

**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):**

- \* **At Curfew:** One upper-level staff is to go to the upper-level office, to support clients.
- \* **At Curfew:** One lower-level staff is to go to the lower-level office, to support clients.
- \* **At 5AM:** The **upper-level 11pm-7am** staff is to go to the main floor; the **12am-8am** staff is to stay in the office till shift end.
- \* **At 5AM:** The **lower-level 11pm-7am** staff is to go to the main floor; one is to stay in the office till shift end.
- \* **Note:** All staff are expected to be in their respective dorm office between the hours of 1:00-5:00am, depending on program needs.

<b>LIST OF GENERAL SHIFT TASKS</b>	<b>Initial when completed</b>
<ul style="list-style-type: none"> <li>• Sign-in and indicate start time in communication log (logbook).</li> <li>• Receive keys and cell phones (walkie-talkie). 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 &amp; note in comment section.</li> <li>• 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.</li> <li>• Read logbook since your last shift. Sign off on any new memos or notices.</li> </ul>	
<ul style="list-style-type: none"> <li>• 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 &amp; note in comments section.</li> <li>• Check voicemail and follow up as required; pass on messages to Supervisor via e-mail and to staff via com-log accordingly.</li> <li>• FT/Relief staff Check HFS e-mails and the fax machine for incoming faxes.</li> <li>• FT/Relief staff Log in to Pirouette and complete all necessary updates.</li> </ul>	
<ul style="list-style-type: none"> <li>• Log into SMIS and check the queue. Clear anyone who has not arrived within the allotted time.</li> <li>• 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.</li> <li>• Check if the bed log was printed on the overnight shift. If not, do so.</li> </ul>	
<ul style="list-style-type: none"> <li>• 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.</li> </ul>	
<ul style="list-style-type: none"> <li>• 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</li> </ul>	

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.

**KENNEDY TASK SHEET: OVERNIGHT SHIFTS (11PM-7AM & 12PM-8AM)**



<b>LIST OF OVERNIGHT SHIFT TASKS</b>	<b>Initial when completed</b>
<p><b>Administrative and Client Support:</b></p> <ul style="list-style-type: none"> <li>• Ensure that Pirouette and SMIS is up-to-date re: intakes and discharges.</li> <li>• Document relevant client contacts in the communication log.</li> <li>• Complete all intakes, admissions and discharges as outlined in Kennedy Procedures.</li> <li>• Follow up with clients re any contract that needs to be signed.</li> <li>• Distribute all messages and mail to clients accordingly.</li> <li>• Print a bed log, highlight all the names of clients who cannot evacuate by way of stairs, on the first page write the total amount of people who need to be rescued in case of an emergency and label it as clients who cannot evacuate on their own. When this has been completed, place this document in the fire log and documents box located in the front entrance of the building.</li> </ul>	
<ul style="list-style-type: none"> <li>• <b>11pm:</b> 11pm-7pm staffs begin kitchen cleanup. <ul style="list-style-type: none"> <li>○ Ensure burners on the food serving table are all switched off.</li> <li>○ Store properly and label all leftover snacks with date in walk-in fridge.</li> <li>○ Wash any dishes and cups found on the main floor.</li> <li>○ Set up blister packets of jam, peanut butter, and margarine (at least 45 each) for breakfast. If there are not enough blister packets available, then prepare condiment cups of each condiment (as needed) so that there are enough.</li> <li>○ Let the kitchen staff know (via the kitchen log book) if the shelter is running low of any kitchen/food items.</li> <li>○ <b>11:30 pm:</b> All saved meals must be picked up by 11:30pm. Remaining meals must be put out at 11:30 pm for other residents.</li> </ul> </li> <li>• <b>CURFEW (12am Sun-Thurs, 1am Fri-Sat-Holidays):</b> Close off the dining room, the activity room, and the smoking area, and direct all clients to their respective dorms. <ul style="list-style-type: none"> <li>○ <b>NOTE: At this time, one upper-level staff is to occupy the upper-level office to start laundry (if any) and provide client support.</b></li> <li>○ <b>NOTE: At this time, one lower-level staff is to occupy the lower-level office to start laundry (if any) and provide client support.</b></li> <li>○ Make sure laundry doors are locked at all times.</li> <li>○ Do not wash/dry pillows. Thoroughly sanitize them with disinfectant spray.</li> <li>○ Check the Intake Dryer/Shower Room for any bath robes and body towels left behind. Bag any robes/towels you find and add them to the items that need to be laundered for the night.</li> </ul> </li> <li>• <b>12am:</b> Begin your hourly call-ins to Forensics- please ✓ box:  <u>11pm-7am Shift:</u> 12:00 <input type="checkbox"/> 1:00 <input type="checkbox"/> 2:00 <input type="checkbox"/> 3:00 <input type="checkbox"/> 4:00 <input type="checkbox"/> 5:00 <input type="checkbox"/>  <u>12am-8am Shift:</u> 12:30 <input type="checkbox"/> 1:30 <input type="checkbox"/> 2:30 <input type="checkbox"/> 3:30 <input type="checkbox"/> 4:30 <input type="checkbox"/> 5:30 <input type="checkbox"/></li> </ul>	
<ul style="list-style-type: none"> <li>• <b>12am:</b> The two staff not in the dorm offices continue kitchen tasks: <ul style="list-style-type: none"> <li>○ Prepare bagged lunches (check the “Bagged Lunch” tab in the zipper binder). Follow the instructions laid out on the bagged lunches sheet.</li> <li>○ Take bread from the walk-in freezer and thaw for breakfast.</li> <li>○ Put remaining milk from the day into milk jugs.</li> <li>○ Empty, wash, and sanitize: cold water, hot water, and juice containers.</li> <li>○ Wash and sanitize: milk container, lid, and ladle.</li> </ul> </li> </ul>	

<ul style="list-style-type: none"> <li>○ Wash and sanitize: coffee pot (big one that is used with the coffee machine)</li> <li>○ Disinfect kitchen sinks and counters when done.</li> <li>○ Let the kitchen staff know (via the kitchen log book) if the shelter is running low of any kitchen/food items.</li> </ul>	
<p><b>1am-3:30am:</b> Conduct frequent walk-arounds of the building, making sure to check all restrooms for client safety. Make sure you have your work-phone on you in case you need assistance.</p> <ul style="list-style-type: none"> <li>○ Check all doors/exits to make sure they are secure and address any Health and Safety concerns. Document any issues and/or actions taken in the log book.</li> <li>○ Once you have completed your walk-around, check off your time on the Walk-Around clipboard.</li> </ul> <ul style="list-style-type: none"> <li>● Ensure all overnight passes are recorded in SMIS (check zipper binder and log book).</li> <li>● Bag laundry soap. Ensure there are 30-40 bags available. Record in the log book if the shelter is running low of laundry soap or laundry bags.</li> <li>● Organize the donation room and linen closet. Play close attention to the sorting labels.</li> </ul>	

**KENNEDY TASK SHEET: OVERNIGHT SHIFTS (11PM-7AM & 12PM-8AM)**



<ul style="list-style-type: none"> <li>● <b>3:30am-5am</b></li> <li>● Conduct bed check using the official SMIS bed log: <ul style="list-style-type: none"> <li>○ As you go along, check off the residents who are in their beds.</li> <li>○ Indicate who is not present because of work, hospital, overnight, etc.</li> <li>○ Write “FTR” beside any resident who has simply Failed to Return.</li> </ul> </li> <li>● Sign into SMIS: <ul style="list-style-type: none"> <li>○ Discharge the residents who have Failed to Return (FTR).</li> <li>○ Write a discharge note in their Pirouette file, un-enroll them from the program (702 KENNEDY SCARBOROUGH), and archive their file.</li> <li>○ Print out an updated bed log, and place it in the Bed Log clipboard.</li> </ul> </li> <li>● Write the result of the bed check in the log book.</li> <li>● Finish laundry: <ul style="list-style-type: none"> <li>○ Fold clean bedding and place them neatly in the linen closet on your floor.</li> <li>○ Make sure there are at least 3 body towels and 3 bath robes in the Intake Office (in their respective filing cabinet drawers) on the main floor. If the shelter is running low on body towels and/or bath robes, please let the Supervisor know via the log book / email update.</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>● <b>5am-7am:</b> One staff from upstairs and one staff from downstairs unlock the doors to the main floor, the dining area, and the activity room.</li> <li>● <b>One upstairs staff is to occupy the upstairs office (until shift end) to support clients.</b></li> <li>● <b>One downstairs staff is to occupy the downstairs office (until shift end) to support clients.</b></li> <li>● The staff who have transferred to the main floor are to: <ul style="list-style-type: none"> <li>○ Make juice: Use 2 packets of juice crystals for the whole container. Add ice.</li> <li>○ Make milk: Use 10 scoops for 20 litres of water. Use cold water.</li> <li>○ Fill up cold water urn with cold water and ice.</li> <li>○ Put out coffee packets, tea, milk, sugar, cups, and spoons for clients.</li> <li>○ Slice any donated bread (if applicable)</li> <li>○ Lay out cereals, breads, and condiment cups for breakfast at 7am.</li> <li>○ Storage room: Check the storage room and discard any belongings that were left behind by discharged clients. Check clients’ Pirouettes to make sure they have not been authorized to keep their belongings for longer.</li> </ul> </li> </ul>	

**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 (OVERNIGHT 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.

**\*walk around times on next page\***

**The Walk-Round Times are as Follows:**

TIME	STAFF INITIAL(S)
12:00AM (Sun-Thurs Curfew)	
12:20AM	
12:40AM	
1:00AM (Fri & Sat Curfew)	
1:20AM	
1:40AM	
2:00AM	
2:20AM	
2:40AM	
3:00AM (Smoke Break)	
3:20AM (Before Bed Check)	
3:40AM (After Bed Check)	

TIME	STAFF INITIAL(S)
4:00AM	
4:20AM	
4:40AM	
5:00AM (End of Curfew)	
5:20AM	
5:40AM	
6:00AM	
6:20AM	
6:40AM	
7:00AM (Breakfast)	
7:20AM	
7:40AM	