

**Shelter
Association**

OF WASHTENAW COUNTY



SHELTER ASSOCIATION OF WASHTENAW COUNTY
ENDING HOMELESSNESS ONE PERSON AT A TIME

— 2025/2026 —

ROTATION HOST SITE MANUAL

ROBERT J. DELONIS CENTER
312 W HURON STREET
ANN ARBOR, MI 48103
annarborshelter.org

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A WORD FROM OUR CLIENTS

“This program has made me very comfortable in my time of need. Thank you all for the help.”

- Ed

“The kindness and caring of the volunteers at rotating shelter helped me feel less alone in the world.”

- Liam

“Rotating Shelter is the serenity of Winter Programming!”

- Kim M.



ABOUT THE ORGANIZATION

MISSION, VISION, VALUES

MISSION

Ending homelessness one person at a time.

VISION

The Shelter Association of Washtenaw County supports the federal “housing-first” model and continues to seek funding to expand our efforts to help clients find short, medium, and long-term housing solutions. Implementing housing-first programming allows SAWC to serve more people while reducing the increased community costs associated with re-stabilizing a greater number of clients exposed to the trauma of homelessness. Our housing programs allow us to provide housing supportive services to homeless community members with the most need.

VALUES

HOPE

Offer hope to every client we serve and walk beside them during their journey from homelessness to housing.

OPEN-MINDED

Foster an open-minded and inclusive culture that values every individual allowing us to work together to end homelessness.

MOTIVATED

We are motivated to find new services, resources and opportunities that will enhance the quality of life of all those we serve.

ENGAGED

Cultivate long-term, engaging partnerships with active stakeholders to promote community in all areas of civic life.

STEWARDSHIP

Approach each donor interaction with the utmost respect, gratitude and transparency to ensure stewardship of financial and community resources.

SAWC CONTACT INFORMATION

INCLUDING EMERGENCY CONTACT INFORMATION

Address:

312 W. Huron St.
Ann Arbor, Michigan 48103
(734) 662-2829

THE ROTATION COORDINATOR WILL BE ON-CALL AFTER 10 PM!

OPERATIONS MANAGER:

JESSICA O'CONNOR
OCONNORJ@WASHTENAW.ORG
(734) 645-2686

VOLUNTEER COORDINATOR:

DAWN GEMLER
GEMLERD@WASHTENAW.ORG
(734) 883-0473

SAWC ROTATION COORDINATOR

MARIYAH GREGORY
GREGORYM@WASHTENAW.ORG
(734) 273-2135

HOST SITE EXPECTATIONS

REQUIREMENTS

Host sites are required to provide an environment that is respectful to all clients and their religious affiliations. If the host site chooses to offer religious services to SAWC clients, the services must be optional and be offered in a space separate from sleeping areas.

WEEKLY RESPONSIBILITIES

Host sites provide seven consecutive nights (Monday evening through the following Monday afternoon) of shelter for 25 male clients from approximately 7:00 PM to 7:00 AM.

Monday is the SAWC's moving day. The Rotation Coordinators are responsible for picking up mats and beddings from the previous site on Monday afternoon. The Rotation Coordinators will coordinate with host site Point of Contact to discuss further.

Host sites are required to review emergency protocols with shelter clients, including evacuation plans, severe weather plans, etc. on the first night of hosting and with any new shelter clients.

Provide morning transportation to St. Andrew's Church for breakfast or day shelter.

TRANSPORTATION

SAWC staff will provide clients with evening transportation from Robert J. Delonis Center to the Host Site.

The Host Site provides SAWC Clients with morning transportation.

Clients need to be ready to leave your Host Site no later than 8:00 AM.

Clients are to be dropped off at St Andrew's church for the AM breakfast or Day Shelter.

(no other drop offs are to be arranged in the AM and clients are aware of this).

HOST SITE EXPECTATIONS

BOUNDARIES

Boundaries are important and assist the clients in developing healthy relationships with others in the community.

Avoid sharing personal details about your life.

If a client shares something personal it is not appropriate to share something equivalent (like you would if you were developing a friendship).

Please do not give gifts to the clients. This includes loaning or borrowing of money, gift cards, or other currency.

Please do not go out and buy things for clients no matter the perceived need.

Discuss the situation with the Rotation Coordinator.

If it is okay for the host site to donate whatever they wish, however, donating from yourself personally to a client is not okay.

MEDICAL NEEDS

If a client feels they need to go to the hospital please respect their wishes and assist in contacting 911. If a client refuses medical treatment but it is apparent medical treatment is needed, please contact the Rotation Coordinator to discuss further.

Volunteers cannot give clients any type of medication. Clients may purchase and administer medications on their own.

MENTAL HEALTH NEEDS

If a client expresses suicidal thoughts and/or reports they have a plan, please contact the Rotation Coordinator, and please call 911 immediately if they have a plan.

CONFLICTS BETWEEN CLIENTS

Living in a communal environment brings different personalities and can make it difficult for clients. If conflict arises please contact the Rotation Coordinator to discuss further

WHAT TO EXPECT

FROM THE SAWC DURING YOUR HOST WEEK

ADDITIONAL HOUSEKEEPING ITEMS:

The Rotation Coordinator is accessible via phone even after shift hours. An on-call schedule will be provided for the volunteers.

24/7 response to crisis/emergencies. Always leave a message with a return number if you do not reach the Coordinator immediately.

Nightly notification if there are any planned late check-ins. Any late arrivals must be approved by Rotation Coordinator who will notify host site.

Every client will be breathalyzed prior to arrival at the host site, which is conducted by SAWC staff. Clients are subject to random drug tests, which also is completed by SAWC staff.

Alcohol, drugs, and weapons are never allowed, and bag searches are allowed to be conducted by SAWC Staff.

HOSTING EVENING FUN

EVENING ACTIVITY IDEAS

HAIRCUTS

BINGO/
GAME
NIGHT

ARTS &
CRAFTS

KARAOKE

MOVIE
NIGHT

YOGA

We appreciate those who would still like to provide activities for the clients in Rotation. We ask that all volunteers are screened and wearing proper PPEs.

