

SOP Title: Warming Center Operations	1 of 2	Last Reviewed/Update Date	11/15/2022
Department/Division	Parks and Recreation- Leisure Services	Implementation Date	1/2022

Standard Operating Procedure For Warming Center Operations at MLK Rec Center

1. Purpose

The purpose of the Warming Center SOP is to provide an operations guide for staff to be able to successfully stand up a warming station at the MLK Recreation Center when activated.

A warming center is a temporary facility that will be made available to the community during extreme temperature conditions when normal coping mechanisms are ineffective or unavailable.

2. Scope

This SOP is intended for use by Parks and Recreation staff as a guide to operate a warming center at the MLK Recreation Center as activated by City of Denton City Management. This SOP is solely intended to guide staff in Warming Center operations only and is not intended to be inclusive of the entire coordinated emergency operations response from the City (such as public communication, ice and snow removal, etc.).

3. Initiating Event/Timeline/Deadline

The warming center will be activated by the City of Denton City Management in cases of extreme temperature conditions. When activated, the center will be open for a limited number of hours for a limited number of days and provide limited services. The center will close and operations will cease when extreme temperature conditions end and normal coping mechanisms are available or as directed by City of Denton City Management.

4. Responsibilities

Warming Center Key Personnel

Center Manager- Responsible for overall coordination of the Warming station. Acts as liaison between City Emergency Operations Center or City Management and warming station.

- Primary-Gary Packan
- Backup- Nikki Sassenus

Shift Manager- Responsible for warming center on-site operations; provides oversight, administrative support, and supervision for all functions in the shelter during a specific time including; registration of clients, facility logistics, and feeding.

- Nikki Sassenus, Megan Thomas, Autumn Natalie, Monica Martin, Jason Barrow, Caroline Seward, Cheylon Brown, Robbie Johnson, Alicia McDaniel, Nicole Brasher, Rachel Burks

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Staffing/Volunteer Manager- Recruits, schedules, and coordinates staffing and volunteers to work shifts at the warming station. Maintain records of all workers who assist with shelter operations.

- Sara Farris, Kelsey Stuart, Alicia McDaniel

Warming Center Staff- Man the warming station and provide services including but not limited to registration, food service, cleaning, and other various duties as assigned.

- All Full-time, Part-time, and temp/seasonal staff

5. Procedure

1. City Emergency Operations Center or City Management activate warming center, notifies Center Manager.
2. Warming Center opening time is determined.
3. Center Manager notifies Shift Managers, and Staffing/Volunteer Manager:
 - a. Advises them of the day/time center operations are to be
 - b. Begins executing warming center set-up checklist items and assigns tasks
 - c. Shift managers assigned to shifts
4. Staffing/Volunteer Manager recruits and assigns warming center staff
5. Warming center set-up
6. Warming Center opens to public

6. References

List of additional resources:

- Gearing Up for Warming Center Operations Checklist
- MLK Warming Center Lay out
- Shift Manager checklist
- Key Points of Contact
- Warming Station FAQs
- FEMA Shelter Field Guide (FEMA P-785)

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APPENDIX A
GEARING UP FOR WARMING CENTER OPERATIONS CHECKLIST

Gearing Up for Warming Center Operations Checklist

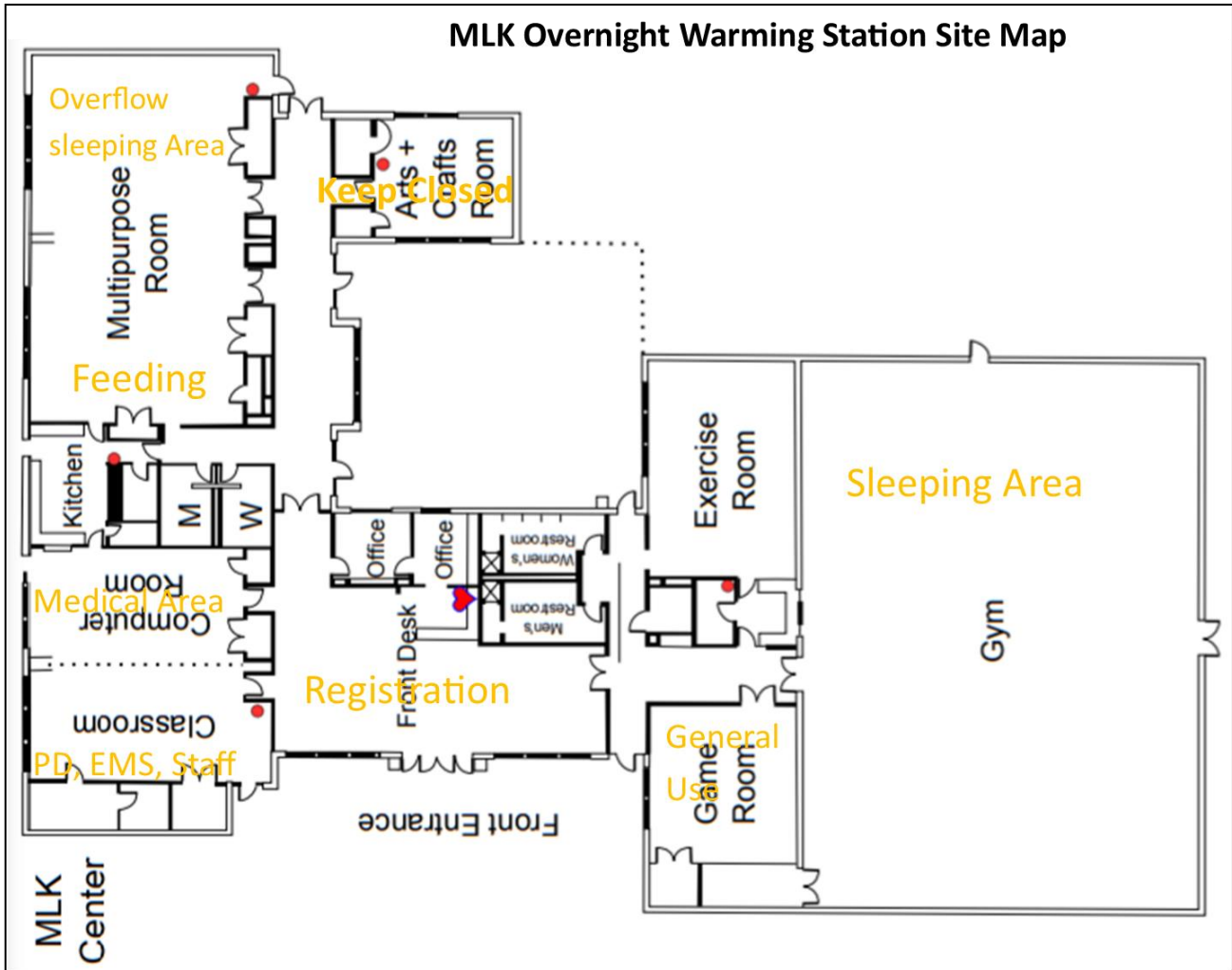
- Prior to weather occurrence:
 - PM Pick up supplies from warehouse, load in trailer:
 - Cots
 - Bedding bundles
 - Towels
 - Water (cases of individual bottles)
 - MREs (12 meals/box)
 - Hand warmers
 - Toe Warmers
 - PM drop trailer at MLK by back gym door
 - Snacks and pre-packaged breakfast items
 - Purchase enough for 2 days
 - deliver to MLK kitchen
 - Gym floor covering
 - 9 rolls of flooring/masking paper
 - 12 rolls of blue painter's tape
 - Layout on gym floor to protect floor from cots
 - Move ALL furniture out of lobby areas into the preschool room
 - Contact Solid Waste to schedule additional emptying of dumpsters prior to opening operations
 - Contact facilities to:
 - Schedule janitorial staff to come 2x per day and after-action deep cleaning
 - Modify door locking/unlocking schedule
 - Adjust HVAC settings to occupied overnight
 - Contact PD to set up on-site security schedule
 - Deliver paperwork and resource binder to center
 - Binder:
 - Activity log
 - Attendance Tracker
 - Rules Signs
 - Facility/Room Signs
 - Guest Intake Log
 - Check in-out sheet
 - Shift Manager Duties Checklist
 - Warming Station FAQs
 - Warming Station Lay out
 - Dorm Cot Map
 - Guest Intake Form
 - PCard Limit Increase Requests for Key staff
 - Facility/Room signs posted
 - Registration area set up

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- Vans gassed up and parked at Civic Center
- Extra hygiene and cleaning supplies ordered
- First Aid supplies checked and stocked
- AED checked
- Tags for identifying sleeping spaces
- Wristbands

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APPENDIX B
MLK WARMING CENTER LAY OUT



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APPENDIX C
SHIFT MANAGER CHECKLIST

Shift Manager Daily Responsibilities

Date _____

- Complete Attendance Log hourly.
- Report # of guests and staff to Center Manager at 8am and 4pm for SITREP
- Activity Log- report any incidents
- Ensure registration documentation and check/in logs are being completed
- Ensure staff is signing/in and out on staff check in sheet
- Breakfast- 7am-8:30 am
 - Prepackaged breakfast items
 - Cafeteria cleaned after service
- Restrooms Checked and Cleaned- frequently throughout the day
- Inventory Cots and Bedding
 - # of cots remaining _____
 - # of Bed bundles remaining _____
 - Bedding items can be laundered in arts and crafts room
 - If inventory is running low please notify Center Manager
- Inventory water and snacks
 - # of cases of water remaining _____
 - If inventory is running low please notify Center Manager
- Sweep, clean, and spot mop common areas throughout the day
 - Front Entry
 - Dormitory
 - Hallways
 - Game Room
 - Computer Room
- Lunch- 12pm-1pm
 - Packaged lunches from ODB. Will be delivered daily at 11:30
 - Cafeteria cleaned after service

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- Dinner- 6pm-7:30pm
 - Place dinner order by 4pm
 - Dinner service for guests from 6p-7:30p
 - Cafeteria cleaned after service

- Trash
 - Emptied regularly throughout the day

- Lights Out/Quiet Time
 - Gym lights turned off 10pm – 7 am

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APENDIX D
KEY POINTS OF CONTACT

Warming Center Operations
Key Points of Contact

Updated 11/15/22

Name	Title	Department	Cell	Email
Bob Martinez	Emergency Manager	Fire	940.230.1892	Robert.Martinez@cityofdenton.com
Stuart Birdseye	Dept Dir of Communications and Marketing	Communications and Marketing	940.312.8326	Stuart.birdseye@cityofdenton.com
David Moore	Facilities Supervisor	Facilities	469.500.3460	David.moore@cityofdenton.com
Gary Packan	Director of Parks and Rec	Parks	817.819.3473	Gary.Packan@cityofdenton.com
Fince Espinoza	Asst. Director of Parks and Rec	Parks	214.790.6232	Fince.espinoza@cityofdenton.com
Nikki Sassenus	Asst. Director of Parks and Rec	Parks	214.784.0937	Nikki.sassenus@cityofdenton.com
Caroline Seward	Business Manager	Parks	940.453.7718	Caroline.seward@cityofdenton.com
Megan Thomas	Program Area Manager- Leisure Services	Parks	817.897.5018	Megan.thomas@cityofdenton.com
Monica Martin	Program Area Manager- Aquatics	Parks	972.786.6857	Monica.martin@cityofdenton.com
Autumn Natalie	Program and Events Manager	Parks	469.774.7680	Autumn.natalie@cityofdenton.com
Jason Barrow	Athletics Supervisor	Parks	903.399.5610	Jason.barrow@cityofdenton.com

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APPENDIX E
WARMING STATION FAQs

Warming Station FAQs

- What services are provided at the warming station?
 - Guests are provided a cot and blanket bundle to stay overnight
 - Prepackaged breakfast and one meal will be provided each day. Water is available
 - Guests may utilize shower facilities
- Are pets allowed
 - Yes, pets are allowed but must be kept under control by the owner. Pets are not allowed in the food service area. Crates are available
- Are people free to come and go?
 - Yes, guests are allowed to come and go. We ask guests to check in and out and for staff to use the check in/out sheet to log
 - Guests are asked to refrain from coming and going during the quiet hours of 10pm to 6am
- Media
 - Photographs are not allowed
 - If media calls or comes by, staff is to direct them to Director of Public Affairs, Ryan Adams. Ryan.adams@cityofdenton.com
 - Media is not allowed to photograph or solicit interviews from guests
 - The public is allowed to come into the facility since it is a public facility. Cannot harass or disturb guests or staff, may not photograph guests or staff or the facility. If any issues occur alert the shift manager or center manager
- Donations/Volunteers
 - The warming station will not be accepting donations. If people want to donate items or food or want to volunteer, they can contact our community partners (contact info below)
- What other services are available in the community
 - The City partners with community groups to provide outreach services including meals and sheltering.
 - Monsignor King Outreach Center (MKOC)
 - 300 S. Woodrow Ln.
 - 940.391.1919
 - Salvation Army Denton
 - 1508 E. McKinney St.
 - 940.566.3800
 - Our Daily Bread- Community Kitchen & Guest Services
 - Food, Laundry, wellness and support services
 - 300 W. Oak St. Suite 100
 - 940.566.1308
 - M-F 9a-1:30p
 - Sat 9a-12:45a
 - Our Daily Bread- Shelter
 - 300 S. Woodrow Ln.
 - 940.514.1007
 - Monday-Sunday 5p-10am