FCPC Temporary Hypothermia Shelter Guide

FCPC has hosted a temporary hypothermia shelter each winter since 2022. We've done this as participants in the Fairfax County Office to Prevent and End Homelessness (OPEH) Hypothermia Prevention Program (HYPO) working with an OPEH contractor (Contractor).

Each evening of the week that our shelter operates, the Contractor transports as many as 40 unhoused guests (our capacity) to Memorial Hall, where they are supervised and attended to by Contractor staffers. In addition, we employ security persons, as at Welcome Table, to make sure our guests do not get lost in the building and to assist in the event of an emergency evacuation. We provide our homeless neighbors with hot, home-cooked dinners and a warm, clean, safe place to interact with others and get a good night's rest. In the morning, we provide them with breakfast bags containing a juice box, a granola bar and a piece of fresh fruit to help them get started. We offer judgement-free hospitality.

We conduct each shelter under an event permit/temporary certificate of occupancy issued by the City of Falls Church upon our application, which includes an emergency/evacuation plan.

The need for our shelter and others like it is great. On any given winter night 1,500 or more people are unhoused in Fairfax County, and we are advised that this number grows by about 3% each year. At the same time, the number of entities that provide HYPO sheltering is shrinking.

The tangible care and compassion shared with our neighbors through this ministry is potentially lifesaving and possibly—not only for our guests—life changing. For one week, when our neighbors are hungry, we give them food; when they are thirsty, we give them something to drink; and when they enter FCPC as strangers, we welcome them. Their freely expressed, sincere gratitude is uplifting.

This guide is intended to facilitate the continued success of this ministry and to help anyone interested gain a better understanding.

The following pages cover essential tasks for volunteers:

- Breakfast Bag Preparation
- Setup & Greet
- Morning Lockup
- Morning Cleanup
- Providing Dinner

Breakfast Bag Preparation

Set-up for this task can be done by one or two volunteers. Please procure in advance and transport to FCPC on the morning of the Sunday the shelter opens enough juice boxes, granola bars, pieces of fresh fruit, and, if needed, paper lunch bags to make up 280 Breakfast Bags, containing one of each of these items. [We have previously procured the juice boxes and granola bars quite economically from Costco, which turns around such an order in less than a week and delivers the items.]

Assuming that the worship activities of Iglesia Nuevo Amanecer remain as they are, please assemble tables and Breakfast Bag components in Fellowship Hall on Sunday morning prior to Coffee Hour. (This cannot be done earlier because of Iglesia Nuevo Amanecer's worship schedule on Saturday evening.) Place four 72" long rectangular tables, covered with plastic table cloths (found in Fellowship Hall kitchen near rear freezer), end to end. Place four groups of paper bags, juice boxes, granola bars, and large bowls (from Fellowship Hall kitchen) evenly distributed on these tables This will allow volunteers working from both sides of the tables to assemble bags. Place two smaller rectangular tables about five feet from the mid-point of the assembly line tables on each side of the assembly line tables (see photos) with bag collection boxes on them. As bags are completed, volunteers will transfer them into the boxes for you to transfer by cart to Room 53 via the elevator. The bags will remain there until they are delivered day-by-day to Memorial Hall for distribution.

When this process is completed, please return carts to Fellowship Hall kitchen and tables to where they came from (most likely Welcome Table storage room behind Fellowship Hall Kitchen).

Breakfast Bag set up in Fellowship Hall

Setup & Greet (This task should be open to two people per day.)

First Shelter Day

Traffic Cones: Please set up traffic cones (from Welcome Table supplies) as "barriers"/guides to help guests find their way to and from lavatories without wandering the halls.

Trash Cans: Make sure there are three medium large trash cans in Memorial Hall. (Reach out to coordinator if they are not there.)

Speak with Contractor Staffers. Provide them written and electronic copies of permit and emergency/evacuation plan. Explain that guests' bags need to be placed on or immediately next to the stage prior to each day's departure to facilitate necessary cleaning. Explain the need for guests to put up tables and chairs for same reason. Provide them with necessary contact info. Elicit their needs of FCPC. Determine their morning departure times. Request they inform us in the morning of the total number of guests housed and whether there were any incidents that night. Show where lavatories are and explain role of our security person. Place Memorial Hall exterior door key in Sue Armstrong's Deacons Closet mailbox.

All Shelter Days

Memorial Hall Exterior Door – Light Switch: Before starting to set up, one Set-Up & Greet (S&G) Team member should get the key to the Memorial Hall exterior door from Sue Armstrong's mailbox in the Deacons Closet. The Deacons Closet is a small room off the narthex just off the main hallway. The door bears a sign identifying it as the Deacons Closet. Take the key with you to Memorial Hall and exit through the exterior Memorial Hall door and ascend the steps to the

top step; on the right hand wrought iron post is a white light switch for you to turn on the light at the bottom of the steps over the entrance, to help our guests find this entry point.

Set Up Tables and Chairs: S&G team will set up and clean with spray cleaner in Memorial Hall kitchen and paper towels a total of eight 72" rectangular tables in Memorial Hall by 5:50 PM. The first bus/es transporting guests to FCPC should arrive between 6:00 & 6:30 PM, but are sometimes slightly earlier.

Six of the tables are to be set up in parallel rows of three tables at which our guests will dine. A total of 40 folding chairs will be placed around these six tables. (See photographs depicting the configuration of tables and chairs.) Place a pre-packed fork/knife/spoon/napkin packet at each place at each table.

A seventh table is to be set up about four feet in front of and parallel to the front of the stage to serve as the workstation for the Contractor staff members in charge of the guests. Three folding chairs will be placed at this table. (See photos.) The eighth table will be set perpendicular to the kitchen wall with one end against that wall about three feet to the left of the kitchen serving window. (See photos.) Two or three large containers of beverages will be placed on this table by the Dinner Team.

When the tables and chairs have been set up, please leave three chair carts out adjacent to the communion table. Our guests will use these to store the chairs after they have finished dining.

See setup pictures (next page).

Memorial Hall Setup

Wi-Fi Guest Password: Please make sure that FCPC's WiFi password (7035326518) is affixed on Memorial Hall's walls in several places with blue painter's tape.

Unlock Memorial Hall Exterior Door: Please unlock the door just before 6:00 PM if the guests have not already arrived. At that time, welcome the guests and the staff and ask the staff members if there is anything FCPC should be made aware of and pass along any information to the staffers that you may have been asked to share with them.

Breakfast Bag set up: Please bring 40 Breakfast Bags from Room 53 by cart to the Memorial Hall laundry room and place them on the washer and dryer. Advise the NHH staff that they are there so they will be able to locate and distribute them to the guests as they depart in the morning.

Please stay until the Dinner Team has set up in the kitchen to serve dinner. Once they have done so, you've completed your Setup & Greet shift. Of course, you may stay as long as you like.

Return the Key. Return the Memorial Hall exterior door key to the Deacon's closet, Sue Armstrong's box.

Morning Lockup

This task requires a single, punctual, early bird each day. Due to the departure schedules of our guests and our security person, this must be accomplished between 6:15 & 6:25 AM.

Memorial Hall Exterior Door Key: Get the key to lock the Memorial Hall exterior door from Sue Armstrong's mailbox in the Deacons Closet off the narthex.

Turn Off Exterior Light: Please turn off the light that is over the entrance to the Memorial Hall doorway; the light switch is on the wrought iron post at the top of the steps down to Memorial Hall.

Speak with Contractor Staff and Security. Enter Memorial Hall and seek the Contractor staffer in charge. Please introduce yourself and ask how many guests stayed last night and whether anything occurred that FCPC should know about (such as a police, fire or EMS call, the ejection of a guest, or a question that arose during the night that still needs an answer). Not infrequently, the guests and staffers will depart earlier than you arrive; that's not a problem. Simply locate the security person, who is on-duty until 6:30 AM, and ask them the same questions (although they will probably be unable to provide a reliable guest count).

Lock Door and Return the Key. Then please lock the exterior door from the outside (counterclockwise turn). Return the key to Sue Armstrong's mailbox, and send a short email to the shelter coordinator and Mercy Team Leader with any information gathered from Contract staff or the security person.

Morning Cleanup

This task requires two volunteers. All areas in the church and its immediate perimeter that have been used for shelter-related activity are to be returned, in effect, to pre-shelter condition before 10:30 AM so FCPC's regular cleaning contractors can do the daily special cleaning required by the Fairfax County shelter program. Between 10:30 AM and 4:30 PM each day, FCPC cleaning contractors will clean the floors.

Exterior items: Please sweep up all shelter related trash (predominantly cigarette butts) along the front of the church, including in the parking lot areas near the exterior entrance to Memorial Hall.

Memorial Hall - Please clean kitchen counters and sinks of any spills and debris that may have collected there in the overnight hours. Most rectangular tables should already be folded up and leaning against walls; please place any tables that are not already so situated with these, with one table, for Contractor staff, leaning against the stage. Almost all chairs should already be on mobile racks, which belong in the aptly named Chairs Closet of Memorial Hall. Please lean three chairs against the Contractor Staff table leaning against the stage. Place remaining chairs on mobile racks and place in Chairs Closet.

Guest Possessions: If any guests have left their bags of possessions anywhere in Memorial Hall other than on or immediately adjacent to the stage, please move them there.

Trash: Please toss any loose trash items in the three large trash containers in Memorial Hall. Please place full or partially filled trash bags and recycling bags from the containers in Memorial Hall and its kitchen in the respective dumpsters in the FCPC parking lot behind the Ives House. (NOTE: no plastic bags allowed in the recycling dumpster—just loose items for recycling). Please replace the black plastic bags in the three large containers with bags that are already in the bottoms of those containers.

Beverage Containers: Using a cart from Fellowship Hall kitchen, please take the three large beverage containers from Memorial Hall along with the cloth drop towels and clean the containers in the Fellowship Hall kitchen. The sprayer of the front sink is helpful. Leave the towels on a metal counter; the shelter coordinator will take care of them.

Leave each container inverted on a plastic dish rack from the dishwasher placed on counter space adjacent to the Fellowship Hall sinks to dry.

Fellowship Hall Kitchen - Please place any bowls, utensils, trays, dish racks that may have been cleaned by the prior evening's Dinner Team in their proper places. Please take garbage, if any, left from the prior night's dinner to the dumpster in the FCPC parking lot (far west side of lot – near Ives House).

Providing Dinner

This service requires teams of three or four volunteers to do all that is necessary to provide a complete dinner to 40 very hungry guests, who likely have undergone a grueling day and are much in need of a hot, filling, fortifying meal.

The FCPC shelter team will provide plates, utensil packets, cups, hot sauce, salad dressing, butter for rolls, Tang and lemonade mix.

Preparing Meal - Each Dinner Team plans their meal, purchases its ingredients, prepares the meal and serves it. To minimize repetition of menus, the FCPC shelter coordinator will ask for your menu in advance. Reimbursement is available for ingredients used to prepare the meal. To request reimbursement, please submit electronic copies, such as scanned or photographed copies of receipts, to Mercy Ministry Team leader Sue Armstrong (sue.g2g.armstrong@gmail.com), copying the shelter coordinator.

Our meals consist of salad with dressing, bread or rolls, an entrée, dessert and Tang/lemonade/water that are served from large containers with spouts. We do not make coffee, tea or other hot beverages for safety reasons.

In planning your meal, please bear in mind that this may be the only real meal many of our guests will have that day. For this reason, when deciding what to make and purchasing ingredients, think in terms of quite large portions and assume that if we have 40 guests, at least 25 will want large seconds.

You may do all your preparation and cooking in the Fellowship Hall kitchen—unless it is a Welcome Table Wednesday—or do some or

all preparation and cooking at home and assemble the meal at FCPC. Do whichever you are more comfortable doing.

We generally **avoid pork** dishes because some guests are precluded by the tenets of their faith from eating pork. **Peanuts** should also be avoided as ingredients because many people are allergic to them.

Please place six-gallon containers of water, Tang and lemonade on the rectangular table that is positioned perpendicular to and against the kitchen wall outside the serving window. Place paper or cloth towel on the floor in front of the spouts to catch the unavoidable drippings and spills.

Please prepare these beverages in the Fellowship Hall kitchen using the spray nozzle hose of the sink next to the commercial dishwasher. When making Tang or lemonade follow the directions on the container to make five gallons of each. Put the water in BEFORE putting in the Tang or lemonade (because if you put the Tang/lemonade in first, it creates a clay-like mass on the container's bottom that adds about 20 minutes per container to the work of the Morning Clean-Up Team). Fill the remaining space in the container with ice from the ice machine next to the glass-doored refrigerator in the Fellowship Hall kitchen.

Serving the Meal: Dinner Teams should be ready to serve by 6:30 PM, with everything they need assembled and "ready to go" on or very near the serving table inside the kitchen. **Having dinner ready to be served by 6:30 goes a long way toward maintaining harmony in Memorial Hall**. In addition to salad dressing/s, please have hot sauce, napkins and butter available at the window along with a supply of plastic fork/knife/spoon packets to replace these

items that were set at place on the dinner tables by the Set-Up Team but were dropped, etc.

Dinners are served from the Memorial Hall kitchen through the serving window to guests who line up at the window and tell you what items they want and don't want. Meals are served on Chinette plates, with the entrée, salad, and roll/bread all on the same plate. The plates, cups and utensils will be situated on the shelves next to the serving window or on shelves just inside the doorway from the front to the rear part of the kitchen. After everyone present has had the opportunity to have dinner with seconds, dessert is served through the service window.

Please do not permit guests to enter the kitchen; avoid creating expectations that other Dinner Teams may not be comfortable with.

Please touch base with the Contract staffers to determine when buses following the initial guest arrival are expected. It is not uncommon for a bus to arrive at 7:30 PM. If a bus is expected by 7:30 please stay to serve dinner to the guests arriving then. It is likely that additional buses will arrive significantly later than 7:30 PM. Do not wait for them. ***ONLY IF*** THE CONTRACTOR STAFFERS AGREE TO ACCEPT RESPONSIBILITY FOR GETTING PLATED MEALS TO LATE-ARRIVING GUESTS, you may elect to plate single-serving meals for the number of late arriving guests, which should not be more than six or seven. This is not required. If you choose to leave such plated meals, place them on the service counter inside the kitchen after advising the staffers where to find them. We do not leave pans or trays of food from which guests may serve themselves because our well-intended experience in trying this left messes in the kitchen

and in Memorial Hall generally, adding an hour or so to the morning clean-up effort.

When you have finished serving dinner, take all pans, utensils, etc. back up to the Fellowship Hall kitchen with you. Please put unused salad dressings and hot sauce in the Fellowship Hall refrigerator. Please leave the Memorial Hall kitchen in the condition you found it.

If you have useable leftovers, please cover them with aluminum foil or plastic wrap (found under the Fellowship Hall kitchen counter). Label the leftovers with the blue tape and markers found in the Fellowship Hall kitchen across from the China cabinet.

Please wash all cookware and utensils used for cooking or serving by hand or in the Hobart dishwasher. Hobart operating instructions are posted by the machine. **Important:** food remnants must be washed off BEFORE putting dishes through the Hobart. This whole washing process takes about five minutes or less. Leave the pans and utensils in their washing racks to airdry.

Leave the Fellowship Hall kitchen in the condition in which it was found. Thank you!