

Staff (Full) Names: _____ **Date:** _____

Only initial tasks once you have completed them. All completed task sheets are to be placed in **Completed Task Sheet** folder, located in top drawer of filing cabinet in the Intake Office.

STAFF LOCATIONS (Feel free to rotate to support staff and/or program needs):

- * **One Upper Level Staff** is based out of the Upper Level Office from **3:00-5:30PM**, and from **9:30-11PM**.
- * **One Lower Level Staff** is based out of the Lower Level Office from **3:00-5:30PM**, and from **9:30-11PM**.
- * **One Upper Level Staff** is based out of the Main Floor Office and provides door & client support.
- * **One Lower Level Staff** is based out of the Main Floor Office and provide door & client support

LIST OF GENERAL SHIFT TASKS	Initial when completed
<ul style="list-style-type: none"> • Sign-in and indicate start time in communication log (logbook). • Receive keys, cell phones (walkie-talkie)and fanny pack. Verify that your phone is in working condition. If not: 1) attempt to trouble-shoot; 2) record problem in com-log and pass on information to next shift change; 3) notify your supervisor via e-mail & note in comment section. Make sure your fanny pack has all the required contents such as; 2 nasal spray Naloxone, 1 CPR mask, 2 Gloves, 1 Pad of paper, 1 Pen and hand sanitizer. • Receive shift change and updates from overnight staff. Review each client’s status and discuss any items for follow-up as well as any incidents or unresolved Health and Safety concerns. • Read logbook since your last shift. Sign off on any new memos or notices. 	
<ul style="list-style-type: none"> • Verify that office computer, cameras and fax machine are in working condition. If not: 1) attempt to trouble-shoot; 2) record problem in com-log and pass on information to next shift change; 3) notify your supervisor via e-mail & note in comments section. • Check voicemail and follow up as required; pass on messages to Supervisor via e-mail and to staff via com-log accordingly. • FT/Relief staff Check HFS e-mails and the fax machine for incoming faxes. • FT/Relief staff Log in to Pirouette and complete all necessary updates. 	
<ul style="list-style-type: none"> • Log into SMIS and check the queue. Clear anyone who has not arrived within the allotted time. • Check SMIS to ensure accuracy of bed-count; update any changes required. If staff does not have access to SMIS, ask a team-mate to complete the task and ensure this is indicated in the com-log along with their full name. • Check if the bed log was printed on the overnight shift. If not, do so. 	
<ul style="list-style-type: none"> • Check schedule for shift vacancies and do a shiftlink if necessary. If a shift is cancelled while you are on shift, post on shiftlink immediately. Inform your supervisor (or on-call manager during afterhours) if shift is not filled. 	
<ul style="list-style-type: none"> • Do regular walk arounds of entire building throughout shift, as per Toronto Shelter Standards 11.2 (f): “Shelter staff will conduct regularly scheduled and frequent rounds during all hours of a shelter’s operations. Rounds include but are not limited to bed checks, bathroom checks and checks for secured and unobstructed entry/exits.” Indicate when walk arounds were completed and note any issues or concerns in the log book. 	

LIST OF AFTERNOON SHIFT TASKS	Initial when completed
<p>Administrative and Client Support:</p> <ul style="list-style-type: none"> • Ensure that Pirouette and SMIS is up-to-date re: intakes and discharges. • Document relevant client contacts in the communication log. • Complete all intakes, admissions and discharges as outlined in Kennedy Procedures. • Follow up with clients re any contract that needs to be signed. • Distribute all messages and mail to clients accordingly. • Open a shift update email template and leave this document running throughout the shift Each staff can contribute to this document throughout the shift. 	
<p>Facility Checks:</p> <ul style="list-style-type: none"> • Conduct Security Checks for unsecure doors/exits (front and back of building) • Conduct Health & Safety Checks. Fill out the non-emergency work order form for any non-emergency repairs. In case of emergency, call the on call supervisor. • Clear hallways/walkways/doorways of any potential tripping hazards (chairs, belongings, supplies that have been delivered etc). Ensure building is clean and tidy and all supplies that have been delivered are placed in their respective areas. • Strip discharged residents' beds and empty lockers that need to be cleared. Bag, label, and store belongings in storage room. • Clear all 4 offices and intake rooms of donations, laundry, and/or garbage. 	
<p>Dorm Access and Beverages:</p> <ul style="list-style-type: none"> • <u>4PM:</u> Grand dorm and room access on both upper and lower level to clients. <i>Access is granted at 4:10pm, 5pm, 6pm, 7pm, 8pm, 9pm, 9:30pm, 10pm, 11:10pm, and 12am.</i> • <i>1am access is granted only on Fridays, Saturdays, and Holidays (Weekend Curfew)</i> • Check juice, milk, coffee (if applicable), and water levels. Refill if required. • Wash and Sanitize coffee, juice, milk, and water containers before refilling. 	
<p>Meals and Dishes:</p> <ul style="list-style-type: none"> • <u>5:45PM:</u> Check the "Saved Dinner" tab in the zipper binder and prepare a list. Plate and label saved dinners and place in the walk-in cooler (check dietary list for restrictions). • <u>6PM:</u> Serve Dinner. Make sure proper hand-washing is done and that hairnets are worn. Each resident must receive 1 pump of liquid hand sanitizer before their meal is served to them. • <u>6:45PM:</u> If there is enough food for seconds, please ensure that the clients who receive a Tupperware packed with their second serving of dinner, have their meals placed in the Tupperware and stored in the fridge. The clients are not to receive these meals until the following day when leaving for work. • <u>7:30PM:</u> Wash dinner dishes and containers. Ensure that kitchen and dining areas are disinfected. Label all left-over dinners with date and store in the walk-in fridge. • Change Kitchen and Dining area garbage. Discard bags of garbage in the bins outside. • Ensure burners on the food serving table are all switched off. • <u>9:00 – 9:30PM:</u> Serve snack. NOTE: Seconds are not to be served at snack time. • <u>9:30PM:</u> Wash snack dishes and containers. Ensure that kitchen and dining areas are disinfected. Properly label, date, and store all left-over snacks in the walk-in fridge. • <u>10:00PM:</u> Make sure the shift update email has been completed and sent to the full time staff team at Kennedy or the supervisors. The instructions for opening, creating and sending this email can be found on all computer desks beside the computers. Please save the shift update as a word document in the Kennedy Shared folder > shift email updates. 	

Conclusion of Shift:

- Give verbal shift change to your afternoon shift team-mates. Use the bed-log to review the status of each client and pass on any items for follow up as well as any incidents or unresolved Health and Safety concerns.
- Fill out your time-sheet.
- Indicate time out in logbook and to whom radio and keys are passed to.

Please Document in Communication Log:

- (1) All intakes, as well as when someone is on their way and/or in the queue for an available bed.
- (2) All client discharges, reason for discharge, and what shelter the client was referred to.
- (3) All requests for beds, which also must be submitted through SMIS as an Intake – regardless of whether there is a bed available or not.
- (4) Any significant issues or concerns with clients and/or between clients.
- (5) Any requests/granted overnights or late night extensions.

WALK-AROUND & WASHROOM LOG (AFTERNOON SHIFT)

Per Homes First Policy, walk-arounds are to be done every 20 minutes. Check all washrooms and stalls; as well as dorm doors for any objects that may be propping them open (please remove). Make sure to have your cellphone and your Naloxone kit with you in the case of a client overdose.

During the Walk-Around, make sure to check the following Spaces:

On the Second Floor	(1) The East Side Washroom, (2) The East Side Laundry Room (3) The West Side Washroom, (4) The West Side Laundry Room (5) The Accessible Washroom, (6) The Corridor Connecting the East and West Sides (7) The Stairwell leading to the main floor.
On the Main Floor	(1) The Dining Room, The Smoking Area, and The Activity Room (2) The two resident washrooms on the main floor (3) The back door of the Intake Office (make sure it is locked!) (4) The Intake Dryer room, and the Intake Washroom that is attached to it
In the Basement	(1) The two basement washrooms, (2) The two locker rooms (3) The large open dorm, (4) The smaller dorm room (5) The Laundry Room (6) Rooms L1 (Donation Room), L3 (Spare Office), L5 (Empty Carpeted Room)

- ** Address any facility issues upon encounter. Make sure to log them in the log book, and to report any Work Orders to the Site Supervisor (if on-site), or to On-Call Supervisor (if weekend or after-hours).
- ** Address any client issues upon encounter. Make sure log them in the log book, and to write a Pirouette Note and/or Incident Report, per Homes First Policy and as required by the situation.

The Walk-Round Times are as Follows:

TIME	STAFF INITIAL(S)
4:00PM (Shift Change)	
4:20PM	
4:40PM	
5:00PM	

TIME	STAFF INITIAL(S)
8:00PM	
8:20PM	
8:40PM	
9:00PM	

5:20PM	
5:40PM	
6:00PM (Dinner)	
6:20PM	
6:40PM	
7:00PM	
7:20PM	
7:40PM	

(Snack)	
9:20PM	
9:40PM	
10:00PM	
10:20PM	
10:40PM	
11:00PM (Shift Change)	
11:20PM	
11:40PM	