

Silicon Valley Safe Park (SVSP)

AM & PM Volunteer Instructions

CGS Lutheran Church | April 2021

[SIGN UP HERE](#)

>>Please review these instructions the day before/day of your shift in case we need to make small adjustments throughout the month<<

Hospitality for the SVSP guests at CGS

If you have volunteered to check on the SVSP guests at CGS during their stay, thank you! We hope to provide hospitality as best we can while still caring for everyone's health. Follow these instructions (please read through this full 3-page document) for your volunteer position.

Please wash/sanitize your hands before arriving at CGS, always wear a mask, and practice proper social distancing protocols.

For instructions on what to do in various situations that you may encounter, see the Emergency & Care instructions below.

Please review the [SVSP Rules & Agreements](#) our guests have signed and make a note of any infractions to these agreements if you see them.

Please - No car park guests are to be in the building.

Morning Check Out will be at 7:30AM.

- Arrive by 7:20am and park in Meridian Ave. parking lot or on the street. Use the key code to enter the building. Please wear a mask at all times (consider wearing gloves as well, if desired)
- Clean up and sanitize the tables with wipes.
- Replenish snacks. Restock from supply in the kitchen.
- Check supplies in the bathroom and restock if needed. Supplies in kitchen.
- Help our guests feel welcome and seen. Socialize as you are able.
- Our guests are aware that they are expected to leave the parking lot by 7:30 am. If anyone remains after 7:30, please remind them of our onsite hours. It is ok to knock on car windows if you feel comfortable doing so.

- Close the green gate between the classrooms.
- At the conclusion of your shift, please send a report to the Site Leader.
 - The Site leader for the day is listed on the next page.
 - You can email them or call/text the Site Leader phone number 408-596-4019.
 - Tell them about any cars present that were not SVSP guests.
 - Let them know what you observed and any interactions you had.

Evening Check In is at 6:30PM

- Arrive by 6:20 PM and park in the Meridian Ave. parking lot or on the street. Use your key code to enter the building. Please wear a mask at all times (consider wearing gloves as well, if desired).
- Clean up and sanitize the tables with wipes.
- Replenish snacks. Restock from supply in the kitchen.
- Check supplies in the bathroom and restock if needed. Supplies in kitchen.
- Help our guests feel welcome and seen. Socialize as you are able. Allow 30 minutes for your shift, although if there are no guests on site you may spend less time.
- At the conclusion of your shift, please send a report to the Site Leader.
 - The Site leader for the day is listed on the next page.
 - You can email them or call/text the Site Leader phone number 408-596-4019.
 - Tell them about any cars present that were not SVSP guests.
 - Let them know what you observed and any interactions you had.

Emergency & Care Instructions

Please **look at the maps for Evacuation and other necessary information**. Call Sarah Janigian if you have any questions at 408-561-5826.

First Aid kits are located in each of the bathrooms (men & women) in the classroom building.

If you witness an emergency

- An emergency is a serious medical issue, violence, crime, or threatening behavior by guests.
- If you witness an emergency, call 911 immediately.
- After you have called 911 and when you are safe, call the Site Leader at 408-596-4019.

In case of a fire

- Direct guests to the parking lot in the white office building on the other side of Alta Glen Dr. ([see map](#))
- Call 911
- Call the SVSP Site Leader at 408-596-4019

If there are urgent issues during your visit

- Urgent issues may be facility breakdowns, non-emergent guest issues that need immediate attention.
- In the case of something urgent but not an emergency, call the Site Leader at 408-596-4019.

If a guest has questions about COVID symptoms

- Please call the SVSP Site Leader at 408-596-4019 so that we can inform the necessary public health agencies

Other Phone Numbers for Assistance:

- San Jose Police 408-277-8900
- San Jose office of emergency services 408-794-7055
- Poison Control 211 or 800-222-1222
- San Jose City Homelessness Help Line 408-510-7600
- Santa Clara County Helpline 211
- Amigos de Guadalupe 408-341-6080
- Valley Medical Center (888) 334-1000 or 408-885-5000
2400 Moorpark Ave Suite 118, San Jose, CA 95128
- Kaiser Permanente Santa Clara (408) 851-1000
 - 700 Lawrence Expy, Santa Clara, CA 95051
- Mental Health Urgent Care (408) 885-7855
 - 871 Enborg Ct. Unit 100 San Jose, CA 95128

If you witness any other needs or concerns

- Other concerns that you might see or hear of such as supplies getting low, requests for additional services, infractions of the Rules & Agreements, or other things should be reported to the Site Lead after your visit.

Site Leaders

Call any Site Leader at any time at: 408-596-4019

Site Leaders: Pastor Manda, Rachel Visscher, Chelsea Byom, Kevin Visscher, Sarah Janigian, Aline Santos