
ST. JOHN THE EVANGELIST ANGLICAN CHURCH, PETERBOROUGH

The Warming Room

Annual Report

Prepared for: Peterborough City Council
Prepared by: Rebecca Butler, Volunteer Coordinator
The Rev. Christian Harvey, Director
May 20, 2014

THE WARMING ROOM ANNUAL REPORT 1

Executive Summary	3
Budget for 2013-2014	4
Overview of Program	5
Overview of Guests	6
Overview of Volunteers	7
Successes	8
Challenges	9
Recommendations for 2014-2015	11
Proposed Budget for 2014-2015	13
Appendix 1: Warming Room Guest Survey	15
Appendix 2: Warming Room Volunteer Survey	17

EXECUTIVE SUMMARY

Overview

The Warming Room is an overnight drop in program open to those who are homeless in our community who cannot access the current shelter system or for whom the current system does not work. The Warming Room ran 7 nights a week from November 17, 2013 to April 13, 2014. The Warming Room was located at All Saints Anglican Church on Mondays, Wednesdays, Thursdays, Fridays and Sundays, from 6pm-8am and at Murray St. Baptist Church on Tuesdays and Saturdays from 9:30pm-8am. The Warming Room was run on a volunteer model, meaning that the program relied on the 130 different volunteers who did shifts throughout the 5 months. The only paid position was a 10 hour a week position for the volunteer coordinator.

From our best estimate, 100 unique individuals used the Warming Room for at least one overnight stay throughout the season. About 25 people used the Warming Room regularly as a primary residence either for several weeks or for the entire season. Approximately 8 people lived at the Warming Room for most of the winter. Our average use was 10.5 guests per night through out the season.

The Warming Room was overall a great success, largely due to the minimum barrier nature of the program, the volunteer model on which it ran, the partnerships with other agencies and groups, and the wide spread community support it received. This does not mean that we did not have substantial challenges. The volunteer model led to a lack of consistency that, if nothing had been done, would have resulted in the programs undoing. Many of the guests had severe mental and physical illnesses which made serving them at times difficult. Lastly, there was not near enough staff time to deal with the demands of coordinating the sheer volume of volunteers as well as to deal with donations, communications and all the other issues that would arise.

Though we have many recommendations so that the program can run more smoothly next year and better serve the needs of the guests who use the program, our major recommendation is to increase the funding of the program from \$12,000 to \$50,000 so that a minimum of 3 full time staff can be hired to run the program and provide the much needed consistency we lacked this past year.

BUDGET FOR 2013-2014¹

EXPENSES	AMOUNT	NOTES
Volunteer Coordinator Wages (Rebecca Butler)	\$5,040	10hr's a week, \$18 an hour.
Washer/Dryer Purchase	\$2,247.12	
Volunteer Appreciation Dinner	\$789.10	
Petty Cash Expenses (Christian Harvey)	\$843.22	Laundry costs before washer/ dryer, materials, extra cleaning, damage to volunteers personal belongings.
Petty Cash Expenses (Rebecca Butler)	\$254.73	Cleaning supplies, laundry costs.
Final Cleaning	\$350.30	
TOTAL EXPENSES	9,524.47	

INCOME	AMOUNT	
City of Peterborough	\$9,000	
St. John's Contribution to Washer/Dryer	\$500	
TOTAL INCOME	\$9,500	
TOTAL EXPENSES	\$9,524.47	
FINAL TOTAL	-\$24.47	

¹ This budget reflects only the funding received by St. John's Anglican Church for the running of the Warming Room. Social Services paid for many items out of their own budget which are not reflected above.

OVERVIEW OF PROGRAM

Introduction

The Warming Room is an overnight drop in program open to those who are homeless in our community who cannot access the current shelter system or for whom the current system does not work. The Warming Room ran 7 nights a week from November 17, 2013 to April 13, 2014. The Warming Room was located at All Saints Anglican Church on Mondays, Wednesdays, Thursdays, Fridays and Sundays, from 6pm-8am and at Murray St. Baptist Church on Tuesdays and Saturdays from 9:30pm-8am.

The Warming Room was run on a volunteer model, meaning that the program relied on the 130 different volunteers who did shifts throughout the 5 months. Each night was divided into two shifts, one running from 6pm-1am, unless it was a Tuesday or Saturday night, when it would start at 9:30pm, and the second shift running from 1am-8am. As often as was possible, 4 volunteers would be scheduled for each shift, but if this was not possible, a minimum of 2 were always on. Volunteers were trained by CMHA in mental health 101, agitation awareness and SafeTalk (suicide prevention), and by the Warming Room staff. Trainings were run through out the year as we gained more and more volunteers.

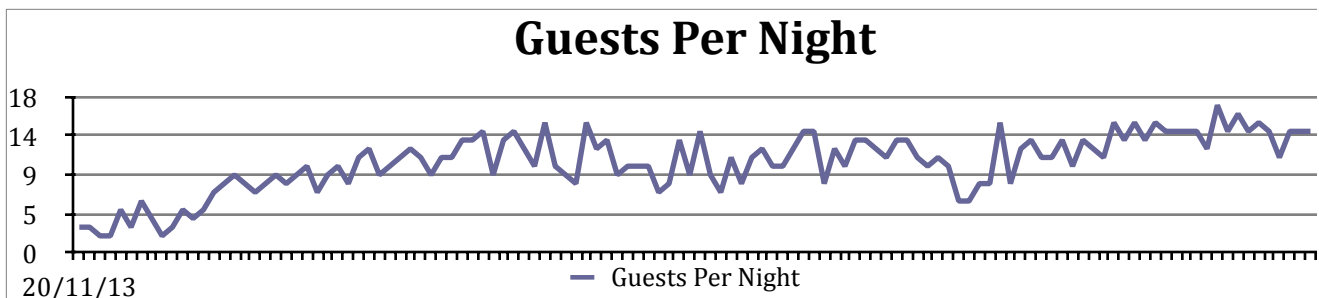
The program happened in one large room with guests arriving at various times throughout the night. They would be given an air mattress, pillow, sheets and a blanket and would be set up somewhere in the room. Room dividers were used when possible to give guests a semblance of privacy. Food would often be served, provided by volunteers or Auburn Bible Chapel early in the evening. Guests would then often play cards or talk with each other and volunteers until they were ready to go to bed. Guests would be woken up at 7am and asked to clean up there sleeping area. Those who were regulars would put there sheets in a tote so that there laundry could be reused. Volunteers would then clean the washrooms and the sleeping room with goal to be closed and out of the facility by 8am. Laundry was done by a loyal group of dedicated volunteers, many of whom paid for it out of there own pockets.

The Warming Room was a ministry of St. John the Evangelist Church, and was overseen by the Rev. Christian Harvey, outreach minister at St. John's but was run in close relation with the Social Services, in particular, Dorothy Olver, Social Services Program Manager. The only paid position was a 10 hour a week position for the volunteer coordinator, which was filled by Rebecca Butler. The program was funded in a large part by the City of Peterborough who provided St. John's with \$9,000 for operation costs and to pay the volunteer coordinator.

OVERVIEW OF GUESTS

Numbers

Throughout the season we did our best to collect accurate data on the people using the Warming Room. Accuracy of data was complicated by a number of factors including differing levels of capability and commitment of volunteers to record data and guests who refused to give information or gave inconsistent information (such as name or age). Altogether we recorded about 100 unique individuals who used the Warming Room for at least one overnight stay throughout the season. Many of these stayed only one or two nights or came by now and then. About 25 people used the Warming Room regularly as a primary residence either for several weeks or for the entire season. Some of our guests had absences of weeks or months due to time in prison or receiving medical or mental health treatment. Some were able to use the other shelters or stay with family or friends for a time and then came back. Approximately 8 people lived at the Warming Room for most of the winter. Of these most do not access other shelters and intended to sleep outside as soon as the Warming Room closed for the season. The number of users per night ranged from 3 (mostly in November before the very cold weather hit) to 18 during the height of winter, with an average of 10.5 guests per night. The Warming Room was equipped for only 10 guests per night, but the need was much higher and so most nights extra guests stayed on blankets on the floor because of lack of mattresses.



Reasons Guests used the Warming Room

The reasons listed on the feedback forms and given to our volunteers and students in conversation consistently pointed to lack of access to other shelters. The inaccessibility was most often due to being outright banned from shelters but many guests also pointed out that they felt uncomfortable in the other shelters and/or preferred the more relaxed atmosphere at the Warming Room. Some of the guests would never access formalized services like shelters due to mental illness that included paranoia, and bad past experiences. There were at least a handful of nights that guests came or were brought by police to the Warming Room because the shelters were full. In addition there were numerous occasions that the police brought guests to the Warming Room after those guests had been banned from the shelters for violence or substance abuse. In addition guests often came to the Warming Room because they had just been released from prison and had no where else to go, or because they were unable to keep intake appointments. See appendix 1: Warming Room Guest Survey.

OVERVIEW OF VOLUNTEERS

Numbers

A total of 188 people signed up to be volunteers with the Warming Room. Of those, 130 were scheduled and did volunteer shifts, and 90 volunteered regularly. About 40 volunteers were lost throughout the season. Reasons for losses ranged from volunteers not showing up to shifts and being removed from the schedule, volunteers finding that they were not able to make the time commitment, and volunteers finding that they did not enjoy the work and/or did not feel safe.

Reasons people chose to volunteer at the Warming Room

An online survey was done with volunteers in March and 45 volunteers answered the survey². Most people chose to volunteer out a desire to do hands on and meaningful work with the community members in need of support. Many also hoped to gain experience and references that would help them in their schooling and career path. There were diverse levels of experience among volunteers in working with homeless and marginalized populations. 41% said they had worked with homeless or other marginalized communities in the past, whereas 30% said they were new to volunteering and working with such a population, and 23% said they had plenty of experience volunteering but not with this community. Most people volunteered twice per month for an 8 hour shift, either from 6pm to 1am or 1am to 8am.

Volunteers experience

Overall, the experience of those volunteers who completed the survey was incredibly positive. When asked to rate their experience between 1 and 5, with one being very bad and 5 being excellent an overwhelming majority responded with a 4 or a 5 as seen in the chart below.



Also, when volunteers were asked to rate between 0-10, with zero being least and 10 being most, how safe they felt during their shifts at the Warming Room, 88% responded with between 7-10. This was one of our greatest concerns, and we were very relieved to see this feeling among our volunteers.

² See Appendix 2, pg. 17

SUCSESSES

Minimum Barrier

The atmosphere and rules at the Warming Room were flexible so that it could best serve those who were unable to or unwilling to fit into the structures of the other shelters. People could come and go as they please, could be under the influence of drugs or alcohol, or suffering from severe mental illness. This for the most part worked well with only two individuals being asked to leave all winter, and both were due to worries of violence.

Volunteer Model

Our model of being volunteer driven had many positive outcomes. 130 different volunteers from all types of backgrounds, whether they be college or university students, community activists, local church members, or concerned citizens, took on shifts and made this happen. Many of the guests trusted the volunteers because they weren't paid to be there. Many guests expressed that the volunteer model made the space accessible for them and also enjoyed the opportunity to get to know so many different people. The casual and non-judgmental atmosphere created by the volunteer model made it possible to provide support to even the most difficult to serve guests. This also led to a greater awareness of the issues of poverty in our community among the volunteers, and broke down much of the discrimination that is so often directed at the homeless.

Partnerships

This program could not have happened without partnerships through out the community. We worked very closely with Peterborough Social Services in all aspects of the program. Partnerships with All Saints Anglican Church and Murray St. Baptist Church were key to having a space from which to run. CMHA helped immensely in the training of the volunteers. Auburn Bible Chapel provided food almost every night for the second half of the winter. Trent University provided us with nursing students who were essential in the start up of the program, and Sir Sanford Fleming provided Social Work students who worked full time for the second half of the program, and brought much needed consistency. George St. United was very supportive behind the scenes, stepping in when needed. This program is proof of what can happen when the community comes together.

Community Support

Whether it be stepping up to volunteer, donating supplies, or providing good publicity, the community stepped up to support this program in a very large way. There was very much a sense, I think partly due to the volunteer nature of the program, that it was owned by the whole community, and that the whole community would come together to make it work. This solidarity was key to the success of the program.

CHALLENGES

Lack of Consistency

The major draw back of the volunteer model became apparent early on. If volunteers do, on average, two shifts a month, then we cannot expect any sense of consistency whether it be in enforcement of the rules, cleanliness of space, or knowledge of who is using the space and how often. This made it difficult to explore with other agencies who is banned from certain places and who isn't. This was partly taken care of when we acquired two Sir Sanford Fleming Social Work students for their placement and one key volunteer, each going above and beyond what was required of them and working 3-5 shifts a week. This consistency was a turning point, but we cannot run the program based on the assumption next year that we will get so lucky again. The lack of consistency in location also caused confusion for guests, as well as made the running of the program much more complicated. There was also a lack of consistency in quality of volunteers, as we took almost anyone because we were worried about not having enough.

Severe Mental Illness and Physical Illness Among Guests

The level of mental illness at the Warming Room was incredibly high. Though we tried to prepare our volunteers for this, the numbers and intensity of it surprised all of us. This also led to many of our guest finding housing, and a couple weeks later being evicted because of an episode and coming back to the Warming Room, starting the cycle all over again. There was also a large amount of physical illness among the guests including wound infection, respiratory infection, injuries, etc. Connecting guests with medical services ended up being incredibly difficult.

Not Enough Training for Volunteers

In our desperation to get the program off the ground in November our training was necessarily vague. This was unavoidable due to circumstances, but led to many struggles. Volunteers expressed a need for more rigorous and consistent training to help them be better prepared for the types of challenges they would face, more able to communicate with guests and more knowledgeable about the duties they needed to perform

Not Enough Staff Time to Deal with Donations/Communications/etc.

The 10 hrs for which our volunteer coordinator, Rebecca Butler, was paid for was no where near enough to deal with the sheer volume of inquires that would come in, donations that were given and communication that was needed to be done. We were incredibly lucky to have a coordinator who would go above and beyond on her own time.

The parish administrator at St. John's ended up having to field a large amount of those calls, which was not allotted for in the \$9,000 given by the city. Also, Christian Harvey, outreach worker for St. John's Anglican worked 5-10 hours a week for most of the winter on making sure the Warming Room was running smoothly.

Lastly, the custodian at All Saints Anglican church said that his workload increased by about 15% while the Warming Room was there.

More Demand than we were prepared for

We had planned for the Warming Room to provide a maximum of 10 beds. The demand far outweighed this number, as we found ourselves many nights with between 13 and 18 guests. This resulted in many people sleeping on blankets on the floor. It became evident early on that we had underestimated how many people truly are falling through the cracks of our current systems.

RECOMMENDATIONS FOR 2014-2015

Increase Funding so Staff can be Hired

We believe that a minimum of 3 full time staff are needed to make the Warming Room run smoothly. Two of the staff would do 3 twelve hour shifts a week (from 8pm-8am) and one would work one twelve hour shift and would be in charge of volunteer coordinating, communications, and donation management with the rest of their hours. We would also need to hire some sort of custodial service for about 2 hours a day. In order for this to happen we recommend an increase in City funding from \$9,000 to \$50,000. Other funding will be found through grants and donations.

Continue with A Modified Volunteer Model

Though we are recommending an increase in staffing, we still feel this cannot replace the volunteer model. Not only does the volunteer model reduce costs, but it increases community support, poverty awareness and break down of discrimination of the homeless population. It also increases our accountability to the community and staves of the appearance of the Warming Room as an “agency”.

This modified volunteer model will require a greater amount and more thorough training of volunteers as well as a more intensive screening of volunteers to assure a suitable and reliable pool of volunteers from which to draw from.

Find one consistent location

One location would make the service more user friendly for our guests, and easier to manage from a logistical perspective. This location needs to be easy to secure, with a working kitchen, and ideally access to showers.

More Integrated connection with other services

A more integrated connection with the many services is integral to the increased effectiveness of the Warming Room Program, in particular connection to other shelters, mental health, nursing and housing resources. Consistent staffing will go along way to make this happen, but regular communication and on site visits from mobile services from the very beginning of the season is needed so the guest of the Warming Room can be better served.

Extend the length of time the program runs

This year the program was meant to run from November 1, 2013-March 31, 2014. Due to struggles organizing the program at the beginning we were unable to start until mid November, and because of the extreme nature of the weather this year, we ended up extending the program until the middle of April. Because of the unpredictability of our Canadian springs, we recommend that the Warming Room run from November 1, 2014- April 31, 2015. We also feel that the program might run more smoothly if it ran from 8pm-8am.

Supportive housing for those with serious mental illness and addictions

For most of our guests, it was not a mere matter of finding them housing. In order for them to be successfully housed there needs to be a supportive structure journeying with them to help them succeed. If this is not in place the Warming Room will continue to be a revolving door for many in our community.

PROPOSED BUDGET FOR 2014-2015

EXPENSES	AMOUNT	NOTES
STAFF EXPENSES		
Director	\$7540	5 hrs a week year round at \$29 hr.
Volunteer Coordinator	\$28,880	38 hrs a week from Sept. 8-May 30 (38 weeks) at \$20 hr.
Drop In Staff	\$20,026	38 hrs a week from Oct. 5- May 9th (31 weeks) at \$17 hr.
Drop In Staff	\$20,026	38 hrs a week from Oct. 5- May 9th (31 weeks) at \$17 hr.
Total Staff Expenses	\$76,472	
OTHER EXPENSES		
Rent	\$8000	
Janitorial	\$5,670	2 hrs a day from Nov. 1-Apr. 30th (27 weeks)
Cell Phone	\$585	\$65 a month for 9 months.
Supplies	\$500	Laundry Soap, Cleaning Wipes, Gloves, Wipes,
Volunteer Appreciation	\$500	
Supplies for Guests	\$1000	Clothes, Bedding, Soap, Totes.
TOTAL OTHER EXPENSES	\$16,255	
TOTAL EXPENSES	\$92,727	
INCOME	AMOUNT	
Faith Works	\$7540	Grant to cover directors salary.
City of Peterborough	\$50,000	

INCOME	AMOUNT	
Grants		\$25,187
Donations		\$10,000
TOTAL INCOME		\$92,727

APPENDIX 1: WARMING ROOM GUEST SURVEY

TOTAL RESPONSES: 9

The purpose of this survey is to find out more about why people use the warming room and how we can make the warming room better. It is entirely your choice to answer these questions and you do not need to put your name or any identifying information on this page. Any information you can give us will help us make the warming room better – if you want to write more feel free to use the back. Thank you!

1. How often do you stay at the Warming Room?

- a. Every night (8)
- b. A few times a week (1)
- c. Once in a while (0)
- d. Other (0)

2. Why do you stay at the Warming Room?

- a. I have been banned from the other shelters (6)
- b. I don't like the other shelters (3)
- c. I just prefer the Warming Room (3)
- d. Other (6)
 - Good alternative all things considered
 - It's cold out!
 - Safety

3. Tell us why you don't stay at Brock, Cameron House or YES. What would make it possible for you to use those shelters?

- a. Brock is corrupt place to stay. Cameron, never been and is low on the radar for all. YES, seems isolated and (?) only solutions.
- b. I got banned from YES, never stay at Brock, a friend brought me to the warming room.
- c. The YES is a place that says they help people. But banned so that in generally have to sleep outside.
- d. I can't stay at YES cause I'm 37.
- e. Brock needs to have respectful staff

- f. A change in operations
- g. Because I would prefer the warming room
- h. Huh?
- i. Was not aloud to stay

4. What do you like best about the Warming Room?

- a. Kinship. Good people. A good stop gap. A piece of peace in some difficult days.
- b. The people, the staff and volunteers and people that stay here are amazing, besides it beats sleeping outside in the cold.
- c. A warm place to stay
- d. Staff and food
- e. It's safe. Staff are happy and treat me with respect. Having a hot meal is appreciated.
- f. Freedom from judgement, good food and would say variety of good staff
- g. Freedom – kinda
- h. Mattresses with air. Comic relief. I love the food.
- i. The people, the staff.

5. What do you think would make the Warming Room better?

- a. Misc food/pop/snacks. Music in the background
- b. I appreciate everything they already do, but maybe have something for the older sicker people in the summer that really need it.
- c. Being open longer
- d. A TV
- e. Showers, no young offenders, cots.
- f. More shelter like - accessibility, showers, laundry, etc.
- g. If volunteers didn't "over exercise their authority." Thanks for the workout!
- h. More "glide" chemical. Floss fresh mint.
- i. Showers. No young kids.

APPENDIX 2: WARMING ROOM VOLUNTEER SURVEY

1. Why did you decide to volunteer with the Warming Room? (Check all that apply)

Answer	Responses	Percentage
I was hoping to help the most vulnerable people in our community in a meaningful way	38	84%
My friends or people from my church group were volunteering	5	11%
I needed volunteer hours for school or a program	2	4%
To receive training certificates that I can use for school/work	1	2%
To gain professional references for school/work	6	13%
To gain experience that I can put on school application or resumes	12	27%
It is an expectation of my school/church/peer group that I volunteer	0	0
Other	9	20%

2. If you chose “other” above, please explain:

- I have worked as a volunteer among street people and the homeless since I came to Peterborough ten years ago, so I am interested in any programs that involve them, and the issue of homelessness generally.
- I had some free time in the earlier part of the evenings this year and saw a report on the Warming Room on CHEX News.
- I have been involved in the struggle with the City for a couple of years to get a warming room established and I am truly happy to be able to volunteer
- I do not want fellow human beings freezing to death on the street. Everyone deserves a warm place to sleep.
- to work with a team of like-minded people (old and new), church people, community people etc
- I just moved to Peterborough in September, good way to get out of the house and have a chance to talk to people!
- Bridge my work within Trent community with larger Peterborough community.
- I wanted to get to know a few of the people I see on the street, and also feel very strongly that our community requires a place for those who fall through the cracks in the system and have nowhere else to go on a cold night. I also really wanted Carol Winter to finally see a Warming Room in place before the last minute.

- God calls us to help the poor and I felt like this was a good way to help those in the Peterborough community.

3. How often did you do a shift at the Warming Room

Answer	Responses	Percentage
Never	0	0
Less than once a month	3	7%
Once a month	4	9%
Twice a month	34	76%
Once a week	3	7%
More that once a week	1	2%

4. How did you first hear about the volunteer opportunities at the Warming Room?

Answer	Responses	Percentage
Through my church or church groups	5	11%
From a friend who was volunteering	5	11%
I saw a poster or advertisement	9	20%
Through my school, class or teacher	7	16%
I heard about it on the radio or read it in the newspaper	12	27%
Other	7	16%

5. How much experience do you have working with vulnerable populations?

Answer	Responses	Percentage
I have worked with the Warming Room in Peterborough before	3	7%
I have worked with the homeless or other marginalized communities before	18	41%
I have done lots of volunteer work but never working so closely with marginalized clients	10	23%
I am new to volunteering or working with marginalized groups	13	30%

6. What training did you attend?

Answer	Responses	Percentage
Tuesday October 22nd at George St. United Church	9	20%
Tuesday November 12th at George St. United Church	10	22%
Saturday December 7th at St. John's Anglican Church	13	29%
Thursday January 9th at St. John's Anglican Church	5	11%
None- I was trained on shift by other volunteers	8	18%

7. On a scale of 0-10 with 0 being least and 10 being most, how well did your training prepare you for your work at the Warming Room?

Answer	Responses	Percentage
0	0	0%
1	6	14%
2	1	2%
3	1	2%
4	0	0%
5	8	19%
6	5	12%
7	8	19%
8	7	17%
9	3	7%
10	3	7%

8. What aspect of the training did you find most useful?

- speaking through altercations and mental illness education
- The mental health training.
- The lecture about illnesses
- none, it wasn't like i was really trained

- Training re mental health and how to deal with people with mental health issues, and the suicide "talk".
- I found the Mental Health 101 and SafeTALK to be the most useful
- Did not get much in the way of any training.
- I found the mental health 101 the most useful
- Mental health
- The mental health talk
- Safety procedures
- The rules of the warming room and what to expect from the population that will make use of the warming room
- How you should deal with unexpected situations where assistance is needed was really helpful as a volunteer.
- specific questions people asked and answers that were given
- Guest speaker mental health issues
- The training session was not very practical. It was useful to get all contact information.
- probably the training re suicide prevention
- The housekeeping stuff was the most important (what are the duties, where do things go) but hearing about how the year was going and who was using the space was also good. The presentation from the CMHA was also well done.
- Bringing volunteers together and letting us know what our role was, as well as what the limitations of our role was too .
- It was ALL Useful and helpful Very necessary
- Friendliness and space is key to opening up with the vulnerable populations
- I found that Greg was amazing at helping me when I started there.
- refresher info about mental health issues
- How to deal with people contemplating suicide
- The practical day-to -day procedures.
- i found the suicide prevention training valuable but not for the W.R. specifically
- emergency handling
- specific behaviour patterns one is likely to see from the clients
- Awareness of mental health
- Mental health
- seeing how many others were turning out to volunteer, with a sense of real possibility to bring this thing off. Getting a sense of who Christian and Rebecca are, and their roles.
- All very helpful and informative.
- i found that find out about the different types of individuals was useful as well as how to handle them.
- Talk about the issues facing this group of people and discussion about treating each person as a valuable individual

9. What else should be included in the training next year?

- A greater emphasis upon being non judgemental and/or aggressive towards the guests. Also the need to avoid negative and rude comments towards the guests.

- Explanation (or emphasis) that volunteers should communicate with guests, not just read books
- where things are, what is to be done beginning and end of shifts..
- Volunteers need help - perhaps on-going help - in learning how to deal with clients without getting too involved - which is of course actually part of the learning experience - so perhaps regular check-ins for volunteers would be helpful?
- Going more in depth with some of the resources
- I think what should be included next time is more instructions on what to do, like cleaning up in the morning. I found that the lead volunteers, I worked with, all said something different so I was never sure what exactly had to be done. Also holding the training in the spaces where the warming room is held would be useful.
- I can't think of anything
- All the possibilities that we may encounter
- New volunteers should always pair up with someone who has done it before for at least 2-3 shifts for hands on training.
- I believe the training I received was a brief sit down and a reading of the rules and expectations from the volunteer manual. I think that I would have felt more satisfied if I were to see the location of the rooms and where things are set-up, and put away.
- more time also, note for the next question - there is no room there to clarify - I picked 5 because sometimes I felt very safe and other times I felt very afraid.
- Volunteer boundaries. How to know what is appropriate helping
- Include a step by step list of things that need to be done upon starting and ending your shift. (Ex. open facility, blow up mattresses, put on coffee, set up tables and chairs, fill out guest book, etc...)
- As mentioned below it would be helpful to have training re how to help people with a mental illness who have not done anything wrong but either express the fact that they "feel violent" or become very paranoid and angry with no provocation etc. -- possibly people who need help with their medication but are still eligible for the service.
- I believe that the infection control price should be part of mandatory training.
- First aid cpr Maybe some Four Counties ForeCast addiction seminars
- More specific information. I know this didn't happen this past fall as the locations were still being figured out! Smaller group training might be better. Going through specific circumstances and discussing how to address them, i.e.: what to do when a guest is threatening another guest, what to do when there are no more beds, what to do if you are pretty sure a guest is under 18 but they won't say. Another important part I think is to better organize how volunteers can get home safe from their shift.
- - Minor first aid - Minor Crisis Intervention Training - How to speak to clients
- what is appropriate and not appropriate volunteer behaviour while volunteering at the Warming Room....ie how to interact with the visitors, what the purpose of the
- Warming Room is, what it is NOT....
- How to deal with health issues
- give more insight into what volunteers actually do, and promote strict adherence to certain rules.
- Perhaps information can be given about it being a 'damp' shelter, and what the volunteer's expectations are around this.

- i think it would help new volunteers if they were given a bit more background on what to expect -- e.g. telling them that the guests have varied backgrounds -- many have mental health problems, so me have addictions, so me have lost jobs or for other reasons co me to a place where they can't afford rent etc. It would help them to know that they just need to treat the guests like any other new acquaintance, with respect and as equals. They also should know that so me people are extremely private and are upset by questions about their background and situation.
- topics of conversation how to react to aggressive volunteers
- volunteers should be better informed about the amount of cleaning up they are expected to do
- Orientation at the space itself.
- Roleplaying or other acted-out demo of how to de-escalate situations with mentally different or chemically high people. Forecast can show the kind of body movements that are likely to be perceived as triggers and the kind that are likely to reassure and calm people. if Theresa who is doing her placement now could demonstrate ho w she turns a conversation in the room into a bonding experience, that would be awesome. She gets people involved in fantasy playacting a bit, playing at family or last night it was which animal would you be. Also simple things such as: get out a game or a pack of cards and start playing.
- Ways to better deal with difficult clients.
- the training was good but a little long. some of the information included in the training was interesting information but i did no t find it helpful. finding out about the different individuals was helpful but an in depth analysis of their problems seemed a little much.

10. On a scale of 0-10 with 0 being least and 10 being most, how safe did you feel during your shifts at the Warming Room?

Answer	Responses	Percentage
0	0	0
1	1	2%
2	0	0
3	0	0
4	0	0
5	2	5%
6	2	5%
7	5	11%
8	7	16%
9	11	25%

Answer	Responses	Percentage
	10	36%

11. If you ever felt unsafe during your time at the Warming Room, what do you think would have made you feel more safe?

Answer	1	2	3	4	5	6	Total Responses
Full time staff member at the Warming Room	9	5	5	2	0	1	22
More volunteers at the Warming Room	2	5	6	1	4	4	22
Scheduling to ensure a mix of more and less experienced volunteers	4	4	7	5	0	2	22
The ability to remove or ban certain guests	4	3	2	6	4	3	22
More frequent check-ins from Warming Room administrators	2	3	1	4	11	1	22
More frequent visits from support organizations like CMHA, social services, nurses, etc.	1	2	1	4	3	11	22

12. Anything else you feel would have increased your safety?

- I felt unsafe a couple of times, mainly due to the intoxication or outbursts of guests. I'm not sure there is a way to remedy this
- I felt a lot more comfortable when Andrew was working. He had such an amazing relationship with the guests and they respected him and also responded to him in a positive manner. He kept the program running smoothly, kept tensions low in the warming room and kept the guests feeling more comfortable. Having someone there constantly that had such a great relationship with the guests increased feelings of safety both with the guests and the volunteers.
- No
- I felt very safe.
- A more focused clientele or more flexibility in spaces to meet disparate needs ages mf mental health issues night hawks conflict between guests was the main source of stress for both guests and volunteers
- Not really, as I never felt unsafe.
- consistency in the "rules", clarifying that volunteers understand and agree with the rules and/or agree to follow rules to the best of their ability.

- No. i felt very safe with the guests this year. Last year we had one guest who tended to get very agitated and one night kept repeating she felt "very violent" and finally left after turning in a knife. We could use extra training re dealing with a person in a severely agitated mental state who feels threatened by others etc.
- No , however there was so me volunteer behaviour that I felt was unsafe, like going places with guests, driving them around at night, etc.
- volunteers who i am working with who do not act inappropriately, who do not instigate "problems"....
- If certain guests have a very contagious disease they shouldn't be allowed in
- make some sort of visitor orientation which plainly spells out how they and and will be kicked out if they are being assholes. my partner's last shift was spent with some new guests having a loud rapey conversation about how they'd like to drug them and fuck them. perhaps if they had been told at their first visit that behaviour like that would not fly, things like that wouldn't happen.
- The ability to ask guests to leave extra room to separate certain guests
- Regular review of basic policy and procedures
- All of the above are needed. Incidents happened on nights when I wasn't there that might have felt unsafe. Having Andrew and Theresa there on my most recent shift made a huge positive difference.

13. Our method of scheduling was to collect preferences, create a schedule, distribute the schedule by email and then adjust the schedule as needed. On a scale of 0-10 with 0 being the least and 10 being the most, how effective do you think this schedule technique was?

Answer	Responses	Percentage
0	0	0
1	0	0
2	0	0
3	0	0
4	0	0
5	2	4%
6	2	4%
7	5	11%
8	8	18%
9	10	22%
10	18	40%

14. If you gave the scheduling technique a lower score, can you suggest a better way to go about making and distributing schedules?

- I think the scheduling was very good. I especially liked that I was emailed before my shift, so incase I did forget, I was reminded the morning of.
- Well done given the challenges
- Google calendar is pretty good - pretty sure you can set it up so only those people you would be emailing it to anyway would see it. Not sure if that would be easier or harder?
- I can't think of how to do it better. Scheduling is very difficult!
- It did not allow some people to have more than one shift per month and some people having multiple per week
- email reminders were good....but some volunteers still did not sh w up....why?
- I found it effective, but it's not acceptable for some people (like some of the late shift volunteers) not to show up.
- No, it worked for me.

15. Overall how would you rate the experience volunteering for the Warming Room?

Answer	Responses	Percentage
1	0	0
2	2	5%
3	0	0
4	10	23%
5	32	73%

16. Do you plan to volunteer with the Warming Room again next year?

Answer	Responses	Percentage
Yes	36	80%
No, because I will not be available	7	16%
No, because I did not enjoy the experience	2	4%

17. What did you enjoy most about your experience volunteering with the Warming Room?

- Chatting with guests...engaging them in conversation...being able to offer food and beverages
- the people
- I had an amazing experience with the warming room. I looked forward to volunteering. The guests at the warming room were very funny and I was able to have a lot of fun with them. I also was able to gain a greater understanding of this type of group of people within our community and I hope to be able to continue to aid in helping at the warming room next year.
- It was great to illuminate and overcome some stereotypes, I have met a lot of new friends (among both volunteers and guests).
- helping provide a safe and clean and warm and caring environment for the under privileged.
- Please note that I check "yes" with the proviso that at my age, I can't guarantee I'll still be alive, and also, at my age, my help is very very limited.
- I enjoyed meeting/interacting with the guests and volunteers the most
- meeting guests and volunteers
- Introduced to a part of Peterborough's demographic I had little previous experience with.
- I enjoyed interacting with the guests the most and building good, trusting relationships. I really enjoyed getting to know the guests and to help out however I could.
- Meeting the guests, a few of whom I got to know well...and like.
- Getting to know the homeless and the problems that put them/keep them there.
- Spending time with the guests and hearing about their personal stories
- Meeting some of the guests. Also observing how volunteers interacted with guests.
- Meeting the volunteers and helping the guests.
- Getting to know the other volunteers and guest, and getting a better perspective on their situation.
- again - the above question, my answer is maybe - I hope that some of the "growing pains" will be addressed and that the city will provide some more money to support this program. This will help me decide whether I volunteer again. Answering this question - I really enjoyed the team that I worked with quite regularly. I got to know some of the guests and appreciated getting to know them. On the shifts with no issues, I had a relaxing time.
- Giving back
- Meeting the guests and getting to know them, their stories and their lives.
- I really enjoyed getting to know the people, both the volunteers and guests.
- The chance to talk to the guests and volunteers and especially the chance at times to connect the guests with meaningful help.
- Great people - guests and volunteers. Also puzzles. Always thought they were boring before the warming room...
- I actually really did not enjoy it. It served to highlight the immense problems in our
- Everyone that I had the opportunity to greet and meet So many interesting moments and people
- I met great people and have gained a whole new understanding about people who use these types of services.
- Chatting with the guests and being that listening ear for them to discuss with

- Everything was an amazing experience. Working so closely with a population I have never worked with before, seeing their lives and stories was amazing.
- ...the opportunity to "give " to my community....and to learn mo re what the issues of homelessness are....from the guests themselves...
- Getting to know some of the guests and being there to help the it and give them a place to sleep at night
- i most enjoyed the atmosphere in the last few weeks when there was a really relaxed feeling of trust and respect. Volunteers and guests were sitting around the table talking and laughing together and volunteers and guests were playing cards.
- Connecting with others
- meeting so me members of the homeless community and working with other volunteers
- Building meaningful relationships with guests and volunteers!
- Getting to know the other guests and volunteers
- No because I realize that staying up until 1 is really difficult for me and I am a long time getting back to par. I am in awe of Carol and of Jean Konig, but I am going to leave to the younger ones. If there were a shift that ended at 10 , i likely would volunteer. But am hoping you have enough non-wimps who can survive late nights to do it the way you did this time.
- I learned from the whole experience.
- Meeting the guests and getting to know something about their lives was very important to me. I learned a lot over the winter, but I also benefitted a lot. I went home each time with an increased awareness of how fortunate I am, and of course a desire to do mo re to help.

18. What could be improved for volunteers at the Warming Room next year?

- I do not have any recommendations for the volunteers. Things were run well. However, I think the volunteers should be more educated on resources that are available within Peterborough that the guests can access and the volunteers can help the guest become informed about.
- Warmer place
- I have to point out that I really only did three shifts - one at the early session at Murray St. Church and one each on Christmas Night and New Year's Night - because of lack of available volunteers. I felt that my age was against me in trying to be an effective volunteer "in action" but I may have helped in some way by being a "listening ear" on occasion.
- Could be hard to implemnet, but shorter shifts could be an option
- better beds which can be cleaned properly, one location,
- A second opportunity at training would have helped. Felt pretty lost about procedures every shift so far. If there has been a shift leader o f any sort I have not been able to figure out who it was.
- I think more training would be a benefit.
- Resolve foo d issue Well meaning chocolate icing kept everyone wired and awake one night
- Provided yo u can get enough volunteers, 3 five hour shifts per night rather than two 7 hour shifts would be much easier for the volunteers I think
- More comfortable chairs to sit on! :)

- A walk through of the church while it was open to the public, being introduced to the volunteers
- There needs to be cleaning supplies there at all times. A larger area for coordinating linens..separate from guest bins.
- More things to occupy yourself with during the late shifts - the nights get long when everyone's asleep!
- I did not work at Murray Street, so these comments are about All Saints. A different type of cot/bed/mattress would help. there are fold-able foam pads (check a JYSK) which would be easier to store, to clean and would not deflate, so would last longer. The cleaning supplies are full of chemicals and I really didn't like breathing the "Fumes"
- Having the lamps helped - thank you to who ever thought of that.
- Shorter shifts? A safe place to put purses and other personal items (while there was a rule that guests were not allowed into the pitch, they still went in there and it was difficult to enforce for everyone . . . it would be nice to have a place to put our things that we didn't feel we had to check on).
- For first time volunteers, have an experienced volunteer work with them to show them the ropes.
- The volunteer experience was very positive
- This needs to be a job that people get paid for. I think that a volunteer run shelter is only a short term solution to a much bigger problem. The next step is to lobby for funding for more, better shelter beds in Peterborough. I think we were lucky that something really awful didn't happen this winter, and that most of the volunteers were completely unprepared to deal with any crisis that could have arisen.
- Better protocol and communication
- More careful selection of volunteers perhaps? So there is not so much last minute schedule changes.
- Allow more volunteers more opportunity to get involved more than once a month
- -Tougher screening. - Remove no shows/ bad volunteers (talks down to guests, not engaging with guests, rude to other volunteers/placement students with no reason)
- more info about local resources to tell the guests that are available in Peterborough.....ie local housing help, OW, ODSP benefits that they could access..how to get healthcare, mental health care, food resources in Peterborough...etc... and more encouragement, training for volunteers to be actually able/willing to communicate with the guests, rather than just 'being there', sitting alone , mostly using their iPhones during their shifts....seems to me that those who are there just to get their "hours" have quite a different commitment than other "volunteers'
- the greg guy undermined any "authority" the volunteers had, so people constantly wandered the kitchen, the back area, etc., which made setting up an absolute pain in the ass because people would grab new bags of bedding, rendering the ones they used yesterday useless.
- no suggestions -- i found it was very well handled.
- n/a
- closer monitoring of the placement students and more specific rules regarding the mandate of the warming room
- Wifi?
- Better training, more consistency of practices
- A separate room or cupboard to put our things. (It's not crucial.)

- I think the volunteers were well served. I liked the fact that generally I was on with some of the same people. I got to know a good group of people that I would not have met otherwise.

19. What do you think could be improved for guests using the Warming Room next year? Please be specific.

- better mattresses for daily use clothing drive for track pants or pj pants; socks
- they have a larger participation in the duties
- More advertisement looking for donations for the guests. Trying to find increased food donations for the guests. Potentially supplying more dividers within the warming room locations for certain guests. More knowledgeable people who are aware of how to help the guests find accessible resources within Peterborough if needed.
- Warmer place
- more beds throughout year as they get holes and guests are basically on floor by morning. more pillows as occasionally they run out
- Others will have comments from their wider work experience.
- Having access to more food/supplies to hand out
- I think the guests should be asked what could be improved for them. I think overall it's very good. I wish there were more programs out there that they could go to during the day, but that's separate from the warming room.
- individuals own bedroll increased capacity 15 showers available
- More screens to give them a little more privacy when they sleep. Better control of their own blankets and pillows
- More beds. Sturdy cots rather than inflatable mattresses. More storage room for bedding. SHOWERS for guests. A TV and DVD would have been welcome for guests.
- Better/bigger kitchen facilities.
- When its very cold, it would be nice to be able to offer an extra hour o f warmth. Perhaps if we had plastic travel mugs that could be labelled and reused for coffee or tea rather than all the disposable cups.
- it seems that it could have been warmer - I was warm but I heard lots o f complaints that the sleeping area was not. consistency so they will know what to expect and that it will be the same from one volunteer to the next.
- Better mattresses (more on hand when others are damaged, broken) Regular meals at dinner time on the early shift
- More blow up mattresses, pillows and sanitary products (soap and hand sanitizer).
- i think the guests should be encouraged to recognize their own worth as many have a very low opinion of themselves. For this reason i think they should be allowed to use china bowls and mugs. i understand the reason for not allowing guests in the kitchen but for some people access to a phone is really important -- e.g. it enables them to check about rooms for rent. It is also helpful for anyone who may be applying for temporary employment if they can give potential employers that number and tell them to phone after 6 and if we can just give a name when answering the phone rather than saying Warming Room. For these reasons it would be helpful to have a phone jack in the main room fixed so it cannot be used for long distance calls. If we had a

few light portable screens it would give people who need it a little privacy. It would also shut out some of the light if people feel safer sleeping in the volunteer half of the room.

- Maybe a list of requested items could be kept and posted? If we had a shelf to put stuff on items could be addressed to those who requested them? Or even just a general list of items that are frequently needed. I hate to add more tasks to the great volunteers who did all the laundry (they deserve a medal!) but it seems that a lot of the guests didn't have access to laundry and so would just throw out donated dirty socks etc. If somehow we could do laundry it would make the donations go a lot further?
- Better mattresses. Better infection control or more consistent infection control practices.
- The Important Value of making them feel COMPLETELY Comfortable and a sense that they are important and cared for with no Judgements
- Beds that stay inflated. One location. Having roles for guests to be involved if they want. Inviting them to a debrief session to get their feedback. More wholesome food.
- Cleaning the air mattresses more frequently and constantly
- - I think having full time people there helped immensely - Better beds - Clearer definition of who the warming room is for (ie calling to check if a guest is allowed at Brock or YES especially if bed space is limited)
- better beds and the bedding laundered more often (most of it stinks!)...and also more health-related resources to offer the guests(that are not available anywhere else locally)..... especially...SHOWERS....and LAUNDRY for guests' clothing.....most have no where to shower and need a clean set of clothing...and many are suffering from fungal disease (feet) due to wet, dirty feet for weeks on end.....they are asking for help with these needs and there is so much frustration with having no options to offer them.....also, some nights food is brought to the Warming Room by volunteers and/or a member of the public, and other nights none.....many arrive very hungry...hard to tell them that "all we have is oatmeal".....maybe some sort of organized 'volunteered healthy food' on a regular schedule...people do sleep better when they have been fed.....?
- More rules.
- cots instead of air mattresses
- Better mattresses for guests.
- i would like guests to be served on china plates with real cutlery which gives them more of a sense of self worth. i think it would be helpful to meet separately with administration from Social Services, the VON clinic and the CMHA to ask for increased involvement from their staff -- even extending at times to visits during the night when people are not rushing to get out before the 8 a.m. deadline.
- entertainment, maybe movies/tv, etc. Books that could be borrowed more beds/resources more assistance for mental health
- be very careful about who is recruited
- Better mattresses or cots maybe? More options suggested by volunteers for help outside the warming room, ie: Employment opportunities etc.
- Better beds, permanent space, or at least same space every night of the week
- I like that we go to more flexible about where they sleep and how many. Am not sure that there is always food brought in, but best to have that consistent. No children among the volunteers, including those bringing food in. (I think this only happened once.) Openness to early-evening drop-ins who leave later to go elsewhere.

- Ideally everyone would have their own room / private sleeping space - with showers available! I am very concerned about where so many of the guests will go when the Warming Room closes. I think it should be open well into the good weather. The middle of April is not good enough for sleeping outside. The use of the bins was very helpful. It gave each person a little bit of control over the situation. We needed a more consistent method of supplying toiletries.

20. Any other comments? Please also feel free to email or call us directly to give your feedback.

- Thank you for the opportunity!
- I'm still thinking about this. But my reflections come more from outside, perhaps, than within the action work schedule. I do think there should be some way of continuing the work begun this winter. I think one of the things to be aware of is how "religion" affects people's work in this type of project.
- I felt honoured to be able to work with these people. It was an amazing experience, and I will actually miss some of the guests and can't wait to work with them again during the next winter. Overall, I found most volunteers to be great, but I have worked with quite a few that were rather judgmental towards the guests. And again others that just cared about sitting down and doing their school work. It seemed like some of them only did it for the volunteer hours, instead of wanted to work with the guests. That is something that frustrated me. So maybe volunteers should be chosen more carefully or those I described above should be let go after repeatedly showing such behaviour. Also, the contact list that was at all saints was not completed nor valid. When we had to get a hold of volunteers that hadn't showed up for their shift, one number was wrong and 2 others hadn't listed numbers. I think it's important that numbers are listed and accessible for emergencies like this.
- There seemed to be a very high drop out rate amongst the volunteers, many at the last moment, which made life very difficult for the schedulers. I think it would be better with 5 hour shifts....and perhaps placing less reliance on students would improve things.
- I was happy to have the opportunity to volunteer, get to know our guests, and to meet other volunteers.
- On many occasions I was thanked for volunteering my time so guests could come in out of the cold. I met some really interesting guests and was grateful that there was a space for them. I was fortunate that I never experienced much drama or escalated tension but I understand there definitely were some tense moments for some. Like anywhere it seems, there was gossip about the guests which I chose to ignore unless I felt it could be a safety issue. I sometimes was embarrassed that all we offered was a mattress on the floor but no one complained, and in fact, seemed grateful.
- I think that HUGE thank yous need to go out to the churches that have hosted. There was a team of laundry people for example at All Saints and all the daily clean-up etc.
- I thoroughly enjoyed my experience working at the Warming Room this winter. I was grateful for the opportunity to get to know the people who live in our city who were in need of a warm place to stay during this very bitter winter. While it is not a long-term solution I was very glad that it was available and that I was able to be a part of it. It was an honour to serve the guests of the Warming Room, I learned a lot from them and feel that my life has been enriched because of them. Thank you for the opportunity.
- I just want to thank and congratulate you and Christian for taking on this huge challenge. You have both done an amazing job!!! THANK YOU BOTH!!!!!!

- One shelf. Just one. That's all we'd need... and a corner to ourselves to put it in. I only worked at Murray Street but it was always a bit chaotic figuring out what stuff was ours, where to put things, etc. There were no labels, the food box is a disaster, and the mattresses are all over the place. Would make a huge difference having even a single corner set aside for Warming Room stuff. I will buy you a shelf if you don't have money for it!
- I'm not sure if it is just me, but I could not answer the question: If you ever felt unsafe during your time at the Warming Room, what do you think would have made you feel more safe? I wasn't able to select any of the options. Other than that, thank you so much for all of your work!
- I am so glad that the Warming Room has been offered 7 nights a week this winter, and I believe that the majority of our guests have truly appreciated the efforts, but a better venue would be a great goal for next year...showers, laundry, and more consistent rules, procedures....the homeless of Peterborough deserve this!
- Nope! I think the season went very successful and everyone should be very proud of themselves.
- I have an opportunity to set up a donation option for people local and abroad to donate funds to the warming room. Called Christian H. But had no response? Would be interested in helping fund expanding maybe? Is the warming room a charitable organization? If not it might be good to apply for it, Thanks,
- Just again that I am so impressed with the work last night of Andrew and of Theresa. They made it into a relaxed roomful of friends, and that was a magnificent feat. Many small crises were handled swiftly and efficiently and fairly and with close hands-on concern.
- Good work everyone, thanks to Rebecca she was awesome.