QUALIFICATIONS

Shelter Information:

Provide the address of the building you intend to use for housing the cold weather shelter and layout of shelter space.

Resurrection Lutheran Church
740 W 10th Street, Juneau AK 99801
A floor plan is attached. The space includes:

- Separate entrance on Glacier Street with entrance foyer;
- Office area outside two unisex bathrooms and an emergency shower;
- Main sleeping area (with TV / reading area for those not sleeping)
- Serving and dining area
- Commercial Kitchen
- Elevator for ADA access

Do you own or lease the building? _ Own
What is the square footage of the area you intend for use? 3,600 sq.ft.
Provide the estimated number of cots for use: 50
What are the intended hours of operation for the warming shelter? 10:30 p.m. - 7:00 a.m.
If available, provide a copy of any rules for the shelter facility and detail policies regarding behaviors that will get patrons banned from the facility.

Attached are:

- RLC Warming Shelter 2022-23 Operating Guidelines
- RLC Warming Shelter Procedure, Guidelines and Terms
- RLC Warming Shelter Code of Conduct
- RLC Warming Shelter Guest Service Guidelines

RLC plans to operate the shelter as a low barrier shelter for adults, where patrons are accepted each night regardless of sobriety or prior behavior – such that a patron would only be trespassed according to the above policies for that night, but may return the next night the shelter is operating.

Provide information on how you will make the shelter space available to the most vulnerable. (advertising, transportation, etc.).

From http://warmingshelter.org/
RLC Warming Shelter Operating Status
The RLC Warming Shelter will be:

- open at 10:30 pm; and
- open through the night of Monday, April 15th, after which it will close for the season.

More information can be found at warmingshelter.org, including the shelter's location, operation status and procedures.
Determination of Operating Nights and Hours
The RLC Warming Shelter's contract with the City and Borough of Juneau (CBJ) requires the shelter to be open when the predicted temperature (as determined on the prior day at noon) will be below 32° by this NOAA website. However, RLC may decide to open additional nights when circumstances warrant. It is required to be open by 11 pm, however we regularly open at 10:30 pm, and may open as early as 8 pm in cases of extreme weather. We close by 7 am in order to assist the patrons in getting to CBJ transit buses or other shuttle services.

Notification of RLC Warming Shelter Operating Status

Follow the RLC Warming Shelter on Twitter.

Follow the RLC Warming Shelter on Facebook.

Email the RLC Warming Shelter Manager to join the RLC Warming Shelter email notification list (must ask to join for each operating season).

Electronic Notification Signs

- Resurrection Lutheran Church (740 W 10th Street Juneau, AK – window above RLC WS Entrance)
- Hot Shot Coffee (between Western Auto & The Liquor Barrel in Lemon Creek)
- CBJ City Hall (Back Alley Window) – *(Coming Soon)*
- St. Vincent de Paul Thrift Store (Front Window)

Contact RLC Warming Shelter Staff During Operating Hours

The RLC Warming Shelter Staff can be reached during operating hours at (907) 586-2380.

Contact RLC Warming Shelter Manager for Additional Information

- Call Brad Perkins +1 (808) 782-5795.
- Email the RLC Warming Shelter Manager manager@warmingshelter.org.
- Write to Brad Perkins at Resurrection Lutheran Church, 740 W 10th Street Juneau, AK 99801

Provide information on the training you would provide to staff.

Attached are:

- RLC Warming Shelter Staff Position Description
- RLC Warming Shelter Staff Application
- RLC Warming Shelter Staff Agreement
- RLC Warming Shelter Staff File Checklist
- LC Warming Shelter Training Log
- RLC Warming Shelter Schedule
- RLC Warming Shelter Timesheet
- RLC Warming Shelter Shift Report
- RLC Warming Shelter Incident Report
- RLC Warming Shelter Patron Log
- RLC Warming Shelter Comment Card

WS Staff are initially provided at least 20 hours of training, with additional monthly ongoing training. Additionally, monthly staff support meetings are held to focus on staff self-care. Initial training includes:

Class		Instructor(s)
WS Shelter Operations 101 (pt 1)	1.0 hrs	Pastor Karen
WS Shelter Operations 102 (pt 2)	1.0 hrs	Pastor Karen
WS Shelter Policies & Procedures	1.0 hrs	Pastor Karen
Customer Service 101 (pt 1)	1.0 hrs	Pastor Karen
Customer Service 101 (pt 2) & RLC Guest Service Guidelines	1.0 hrs	Pastor Karen
Introduction Mental Illness and Behavioral Health	1.0 hrs	JAMHI
Environmental, Health and Safety (EHS) and Emergency Response Plans	1.0 hrs	WS Manager
HAZMAT, MSDS, NARCN, Contact #'s	1.0 hrs	Pastor Karen and WS Manager
Anger and De-escalation	2.0 hrs	JAMHI / JPD
First Aid, CPR and AED	3.0 hrs	CARES / CCFR
WS Technology and Intel-style Group Interaction	1.0 hrs	WS Manager
Inter-Social Service Agency Programs and Cooperation	3.0 hrs	Staff from Other Agencies
Public Health	1.0 hrs	Claire
Transitional Housing	1.0 hrs	SVdP / FPJ / Gastineau HS / THRHA
AKHMIS	2.0 hrs	AKHMIS Staff

<u>Provide information on other programs or services you intend to make available to patrons.</u>

RLC intends to offer the services to the clients:

- RLC intends to operate the shelter
  - When necessary, shelter may open/close for season when
    - Contract temperature requirements are met after 10/15, up to 4/15
    - CBJ homelessness campground closing to reopening
  - However, shelter may close during extended periods above contract temperature requirements
- Basic food service (main dish, vegetable & starch and cereal & coffee)
  - Upon entry until 2 am
  - Upon waking at 6 am until kitchen closure before 7 am
  - Using food primarily supplied through RLC Food Pantry / SEAFB

- Health Service Referrals
  - JAMHI – physical and behavioral health services
  - CBJ - physical and behavioral health nurse advisor
  - Bartlett Hospital - physical and behavioral health services
- Housing Referrals
  - St. Vincent de Paul (SVdP) – Transitional and low income housing
  - The Glory Hall – shelter and transitional resources
  - Tlingit-Haida Regional Housing Authority - THRHA
  - Other housing programs
- Food Pantry Services
  - RLC Food Pantry
  - SEAKFB – food pantry
- Navigation Services
  - WS Manager – former navigator and navigator manager for JCF funded Juneau-wide Navigator Program at SVdP
  - RLC Pastor – member of JCHH, collaborative efforts group, suicide prevention coalition and other community organizations
  - Tlingit-Haida Tribal Services

References: Provide the information for references demonstrating your experience with similar projects. References must have received services for sheltering persons experiencing homelessness within the past ten (10) years. Supply the Company Name, Contract or Project Manager's name, phone and e-mail. Provide the Project Name and timeline detailing the start and finish dates. Provide a brief description of what the project entailed. References need to be available during normal working hours for verification. Submit with your bid.

Attached are references from RLC Warming Shelter Patrons from prior seasons with contact information (where patrons provided such).

Bid Schedule:

Personnel

RLC Pastor Allocation (part-time/subsidy 10/01/23 to 4/30/24)

WS Manager (full-time 10/01/23 to 4/30/24)

WS Administrative Staff (part-time 10/01/23 to 4/30/24)

WS Staff Operating (two to four staff / night RT/OT 10/15/23 to 4/15/24)

WS Staff Training / Debriefing (initial 20 hrs. + 6 hrs. / mo.)

WS Staff Setup / Closing (10/23 and 4/24)

RLC Overhead / Indirect (CWES Shared Expenses)

Supplies and Equipment

Third Party Services

RLC Facility Usage Fee

Fixed fee of: $_____

COMPLETE AND SUBMIT THIS PAGE WITH YOUR BID

Bidders complete and upload this document with response.

Bidder Preference: *(As defined in Attachment A. Bidders may be required to submit proof)*

☐ Check here if you qualify for 5% local bidder's preference.
☐ Check here if you qualify for 10% disability preference.

Acknowledgement: The undersigned, as bidder, declare that we have examined all contract/solicitation documents contained herein and/or attached, and agree thereon with the City and Borough of Juneau to do everything necessary for the fulfillment of this contract. We agree any addenda issued/received are part of the contract documents.

We certify we have prepared our bid independently and without direct or indirect collusion, restraint of trade or other unfair competitive practices.

We understand that any false statements made to meet any requirement may result in contract cancellation or initiation of action under Federal, State or municipal laws and/or ordinances.

Contractor acknowledges by submitting a bid, that oversight of this population involves inherent risks to property and people. All data collected may contain sensitive personal information and Contractor agrees to keep all information collected confidential.

This signature page must be signed by a person who has authority to bind the company.

Resurrection Lutheran Church
Company Name (Please Print)

1
No. of Addenda Issued

907-586-2380
Company Phone

907-586-6225
Company Fax

https://rlcjuneau.com/
Company Website (if applicable)

740 W 10th Street, Juneau AK 99801
Complete Company Address

producer@junealive.org
Representative's Email Address

rlcoffice@ak.net
Company Email

Resurrection Lutheran Church
Company Name

_____
Authorized Signature*

October , 2023
Date

**Name and Title of Authorized Rep must be legibly printed directly beneath their signature.*

COMPLETE AND SUBMIT THIS PAGE WITH YOUR BID

INTENT: The intent of this Bid is to establish a term contract to provide a facility space, management, and staffing for the City and Borough of Juneau (CBJ) Cold Weather Emergency Shelter with the successful Bidder.

CONTRACT PERIOD: The contract will be in effect from October 9, 2023, for one (1) year, with the final expiration date of June 30, 2024.

CONTRACT PRICE: Contract prices are to remain firm for the duration of the contract period unless a price adjustment is requested and agreed upon.

CONTRACT ADMINISTRATOR: The Contract Administrator for this contract will be Robert Barr, Deputy City Manager for the CBJ Administration Department or upon notification, an alternative assigned designee.

QUANTITIES: The City anticipates issuing a purchase order for the quantities listed. Additional quantities may be needed during the contract. The City does not guarantee any minimum or maximum orders.

PERMITS: The Vendor must comply with all applicable Federal, State, City laws which have a bearing on this contract and must have all licenses and permits required by the State and/or City for performance of this contract.

REFERENCES: References may be a factor in determining the bidder's ability to provide a quality services for the City. When considering the bidder's experience the CBJ may request the Contractor to provide references from current customers. Failure or the bidder to produce acceptable references upon request may deem the services offered unacceptable and the bid non-responsive.

REVIEW OF GENERAL TERMS & CONDITIONS & INSURANCE: Attached to this Bid are documents required for this project (ATTACHMENTS A, B). Vendors should carefully review all these attachments. Awarded Vendor is expected to comply with these requirements. However, Vendor will not indemnify Contractor from liability for Vendor's operation of the shelter.

INFORMATION ABOUT JUNEAU: The City and Borough of Juneau (CBJ or City) consists of 3,250 square miles and is located in the panhandle of southeastern Alaska. Juneau is part of the mainland; however it is remote and only accessible by airplane or boat. Juneau has a population of approximately 31,000 people and is the state capital. The coastal climate contributes to Juneau's significant amount of annual precipitation (up to 92 inches) and prolonged overcast conditions. Additional Juneau information is available at the following websites:

City and Borough of Juneau Juneau.org
Juneau Economic Development Council JEDC.org NOAA NOAA.gov
Data on Juneau's homeless population is available ere: Institute for Community Alliances ICA.org

PROJECT INFORMATION. CBJ hosted an emergency cold weather shelter since 2016 starting mid-October / November to mid-April. The purpose of the project is to provide a low barrier emergency shelter on the coldest days to those who were unable to find shelter with other transitional shelter providers due to issues such as inability to meet conditions for entry, having been "trespassed," provider capacity and/or due to state of intoxication.

SCOPE OF WORK. The following services will be required in the performance of this contract, and in achieving the City's project objectives:

a. Facility

1. The facility must be in good basic condition and not require upgrades in order to open immediately.
2. The shelter must be able to handle a minimum of twenty-eight (28) and up to fifty (50) individuals unless otherwise limited by law.
3. The shelter must have adequate restrooms.

b. Planning

1. The shelter must be open on nights where the temperature is forecast to be below 32° degrees Fahrenheit. by the National Weather Service, Juneau Office, Experimental Point Forecast https://forecast.weather.gov/ by 3:00 p.m. the day before.
2. Contractor will maintain an e-mail list of people who would like to be notified when the shelter is open, and will notify recipients at the earliest practical time/date.
3. Contractor will provide staff to confidentially collect and enter participant data into the Alaska Homelessness Management Information System (AKHMIS). Contractor will need to coordinate with the Institute for Community Alliances (ICA) to develop this access, which requires filing of two (2) forms, see **EXHIBIT 1 -** *Agency Agreement* form, and *Data Sharing Agreement*. Contractor will appropriately train staff for shelter operations.

c. Operations

1. Contractor will operation the shelter as a "low-barrier shelter" for adults, where clients are accepted each night regardless of sobriety or prior behavior.
2. Minimum operating hours are 11:00 pm to 6:30 am the following day.
3. Contractor will accept clients until at least 2:00 a.m.
4. Contractor will be capable of handling clients who may be under the influence of various substances and/or struggling with mental health issues.
5. Contractor will post the AKHMIS Consumer Notice **(EXHIBIT 1).**
6. Contractor will make a good faith effort to collect (in order of priority) some or all of the following information:
   a. A Case Conferencing *Release of Information* (**EXHIBIT 1**),
   b. A Coordinated Entry *Intake Assessment* (**EXHIBIT 1**),
   c. Vulnerability Index – *Service Prioritization Decision Assistance Tool (VI-SPDAT)* (**EXHIBIT 1**).
7. Contractor will provide general oversight of the facility, providing a minimum of two (2) staff for every night the shelter is open. Staff will be highly recognizable so clientele knows who to address.
8. Contractor will used best efforts to enter shelter attendance in AKHMIS within five (5) days of operation.
9. Closure includes: awakening and escorting clients out, facility upkeep, such as trash, bathroom maintenance, etc.

10. Contractor will provide information (location, hours of operation, etc.) to clients and potential clients.
11. Contractor will coordinate with other agencies that provide housing assistance so that clients are using the cold weather emergency shelter when they have no other option.
12. Contractor will coordinate with other agencies that provide housing assistance so that clients are using the cold weather emergency shelter when they have no other option.
13. If the shelter is significantly over-capacity (above 50) on more than an isolated occasion (more than two consecutive nights), Contractor will organize (with the support of the Contract Administrator) and host as soon as reasonably possible (within at least two business days) a meeting (in-person and/or virtual) with other shelter providers to determine sheltering alternatives elsewhere in the housing system to alleviate the over-capacity.

CBJ PROVISIONS:

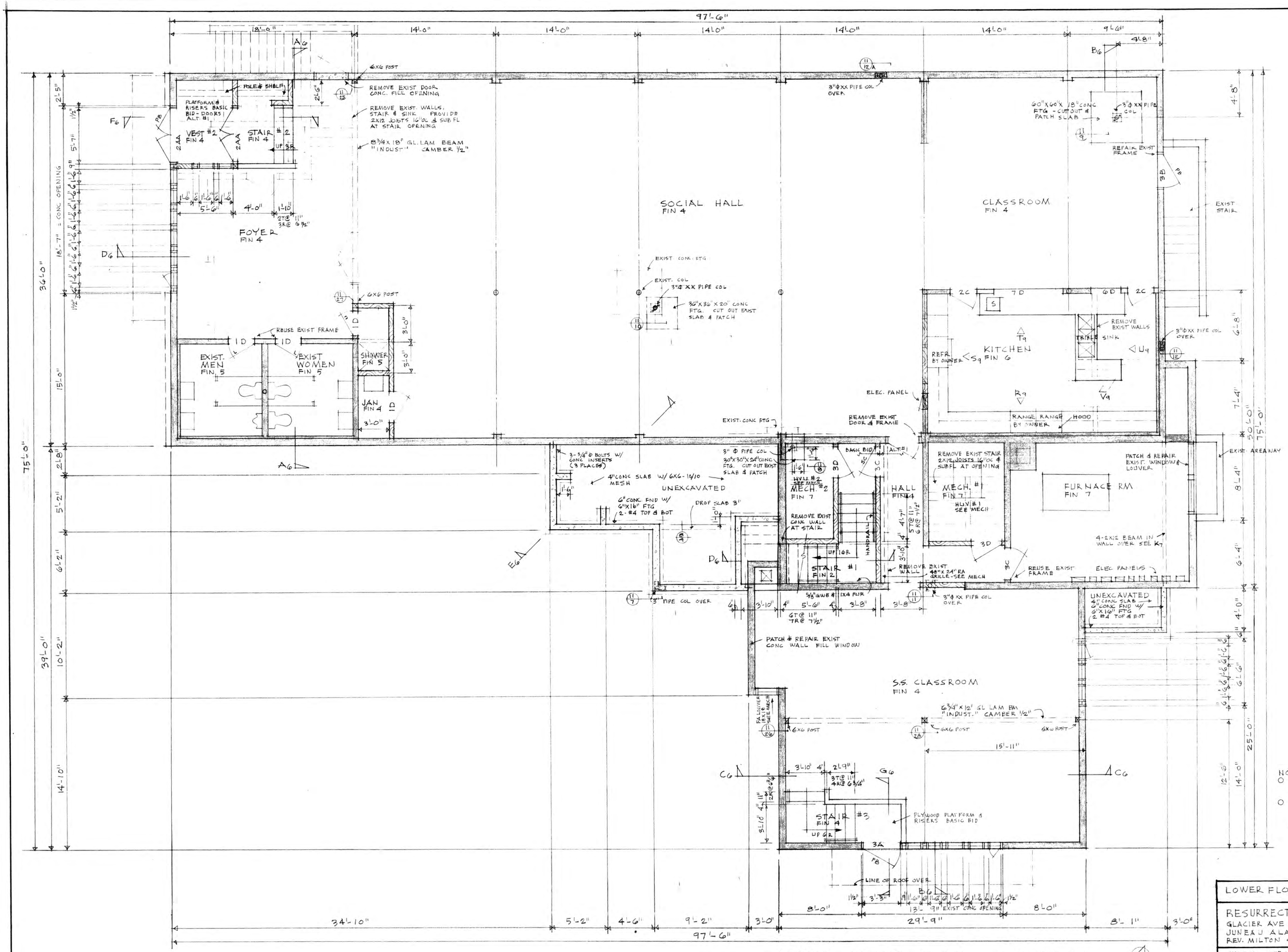
a. The CBJ will provide cots.
b. CBJ will provide public notice of the shelter operations through web site postings.

INVOICING AND REPORTING. Contractor will submit invoicing and required reporting monthly and will submit yearly reporting with final invoice. Invoice periods will cover services through the 15th of each month (example - November 15 thru December 15th). Contractor will submit invoice and required reporting no later than ten (10) calendar days after the 15th. Invoices must state the purchase order number, dates of service, and include required monthly reporting. Payment will be initiated upon receipt of proper invoice with required reporting and approval by Contract Administrator. CBJ will prepay two months in advance.

a. **Monthly Required Reporting** will include the following:

- Daily shift reports
- Incident reports
- Staff training logs
- Staff timesheets

SUB-CONTRACTING. Contractors will be responsible for any sub-contractor they employ in the course of this contract.



NOTE
- LOCATE PIPE COLUMNS & FOOTINGS FROM UPPER FL. PLAN DIMENSIONS - SEE A-3
- SEE ALTERNATE BIDS FOR EXTENT OF WORK THIS FLOOR

INDICATES EXISTING CONSTRUCTION

LOWER FLOOR PLAN SCALE: 1/4" = 1'-0"

LOWER FLOOR PLAN	DATE: FEB. 1, 1975
RESURRECTION LUTHERAN CHURCH GLACIER AVE & WEST TENTH ST. JUNEAU ALASKA 99801 REV. MILTON S. HUNT PASTOR 789-7569	
MILTON STRICKER ARCHITECT 3303 S. MASSACHUSETTS ST SEATTLE, WN 98144 329-5277	A-2

RLC Warming Shelter
2022-23 Operating Guidelines

Resurrection Lutheran Church (RLC) operates the Cold Weather Emergency Shelter (CWES) (aka the RLC Warming Shelter) under a contract from the City and Borough of Juneau (CBJ):

- on behalf of the CBJ;
- in the best interest, compassion and empathy toward:
  - Warming Shelter patrons;
  - RLC neighbors (including Harborview Elementary School); and
  - Juneau community, and
- such that the RLC Warming Shelter:
  - complies with its Conditional Use Permit (CUP) (and amendments);
  - meets the requirements of the CBJ contract
  - operating costs do not exceed the fixed-fee paid under the CBJ contract;
  - complies with RLC Warming Shelter:
    - Patron Code of Conduct;
    - Guest Service Guidelines; and
    - staff operational training, guidelines and policies.

While the CBJ contract specifies certain minimum operating guidelines:

- days when the predicted temperature (as determined on the prior day at noon) to be 32° or below;
- November 15 to April 15;
- from 11 pm to 6:30 am;
- two staff on duty; and
- reporting through AKHMIS,

neither party wants or expects these minimums to restrict service..

The RLC Warming Shelter managers have been involved with the management of the CWES since its second year of operation in 2017. Pastor Karen Perkins was the trainer and fill-in staff for the CWES and Brad Perkins was General Manager for St. Vincent de Paul (SVdP) and the CWES (and author of the CWES contract) for 2017-19. Additionally, Pastor Karen has 25 years of working with the homeless and those in need (including as a San Francisco Night Minister), and Brad has 20 years experience.

The RLC Warming Shelter is a low barrier shelter for adults, where patrons are accepted each night regardless of sobriety or prior behavior. The managers state their mission is to “keep our patrons alive” overnight by giving them a place to stay out of the cold. While RLC reserves the right to operate the shelter (if necessary for budgetary or other compelling rasons) in strict accordance with the CBJ contact, in order to effectively manage such a shelter, the managers have developed certain operational practices:

- While not required by the CBJ contract, feed patrons.

- Since there is no longer regular food service for our patrons downtown and most have not eaten that day, the shelter provides a hot, freshly prepared, nutritious dinner.
- The managers have found feeding the patrons upon arrival (besides being the humane and compasinate thing to do) increases their cooperation and allows them to sleep.
- The same holds true for getting them up in the morning with regard to a hot breakfast, which will often be the only food they get until they return when the shelter reopens in the evening.

- Open the shelter on nights when weather conditions are above freezing, but:
  - would otherwise put patrons at risk, such as significant wind-chill, and/or precipitation, nights of traditional dangerous behaviors (e.g. New Year's Eve), etc.; and
  - one or two isolated, predicted nights above freezing where forcing shelter residents out on to the streets and then allowing them right back into the shelter would cause them, the community and shelter staff more upheaval than cost saving.
- Opening at a time in the evening when patrons need to get out of the cold.
  - Perhaps contrary to a perception of some RLC neighbors and others, RLC does not desire open the Warming Shelter as early in the evening as possible or keep it open as late in morning as possible. Each of these situations creates operational and budgetary challenges for RLC. It is actually in RLC's interest, from a staffing, overtime (budget), patron-management, facility-cleaning, food service, etc. perspective, to open at 10:30 P.M. and close the doors as early as possible.
  - However, when the temperatures were below zero degrees by 8:00 P.M. last January, there was no place for patrons to go. They found inappropriate places to congregate (at RLC, in the RLC neighborhood, etc.) while waiting for the shelter to open, creating challenges for patrons, staff, and RLC neighbors. Thus, while not regularly in RLC's interest to open as early as 8:00 pm, it may open earlier than 10:30 PM on those days it determines it is in the best interest of the patrons and the RLC neighbors.
- Closing in the morning so that patrons can go directly to buses or shuttles.
  - It is certainly RLC's desire to manage the shelter closing time to maximize the opportunities for the patrons to get where they want to be. It is counter-productive to push them out at a time where there is nowhere for them to go other than into the RLC neighborhood. It is explicitly the staffs' responsibility (to the extent they can monitor it) to see that the patrons not only leave the shelter at closing time but minimize the impact on the RLC neighborhood.
  - The CBJ buses and other shuttles are available starting a 7:15 am, and so we close at 7 am..
- Opening date for the winter when temperatures go below 32 degrees and staying open date (fixed-fee contract budget allowing).
  - The CBJ has attempted to provide RLC with a sufficient fixed-fee this winter to allow for this, and the CBJ Planning Commission removed the date restrictions on the shelter's CUP.
  - However, the shortage of food from the SE Alaska Food Bank – the primary source of food for the RLC Warming Shelter – put unexpected budgetary pressure on shelter operations. This meant that the shelter needed to be cautious about opening before temperatures were below freezing. However, it did so on October

21, six days after the CBJ homelessness camp closed, when night-time temperatures first went below 40 degrees. Within a week, the shelter had reached an average occupancy 35 to 40 patrons.

RLC Warming Shelter

Procedure, Guidelines and Terms

I have read, understand and agree to follow these procedures, guidelines, and terms as a condition of my admittance and continued use of the RLC Warming Shelter.

Patron name	Signature	Date

Procedures

- Shelter opens at 10:30 pm and closes at 7 am.
- When you arrive, check-in with staff and complete required forms (only need to do on first visit).
- Choose a cot for the night (no reserved cots from previous nights).
- Get bedding from staff or locate the bin with your name on it from previous nights.
- Everyone will be awoken at 6:00 am to use restrooms before leaving by 7 am.
- On Tuesday and Friday mornings, turn-in your bedding to get laundered.
- On Tuesday mornings, also fold your cot and put your belongs in your bin so the shelter can be mopped.

Terms

- The Shelter assumes no responsibility for Patron's belongings, including belongings left overnight.
- Patron's belongs abandoned (including not claimed when shelter closes for season) will be disposed of as reasonably necessary.
- Patrons have no right of privacy with regard to their belongings in the shelter.
- Patron's first execution of these Procedure, Guidelines and Terms will apply to all subsequent visits.

Guidelines

- Treat EVERYONE with respect and dignity.
- Aggressive behavior will not be tolerated, including:
  - physical assault;
  - harassment (including verbal, sexual or physical);
  - abusive language; or physical or verbal threats.
- Fighting, threatening, yelling, and/or disturbing others will result in you being asked to leave the shelter immediately.
- No weapons, or items that can be use weapons, are allowed.
- No smoking, alcohol, or drugs.
- Help keep the shelter clean and take care of the cots and donated bedding.
- Remain always clothed.
- No whining! If you are not happy here, you are free to leave.
- Once admitted, if you leave the shelter, there is no reentry that night.
- Patron's pets (within reason) are welcome to stay with their patron in the shelter if they follow these guidelines, as reasonably applicable (as determined by shelter staff).
- Staff on duty has complete authority and discretion over shelter operations, including the right to refuse entry or to ask anyone to leave, for any reason.

RLC Warming Shelter

Code of Conduct

- Treat EVERYONE with respect and dignity.
- Aggressive behavior will not be tolerated, including:
  - physical assault;
  - harassment (including verbal, sexual or physical);
  - abusive language; or
  - physical or verbal threats.
- Fighting, threatening, yelling, and/or disturbing others will result in you being asked to leave the shelter immediately.
- No weapons, or items that can be used as weapons, are allowed.
- No smoking, alcohol, or drugs.
- Help keep the space clean.
- Remain fully clothed at all times.
- Take care of the cots and blankets.
- No whining! If you are not happy here, you are free to leave.
- If you leave the shelter, there is no reentry that night.
- Staff reserves the right to refuse entry or to ask anyone to leave, for any reason.

Evangelical Lutheran Church in America

Resurrection Lutheran Church

Guest Service Guidelines

RLC Warming Shelter

Guests in the warming shelter are:

our patrons
our donors, visitors and volunteers

How we treat our Guests:

Have common courtesy. Seriously.
Be courteous and respectful to **Guests** of all stature and ages.
Go above and beyond to exceed **Guests'** expectations.
Provide immediate service recovery. **Guests** satisfaction is a top priority.
Make it worth our **Guests'** time to be here.
Seek out **Guest** contact. Be happy – make eye contact and smile!
Greet and welcome every **Guest**. Spread the spirit of hospitality. It's contagious!
Project a positive image and energy. Exhibit appropriate body language.
Thank every **Guest**.
Lift up **Guests** in prayer or contemplation.
Develop and nurture our public image and community relationships.

Evangelical Lutheran Church in America
Resurrection Lutheran Church

RLC Warming Shelter
Staff Position Description

Title Warming Shelter Staff	**Compensation** $20.00 / hour with overtime pay. No benefits.
Position Type Part-time (1 to 4 nights per week) Seasonal (late October to late April)	**Manager** Warming Shelter Manager
Prepared by Bradley Perkins	**Date prepared** October 14, 2022

Description

Job Summary

Staff members work generally from 10 pm to 7:30 am when temperatures are predicted to be below 32°.

Primary Responsibilities:

- Operate shelter with another staff member (non-sleeping shift).
- Welcome, care for, assist, protect, and manage patrons of the shelter.
- Ensure patrons follow shelter Code of Conduct.
- Check in and complete AKHMIS paperwork (as needed) for patrons.
- Complete shift and incident reports.
- Provide services and support to patrons, including food service.
- Set up, put away and straighten up shelter for next shift (depending on other uses of downstairs hall).
- Simply listen to the shelter's patrons experiencing homelessness.
- Follow our Guest Service Guiding Principles:

  How We Treat Our Guests

  - Have common courtesy. Seriously.
  - Be courteous and respectful to Guests of all stature and ages.
  - Go above and beyond to exceed Guests' expectations.
  - Provide immediate service recovery. Guest satisfaction is a top priority.
  - Make it worth our Guests' time to be in the shelter.
  - Seek out Guest contact. Be happy - make eye contact and smile!
  - Greet and welcome every Guest. Spread the spirit of hospitality. It's contagious!
  - Project a positive image and energy. Exhibit appropriate body language.
  - Thank every Guest.
  - Lift-up Guests in prayer or contemplation.
  - Develop and nurture our public image and community relationships.
- Other related and necessary tasks and duties, as assigned.

Other Requirements

- Minimum GED diploma or equivalent, and experience commensurate with requirements of the position.
- Current First Aid, CPR, AK Food Handler, COVID vaccination cards (will provide, if needed).
- Ability to pass a criminal background check.

Training Provided (20 hours initial training, 3 hours monthly)

- Working with individuals experiencing:
  - homelessness;
  - joblessness;
  - food scarcity.
  - mental and physical health challenges; and
  - substance dependency / abuse.
- De-escalation and conflict resolution.
- Self-reflection and stress-relief techniques.
- Active participation in monthly staff debriefings and group analysis.
- First Aid, CPR and AED.
- Hazmat and blood-borne pathogens.
- Safe food handling, preparation, and service.
- Record keeping, including AKHMIS intake and validation.
- Juneau, state, and federal social service programs.
- Customer service.

Notes

None.

RLC Warming Shelter

Staff Training Log

Staff member	Start date

Class	Length	Date	Trainer	Notes
WS Shelter Operations 101 (pt 1)	1.0 hrs		Pastor Karen	
WS Shelter Operations 102 (pt 2)	1.0 hrs		Pastor Karen	
WS Shelter Policies & Procedures	1.0 hrs		Pastor Karen	
Customer Service 101 (pt 1)	1.0 hrs		Pastor Karen	
Customer Service 101 (pt 2) & RLC Guest Service Guidelines	1.0 hrs		Pastor Karen	
Introduction Mental Illness and Behavioral Health	1.0 hrs		JAMHI	
Environmental, Health and Safety (EHS) and Emergency Response Plans	1.0 hrs		Brad	
HAZMAT, MSDS, NARCN, Phone #'s	1.0 hrs		Pastor Karen and Brad	
Anger and De-escalation	2.0 hrs		JAMHI / JPD	
First Aid, CPR and AED	3.0 hrs		CARES / CCFR	
WS Technology and Intel-style Group Interaction	1.0 hrs		Brad	
Inter-Social Service Agency Programs and Cooperation	3.0 hrs		Staff from Other Agency	
Public Health	1.0 hrs		Claire	
Transitional Housing	1.0 hrs		SVdP / FPJ / Gastineau HS	
AKHMIS	2.0 hrs		AKHMIS Staff	

Notes

RLC Warming Shelter
Staff Agreement

In consideration for my becoming staff member of Resurrection Lutheran Church (RLC) Warming Shelter (WS) Program, I hereby agree to the terms of this Agreement.		
Staff member name	**Effective date**	**Signature**

This Staff Agreement ("Agreement") is entered into as of the effective date ("Effective Date") specified above, by and between Resurrection Lutheran Church, with offices at 740 W 10th Street, Juneau, Alaska 99801 ("RLC") and the staff member ("Staff Member") specified above.

1. Warming Shelter Staff Position

RLC Warming Staff position is a part-time, seasonal position ending on, or about, April 15, 2023, compensated at a rate of twenty dollars ($20.00) per hour. As a part-time seasonal position, RLC will not provide paid time off for holidays, vacation, sick leave and/or healthcare benefits, and while entitled to overtime pay, it is not entitled to holiday pay.

2. At-Will Employment

RLC is an "at will" employer, which means that the employment relationship may be terminated at any time by either RLC or by you, with or without notice, and with or without cause or justification. The at-will nature of your employment cannot be altered or modified except in a writing signed by the President of of RLC. RLC may change your reporting assignment and duties from time to time in its sole discretion. By signing below, you also acknowledge that you are under no obligations, restrictions, or commitments (including, but not limited to non-competition obligations), that preclude your employment at RLC.

3. Confidential Information

a. Confidential Information shall mean any tangible or intangible information, or material which is confidential and/or proprietary to RLC. Such information will be deemed Confidential Information whether or not owned or developed by RLC and which Staff Member may obtain knowledge of through or as a result of the relationship with RLC. Confidential Information includes, but is not limited to, information relating to RLC clients, and their personal information under the Health Insurance Portability and Accountability Act (HIPAA), Patron information, including information disclosed / protected under CoC and AKHMIS, RLC business and financial information, and RLC Developments (as that term is defined below). Confidential Information does not include information that:

i. was in the public domain at the time it was communicated to Staff Member;

ii. enters the public domain through no fault of Staff Member subsequent to the time it was communicated to Staff Member;

iii. was in the Staff Member's possession free and clear of any obligation of confidence to RLC at the time it was communicated to Staff Member; or

iv. is subsequently communicated to Staff Member without violation of any confidentiality obligation owed RLC.

b. Staff Member agrees, at all times during and after association with RLC, to hold in strictest confidence, and not use, except for the sole benefit of RLC, all Confidential Information. Staff Member also agrees not to disclose any Confidential Information to any person or third-oarty, unless specifically within the scope of their duties, without the prior express authorization of RLC.

c. Staff Member recognizes that RLC has received, and will continue to receive, confidential information from third parties/clients subject to a duty on RLC's part to maintain the confidentiality of such information and to use it only for certain limited purposes. Staff Member agrees, at all times during and after association with RLC, to hold any such third party's / client's confidential information in the strictest

confidence, except as is necessary in carrying out the work for RLC consistent with RLC's agreement and/or abligations to such third-party/client. Staff Member also agrees not to use any such information for the benefit of anyone other than RLC or such third-party/client.

4. Ownership of Developments

Developments shall include, without limitation, any invention, discovery, know-how, trade secret, or original work of authorship which Staff Member makes during the period of accociation with RLC, unless otherwise exempted by the terms of this section. Staff Member agrees that all Developments made as part of Staff Members work for RLC as well as all patent rights, copyrights and other proprietary rights therein, both domestic and foreign, shall be the exclusive property of RLC, and Staff Member hereby grants, transfers and assigns to RLC Staff Member's entire right, title and interest in and to each Development. Staff Member also agrees, at all time during association with RLC, to take any actions as requested by RLC which are necessary to assist RLC in its efforts to pursue United States or foreign patents and copyright registrations covering Developments assigned hereunder or in protecting its rights to each Development. Staff Member understands that RLC shall provide compensation at a reasonable rate for time actually spent in such assistance upon request by RLC following termination of association with RLC. If RLC is unable to secure Staff Member's signature or assistance for any such pursuit, because of Staff Member's mental or physical incapacity or for any other reason, then Staff Member hereby irrevocably designates and appoints RLC, and its duly authorized officers and agents, as Staff Member's agent and attorney-in-fact to act for and in Staff Member's behalf and stead to execute and to do all lawfully permitted acts to further any such pursuit with the same legal force and effect as if executed by Staff Member.

5. Return of Documents and Materials

Staff Member agrees, at the time association with RLC ends, or at any other time upon RLC's request, to promptly deliver to RLC, without keeping any copies, all Confidential Information, devices, equipment, keys, passcards, data, notes, reports, proposals, lists, correspondence, stored electronically or otherwise, other documents or property, or reproductions of any aforementioned items received or prepared by Staff Member in connection with association with RLC.

6. Arbitration

In the event of any dispute or claim relating to or arising out of Staff Member's association relationship with RLC, this Agreement, or the termination of Staff Member's association with RLC, for any reason (including, but not limited to, any claims of breach of contract, wrongful termination or age, sex, race, national origin, disability or other discrimination or harassment), the parties agree that all such disputes shall be fully, finally and exclusively resolved by binding arbitration to the fullest extent permitted by law. The arbitration will be conducted in accordance with the American Arbitration Association's "National Rules for the Resolution of Association Disputes" then in effect. Juneau, Alaska shall be the location for such arbitration. STAFF MEMBER AND SVDP HEREBY WAIVE THEIR RESPECTIVE RIGHTS TO HAVE ANY AND ALL DISPUTES OR CLAIMS ADJUDICATED IN COURT OR BEFORE ANY ADMINISTRATIVE AGENCY, OR TRIED IN COURT OR BEFORE ANY ADMINISTRATIVE AGENCY, JUDGE OR JURY.

7. Internet Use

Use of internet ("Internet Service") is subject to Staff Member's own risk. RLC reserves the right to remove, block, filter, or restrict by any other means any material that, in its sole discretion, may be illegal, may subject us to liability, or may violate this Agreement. RLC may cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrong. Violations of this section may result in Staff Members suspension or termination. Staff Member is responsible for ensuring they are running up-to-date anti-virus software on their connected devices. Staff Member must be aware that, as they connect their devices to the Internet through the Internet Service, they expose their devices to worms, viruses, Trojan horses, denial-of-service attacks, intrusions, packet-sniffing, and other abuses by third parties. Staff Member must respect all copyrights. Downloading or sharing copyrighted materials is strictly prohibited. Staff Member will use the Internet Service only as permitted by applicable local, state,

federal, and international laws. The Internet Service may only be used for lawful purposes and in a manner which RLC believes to be consistent with the rights of other Staff Member and the mission of RLC. The Internet Service shall not be used in a manner which would violate any law or infringe any copyright, trademark, trade secret, right of publicity, privacy right, or any other right of any person or entity. The Internet Service shall not be used for the purpose of accessing, transmitting, or storing material, which is considered obscene, libelous or defamatory. Illegal acts may subject Staff Member to prosecution by local, state, federal, or international authorities. RLC may bring legal action to enjoin violations of this Agreement and/or to collect damages, if any, caused by violations. Staff Member will refrain from any actions that RLC considers to be negligent or malicious. S taff Member will not send email containing viruses or other malicious or damaging software. Staff Member will run appropriate anti-virus software to remove such damaging software from his or her computer. Staff Member will not access web sites which contain material that is grossly offensive to RLC, including clear expressions of bigotry, racism, or hatred. Staff Member will not access web sites which contain material that defames, abuses, or threatens others.

8. Other Provisions

a. The validity, performance and construction of this Agreement shall be governed by the laws of the State of Alaska USA (excluding its conflict of laws provisions). Juneau, Alaska shall be the appropriate venue and jurisdiction for the resolution of disputes hereunder.

b. If any provision of this Agreement is held by a court of competent jurisdiction to be illegal, invalid or unenforceable, that provision shall be limited or eliminated to the minimum extent necessary so that the remaining provisions remain in full force and effect.

c. Staff Member further understands that any obligations under this Agreement shall survive any termination of the association relationship and are binding upon Staff Member's heirs, assigns and legal representatives. This Agreement shall be binding upon Staff Member's heirs, executors, administrators and other legal representatives and shall be binding for the benefit of RLC, its successors and assigns.

d. Staff Member agrees and acknowledges that the obligations and promises hereunder are necessary and reasonable to protect the business of RLC and that failure to fulfill any such obligation or promise will cause irreparable and continuous damage for which RLC will have no adequate remedy at law. Accordingly, Staff Member agrees and acknowledges that if Staff Member fails to fulfill any obligation or promise hereunder, RLC shall be entitled to injunctive relief or decrees for specific performance, or both, as well as any other relief as may be deemed proper.

e. This Agreement may be executed by original, electronic, facsimile or other signature which indicates Staff Member's acceptance of the terms hereunder. Delivery by means of a physical document, facsimile, or electronic file of such an executed copy of this Agreement shall be deemed an original, and have the full force and effect of an original signed paper copy.

f. This Agreement sets forth the entire agreement and understanding between RLC and Staff Member and replaces any previous oral or written understandings or agreements, if any, between the parties with respect to the matters contained herein, including confidential information, proprietary information and rights. This Agreement may not be modified or amended except by a written agreement dated subsequent to the date of this Agreement. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on a different occasion.

g. This Agreement sets forth the entire agreement and understanding between RLC and Staff Member and replaces any previous oral or written understandings or agreements, if any, between the parties with respect to the matters contained herein, including confidential information, proprietary information and rights.

h. Staff Member releases the following rights to RLC with regard to Staff Member's participation in the RLC WS Program. Staff Member authorizes RLC to record Staff Member's appearance, voice and/or performance in the RLC WS Program, including by means audio, visual and/or written recording, including audio recordings, video recording, photographs or written notes ("RLC WS Program Materials"). Staff Member grants RLC the rights to use the RLC WS Program Materials for the activities of RLC, subject to the restrictions stated herein. Staff Member release RLC from any liability to Staff Member for RLC's use of the RLC WS Program Materials, according to the restrictions stated herein. Staff Member hereby waives any moral rights, including the right to identification of authorship or limitation on subsequent modification,

that Staff Member has or may have in any work of authorship created hereunder. Staff Member waives any right of edit or review in RLC's use of the RLC WS Program Materials. RLC shall use RLC WS Program Materials solely for the reasonable purposes of RLC. RLC shall not use RLC WS Program Materials in any manner which may be considered derogatory or detrimental to the good name or reputation of the Staff Member.

RLC Warming Shelter

Staff Emergency Contact
and Personnel File Checklist

Staff member	
Emergency contact	
Name	
Phone number	**Relationship**

Personnel file checklist

- ☐ RLC Warming Shelter Staff Agreement (required)
- ☐ Form W-4 (required)
- ☐ Form I-9 (required)
- ☐ RLC WS Staff Application (required)
- ☐ Employee Resume / CV
- ☐ RLC Interview Form(s)
- ☐ SearchSystems Criminal Search (required)
- ☐ Employee Personnel Manual of RLC Acknowledgement (required)
- ☐ WS Staff Training Log (required)
- ☐ OVID-19 Vaccination Record (required)
- ☐ AK Food Handler Card (required)

Notes

RLC Warming Shelter
Staff Application

Applicant			**Date**
Physical address		**Mailing address** (if different)	
Home phone	**Cell phone**	**Email**	

Applying for (if more than one, select all that apply

☐ Staff Member ☐ Other (specify):

General employment questions

☐ U.S. citizen or alien authorized to work in the United States.

☐ 18 years of age or older.

☐ Currently employed.

☐ If currently employed, you may contact my current employer.

Specific employment questions

☐ Been convicted of, or pleaded no contest to, any felony crime?

☐ Not fully vaccinated for COVID-19?

☐ Unable/willing to be fully vaccinated for COVID-19, if a condition of employment at the warming shelter?

☐ Unable to wear a face mask while working at the warming shelter?

If you checked any of the above boxes, provide brief explanation:

What skills and training can you bring to this position? (if applicable)

Employment history

List all work experience beginning with your current or most recent job. Include any experience (i.e., military or volunteer) that you would like to have considered as part of your qualifications for the department(s) / position (s) you are applying for. Add additional pages as necessary. ☐ Resume attached (you may skip re-entering employment history)

Employer		**Position**
Address	**Details of employment** Start date ____/____/____ End date ____/____/____ ☐ current position ☐ full-time ☐ part-time Final pay rate $_________ per __________ Reason for leaving ☐ resigned ☐ terminated ☐ laid-off	
Supervisor (reference check) ☐ *You may contact.*	**Phone**	**Email**
Position description		

Employer		**Position**
Address	**Details of employment** Start date ____/____/____ End date ____/____/____ ☐ current position ☐ full-time ☐ part-time Final pay rate $_________ per __________ Reason for leaving ☐ resigned ☐ terminated ☐ laid-off	
Supervisor (reference check) ☐ *You may contact.*	**Phone**	**Email**
Position description		

Employer		**Position**
Address	**Details of employment** Start date ____/____/____ End date ____/____/____ ☐ current position ☐ full-time ☐ part-time Final pay rate $_________ per __________ Reason for leaving ☐ resigned ☐ terminated ☐ laid-off	
Supervisor (reference check) ☐ *You may contact.*	**Phone**	**Email**
Position description		

Education

List your education. Add additional pages as necessary. ☐ Resume attached (you may skip re-entering education.)

High school and location (list all attended)	**Grade completed**	☐ graduated ☐ GED ☐ graduation expected date ____/____/____
College	**Degree(s) and date**	**Major**
Graduate school	**Degree(s) and date**	**Field of Study**
Vacation or trade school	**Certificate(s) and date**	**Specialties**

Professional licenses and certifications ☐ Resume attached (you may skip re-entering.)

Professional organizations ☐ Resume attached (you may skip re-entering.)

References

Provide three references. ☐ Resume attached (you may skip re-entering references.)

Business or professional reference Phone: ( )	**Business or professional reference** Phone: ( )	**Personal reference** Phone: ( )

Terms and conditions of submission of employment application

Resurrection Lutheran Church (RLC) is an equal opportunity employer and does not discriminate on the basis of gender, age, race and color, religion, marital status, national origin disability or veteran status. Interviews are given on a competitive basis, using job-related factors, after an application has been received. Not everyone who applies for a vacant position will be interviewed. I have answered truthfully and have not knowingly withheld any information relative to my application. I understand that any misrepresentation or material omission on this application may result in my being eliminated from further consideration. I further understand that, if accepted for employment, any misrepresentation or material omission that becomes known to RLC may result in immediate termination of my position. I authorize previous employers and supervisors to supply RLC with any and all information regarding my previous employment with the exceptions noted above. I understand that consideration for employment in this position is contingent upon the results of reference checking and background check for specific job classifications where appropriate. In consideration of my employment, I will be required agree to the employment policies and procedures of RLC, which may be changed, modified, eliminated or added to at any time at RLC's sole discretion and without prior notice (and are available upon request). If employed by RLC, such employment is "at-will" and can be terminated at any time, with or without cause and with or without notice, at the option of either RLC or myself.

Applicant signature	**Date**

Employee Personel Manual
Acknowledgment

In consideration for my becoming an employee of Resurrection Lutheran Church (RLC), I hereby acknowledge the following.		
Employee name	**Effective date**	**Signature**

I HAVE RECEIVED AND READ RLC'S EMPLOYEE PERSONNEL MANUAL AND AM FAMILIAR WITH ITS TERMS. I UNDERSTAND THAT IT IS NOT A BINDING CONTRACT NOR IS IT A PROMISE OF SPECIFIC TREATMENT IN A SPECIFIC CIRCUMSTANCE. I UNDERSTAND THAT RLC MAY MODIFY ANY OF THE PROVISIONS OF THIS HANDBOOK AT ANY TIME WITHOUT NOTICE TO ME. I ALSO UNDERSTAND THAT, NOTWITHSTANDING ANY OF THE PROVISIONS OF THIS HANDBOOK, I AM EMPLOYED ON AN AT WILL BASIS. MY EMPLOYMENT MAY BE TERMINATED AT ANY TIME EITHER BY ME OR BY RLC WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE.

RLC Warming Shelter
Work Schedule

Work week ending
January 22, 2023

Prepared by
Pastor Karen

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
Date	01/16/23		01/17/23		01/18/23		01/19/23		01/20/23		01/21/23		01/22/23	
Staff Name	**Start**	**End**	**Start**	**End**	**Start**	**End**	**Start**	**End**	**Start**	**End**	**Start**	**End**	**Start**	**End**
t	10 pm	2:30am	10 pm	7:30am	10 pm	7:30am							9 pm	7:30am
	2 am	7:30am			9 pm	7:30am	10 pm	7:30am			10 pm	7:30am		
			10 pm	7:30am			9 pm	7:30am	7 pm	2 am			10 pm	7:30am
			9 pm	7:30am			9 pm	2 am	7 pm	7:30am	9 pm	7:30am		
									7 pm	7:30am	9 pm	7:30am		
	9 pm	7:30am											10 pm	7:30am
Pr. Karen Perkins									7 pm	10 pm				
Bradley Perkins		5am	7:30am						7 pm	10 pm				
Food Service (while > 55)	Leftovers		Taco Tuesday		Roasted Chicken w Rice & Salad		Staff Choice		Hot Dogs w/Tater Tots		Soup de Jour w/Rolls & Salad		Pork Roast w/ Yams & Veg	

Notes:

- Note three-person start to shifts while we are around 60 patron occupancy – in consultation with others on shift, leave when it is reasonably quieted. If two people split the night, I listed the second under the date of the **shift** rather than actual calendar day (except for Brad and me).
- Note Food Service plan (rather than staff-planned) while we are running above 55 patron occupancy.
- Note training catch-up for Leora, Dave and Stephanie on Friday, Jan 20.
- Please put trades in group text chain.
- Shelter opens at 10:30 pm and closes at 7 am, unless it is below 20°, then shelter can open earlier if both staff scheduled agree and are present.
- Let Brad know if you want to help work during the day on maintenance projects (paid).

RLC Warming Shelter
Staff Timesheet

Staff Member	Period May 2023

Sunday		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		
		05/01/23		05/02/23		05/03/23		05/04/23		05/05/23		05/06/23		Total
Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	

Sunday		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		
05/07/23		05/08/23		05/09/23		05/10/23		05/11/23		05/12/23		05/13/23		Total
Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	

Sunday		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		
05/14/23		05/15/23		05/16/23		05/17/23		05/18/23		05/19/23		05/20/23		Total
Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	

Sunday		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		
05/21/23		05/22/23		05/23/23		05/24/23		05/25/23		05/26/23		05/27/23		Total
Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	

Sunday		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		
05/28/23		05/29/23		05/30/23										Total
Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	
													Total	

RLC Warming Shelter
Shift Report

Staff member reporting	Other staff on shift	Shift date / day	Incident report(s) made
		☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday	☐ Yes ☐ No

Patrons entered by 2 am	Patrons left at 7 am	Patrons fed	Patrons slept	Total patrons

Outside weather conditions	Outside temperature

Shelter condition

At shift start: ☐ Excellent ☐ Adequate ☐ Could be better ☐ Ouch! **At shift end:** ☐ Excellent ☐ Adequate ☐ Could be better

Comments and suggestions

Evening food service menu	Morning food service menu

Summary of shift

RLC Warming Shelter
Shift Report Checklists

Pre-opening (check all that are applicable)

- ☐ Parked in front lot or on corner of 10th and D Street
- ☐ Ensure front door is locked and vestibule lights are off
- ☐ Post relevant outside signs
- ☐ Decide roles for the night
- ☐ Set up / prepare dinner food service
- ☐ Startup up laptop
- ☐ Read previous night shift report
- ☐ Check cameras and change camera batteries, if needed
- ☐ Secure/delineate "Staff Only" areas
- ☐ Turn on soft music / TV
- ☐ Set up / rearrange cots, tables and chairs as appropriate
- ☐ Check bathrooms
- ☐ Prepare "Procedures and Guidelines," Patron Log, masks, pens, earplugs, thermometer, etc.

Opening (check all that are applicable)

- ☐ Welcome patrons
- ☐ Conducts COVID checks
- ☐ Have first-time patrons complete Conduct Form and sign-in
- ☐ Supply mask, if requested
- ☐ Distribute blankets to new patrons
- ☐ Postpone other needs
- ☐ Serve dinner
- ☐ Allow seconds after others have had first serving

Operating (check all that are applicable)

- ☐ Stay engaged
- ☐ Monitor cameras and change camera batteries, as needed
- ☐ Add patrons to Excel spreadsheet
- ☐ Lock door at cut-off time, but…
- ☐ Start to prepare breakfast
- ☐ Attend to postponed secondary needs
- ☐ Keep volume down
- ☐ Turn out/dim lights(as necessary)
- ☐ **Tuesday Morning** stack cots
- ☐ Notify Alexa (in kitchen) of shopping needs

Pre-Waking and waking (check all that are applicable)

- ☐ Prepare coffee and breakfast
- ☐ Check restrooms
- ☐ Post relevant inside signs for next shift
- ☐ Distribute coffee and snacks / turn on lights / play music
- ☐ Have patrons take belongings or store in bins
- ☐ **Tuesday / Friday Morning** collect blankets in bags from patrons

Closing (check all that are applicable)

- ☐ Confirm Glacier Street door is locked / chained
- ☐ Confirm all patrons have departed
- ☐ T**uesday / Friday Morning** put blankets in bags on mezzanine
- ☐ **Tuesday Morning** stack cots / patrons take belongings or store in bins
- ☐ Clean kitchen
  - Store and label/discard leftover food
  - Empty trash
- ☐ Sweep floor
- ☐ Charge walkie-talkies and Ring batteries
- ☐ Confirm elevator (mezzanine) lobby door is locked
- ☐ Complete Shift Report
- ☐ Check bathrooms
  - Clear debris
  - Stock TP
  - Stock paper-towels
  - Empty trash
- ☐ Turn off air cleaner and boot dryer
- ☐ Check/clear perimeter of debris

Checklist notes (if any)

RLC Warming Shelter
Incident Report

Staff member reporting	Other staff on shift	Shift date

Short incident summary

Date and time of incident	Location of incident	JPD Called
		☐ Yes - Responding Officer name: ☐ No

Staff involved (if any)	**Patrons involved** (if any)

Others involved (if any)

Detailed incident report

Interview of (if any)	**Interview by**	**Interview date**
Interview notes		

Interview of (if any)	**Interview by**	**Interview date**
Interview notes		

Investigation conclusion / resolution by (if any)	**Conclusion / resolution date**
Conclusion / resolution of investigation	

Reference Letter for

FB No.24-029

Term Contract for Emergency Cold Weather Shelter

Reference Request

Resurrection Lutheran Church (RLC) is considering bidding on the CBJ Term Contract for Emergency Cold Weather Shelter. As part of RLC's bid to operate the shelter (RLC Warming Shelter - WS), it would need to submit references from patrons of the WS. If you would be willing to be a reference, please complete and sign this form. You may also be contacted by the CBJ Purchasing Department. Thank you, RLC.

Reference Name Willie Gilson	**Date** Jun 19, 23
Reference email address willie Gilson 45@gmail.com	**Reference telephone**

Reference address

8715 Teal ST

Qualifications (check all that are applicable)

- ☐ Stayed during the 2021/22 WS season
- ☐ Stayed during the 2022/23 WS season
- ☒ Stayed regularly
- ☐ Stayed ~~regularly~~ occasionally
- ☐ Stayed ~~regularly~~ once or twice
- ☐ Would recommend to others
- ☐ Would not recommend to others
- ☐ Other (specify)

Why did you stay at the WS (check all that are applicable)

- ☐ Trespassed from Glory Hall
- ☐ Trespassed from AWARE
- ☐ Trespassed from Other (specify):
- ☒ Nowhere else to sleep
- ☐ Preferred to stay at WS
- ☐ Other services (specify):
- ☐ Staff
- ☐ Management
- ☐ Facility
- ☐ Customer Service
- ☐ Food Service
- ☐ Custodial Service
- ☐ Cots and Bedding

What could have be better (if anything)

Additional Comment (If any)

My comments herein are true to the best of my belief and ability. The CBJ is feel free to contact me.
by:

signature

Reference Letter for
FB No.24-029
Term Contract for Emergency Cold Weather Shelter

Reference Request
Resurrection Lutheran Church (RLC) is considering bidding on the CBJ Term Contract for Emergency Cold Weather Shelter. As part of RLC's bid to operate the shelter (RLC Warming Shelter - WS), it would need to submit references from patrons of the WS. If you would be willing to be a reference, please complete and sign this form. You may also be contacted by the CBJ Purchasing Department. Thank you, RLC.

Reference Name Charla Speers	**Date** 6/19/23
Reference email address NA	**Reference telephone** (907) 586-4159 MSG
Reference address Camp grounds	

Qualifications (check all that are applicable)

- ☐ Stayed during the 2021/22 WS season
- ☑ Stayed during the 2022/23 WS season
- ☐ Stayed regularly
- ☐ Stayed ~~regularly~~ occasionally
- ☐ Stayed ~~regularly~~ once or twice
- ☐ Would recommend to others
- ☐ Would not recommend to others
- ☐ Other (specify)

Why did you stay at the WS (check all that are applicable)

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- ☐ Trespassed from AWARE
- ☐ Trespassed from Other (specify):
- ☑ Nowhere else to sleep
- ☐ Preferred to stay at WS
- ☐ Other services (specify):
- ☐ Staff
- ☐ Management
- ☐ Facility
- ☐ Customer Service
- ☐ Food Service
- ☐ Custodial Service
- ☐ Cots and Bedding

What could have be better (if anything)

Reference Letter for
FB No.24-029
Term Contract for Emergency Cold Weather Shelter

Reference Request
Resurrection Lutheran Church (RLC) is considering bidding on the CBJ Term Contract for Emergency Cold Weather Shelter. As part of RLC's bid to operate the shelter (RLC Warming Shelter - WS), it would need to submit references from patrons of the WS. If you would be willing to be a reference, please complete and sign this form. You may also be contacted by the CBJ Purchasing Department. Thank you, RLC.

Reference Name Shawn Fi Hartsock	**Date** June 19 2023
Reference email address	**Reference telephone** 907/251/1888
Reference address P.O. Box 240585 Douglas, AK 99824	

Qualifications (check all that are applicable)

- ☐ Stayed during the 2021/22 WS season
- ☒ Stayed during the 2022/23 WS season
- ☐ Stayed regularly
- ☒ Stayed ~~regularly~~ occasionally
- ☐ Stayed ~~regularly~~ once or twice
- ☐ Would recommend to others
- ☐ Would not recommend to others
- ☐ Other (specify)

Why did you stay at the WS (check all that are applicable)

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- ☐ Trespassed from AWARE
- ☐ Trespassed from Other (specify):
- ☒ Nowhere else to sleep
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- ☐ Other services (specify):
- ☐ Staff
- ☐ Management
- ☐ Facility
- ☐ Customer Service
- ☐ Food Service
- ☐ Custodial Service
- ☐ Cots and Bedding

What could have be better (if anything)

Additional Comment (if any)

Let them help whoever

My comments herein are true to the best of my belief and ability. The CBJ is feel free to contact me.

by: [illegible]

signature

June 19 2023

Reference Letter for
FB No.24-029
Term Contract for Emergency Cold Weather Shelter

Reference Request
Resurrection Lutheran Church (RLC) is considering bidding on the CBJ Term Contract for Emergency Cold Weather Shelter. As part of RLC's bid to operate the shelter (RLC Warming Shelter - WS), it would need to submit references from patrons of the WS. If you would be willing to be a reference, please complete and sign this form. You may also be contacted by the CBJ Purchasing Department. Thank you, RLC.

Reference	**Date**
Timothy Chase Gladden	06-19-23
Reference email address	**Reference telephone**
Handyhelpers Juno@gmail.com	(550) 820-3927
Reference address	
Homeless/RV.	

Qualifications (check all that are applicable)

- ☐ Stayed during the 2021/22 WS season
- ☐ Stayed during the 2022/23 WS season
- ☐ Stayed regularly
- ☐ Stayed ~~regularly~~ occasionally
- ☐ Stayed ~~regularly~~ once.
- ☒ Would recommend to others
- ☐ Would not recommend to others
- ☒ Other (specify)

Came into for food which is quite delightful everytime staff excellent

Why did you stay at the WS (check all that are applicable)

- ☐ Trespassed from Glory Hall
- ☐ Trespassed from AWARE
- ☐ Trespassed from Other (specify):
- ☐ Nowhere else to sleep
- ☐ Preferred to stay at WS
- ☐ Other services (specify):
- ☐ Staff
- ☐ Management
- ☐ Facility
- ☒ Customer Service
- ☒ Food Service
- ☐ Custodial Service
- ☐ Cots and Bedding

What could have be better (if anything)

Additional Comment *(if any)*

My comments herein are true to the best of my belief and ability. The CBJ is feel free to contact me.
by:

signature

Reference Letter for
FB No.24-029
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Reference	**Date**
DANIEL MESCHONNIC	Mon. 6-19-2023
Reference email address	**Reference telephone**
dhmmk2@gmail.com	907 500-2228

Reference address P.O. BOX 33286 JUNEAU AK 99803
6390 Glacier Hwy, Apt. 9 Juneau AK 99801

Qualifications (check all that are applicable)

- ☐ Stayed during the 2021/22 WS season
- ☐ Stayed during the 2022/23 WS season
- ☐ Stayed regularly
- ☐ Stayed ~~regularly~~ occasionally
- ☐ Stayed ~~regularly~~ once or twice
- ☒ Would recommend to others
- ☐ Would not recommend to others
- ☐ Other (specify)

Why did you stay at the WS (check all that are applicable)

- ☐ Trespassed from Glory Hall
- ☐ Trespassed from AWARE
- ☐ Trespassed from Other (specify):
- ☒ Nowhere else to sleep
- ☐ Preferred to stay at WS
- ☐ Other services (specify):
- ☐ Staff
- ☐ Management
- ☐ Facility
- ☐ Customer Service
- ☐ Food Service
- ☐ Custodial Service
- ☐ Cots and Bedding

What could have be better (if anything) Extra staff in the morning.

Additional Comment (if any)

My comments herein are true to the best of my belief and ability. The CBJ is feel free to contact me.
by:

signature

Reference Letter for
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Reference	**Date**
Jonathan W. James	6/19/23
Reference email address	**Reference telephone**
N/A	N/A
Reference address	
N/A	

Qualifications (check all that are applicable)
- ☒ Stayed during the 2021/22 WS season
- ☒ Stayed during the 2022/23 WS season
- ☒ Stayed regularly
- ☒ Stayed ~~regularly~~ occasionally
- ☐ Stayed ~~regularly~~ once or twice
- ☒ Would recommend to others
- ☐ Would not recommend to others
- ☐ Other (specify)

Why did you stay at the WS (check all that are applicable)
- ☐ Trespassed from Glory Hall
- ☐ Trespassed from AWARE
- ☐ Trespassed from Other (specify):
- ☒ Nowhere else to sleep
- ☐ Preferred to stay at WS
- ☐ Other services (specify):
- ☐ Staff
- ☐ Management
- ☐ Facility
- ☐ Customer Service
- ☐ Food Service
- ☐ Custodial Service
- ☐ Cots and Bedding

What could have be better (if anything)

But food was always good And SAFEE was great

Additional Comment (if any)

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by:

signature

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Reference ~~[illegible]~~ Kevin Willis	**Date** 5/20/22
Reference email address	**Reference telephone** 723 4281
Reference address	

Qualifications (check all that are applicable)

- ☐ Stayed during the 2021/22 WS season
- ☐ Stayed during the 2022/23 WS season
- ☐ ~~Stayed regularly~~ once or twice
- ☐ Stayed ~~regularly~~ occasionally
- ☐ Stayed regularly
- ☐ Would recommend to others
- ☐ Would not recommend to others
- ☐ Other (specify)

Why did you stay at the WS (check all that are applicable)

- ☐ Trespassed from Glory Hall
- ☐ Trespassed from AWARE
- ☐ Trespassed from Other (specify):
- ☐ Nowhere else to sleep
- ☐ Preferred to stay at WS
- ☐ Other services (specify):
- ☐ Staff
- ☐ Management
- ☐ Facility
- ☐ Customer Service
- ☐ Food Service
- ☐ Custodial Service
- ☐ Cots and Bedding

What could have be better (if anything) May be in the winter open Early

Additional Comment (if any) I Am very thankfull
To All here At the Housing
Shelter Saved My Life
And feel me God Bless ways
that and Cool

My comments herein are true to the best of my belief and ability. The CBJ is feel free to contact me.
by:

signature

Kevin Willis

Reference Letter for
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Reference	**Date**
Reference email address	**Reference telephone**

Reference address

Qualifications (check all that are applicable)

- ☐ Stayed during the 2021/22 WS season
- ☐ Stayed during the 2022/23 WS season
- ☐ Stayed regularly
- ☑ Stayed ~~regularly~~ occasionally
- ☑ Stayed ~~regularly~~ once or twice
- ☐ Would recommend to others
- ☐ Would not recommend to others
- ☐ Other (specify)

Why did you stay at the WS (check all that are applicable)

- ☐ Trespassed from Glory Hall
- ☐ Trespassed from AWARE
- ☐ Trespassed from Other (specify):
- ☐ Nowhere else to sleep
- ☐ Preferred to stay at WS
- ☐ Other services (specify):
- ☐ Staff
- ☐ Management
- ☐ Facility
- ☐ Customer Service
- ☐ Food Service
- ☐ Custodial Service
- ☐ Cots and Bedding

What could have be better (if anything)

Additional Comment (if any)

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by:

signature

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Reference Kenneth Pickering **Date** 6-20-23

Reference email address 5715 Teal St Juneau AK 99801 **Reference telephone** 907 419 6981

Reference address

Qualifications (check all that are applicable)

- ☐ Stayed during the 2021/22 WS season
- ☐ Stayed during the 2022/23 WS season
- ☐ Stayed regularly
- ☐ Stayed ~~regularly~~ occasionally
- ☑ Stayed ~~regularly~~ once or twice
- ☑ Would recommend to others
- ☐ Would not recommend to others
- ☐ Other (specify)

Why did you stay at the WS (check all that are applicable)

- ☐ Trespassed from Glory Hall
- ☐ Trespassed from AWARE
- ☐ Trespassed from Other (specify):
- ☐ Nowhere else to sleep
- ☑ Preferred to stay at WS
- ☐ Other services (specify):
- ☐ Staff
- ☐ Management
- ☐ Facility
- ☐ Customer Service
- ☐ Food Service
- ☐ Custodial Service
- ☐ Cots and Bedding

What could have be better (if anything) Open sooner in the evening

Additional Comment (if any)

My comments herein are true to the best of my belief and ability. The CBJ is feel free to contact me.
by:

signature

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Reference	**Date**
Valerie Parkinson	6/20/2023
Reference email address	**Reference telephone**
valerieparkinson7@gmail	907 723 8093

Reference address
6590 Glacier Hwy #191

Qualifications (check all that are applicable)
- ☐ Stayed during the 2021/22 WS season
- ☒ Stayed during the 2022/23 WS season
- ☒ Stayed regularly
- ☐ Stayed ~~regularly~~ occasionally
- ☐ Stayed ~~regularly~~ once.
- ☒ Would recommend to others
- ☐ Would not recommend to others
- ☐ Other (specify)

Why did you stay at the WS (check all that are applicable)
- ☐ Trespassed from Glory Hall
- ☐ Trespassed from AWARE
- ☐ Trespassed from Other (specify):
- ☒ Nowhere else to sleep
- ☐ Preferred to stay at WS
- ☐ Other services (specify):
- ☐ Staff
- ☐ Management
- ☐ Facility
- ☐ Customer Service
- ☐ Food Service
- ☐ Custodial Service
- ☐ Cots and Bedding

What could have be better (if anything)
Very accomodating

Additional Comment (if any)

My comments herein are true to the best of my belief and ability. The CBJ is feel free to contact me.
by:

signature

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Reference	**Date**
Isaac Stwens	6/19/23
Reference email address	**Reference telephone**
isaacstevens907@gmail.com	907 223 8593

Reference address
Homeless

Qualifications (check all that are applicable)

- ☐ Stayed during the 2021/22 WS season
- ☒ Stayed during the 2022/23 WS season
- ☐ Stayed regularly
- ☒ Stayed ~~regularly~~ occasionally
- ☒ Stayed ~~regularly~~ once or twice
- ☒ Would recommend to others
- ☐ Would not recommend to others
- ☐ Other (specify)

Why did you stay at the WS (check all that are applicable)

- ☐ Trespassed from Glory Hall
- ☐ Trespassed from AWARE
- ☐ Trespassed from Other (specify):
- ☒ Nowhere else to sleep
- ☐ Preferred to stay at WS
- ☐ Other services (specify):
- ☐ Staff
- ☐ Management
- ☐ Facility
- ☐ Customer Service
- ☐ Food Service
- ☐ Custodial Service
- ☐ Cots and Bedding

What could have be better (if anything)

Additional Comment (if any)

My comments herein are true to the best of my belief and ability. The CBJ is feel free to contact me.

by: Isaac Stevens

signature

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Reference	**Date**
[illegible]	6-19-23
Reference email address	**Reference telephone**

Reference address

Qualifications (check all that are applicable)

- ☐ Stayed during the 2021/22 WS season
- ☒ Stayed during the 2022/23 WS season
- ☐ Stayed regularly
- ☒ Stayed ~~regularly~~ occasionally
- ☐ Stayed ~~regularly~~ once or twice
- ☐ Would recommend to others
- ☐ Would not recommend to others
- ☐ Other (specify)

Why did you stay at the WS (check all that are applicable)

- ☐ Trespassed from Glory Hall
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- ☐ Preferred to stay at WS
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- ☐ Management
- ☐ Facility
- ☐ Customer Service
- ☐ Food Service
- ☐ Custodial Service
- ☐ Cots and Bedding

What could have be better (if anything)

Additional Comment (if any)

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by: [illegible]

signature

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Reference	**Date**
John Garner	06-18-22
Reference email address	**Reference telephone**
[illegible]	Glory Hall

Reference address
Gloryhall

Qualifications (check all that are applicable)

- ☒ Stayed during the 2021/22 WS season
- ☐ Stayed during the 2022/23 WS season
- ☒ Stayed regularly
- ☐ Stayed ~~regularly~~ occasionally
- ☐ Stayed ~~regularly~~ once or twice
- ☒ Would recommend to others
- ☐ Would not recommend to others
- ☐ Other (specify)

Why did you stay at the WS (check all that are applicable)

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- ☐ Trespassed from Other (specify):
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- ☒ Other services (specify):
- ☒ Staff
- ☒ Management
- ☒ Facility
- ☒ Customer Service
- ☒ Food Service
- ☒ Custodial Service
- ☒ Cots and Bedding

What could have be better (if anything) Earlier Time Opens

Additional Comment (if any)

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by:

signature

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Reference	**Date**
2201 Crowhill Douglas	6-19-23
Reference email address	**Reference telephone**

Reference address
Anthony Beirl

Qualifications (check all that are applicable)

- ☐ Stayed during the 2021/22 WS season
- ☐ Stayed during the 2022/23 WS season
- ☐ Stayed regularly
- ☐ Stayed ~~regularly~~ occasionally
- ☐ Stayed ~~regularly~~ once or twice
- ☐ Would recommend to others
- ☐ Would not recommend to others
- ☐ Other (specify)

Why did you stay at the WS (check all that are applicable)

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- ☐ Trespassed from AWARE
- ☐ Trespassed from Other (specify):
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- ☐ Management
- ☐ Facility
- ☐ Customer Service
- ☐ Food Service
- ☐ Custodial Service
- ☐ Cots and Bedding

What could have be better (if anything)

good services well
manor

Additional Comment (if any)

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by:

signature

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Reference Name Richard Clark	**Date** 6-20-23
Reference email address rsclark@gmail.com	**Reference telephone** 500
Reference address	

Qualifications (check all that are applicable)

- ☑ Stayed during the 2021/22 WS season
- ☑ Stayed during the 2022/23 WS season
- ☑ Stayed regularly
- ☐ Stayed ~~regularly~~ occasionally
- ☐ Stayed ~~regularly~~ once or twice
- ☑ Would recommend to others
- ☐ Would not recommend to others
- ☐ Other (specify)

Why did you stay at the WS (check all that are applicable)

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- ☐ Trespassed from AWARE
- ☐ Trespassed from Other (specify):
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- ☐ Preferred to stay at WS
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- ☐ Staff
- ☐ Management
- ☐ Facility
- ☐ Customer Service
- ☐ Food Service
- ☐ Custodial Service
- ☐ Cots and Bedding

What could have be better (if anything)

Additional Comment (if any)

My comments herein are true to the best of my belief and ability. The CBJ is feel free to contact me.
by:

signature

Cold Weather Emergency Shelter

Please Tell Us What You Think

All comments and suggestions are welcome!

If you would like us to get back to you can provide your name and phone number and/or email address (optional):

Thank you for assistance.

Resurrection Lutheran Church

Cold Weather Emergency Shelter

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