handovers between shift leaders.
- Ensuring that provisions are available on site to prepare meals and clean up the venue.
- Representing their church on the CICCWS Committee, and acting as a conduit of communication between the Committee and frontline shelter activities.

2. The Shift Leader is the person in charge of each individual shift. This may be the team leader, or another volunteer appointed by the team leader. The shift leader is responsible for:

- Allotting tasks to volunteers.
- Taking key decisions when other volunteers are unsure of the best course of action.
 - *Note: Team members should back up decisions made by the shift leader and refrain from contradicting her/him in front of other volunteers or guests.*
- Supporting volunteers where necessary in responding to guests.
- Keeping safe the **Logbook**, a binder which contains:
 - the **Guest Register** for the night, with **Log Notes** on the back;
 - The **Log Notes** are an essential tool of communication between CARIS and volunteers in each of the seven participating churches. This sheet should be used to note any incidents that take place and to keep an accurate record of attendance and monitoring statistics which are used for fundraising and reporting each year.
 - the **Volunteer and Visitor Register**;
 - This register should be signed by all volunteers and any visitors (e.g. clergy). This information is important for fire safety reasons and also for statistical purposes, both for monitoring how well the shelter is running and also to inform potential sponsors or funders of the significant volunteer contribution.
 - other **relevant documents**, including:
 - extra shelter maps
 - local information
 - a copy of this volunteer handbook
 - a guide to other London shelters
 - a copy of CARIS's latest annual report.

3. Individual volunteers in each team are responsible for:

- Carrying out tasks as assigned by the team leader/shift leader.
- Working together as a team with other volunteers.
- Showing hospitality and respect to guests.
- Having an awareness of guest behaviour and responding quickly to any incidents.

5. General guidelines for volunteers

A: What is required?

- A heart for the homeless and vulnerable.
- A willingness to be challenged and changed.
- Experience in working face to face with people.
- Some knowledge of and sensitivity to issues relating to homelessness, including mental and physical health issues, drug and alcohol abuse, statutory homelessness criteria and conflict resolution (training can be provided).
- Familiarity with and ability to work within CARIS ICCWS policies and guidelines, especially regarding safeguarding and health & safety procedures.
- An ability to respond calmly but quickly in an emergency.
- Judgement of when to call for help.
- Basic knowledge of the building, especially the location of fire exits.
- Willingness to follow instructions from the team leader, and to work as part of a team adhering to the aforementioned shelter policies and guidelines.
- Some basic first aid knowledge, if possible. (If you are interested in undertaking a short first-aid course, please speak to the CARIS Supervisor.)

B: Volunteer do's and don'ts

- **Do** be on time.
- **Do** make sure you know the church layout, especially the emergency exits, and any areas that are out of bounds to guests.
- **Do** treat guests with respect and dignity.
- **Do** be friendly and make guests feel welcome; address guests and volunteers by their first names.
- **Do** work as a team and support your shift leader: do not challenge his/her decisions in front of other volunteers or guests.
- **Do** make sure that there are at least two volunteers in the shelter at all times.

AND

- **Don't** give or lend money or your mobile phone to guests. If you have any concerns, refer all queries to the CARIS Supervisor. The Logbook folder also contains addresses of local drop-in centres and other agencies that can provide appropriate help to homeless people in genuine need.
- **Don't** give out personal information, especially your address, telephone number or e-mail address under any circumstances. While treating guests with a friendly and respectful attitude is vital, becoming too familiar can lead to problems with both guests and yourself. Remember, we are providing a service.

- **Don't** take guests to your home.
- **Don't** make arrangements to meet with guests outside the shelter, unless it is for an activity arranged by the shelter.
- **Don't** allow yourself to be left alone with a guest, especially one of the opposite sex, and **don't** leave a fellow volunteer alone with a guest.
 - This is not only for your own safety, but to ensure that there is a witness in the unlikely event that someone might make an allegation of impropriety against you or a volunteer colleague.
- **Don't** make promises when speaking to guests, in case they cannot be kept. In order to be effective in finding appropriate help for guests we need to build trust with them, and broken promises can undermine this work.
- **Don't** wear or bring valuables to the shelter. Often there is nowhere to store valuables safely. If you must bring valuables, ask the Team/Shift leader where you can leave them.
- **Don't** try to take on too much!

C: Personal safety

In order to promote safety in the shelter, always follow these simple practices (in addition to the do's and don'ts above):

- Check the identity of each guest arriving at the door by asking for their name first.
- Don't let any person into the building whose name is not already on the guest register without first consulting the CARIS Supervisor or the Team/Shift Leader.
- Wear gloves when handling used bedding.
- Never put your hand into a bag or pocket. Tip contents onto a flat surface so you can see what you are handling.
- Volunteers should act safely and not put themselves or other volunteers or guests in any danger.
- If you feel uncomfortable in a conversation or situation, simply remove yourself politely: for instance, leave to make a cup of tea, or go to help in the kitchen.
- If you feel worried or intimidated at any time during the shift, inform the team/shift leader or the CARIS Supervisor immediately. Please take directions at all times from them, especially with regard to matters of personal safety.

D: Confidentiality and respect

- When talking with guests it is important not to push for information. Please acknowledge that some guests may feel hurt or let down by some experiences and may not wish to talk about them. Others will like nothing better than to tell you their story.
- Always treat our guests with respect.
- Please respect each guest's confidentiality.

- Don't allow your conversation to become common gossip, particularly with other guests but also outside the shelter environment. Guests may share private information – it is expected that this information remains private and is not shared with family, friends, colleagues etc.
- **REMEMBER:** Confidentiality is important for building trust, **but** it is not about keeping secrets. This should be made clear to guests. You may keep any conversation in confidence, as long as you don't feel burdened or uncomfortable about what has been shared, or as long as it does not threaten to affect the safety of anyone in the shelter.
- Under no circumstances should you feel obligated to do anything asked of you by a guest, nor should you put yourself in a situation where you agree to keep secrets that you are not comfortable with.
- If things feel as though they are getting too demanding, tell the guest that you may have to tell your team/shift leader what is being said in order to get appropriate help. It is then up to the guest as to whether they want to continue.
- **The priority of a volunteer is to ensure the safety and wellbeing of everyone within the shelter (guests and volunteers alike). If you feel there is a threat to another person or to the safety of the shelter, you should tell your team/shift leader or the CARIS Supervisor immediately.**
- Don't try to take on too much by yourself! Always remember that you can share any concerns with your team/shift leader or the CARIS Supervisor.

A brief statement of CARIS Islington's policy:

- *CARIS Islington recognises that any user of our services, whether an individual or an organisation, has the right to expect that any information imparted by them to CARIS Islington will be used only for the purpose for which it is given and should not be released to anyone else outside CARIS without the user's consent.*
- *The right to privacy is essential to ensure that the user has trust and confidence in the organisation and is treated with respect and dignity.*
- *Information about the internal affairs of CARIS Islington is also confidential.*
- *CARIS Islington's full policy on confidentiality, privacy and GDPR compliance is available from the office on 0207 281 5200.*

6. Gifts

From time to time guests may wish to give gifts to volunteers. Small gifts may be accepted if they can be shared. The general rule is that all gifts should be shared with the team, and the guest should be told that this is the policy. In any case all gifts should be reported to the team leader and recorded in the Logbook. Any gift deemed to be too expensive or in some way inappropriate should be gently returned to the guest. You should not encourage guests to give gifts.

7. Special guidelines for volunteer coordinators

The volunteer coordinators or church team leaders have responsibility for managing the human and physical resources of the shelter. You will be called upon to make decisions as to the most appropriate course of action, and you may wish to make these in consultation with the CARIS Supervisor, who will be more familiar with the guests. However, no list of policies and procedures can possibly cover every situation, and sometimes you will have to think on your feet.

A: Admission of guests to the shelter

- The CARIS Supervisor or the Shelter Manager is the sole custodian of the shelter phone and the gatekeeper of admission.
- All of our guests have been screened prior to arrival via a rigorous referral process and as such, we advise that only the guests who are on the accepted guest list for the evening be admitted into the shelter. If an individual who we are unaware of is admitted into the shelter, this could jeopardise the safety of both guests and volunteers as we will not have accurate information about their situation, particularly in regards to risk.
- **PLEASE NOTE: In the event that the church team/shift leader and volunteers decide to admit a guest who has not already been authorised by the CARIS Shelter Manager, or whom the CARIS Supervisor has advised not to admit, the responsibility of that decision and potential outcomes will be the sole responsibility of that church for the night concerned.**
 - *It is important to note that any guests admitted on that basis CANNOT be guaranteed a bed on any other night that the shelter is running.*

B: The building

You must be familiar with the building. Importantly you must:

- Know where the fire exits and fire extinguishers are;
- Make sure that fire exits are unlocked and not blocked;
- Know the evacuation procedures in the event of a fire.
- Know where the First Aid box, telephone and list of emergency numbers are, and tell your volunteers where they are.
- Make sure that any areas where you don't want guests to go are secure.
- Tell volunteers where guests can and cannot go.
- Identify a safe area where volunteers can leave their belongings.

- Identify a safe area to keep any valuables handed in by guests for safe-keeping and give one volunteer responsibility for storing valuables.

C: Volunteers

- Introduce volunteers to one another and ensure that everybody knows who is a volunteer and their names – this is usually done at the volunteer briefing session conducted prior to opening by the CARIS Supervisor every evening. First-Aiders should be identified at this time.
- “Buddy up” new volunteers with a more experienced volunteer, and volunteers under 18 (e.g. Duke of Edinburgh award volunteers) with an adult volunteer.
- Allocate volunteers jobs for the evening: e.g. serving tea, serving meals, putting out tables and beds, showing guests round the shelter etc.

D: The Logbook

- The Logbook is extremely important, because it is:
 - The means of communication between the venue and the Shelter Manager, providing details of who arrived or who didn't, as well as a record of any incidents.
 - The way we collect statistics, which are used in our annual report and also for fundraising.
- Please look after it and maintain it accurately. The Logbook is a confidential document. It MUST be kept in a secure place at all times, known to the team and/or shift leaders.
- In the morning please either take a photograph of each side of the logsheet, i.e. the guest register and the log notes on the back, or email a written report, containing the same information, to the CARIS Shelter Manager at iccws@hotmail.co.uk. The Logbook will remain in the care of the shelter venue and each week the CARIS supervisor will bring a new logsheet and remove the previous week's details.

E: Before you open the doors

- In the rare event that you should not have enough volunteers, meaning that you don't feel it is safe to open, then delay your opening time. If you anticipate that this may be a problem, please inform CARIS staff as soon as possible.
 - It is a good idea to go outside and talk to the guests who are waiting and explain what is happening.
- Before the briefing by the CARIS Supervisor at about 7pm, go through the Logbook and identify any issues you wish to discuss; raise any concerns or questions with the Supervisor.
 - If you anticipate a problem, discuss it and agree what you will do; the volunteers should know how you will deal with it before the shelter opens that evening.

8. Volunteer training

Free training sessions by the Shelter Manager and Supervisors are offered for new and returning volunteers at each venue in November or December, and all volunteers are warmly welcome. Topics covered include an overview of homelessness and its causes, what to expect during a shift, practical tips on volunteering and teamwork, and how to deal with difficult behaviour. If you are unable to attend a session, your CARIS supervisor will be happy to talk through some of the issues with you and signpost you to other possible training opportunities. If an issue arises during the course of the shelter that you feel would be beneficial to have some more guidance on, please inform your CARIS supervisor and we can arrange to offer a training session at your next briefing.

9. Rules for guests and the guest agreement

Guests are initially invited to stay in the shelter for up to 28 nights, although the length of their stay may vary depending on circumstances. In 2019 the average stay lasted for 20 nights.

We keep the rules to a minimum, but every guest who stays in the shelter is required to sign a guest agreement which stipulates the following:

- No alcohol or drugs may be consumed in or around the premises.
- No violent, threatening, racist or other anti-social behaviour or language.
- No offensive weapons.
- No smoking inside the building.
- No pets.
- No guest may leave the shelter after registering in the evening.
- Guests will forfeit their place if they arrive late without prior arrangement with the CARIS Shelter Manager or CARIS Supervisor.

10. Guidelines on drug and alcohol use

The following guidelines are adapted from those used by the Crisis at Christmas winter shelters.

Use of drugs and alcohol

- Drugs or alcohol must not be consumed/used on the premises by any guest or volunteer, this includes “legal highs”.
- Drinking by volunteers whilst on shift is not allowed. Volunteers will be turned away if suspected of being under the influence of alcohol or drugs when coming onto their shift.

Action to be taken if policy is breached

- If guests are found drinking on the premises they will be asked to leave the shelter. This can be done that evening by the team/shift leader or the CARIS Supervisor the next day. This is up to the team leader’s discretion. It may be more disruptive to remove the person from the church that night, depending on what kind of state they are in at that time.
- If guests are found taking drugs on the premises, they will be ejected from the shelter immediately.
- Anyone found dealing drugs will be ejected from the shelter immediately.

- Volunteers who suspect that someone is violating these policies must record this in the Logbook, so that the CARIS Supervisor and volunteers the following night can be made aware. Volunteers should not police a night shelter, but they should not be negligent.

Communication of the rules

- Guests are explicitly advised of the drug and alcohol policy before entering the shelter. It is contained in their Guest Agreement and explained verbally by the Shelter Manager.
- Volunteers should be informed of the policy at training and briefing meetings and in writing in this Volunteer Handbook.
- If any guest is excluded from the Shelter as a result of breaching the policy, all church team leaders should be informed. In particular the church responsible for the following night must be informed.

11. Managing challenging behaviour: guidelines for the prevention of violence

Over the years that CARIS Islington has operated a night shelter the shelter environment has generally been calm and welcoming. Thankfully there have been very few violent incidents. However, it is important to recognise that actual or potential violence **may** be a problem in working with this vulnerable group. The following guidelines, issued by the London Rough Sleepers Unit, and used by Shelter and Crisis, are intended to offer direction on the most effective ways of preventing violent behaviour and protection from its consequences. Please note that the following guidance is intend to prepare volunteers for the worst case scenario, it is not an indication that we expect such incidents to occur.

Of course, guidelines can never cover every eventuality. Volunteers must also draw on their experience, skills and common sense when faced with aggressive situations.

The Health and Safety Statement in Appendix 1 acknowledges the responsibility of the CARIS ICCWS committee and participating churches to provide direction and support to volunteers; in addition, all volunteers have an individual responsibility never to put themselves, their colleagues, guests or members of the public at unnecessary risk. These procedures should be viewed within the context of that shared responsibility.

Defining violence and aggression

Although these guidelines focus on the extreme end of violent behaviour, this does not mean to imply that only physical assault is of concern. Threats and verbal abuse, for example, are

also recognised for their intimidating and undermining impact and, where appropriate, these guidelines should apply to all forms of aggressive behaviour.

General guidelines for managing violence and aggression

It is natural to be frightened of violence, and this needs to be taken into account in the expectations of oneself or others when dealing with actual or potential violence or threatening behaviour.

In responding to violence or potential violence, one's own safety and that of colleagues and the guests must be seen as the first consideration.

All volunteers should co-operate in taking a consistent approach to confronting guests about unacceptable behaviour and in banning or excluding guests from the building. As far as possible, no single volunteer should be identified as the instigator of a ban – it should be presented as a team decision, and all volunteers must actively support the decision even if they have a different opinion.

Managing a violent incident

- It is the responsibility of all volunteers to alert colleagues at the first sign of aggression and to act co-operatively to defuse the situation.
- One or two volunteers should talk to the individual/s concerned, remaining calm, but firm. Repeat the guest's name calmly or repeat, "I can see you are upset" or something similar. Do not confront the guest. Do not approach the guest directly; sidestep him/her so you do not end up being backed into a corner.
- Try to create opportunities for the guest/s to back down without feeling humiliated. Where possible, the guest/s should be asked to move aside. Space should be created to ensure that people are not crowded into a confined area. All those present should be mindful of their own and others' "escape route" should it be necessary to move away fast.
- Other volunteers should remain at a reasonable distance but pay attention in case the situation escalates. Volunteers who are not directly involved with the main protagonists should attempt to keep other guests calm, and prevent them from becoming involved, unless they are friends who can assist positively.
- In particular, one volunteer should ensure that any vulnerable people, and, if possible, potential weapons such as plates, cutlery, etc., are removed from the area.
- One worker should be in a position to phone for police assistance should this become necessary. It may be useful to identify in advance (at the briefing session) which volunteer on your shift would have this responsibility should a situation arise.
- If an incident escalates and the guest/s cannot be calmed, then volunteers should be prepared to vacate the area. Personal safety must be put before the protection of property. The police should be summoned immediately.
- In exceptional circumstances, if retreat is not possible, volunteers should take appropriate measures to defend themselves. In the unlikely event of an attack, only

force sufficient to stop the attacker and prevent injury to self, colleagues or other guests should be used; reasonable restraint is acceptable.

After an incident has occurred

If an incident does occur, it is likely to be very unsettling for everyone in the shelter, whether volunteer or guest. Some things that the coordinator and CARIS supervisor can do include:

- Provide first aid where necessary.
- Provide reassurance and help everyone to calm down.
- Record details of the incident as quickly as possible in the Logbook.
- Arrange for any volunteer that has been scared or hurt to leave the shift safely.
- Arrange longer term support where necessary.
- Discuss the incident and try to draw out constructive lessons for avoiding a similar incident in the future.
- Consider providing other guests with brief details of what happened and how it was dealt with; this is to prevent rumours and provide reassurance that incidents are dealt with effectively.

12. Complaints

Occasionally things can go wrong, possibly in the dealings with guests or in relationships with volunteers. Every example has its own unique features, but the common factor is that such disagreements can cause a great deal of pain and concern and therefore need to be dealt with sensitively and in a timely fashion.

- If a volunteer or participating church is unhappy about the behaviour or actions of the Shelter Manager or Supervisor, and wishes to register a complaint with CARIS Islington, this should in the first instance be brought to the attention of their line manager, who can be contacted via the CARIS main office on 0207 281 5200.

APPENDIX 1: Health and Safety Statement

CARIS Islington Churches CWS will take all necessary steps to ensure the safety of all its employees, volunteers and shelter guests, while acknowledging that the churches, all employees and volunteers also have a responsibility to take reasonable care to ensure their own health and safety and that of their colleagues and shelter guests.

So far as is reasonably practicable, and as far as it is able, the CARIS ICCWS Service Committee undertakes:

- To provide and maintain safe and healthy working conditions, amenities, equipment and systems of work for volunteers and staff, while simultaneously providing a safe, healthy environment and safe surroundings for all shelter guests;
- To offer volunteers such information, training and supervision as is needed to ensure safe and healthy conditions;
- To ensure that health & safety legislation, regulations and codes of practice are observed;
- To support and maintain, through the participating churches, safe premises and equipment, including appropriate protective clothing;
- To ensure that the use, handling, storage and transportation of food, articles and substances are safe;
- To ensure that the systems of work are safe and to provide or locate appropriate training and advice for volunteers in these matters;
- To promote effective communication between the CARIS ICCWS Service Committee, church coordinators, volunteers and guests on safety matters in each church;
- To ensure that all volunteers and guests using the premises are safe and without risk to their health;
- To review and revise these guidelines regularly or as new legislation requires

APPENDIX 2: Guidelines on food preparation and hygiene

Every volunteer helping with food preparation or service should observe the following:

1. Make sure long hair is tied up and away from the face.
2. Don't wear nail varnish (apart from gel) or false nails. If necessary, wear non-powdered latex gloves.
3. Keep jewellery to a minimum.
4. Put on protective clothing or aprons as provided.
5. Always wear closed-toe shoes.
6. Wash hands thoroughly before handling food, preferably in a designated separate hand sink and with anti-bacterial handwash, and dry thoroughly with disposable paper towels.
7. Always wash and dry hands thoroughly (as above) between different types of food preparation.
8. Raw foods should be prepared on differently coloured boards where possible:
 - a. Red – raw meat;
 - b. Blue – raw fish and seafood;
 - c. Yellow – cooked meats;
 - d. Brown – vegetables;
 - e. Green – fruits and salads;
 - f. White – dairy, bread and baked goods.
9. Be aware of any spillages and clean them up immediately. Always clean down surfaces and equipment before and between each stage of preparation.

Food Temperatures

1. Cooking
 - a. Food should be thoroughly cooked to a core temperature of at least 82°C. The best way to check this is with a food thermometer. Spear the food with the probe, and ensure the food stays at that temperature for at least a minute.
 - i. If you are cooking a casserole, the core temperature should be taken from the centre of a piece of meat.
 - b. With rice, please ensure the core temperature is over 80°C and that it's not standing around cooling for more than 45 minutes. Rice can be reheated once only, preferably in a small quantity, before discarding.
2. Cooling
 - a. Cool food rapidly before putting in the refrigerator. Food can be cooled quickly by standing in cold or iced water.
 - b. Food should not stand around for more than 90 minutes, at which time deterioration will begin.

3. Reheating

- a. The practice of reheating should be avoided where possible.
- b. However, if the food has been prepared away from the shelter, it is imperative that it is reheated thoroughly before serving. The food should be heated until it has reached a core temperature of at least 82°C and held at that temperature for at least a minute.

4. Microwaving

- a. If food is being reheated in a microwave, be especially careful to ensure that every part of the food is thoroughly heated. Microwaves often heat food unevenly, so you may need to stir and move the food around to ensure temperature consistency.

5. Serving

- a. Hot food must be served at a temperature of at least 75°C at start of service, and the temperature should dip no lower than 63°C.

APPENDIX 3: Guidelines on volunteers aged under 18

1. CARIS Islington Churches Cold Weather Shelter welcomes volunteers aged under 18
 - a. *at the discretion of the volunteer coordinator at each venue*; AND
 - b. with the proviso that each church has in place and is committed to observing *an appropriate and up-to-date safeguarding policy* with regard to children.
2. Volunteers under the age of 18 should be supervised at all times by an experienced volunteer, and should NEVER be left alone with guests in any part of the building.
3. It is useful to pair any under-age volunteer with a specific older volunteer during a shift.
4. Under-age volunteers should be identified and welcomed at the team briefing, in order to encourage awareness and build confidence between the younger volunteers and other team members.
5. Normal H&S rules should be followed and clearly explained to young volunteers who are being supervised in preparation of the evening meal or breakfast for guests.

NOTES:

- There are no legal restrictions with regard to a minimum age for volunteering.
- However it is important that all young volunteers, whether they volunteer as individuals, part of a family, with friends, or for volunteering experience (e.g. to fulfil Duke of Edinburgh Award requirements), are well supported. This means that the volunteer coordinator and other adults in the team need to be aware of any potential causes for physical or emotional stress or uncertainty, and to ensure that young volunteers remain and feel safe.
- Young volunteers should be encouraged to feel confident in sharing with a responsible adult any problems or issues which may arise during their time of volunteering.
- Any adult who will have sustained and frequent contact with volunteers under the age of 18 should undergo a DBS check.
- The Shelter Manager and Supervisors undergo enhanced DBS checks.
- CARIS Islington's policy on volunteers under the age of 18 is currently being revised. For further details please contact the Shelter Manager.

APPENDIX 4: Handling a potential flu outbreak

Influenza is highly contagious and a case of flu could affect all guests, volunteers and staff in the shelter. It is important to take precautions to minimise possible effects.

1. **The flu virus** is spread ONLY by:

- Close person to person contact (within one metre for a prolonged period).
- Contact and then touching your mouth/eyes/nose without washing your hands.
- Contact with affected surfaces, e.g. door handles, tables, handrails, phones.

2. **Preventative measures.** The following procedures can help to reduce the risk of catching or spreading the virus:

- Cover your mouth and nose when coughing and sneezing, using a tissue.
- Throw the tissue away quickly and carefully.
- Wash your hands regularly and thoroughly with soap and water.
- Ensure hard surfaces are cleaned thoroughly and frequently with a normal cleaning product.

3. **Symptoms.** The symptoms of flu include:

- Cough, sore throat, runny nose
- Headache, aching muscles and joints, weakness and fatigue
- High temperature, fever; sometimes vomiting and diarrhoea

4. **Suspected cases.** If you suspect **anyone** in the shelter may have flu, or be experiencing the onset of fever, along with one or more of the above symptoms, tell the team/shift leader. The person's temperature should be taken periodically: disposable thermometers are available from the CARIS supervisor or the team/shift leader. Normal body temperature is 36.7°. If a temperature of 38°+ is reached, it should be treated as a confirmed case.

5. **Confirmed cases.** A guest with a confirmed case of flu should be isolated and monitored closely to minimise contact with others. Report this immediately to the CARIS supervisor or Shelter Manager, who will arrange an escorted visit to a medical professional the following morning. If this is not possible or symptoms/behaviours are considered overly hazardous to the welfare of others, report this to the CARIS Supervisor immediately: s/he will make arrangements for an immediate escorted visit to an A&E facility.

6. **A note: ordinary vs pandemic flu.**

- Ordinary or seasonal flu occurs every year during the winter and affects up to 10% of the population. An annual vaccination is available. Those most at risk are the very young, the very old and people with certain chronic illness.

- Pandemic flu occurs about three times each century and may affect up to 50% of the population. There are initially no vaccinations, and anyone may be at risk.
- There are no indications that the 2018/19 flu virus will develop into a pandemic.

APPENDIX 5: Legal Highs

“Legal Highs”

- Legal highs are substances which produce similar effects to illegal drugs, but are not currently controlled under the Misuse of Drugs Act; see notes below.
- While it is not illegal to possess substances that have been identified as a legal high, we should treat all such substances discovered as illegal, on the basis that we are not qualified to state whether a legal high substance contains illegal or banned substances.
- It is important that volunteers keep a look out for guests who may appear to be unusually anxious or tense or panicky. Other potential indications may also include drowsiness, being overheated and de-hydrated, or having difficulty in breathing.
- If it is identified that the guest has taken a legal high, volunteers should:
 - Stay calm, keep the guest calm them and give reassurance.
 - Get the guest into a quiet area if possible, away from any large groups and bright lights, and try to establish what may have been taken. Two volunteers should stay with the guest at all times.
 - Where the legal high appears to have had an adverse effect on the individual, medical help should be sought immediately. When medical help arrives, provide as much information as you can glean from the guest.
 - Ensure that the CARIS Supervisor is notified immediately and provide a full written report to be sent to the CARIS Shelter Manager in the morning.
- If a guest or volunteer is found in possession of or is identified as having taken a legal high, they should be asked to leave the shelter and not re-admitted for the duration that the shelter is running.

Notes on legal highs: The title “legal high” does not necessarily mean they are safe. They can place a strain on the heart and nervous systems, damage immune systems, induce lethargy and forgetfulness, increase the potential for accidents, unconsciousness or self-harming, and they have on occasions caused death. Legal highs can contain illegal or banned substances, despite the name. Legal highs can produce a reaction which potentially can resemble any of the following three categories:

1. **Stimulants** – these can energize the individual, make him/her talkative or physically active, increase speed of thought, induce euphoria; they can also produce overconfidence, anxiety, panic, confusion or paranoia.

2. **Downers** – these can reduce inhibitions, or cause a sense of euphoria, sleepiness, memory loss and slowing of reactions.

3. **Psychedelic or hallucinogenic** – these can create altered perceptions and cause hallucinations. They can also produce widely varied responses from euphoria, warmth and detachment, to confusion and panic.

CARIS Islington Churches Cold Weather Shelter is part of CARIS Islington, which is a registered charity (no. 1057737) and a company limited by guarantee (reg. no. 3237809).

CARIS Islington is governed by a board of trustees. The trustees appoint a Cold Weather Shelter subcommittee to oversee the shelter. There are also regular meetings between the subcommittee, the Shelter Manager and shelter supervisors, and the volunteer coordinators from each church. The Shelter Manager and Supervisors oversee best practice compliance and the general smooth running of the shelter, liaise with each of the participating churches and work with guests to find secure accommodation and self-stability.

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