



Chico Community Shelter Partnership TORRES SHELTER

Providing Shelter & Related Services Since 1998

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GUEST MEETING November 22, 2011

These meetings take place monthly at the Shelter. They are an opportunity for guests to ask questions directly of Brad Montgomery, the Executive Director. They are also an opportunity for Brad to provide the guests with updates about things that are happening at the Shelter. Brad asks different guests to keep the minutes for this meeting each month and so the format changes considerably from one meeting to the next. However, the agenda is always pretty straight forward. Brad first provides some updates and then opens up the meeting for questions.

The meeting was called to order at 6:30pm. Brad started the meeting with three requests:

1. No smoking at meeting; Brad explained that everyone should feel welcome at these meetings and although they are held outside on the patio; being around many people smoking can still deter people from participating. Brad explained that although he smokes, he will not be smoking in these meetings and asks that others follow his lead.
2. Brad then asked that all those that are currently smoking, please move to one far side to finish the cigarettes they are currently working on and not to light up again until the meeting is finished.
3. Brad finished the asks by letting people know that the Shelter might be instituting more designated times and areas for non-smoking because there is less and less of a percentage of people who smoke at the Shelter and it is important to respect people's wishes to not be exposed – yes for the children we serve at the Shelter – but not only.

Two Announcements, maybe three or so more...

- 1) Becky Rivera is leaving the Torres Shelter for another position. She will be missed! December 9th is her final day. Becky has worked cumulatively for the Shelter as a Service Coordinator for about 7 years. Brad explained that the Shelter would be hiring both a replacement for Becky and a third Service Coordinator because the number of people we're serving warrants it. Brad added that we'll be able to find qualified workers for these positions but that no one will ever "replace" Becky. There were several guests that hadn't heard this news yet and were sad to hear that Becky was leaving and there were suggestions to do a card for Becky or find some other way to thank her before her last work day. Brad wrapped this section up by asking people to please be aware that Becky

will have a lot to take care of before her departure and so it's important that people make their scheduled appointments with her and are appropriately prepared

- 2) Brad then announced that there is a sign-up sheet on Kira/Shawn's door for anyone needing a special pass for time out of the Shelter during Thanksgiving. Permission will be given per case and circumstance by the Service Coordinators and Brad added that there's no point to pleading a case to any other member of the staff, because Becky and Patrick are the two staff members authorized to make these determinations.
- 3) Brad then shared for those that didn't already know that the Shelter is open 24 hours on Thanksgiving. Among other things, that means that all of us guests can also sleep in!
- 4) Brad then shared the Thanksgiving schedule. Brad shared the following: Breakfast will be made via 5th Street Steakhouse. Appetizers put out around 11am. Big meal around 2pm and leftovers around 6pm.
- 5) There were many questions from guests at this point about "if we're in for the day on Thanksgiving – can we go out to run errands, go to meetings, etc. Brad explained that if people need to have items like cigarettes, mountain dew, etc. to please plan for them the night before because if people are staying in for the day we'd prefer that they are in for the whole day and not coming and going because that's more difficult to keep track of. Brad also explained that if someone staying in for the day has an AA meeting or something like that they should put their name on the sign-up sheet and talk to Becky and Patrick about it to make sure the staff working that day has an understanding of when they are leaving and returning. Brad also explained that for guests choosing to leave on Thanksgiving, the return will be at the regular check in time.
- 6) Brad shared that he needed to stress that all rules regarding drinking, drugs, etc are going to apply even during the holidays and so please don't believe that any staff member will look the other way if a guest decides to take a drink or two, etc. during Thanksgiving. No member of the staff ever wants to suspend any one from the Shelter and certainly don't want to on Thanksgiving but they will and so please don't put our staff in that position because it is a hard thing to live with that they are prepared to do in order to continue to protect the safety of everyone staying, working and volunteering at the Shelter.
- 7) Brad stressed that people coming IN and OUT won't work and so again please be prepared!
- 8) Brad was also asked about the opportunity to grab bins during the day. Brad shared that the staff would do some of this but that basically the Bin Schedule would be the same as any day to prohibit any potential thefts and misunderstandings!
- 9) Brad reiterated the importance to communicate with case workers/service coordinators regarding any questions concerning their Thanksgiving plans and that we'd rather know more to make sure there's proper communication happening.

Brad then opened up the meeting for questions. There were a few people that had specific questions about their individual case plans that would not be appropriate to share with the whole crowd and so Brad met with them individually after the meeting. However, potentially because it was kind of a chilly night and these meetings are held outside or because Brad had answered many questions during the meeting, there weren't other questions about Shelter operations and so Brad closed the meeting and began the one-on-one conversations.