

NIGHT SHELTER

STANDARD OPERATING PROCEDURE

1. INTRODUCTION

Service users are identified and referred for admission to the Night Shelter by the Family Support Unit. Admission is permitted in exceptional circumstances after office hours whereby service users request for service or is referred by a known partner /organisation or senior officials of the Ministry responsible for Social Affairs.

2. ADMISSION PROCEDURE

A. Referral process for admission completed at Social Services Office

Intake/Admission form should contain the following basic information:

- I. Personal details that include NIN, DOB, next of kin, District of origin, last place of stay, reason for leaving, employment and contact details of family members
- II. Health status
- III. Substance use status
- IV. Criminal Background

Family Support Unit informs Shelter Administration of new referral and client is guided to get to the Night Shelter.

B. Admission Procedure Night shelter

I. Security Check

The Security Officer conducts body search and personal belonging (bag) at the gate in the presence of staff of the Night Shelter (Administrator/Attendant)

This procedure is mandatory to ensure that on admission, service user do not smuggle prohibited items such as, illicit drugs and accessories, alcohol and unlawful weapons (any item that could cause serious bodily injury or harm)

II. Make an inventory of permitted personal belongings

- III. Conduct intake of health issues– medications, health problems not previously declared, medical appointments
- IV. Induction on rules of the Night Shelter and explanation on shower arrangement and laundry
- V. Assign sleeping area (bed & accessories)
- VI. Dossier is opened on admission for follow-up intervention work.

3. PSYCHOSOCIAL SUPPORT AND SERVICES

- I. One on one meetings - monthly
- II. Counselling sessions – as appropriate
- III. Family and case conferences – as appropriate
- IV. Referrals to other agencies and follow-ups– Employment Department, Drug Rehabilitation Agency, Psychiatric Clinic/Hospital etc.
- V. Administration matters to maintain and update record of service users

4. RECORDING OF DAILY EVENTS

Staff of the Shelter maintains a log book to record incidents and other events of the day to day running of the Shelter. Issues or incidents to be recorded are as listed below.

- I. Conflicts and complaints
- II. Misuse of facilities
- III. Violent behavior
- IV. Absences
- V. Provision of meals
- VI. Cleanliness
- VII. Chores
- VIII. Achievements
- IX. Recreational activities

5. HEALTH SCREENING

Service users should be encouraged to have a health screening done.

- I. Refer service user to undergo a health screening within 48 hours after admission to the Shelter.
- II. Maintain record of medical follow up/appointments of service user

- III. Keep medication safe and administer medications as appropriate to service user who may need the assistance/supervision

6. CRITICAL INCIDENTENCE

A. In case of death

- I. Call the Police
- II. Inform Night Shelter Administrator/management & Ministry responsible for Social Affairs
- III. Do not move the corpse or touch anything in the vicinity of the body
- IV. Inform next of kin/family members of death

B. Emergency accidents/incidents

(Stabbing, heart attack, epilepsy, strangling, food poisoning)

- I. Immediately administer First Aid depending on the nature of the incident/accident
- II. Call an ambulance/ police (as may be required)
- III. Inform Administrator/Senior Management of Ministry responsible for Social Affairs
- IV. Accompany the person to the clinic
- V. Inform next of kin/family members

C. Offences

I. Threats and Assault on Staff and Service Users

- Call the Police
- Ensure the victim is in a safe place
- Administer First Aid as necessary if person has received injury
- Call for ambulance if the person is bleeding, disoriented from the assault or unconscious

II. Possession and use of offensive weapons

- Call the Police
- Ensure the victim is in a safe place
- Administer First Aid as necessary if person has received injury

- Call for ambulance if the person is bleeding, disoriented from the assault or unconscious
- Issue the accused with first warning

III. **Substance Use**

In the event that service user has managed to smuggle either illicit drugs or alcohol in the Night Shelter the following actions are to be undertaken:

- Request the person to hand over the drug to night attendant
- Call Police/ANB
- Night Attendant will enter incident in logbook and issue client with warning.
- Report matter to Administrator the next day for further intervention and warning.

IV. **Repeated offences**

- In the event of heroin and accessory, seek assistance of security guard to confiscate the accessory.
- Call the Police/ANB
- Inform Administrator for consultation and decision to be taken to ask client to leave Shelter in the event if he is violent.
- Further consultation with Social Worker to decide on continuation of service.
- Client will be asked to leave the shelter if same offence is repeated three times to safeguard other service users.

Note: In the event of repeated offences and same service user, Administrator in consultation with Social Worker will make a decision to terminate service.

7. SECURITY AND SAFETY

A. Safety measures

- I. Assembly Point needs to be demarcated, known to service users and easily accessible.
- II. Emergency number should be displayed in a visible location.

- III. Fire extinguishers should be checked and functional at all times.
- IV. Repeat fire drill annually.

B. Fire

In the event of a fire;

- I. Assess the situation and call Fire Services Agency (999 or 4288000)
- II. Provide all important information on the fire and use fire extinguisher/blanket/fire hose on advise of Fire Services Agency
- III. Alert all service users, staff to immediately evacuate the dormitories and sitting area
- IV. Ask service users to leave all personal belongings behind
- V. Check to see if everyone is out but ***DO NOT GO BACK INSIDE THE DORMITORIES***
- VI. Move all service users to assembly point
- VII. Contact Shelter Administrator
- VIII. Notify the Management of Social Affairs Department

C. Infectious Disease Outbreak

- I. Identify an area for isolation
- II. Follow protocol to isolate sick person and contact clinic for medical advice and assistance
- III. Notify clients and affix signs/posters
- IV. Regular and consistent cleaning of all areas using bleach solution
- V. Maintain high level of hygiene (both staff and clients)
- VI. Document and discuss the situation at each shift and update
- VII. Keep up-to-date records of individuals who present with symptoms

8. COMPLAINTS

Staff and service users need to be familiar with the complaint procedure. As much as staff may lodge complaints against service users, service users need to be able to exercise their right to a fair and just hearing of their side of the story prior to a decision is taken.

Steps to record and process complaints:

I. Night Attendant shall:

- Record complaint in the logbook, thus establishing time and context of the incident giving rise to the complaint.
- Report to the Administrator for follow-up action.

II. Service User Shall

- Make verbal or written complaint to the Night Attendant or Administrator as appropriate.
- Provide supporting evidence (evidence of other service user, support staff or materials or through electronic format)

III. The Administrator shall:

- Hear the concern/complaint or receive the complaint in writing
- Hear the story of the person against whom the complaint has been made
- Call for additional information/evidence as maybe necessary
- In consultation with Social Worker, come to a determination on best possible outcome/recommendation
- Communicate corrective measure/decision to the person
- Inform the team about corrective action so that they can assist monitor behaviour.

9. VISITS

The Shelter encourages service users to maintain close links with their support network through visits or telephone contact. In exceptional cases due to sickness family members shall be notified by the Shelter administration to visit the service user for support and consider possible reintegration.

Procedure for visit:

- Families/friends shall call in advance so that together with Shelter Administration mutually agree on appropriate time for visit
- The Shelter shall maintain a visitor's book to record movement at the Shelter.

- Families/Friends will be advised on permitted goods for service users
- Security guard or staff will search packets of goods prior to handing over.
- Maintain records for visits

10.DISCHARGE

Service is terminated as appropriate depending on circumstances of the service users.

I. Re-integration

Following intervention and successful outcome, service user voluntarily takes option to re-integrate with family or secures alternative accommodation.

II. Voluntary (self-discharge)

Service user voluntarily leaves the Shelter because of disagreement either with rules or conflict with other service user

III. Termination of service (Involuntary)

- Repeated offences (as listed above)
- Security and safety of other service users & staff

The Administrator shall:

- Record the reason for discharge and inform Social Services
- Ensure all personal belongings are returned to the client on the day of discharge. If such cannot happen, both staff and client mutually agree as to how such should be done
- Make appropriate referrals where required
- Plan for follow-up work as appropriate
- Make final assessment
- Close file

11. STOCK CONTROL

- Complete requisition form for consumables (fortnightly)
- Forward to Head Office for approval

- Record items received
- Maintain control of consumables.

12.MONETARY MATTERS

In certain circumstances, the Shelter Administrator has to handle monies on behalf of the service users given their mental capacity to properly manage their benefits to meet their daily needs.

The Administrator shall:

- Keep record and maintain movement and balance of funds
- Inform service user of balance of funds
- Ensure that service users understand the notion of saving for the future.
- Notify staff when the person would like to access his money

Conclusion

Standard of operating procedures is there for the well-being of service users and staff. It is subjected to revision depending on circumstances that arise. It is of the view that working collaboratively with other service providers to identify and take advantage of opportunities for improvement is an ongoing process. So, basically this guideline indicates how things are done in the Night Shelter, it defines how things should be handled and provides a routine for the service users and staff accordingly.