

KENNEDY TASK SHEET: MORNING SHIFTS (7am-3pm & 8am-4pm)



Staff (Full) Names: _____ Date: _____

Staff Locations (Feel free to rotate to support staff and/or program needs):

- * **Upper Level 8am-4pm** supports the upper level until 9am.
- * **Lower Level 8am-4pm** supports the lower level until 9am.
- * **Upper Level 7am-3pm** serves breakfast until 9am.
- * **Lower Level 7am-3pm** supports the **Main Floor** with Door Access and Client Services.

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 previous shift. 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 MORNING 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. Place detailed work orders for any necessary repairs. • 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 room of donations, laundry and or garbage. 	
<p>Wake Up & Dorm Checks:</p> <ul style="list-style-type: none"> • <u>7am:</u> Conduct general wake up for all residents on both Upper and Lower levels. • <u>7am:</u> Turn lights on- Lower Level • <u>8am:</u> Conduct wake up calls and assure that all clients know they have to leave the dorms by 9am. • <u>9am:</u> Check the dorm area to ensure all residents are out of the dorms. • Check for compliance with the 2-bag limit and ensure residents’ belongings are removed from floor surfaces and top of lockers. Note any potential hoarding issues in the logbook and follow up with resident about concerns. • Strip discharged residents’ beds and empty lockers that need to be cleared. Bag, label and store belongings in storage room. 	
<p>Breakfast, Lunch & Dishes:</p> <ul style="list-style-type: none"> • <u>7am:</u> Serve breakfast. Make sure proper hand washing is done and hairnets are worn. • <u>9am:</u> Wash breakfast dishes and ensure that kitchen area is disinfected. • Store all food items appropriately in the designated areas. • <u>12pm:</u> Serve lunch. Make sure proper hand washing is done and hairnets are worn. each client must receive 1 pump of liquid hand sanitizer at every meal before they receive their meals. • Plate and label saved lunches in the walk-in cooler (check dietary list for restrictions). Store all food items appropriately in the designated areas. • <u>1pm:</u> Wash lunch dishes and ensure that kitchen area is disinfected. • <u>2:45PM:</u> Complete shift email update and send it to the full time team at Kennedy or the Supervisors and they will send it to the team. Please save the shift update as a word document in the Kennedy Shared folder > shift email updates. 	

<p>Conclusion of Shift</p> <ul style="list-style-type: none"> • 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 H&S concerns. • Fill out your time-sheet. • Indicate time out in logbook and to whom radio and keys are passed to. 	
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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 (MORNING SHIFT)

Per Homes First Policy, walk-arounds are to be done every 20 minutes, and are to include a check of all washrooms and stalls. Make sure to have your cellphone and your Naloxone kit with you in the case of a client overdose.

At Kennedy, walk-arounds are to check the state of:

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 client and/or facility situations upon encounter. Make sure to log any issues in the log book; and to write a Pirouette Note / Incident Report, per Homes First Policy and as required by the situation.

The Walk-Round Times are as Follows:

TIME	STAFF INITIAL(S)
8:00AM (General Wake-Ups)	
8:20AM	
8:40AM	
9:00AM (Dorm Clearance)	
9:20AM	

TIME	STAFF INITIAL(S)
12:00PM (Lunch)	
12:20PM	
12:40PM	
1:00PM	
1:20PM	

9:40AM	
10:00AM	
10:20AM	
10:40AM	
11:00AM	
11:20AM	
11:40AM	

1:40PM	
2:00PM	
2:20PM	
2:40PM	
3:00PM (Shift Change)	
3:20PM	
3:40PM	