



Hypothermia Prevention Program Volunteer Training

MISSION:

FACETS opens doors by helping parents, their children, and individuals who suffer the effects of poverty in Fairfax County

VISION:

FACETS envisions a day when everyone in Fairfax County has access to adequate and affordable housing and no one is homeless. We seek to engage and educate our community in providing long-term solutions and resources to break the cycle of poverty for our neighbors in need.

Breaking the Cycle of Poverty

Education and Community Development: Operating out of four community centers from Annandale to Centreville, FACETS' Education and Community Development (ECD) Program offers services to both children and adults with the goal to break the cycle of poverty. Examples of services offered include homework help, college access, and reading groups for children and youth, as well as assistance with job searches, resume writing, and ESOL class for adults.

Preventing and Ending Homelessness

Services to Families: FACETS offers services to families who are homeless, unstably housed, temporarily living in the area motels or at-risk of becoming homeless. These services, which include emergency shelter, financial assistance, employment skills, and housing solutions are offered through out Motel, Next Steps, and Family Outreach Programs

Services to Single Adults: FACETS provides case management and outreach services to single adults who are homeless or living in poverty. Our Hypothermia Prevention, Single Adult Outreach, Homeless Healthcare, enable us to help them stabilize, move into housing, and obtain medical, dental, and mental health support services.

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.**
- **Twelve 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 shows up 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.
- During the 2017-2018 season, FACETS served **283** unduplicated guests over the course of the season.

Guest Expectations

- 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 warm 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
- Violation of the rules may result in suspension and/or termination from the program
- 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).
 - 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. Make them feel welcome.
- Communicate with FACETS staff (let us know your thoughts, feelings and concerns).
- 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 FACETS staff aware if you see something out of place or of concern
- Be Alert: Patrol your venue and the property for suspicious activity
- Help us be effective by allowing us to enforce our policies
- HAVE FUN!

Expectations of FACETS' Staff Facilitators

- **Prior to doors open, the evening facilitator should be locating the POC or volunteer team lead so that both parties know who the other one is.**
 - **This is also an opportunity for facilitators to find out many things, including where the emergency evacuation plan is located, whether or not SmarTrips are being uploaded, whether there is anything else going on that they need to make announcements for at dinner, etc.**
- **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 and all other volunteers
- Resolve guest concerns and provide crisis intervention as necessary
- Enforce Hypothermia rules and regulations
- Provide regular updates to FACETS Program and Site Coordinators
- Everything else...

Health and Safety

- **The population we serve are susceptible to a variety of health-related issues**
- **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 Nurse Lori with the Health Department 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 Nurse Lori.
- **Nurse Lori 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.**
- **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 FACETS staff on-site immediately.**
- **If your gut tells you to call the police, don't hesitate...call the police. Notify FACETS staff member soon thereafter if you are not able to do so beforehand.**

SPECIAL NOTE!

- K2, also known as “spice” and “fake weed” has become more prevalent in our area.
- It is made of marijuana and other chemical compounds.
- It has been marketed as being “safe” and “natural” and even “legal”.
- K2 affects the brain differently than regular marijuana. Stronger reactions to include hallucinations, delusions, vomiting, rapid heart rate and even heart attack may occur.
- Effects are unpredictable.
- **APPROACH WITH CAUTION! AGGRESSION MAY ESCALATE RAPIDLY**

A Night in Review – The Basics

- **5:00pm – Facilitator arrives; complete inventory of trunk, including supplies and necessary paperwork; set up registration and volunteer tables; familiarization with volunteers and venue.**
- **5:00pm – Doors open and guests start to arrive; registration/check-in takes place**
- **~6-6:30pm – Announcements are made and rules are reviewed prior to dinner; dinner commences**
- **~7:00-7:30pm or after dinner – Bedding is distributed**
- **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.

A Night in Review – The Basics

- ~5:30-6:00am – Lights on; breakfast provided; bedding collected; tokens/SmarTrips are dispersed; van transportation is facilitated, if applicable
- 6:00-7:00am – Laundry pickup occurs (if laundry day)
- 7:00am – All guests have left the property; facilitator makes 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.**
- **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.**
- **Currently in the works to increase partnership with Fairfax County’s Adult and Aging to increase services to our older population.**
- **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!**

Client Scenarios

- It's 1:00am and, while going to the restroom, you walk past the overnight facilitator and find him asleep in the corner. What do you do?
- During your nightly rounds, you discover a bottle of liquor on church grounds. What's your next course of action?
- A Hypothermia guest that you are very familiar with 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?

Client Scenarios

- A guest arrives before dinner and appears very intoxicated. He is loud and obnoxious and stirring up other guests. What do you do?
- A client says that he is going to kill himself. What do you do?
- A client asks you for work boots or help with paying for medication. What do you do?



Thank you all for your commitment and dedication to assisting our homeless neighbors. Without you and your service, this program would not be possible!

QUESTIONS/CONCERNS

Maria Avila, M.P.P.

Program Director, Single Adult Housing Stabilization

703-267-2503

mavila@facetscares.org

Norca Calderin, MSW

Hypothermia Program Assistant

(703) 267-2502

Ncalderin@facetscares.org