

# OUT OF THE COLD

## *Blythwood Road Baptist Church Volunteer Guide -- 2008-2009*



### **Welcome to Out of the Cold!**

As a volunteer, you play a key role in reducing the risk to those who lack shelter during winter. You also help offer a warm, safe and friendly human contact that for many is even more important than overnight shelter and food.

**Out of the Cold** is an emergency program provides homeless persons with a hot meal and a warm, safe place to sleep in churches and other public buildings across Toronto.



**Blythwood Road Baptist Church** operates the program on Saturday nights from November through March. We first opened for Out of the Cold on January 14, 1995.

See Blythwood and other sites profiled at [www.ootc.ca](http://www.ootc.ca)



## Our Guests

Thousands of people live in the city of Toronto without permanent shelter. The guests of the Out of the Cold program are some of these people who are homeless and who have been living on the city streets. During the winter months, a number of churches provide a warm, safe place to sleep on different nights of the week. For many people who are homeless, these churches provide a welcome refuge.

Before coming to Blythwood, the guests may or may not have already tried to find shelter in one of the permanent facilities in the city. In many cases, the guests have had such bad experiences in these shelters (such as assault, theft, or rude treatment) that they prefer to “take their chances” on the streets, where they feel safer. The attraction of the Out of the Cold program for many of the guests seems to be its non-judgmental atmosphere because of the sharing that takes place between the volunteers and guests.

There tend to be more male guests than female, and the ages range from the twenties to over sixty.

## What we provide

Since 1995, for 22 weekends each winter, we open our doors to guests on Saturdays at 6 pm, providing them with a hot meal beginning at 7 pm, as well as a breakfast on Sunday morning. Our guests receive:

- a warm and friendly welcome;
- a hot dinner, a hot breakfast, and a bag lunch;
- a safe, quiet place to sleep;
- access to clean used clothing;
- access to health care through the Health Bus (see FAQ);
- a TTC token when they leave.



## What we require of Guests

For the safety of other guests, the volunteers, and the other users of the building, the guests are required to agree to live by the following rules while they are on the premises:

- No smoking
- No alcohol or drugs
- No violent behaviour
- No weapons
- No wandering beyond the program areas (elsewhere in the building).

Smokers are allowed to smoke outdoors, and a volunteer monitors the exterior door to allow guests in and out of the building (Door at the East Side Front).

Anyone carrying alcohol or a weapon is requested to give it to the shift Coordinator or to Dixon Hall staff, who will label the item as the property of that person and return it to him/her upon leaving the program.

Anyone who persists in disobeying the rules is asked to leave.

## High priority: mixing and mingling

Perhaps the most important aspect of volunteering in this program is the opportunity it gives you to talk with our guests. Simply sitting and chatting is an activity which confers an everyday humanity and respect for one another – something all too often missing in the lives of our guests, who experience a great deal of rejection and scorn on the streets.

However, you do not have to be able to solve all their problems – indeed you cannot. Remember: the primary goal is to provide a safe warm place out of the cold. Keep this in mind if you start to feel overwhelmed by the problems a guest starts to present to you.

GET TO KNOW AS MANY GUESTS AS YOU CAN - BY NAME. WHEN YOU ARE COMFORTABLE MIXING AND MINGLING WITH OUR GUESTS, YOU WILL GREATLY CONTRIBUTE TO AN ATMOSPHERE OF CALM AND PEACEFULNESS – THIS WILL HELP TO AVERT ANY PROBLEMS WHICH COULD ARISE. AND YOU WILL FIND IT TREMENDOUSLY FULFILLING. IT IS HARD TO DO – BUT ONLY AT FIRST. TAKE THE FIRST STEP ....

## Tips For All Volunteers

- Some guests may make provocative statements during conversation: avoid arguing with guests; rather, simply listen respectfully and keep the conversation neutral, with non-committal responses.
- Food is one of our best tools for welcoming guests. If someone asks you for some specific help with food (such as heating their own), we will try to assist, within reason. Just coordinate with volunteers in the kitchen.
- Handle food safely, for protection of our guests.
- Try to avoid bringing items from home for specific guests; everything is watched and seen by everyone.
- If you promise to see a guest again on a subsequent evening, make sure you follow through – even if our guest may not appear.
- Wash your hands regularly.
- Don't leave valuables (keys, wallet etc) in your coat.
- Do not give out personal contact or address information to guests. This is especially important for female volunteers.
- Do not give anyone money while you are at the program (If you see someone on the street away from Blythwood, then help as you wish).



## Dividing up the work

A specific number of volunteers are need for each of the shifts listed below. We appreciate people who make a regular commitment for particular nights.

- Set-up & Dinner
- Evening
- Overnight
- Breakfast & Clean-up



When you arrive for your shift, let the coordinator know you are there. Various tasks are assigned to each shift, and the team is responsible for maintaining the keys and for all other decision-making during the shift. Shift teams are responsible for orienting new volunteers and ensuring that all the tasks are covered adequately. New volunteers should report any difficulties they experience to the coordinator, who will ensure that the situation is handled appropriately.

## Volunteer shifts

Every Saturday evening and Sunday morning November 1, 2008 to March 28, 2009

<i>Time</i>	<i>Job</i>	<i>per night/ for the season</i>
5:00 pm - 8:30 pm.....	Kitchen Crew .....	6..... 18
5:00 pm - 8:00 pm.....	Welcome guests	
.....	Put out mattresses	
.....	Put up tables	
.....	Mix and mingle .....	4.....20-24
8:00 pm - Midnight .....	Clean up kitchen	
.....	Welcome & feed latecomers	
.....	Mix and mingle .....	4.....20-24
Midnight - 6:00 am Sunday .....	Keep awake	
.....	Check building and grounds	
.....	Clean up gym tables.....	1..... 4
6:00 am - 8:30 am .....	Kitchen Crew	
.....	Wake-up call .....	6 (incl. 2 men).....20-24
7:00 am - 8:30 am .....	Clean up gym and toilets	
.....	Spray and put away mattresses	
.....	Help guests leave .....	5.....20-24

### Total Number of Volunteers:

25 + per weekend and a roster of 120 + regulars per season

## Shift Duty Details

### **Kitchen Supper Crew: 5:00 - 8:30 pm**

PREPARE AND SERVE SUPPER

CLEAN UP KITCHEN

#### ***Cooks, helpers, servers***

- Arrive in time to receive and sort the food donations and/or shopping.
- Label all items in the fridge as the property of the OOTC.
- Oversee the preparation of the food and maintain an orderly kitchen.
- Assist with serving.
- Clean up the kitchen following dinner and prepare a list of supplies needed for the following week.
- Make coffee and tea, to be ready for the guests when they arrive. Mix juice for the cold drinks.
- Organize cups, plates, milk, sugar, etc.
- Assist with the preparation and serving of food.



### **Early Evening: 5:00 - 8:00 pm**

WELCOME & REGISTER GUESTS

PUT OUT MATTRESSES

PUT UP TABLES FOR SUPPER

MIX AND MINGLE

CLEAN UP SPILLS, WASHROOMS AS NEEDED

MONITOR PROPERTY

#### ***Registration and Welcome***

Tables are set up at the entrance (Narthex) so volunteers can register our guests and welcome them warmly. Dixon Hall staff also record the arrival of our guests on their required forms, separate from our guest book. The rules of the program are explained, they are asked explicitly for any alcohol, drugs or weapons, which are labeled for return in the morning.

A form required by the federal and/or provincial government is filled out for each guest. Guests are requested to sign their name (first name or mark) on the sign-up sheet. They may sign up for a meal only or for meal and overnight. The guest is then shown down to the gym area (point out washrooms on the way down). Regulars know the way down.

#### ***Washroom Monitoring***

Washrooms are located immediately below the registration area, on the first landing below the Narthex. Volunteers should periodically monitor the washrooms to ensure they are kept clean and supplied with soap, towels, toilet paper, etc, and that there is no smoking or other problems. Except for a true emergency the showers should not be used.



### ***Outside Door and Security***

- Post the “Out of the Cold” notice on the front door.
- Admit and welcome guests.
- Ensure that a smoking receptacle is outside the door on the East side, and that the no smoking indoors rule is observed.
- Ensure that the door is monitored or locked at all times. Monitor the East side **rear** door to ensure that guests do not gain other access to the building (there may be other programs operating during the evening and the East side rear door may be unlocked).

### ***General Duties***

- Bring mats into the gym from their storage location on the stage.
- Set up tables and chairs for supper.
- Put out books and magazines if available.
- Close off restricted areas (Youth room, Janitor’s storage).
- Maintain security to the doors leading from the gym on either side of the stage.
- Circulate, sitting and talking with guests.
- Observe guests and ensure the rules of the program are adhered to.
- Assist servers in removing old cups, plates as required and keep area clean. Help wherever needed.
- Help settle people down after they have eaten.

### ***Clothing***

Clothing services vary according to the availability of volunteers. Generally the same people each week deal with clothing and they have access to the clothing storage. If guests make you aware of clothing needs, direct them to those operating the clothing program.

### ***Late Evening: 8:00 - 12:00 midnight***

CLEAN UP KITCHEN

WELCOME AND FEED LATECOMERS

CLEAN UP GYM AND WASHROOMS AS NECESSARY

MONITORING & SECURITY (AS FOR EARLY SHIFT)

GENERAL DUTIES (AS FOR EARLY SHIFT)

MIX AND MINGLE

*Dim the majority of lights by about 9 p.m. and turn them off no later than 10:00 pm. Anyone who came for dinner but is not staying the night should be asked to go before 10.*



**12:00 midnight - 6:00 am** (shift may be covered by Dixon Hall staff)

KEEP AWAKE!  
CHECK BUILDING AND GROUNDS  
CLEAN UP GYM TABLES

**Security**

We are fortunate to have support from professionals provided by Dixon Hall. However volunteers ensure that Narthex and exterior doors (apart from the one in use for Out of the Cold) are locked. Periodically walk through the upstairs areas to ensure the security of the church. Let in morning volunteers for their shift.

**General Duties**

- Be available to hear the needs of the guests (usually by sitting in the kitchen or conversation areas).
- Help settle guests if necessary.
- Periodically monitor the washrooms and replenish supplies if necessary.
- Stay with guests who don't sleep. Conversation should be in the hallway or stairwell, away from where people are sleeping.
- Put on coffee and tea around 5 am. Assist with breakfast preparation as required by shift Captain.
- Clean up kitchen as necessary.
- Ensure tables are cleaned before 6 am for breakfast.

ABOVE ALL, STAY AWAKE!! THIS HAS INSURANCE IMPLICATIONS.

**Kitchen Breakfast Crew: 6:00 - 8:30 am**

(Should include two men)

PREPARE AND SERVE BREAKFAST  
CLEAN UP KITCHEN  
WAKE UP CALL



**Cooks Helpers and Servers**

- Make breakfast.
- Organize food available and set out on counter.
- Organize coffee and tea, maintaining supplies of milk, sugar, butter, cups, spoons etc.
- Make juice.
- Serve breakfast.
- *We often have as many as 20 bag lunches to distribute. If available, package the lunches, and place on the table at the exit for guests to take as they leave.*
- Clean up breakfast dishes.
- Clean the entire kitchen.

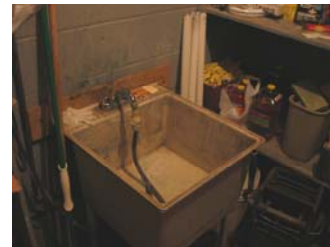
**NOTE:** TWO MEN ARE REQUIRED TO BE PART OF THE MORNING KITCHEN CREW, TO ISSUE THE WAKE-UP CALL, AND ASSIST WITH GUESTS AS THEY RISE.

## ***Morning Cleanup and Close: 7:00 am - 8:30/9 am***

CLEAN UP GYM AND TOILETS

SPRAY AND PUT AWAY MATTRESSES

HELP GUESTS LEAVE



- Assist with kitchen duties as needed.
- Monitor washroom area and replenish supplies for morning use.
- Ensure tables are ready for breakfast.
- Assist guests if necessary to prepare their belongings to leave.
- Encourage guests to leave by 8:00 - 8:30 am.
- Stack tables and chairs. Prepare buckets of bleach solution and mops, sponges and rubber gloves.
- Sweep gym floor and wet-mop floor with bleach solution.
- Disinfect mats with disinfectant, water and sponges.
- Let mats dry thoroughly.
- Return mats to storage area.
- Clean washrooms thoroughly and stock supplies. Clean up outside areas (i.e. smoking receptacle, litter in vicinity etc).
- Remove *Out of the Cold* sign.
- Ensure all areas are left completely clean.



## **Health & Hygiene** *Information provided by City of Toronto.*

The health of all involved in the program is of vital concern to the church. It is especially important to reduce any slight risk from communicable diseases. TB, Hepatitis and HIV, may be of primary concern to volunteers. However, they are quite hard to contract. Hepatitis and HIV require direct blood-to-blood contact and TB is much more a concern for guests themselves than for volunteers.

Detailed commentary is available on the public health website of the City of Toronto. <http://www.toronto.ca/health> However, the following simple guidelines will ensure that proper healthy and hygienic conditions are maintained in the building.

- 1) Wear household rubber gloves when cleaning and sanitizing;
- 2) Always wear disposable gloves when cleaning body fluid spills;
- 3) Always wash hands after cleaning.

### ***Cleaning***

- a household detergent is satisfactory for cleaning;
- single-use (paper or cloth) towels should be used for cleaning;
- cloth towels must be laundered between uses;
- when cleaning use a rubbing action to remove any dirt on the surface and any germs that may be under the dirt.

### ***Sanitizing***

- reduces the number of germs on the surface;
- is done after cleaning;
- solution is: a quarter cup of bleach to one gallon of water;
- bleach solution should fresh each day;
- all surfaces should be left to air dry.

### ***Cleaning Body Fluid Spills***

*(urine, stool, blood and bloody body fluids)*

- wear disposable gloves;
- wipe as much of spill as possible with disposable towelling;
- clean area with a bleach solution;
- clean household rubber gloves after use;
- discard disposable gloves;
- rinse mop in bleach solution;
- put on fresh clothing if clothes get soiled (with blood, vomit, urine, etc.)
- avoid exposing open skin sores or mucus membranes (eyes, nose, mouth) to blood and body fluids containing blood or secretions from wounds.

### ***Areas to Clean and Sanitize***

- bathrooms;
- gym (includes floor and vinyl mattresses);
- kitchen (includes tables and chairs the guests will eat on).

### ***Regarding Tuberculosis***

People who are homeless are more likely than the general population to develop TB disease because some risk factors for TB are common among this group. These risk factors include:

- Contact with other people who are homeless and have untreated TB disease
- Poor access to nutritious food
- Poor access to healthcare
- Difficulty keeping medical appointments or completing TB drug treatment
- Difficulty for close follow-up by health care providers after exposure to TB
- Increased likelihood of having chronic health conditions
- Substance use, especially injection drug use and alcohol
- Limited access to HIV education and prevention measures, increasing the risk of HIV infection

The characteristics of shelter environments often increase the chances of spreading TB. For example, building ventilation is often inadequate and clients are crowded into close quarters, typically for 8-12 hours per night. For those reasons, guests are more vulnerable than most of the population.

### ***How can we prevent the spread of TB at our Out of the Cold site?***

- Encourage guests to cover their coughs and sneezes and make disposable tissue available for this purpose.
- Improve ventilation by ensuring fans are running.
- Know the signs and symptoms of TB.
- If you suspect TB disease in a client, consult with your coordinator and refer to medical care
- Place each mat or cot as far from neighbouring mats or cots as possible.

For detailed information visit:

**[http://www.toronto.ca/health/tb\\_prevention/index.htm](http://www.toronto.ca/health/tb_prevention/index.htm)**



## Insurance

The Church carries Property and Liability insurance which covers Church members and Volunteers should an incident involving bodily injury or property damage occur, and a claim made by a third person (e.g. Guest).

The insurance policy covers the building for fire, among other perils, and we have a fire prevention plan in place to help guard against fire.

We ask all volunteers to exercise normal care and diligence in helping keep the Out of the Cold site and our Guests safe from harm. Any question should be directed to the shift coordinator or Dixon Hall site supervisor.

## Fire

Fire exits around the church are clearly marked with illuminated red “EXIT” signs. Each room in the church (including the gym) has a notice listing emergency fire procedures. Fire exit doors are equipped with “panic-bars” for quick escape.

The church is equipped with smoke and heat detectors throughout, and the alarm system is directly connected to the fire department. If the fire alarm sounds, the fire department will arrive at the church within a short period of time.

Fire prevention is the best protection. Note that no smoking is permitted on the premises at all. Those who wish to smoke should do so outside the East side front door, and should use the smoking receptacle provided. Volunteers should carefully monitor all areas used by the guests to ensure that smoking does not occur within the building.

## Detox & Hospital Emergencies

Often guests will be able to verbalize their need to go to a Detox Centre. They may exhibit shaking, increased hunger, increased fatigue.

At a Detox location they will manage substance abuser’s crisis, give them time to “dry out” and have them ready for treatment. The guests stay in the Detox for 72 hours.

### *Signs of Severe Withdrawal*

Convulsions- Seizures- Severe pain.

If there are no beds at a Detox Centre, the guest may be taken directly to Sunnybrook or other hospital emergency.

*Note: No one apart from the Blythwood coordinator and the designated Dixon Hall staff should contact emergency services or try to arrange transfers or referrals of guests.*

## Help from the City through Dixon Hall

We are fortunate to have significant help from the City of Toronto, which has contracted with Dixon Hall, a well-known social service agency, to provide services to Out of the Cold sites. You can identify someone from Dixon Hall because they'll be wearing a hat or other identifying clothing.



Through Dixon Hall, we are provided with trained staff in the areas of safety, social assistance, cleaning, nursing and general assistance. They are paid and have job descriptions, and work under the supervision of the coordinator (a Blythwood volunteer) for each shift.

Dixon Hall is a multi-service agency that has been offering programs in the east downtown area of the City of Toronto since 1929. Dixon Hall operates a music school for children and youth, has training and employment programs, and provides services and supportive housing care for seniors.

It also has many programs for the homeless in the Homeless, Hostels and Housing Services Department. This department is responsible for the management of three shelters, a drop-in, breakfast and dinner program and supports approximately one hundred formerly homeless people in their housing.

### *Dixon Hall's Mission*

“Community partners in creating opportunities for people...to dream, to achieve, and to live full and rewarding lives.”

### *Dixon Hall's Vision*

Good jobs, good health, safe shelter, vibrant cultures and strong communities.

### *Dixon Hall's Values*

- Respect
- Caring
- Compassion
- Integrity
- Accountability
- Equity and accessibility
- Second Chances
- Dreams and possibilities

In July 2003, Dixon Hall and other agencies were approached by the City of Toronto Hostel Services Department requesting a proposal to provide resources and support to the Out of the Cold programs.

Dixon Hall eventually was contracted to provide this service and provided a Community Development Consultant to meet with the OOTC Host Sites to understand the unique operations of each program and what, if any, support services Dixon Hall could provide.

Dixon Hall then hired a management team and support staff to implement the support services the sites needed in order to meet the needs of all of the Out of the Cold stakeholders. It has opened an office focused on OOTC, and its contract with the City has been renewed.

*For more information on Dixon Hall and OOTC visit [www.ootc.ca/dixonhall.htm](http://www.ootc.ca/dixonhall.htm)  
Contact Dixon Hall OOTC office at 416-699-OOTC (6682).*

## FAQ

### ***Are there showers for guests?***

Although there are showers in the washrooms, they are not to be used. We cannot keep them clean enough for health regulations, nor provide towels.

### ***Do guests receive blankets?***

We do supply one blanket per overnight guest each Saturday night. Blankets are collected on Sunday mornings and sent to the laundry so they are clean and fresh each week.

### ***When may people eat?***

We serve dinner at 7 p.m. and breakfast around 7 a.m. But food is available throughout the hours we are open, including hot food for late arrivals. Anyone who is hungry will be fed.

### ***Where do you get food?***

Much of it is donated, often by the churches or groups that prepare meals. The balance is purchased by Blythwood Road Baptist Church. Cash contributions are welcome.

### ***Do only guests eat?***

Everyone who wants to eat -- guests, volunteers, Dixon Hall personnel, van drivers - it's food for all. Just let the guests go first.

### ***What information do we have for guests?***

The best information we have are the staff from Dixon Hall, who are highly informed about what is available in the city. Literature on various services is often available.

### ***What is the City of Toronto doing about homelessness?***

Quite a lot. Learn all about it by downloading this guide to services. Also, see the previous page. But feel free to pressure all governments to do more!



<http://www.toronto.ca/housing/pdf/guide2008.pdf>

### ***What about transportation?***

Transportation for guests can be very difficult. Dixon Hall coordinates the connection between street services, its own vehicle and other options to help guests, especially those in serious need and under certain circumstances. However guests must often use the TTC.

### ***What about TTC tokens?***

All guests receive one token when they leave. Blythwood provides them for those who come only for a meal. Dixon Hall provides them for overnight guests. Refer guests to the Coordinator for that shift.

### ***What is the Health Bus?***

The Health Bus is a service of the St. Michael's - Wellesley Health Centre. This Winnebago customized to include three nursing stations, was donated by the Rotary Club of Toronto. Its fabulous staff offer our guests various kinds of medical attention, and information and referrals.

### ***Where are other OOTC sites?***

See the inside back cover.

### ***What's the best I can do for guests?***

Get to know them as people.

## *“World class?”*

By Dennis Bruce

You'd think things would be getting better in our “World-class” city. They're getting worse. The poor are not only always with us but their numbers are growing and, in the shadow of every glass tower and on street corners, they plead for help.

Some say that the reason there are so many poor and homeless in our affluent society is a failure of the imagination – most of us simply cannot imagine what it must be like to be poverty stricken let alone homeless. So imagine you are poor, unemployed, struggling to pay your rent, worrying over every penny, just making ends meet on the meager allowance you get from the government?

Yes, you tried to get a job. Tried to get many jobs. Sent off dozens of resumes into the void. Not a word in reply. You follow up with calls and all you get is voice mail. Your self-confidence begins to desert you. Depression settles on you like a blanket. You feel useless. A drain on society. A bum. Your friends begin to avoid you. They're embarrassed by your failure. When they look at you, they see what they could easily become; you make them afraid. You find yourself hating yourself. You no longer feel in control. Your whole body is wracked with anxiety. You burst into tears for no reason at all.

In the middle of the night you wake sweating. You turn on the TV. A man in a dark suit is selling government cuts. Says they're absolutely necessary. "Gotta pay down the deficit. Can't go on living like there's no tomorrow. No more welfare bums." That's you he's talking about, welfare bum. Why don'tcha getta job? Cut. Slash. The thread you're holding unravels and you fall, tumbling, turning into the abyss. Suddenly, there you are, homeless.

This story was repeated thousands of times as government cuts ripped the social fabric of our once fair province. We have not recovered, little



progress on housing has been made, and prospects for the next few years are grim.

One of our guests said to me: "Dennis, I've been on the street for three years. Some of these other guys have been longer. We've developed the skills to survive. This winter, there will be people on the street for the first time in their lives. What will happen to them, I don't know. They just don't have any survival skills."

The cold hard face of reality in Toronto means that we, as volunteers, must make a place for such people in the warmth of our hearts.

So I thank God for all those who work selflessly with the weak, the sick, the poor, the marginalized in our society. Some of you labour unheralded and unsung, sacrificially giving your time with no thought of recompense. You mingle with our guests, work in the kitchen, lay out second hand clothes, make sandwiches and casseroles and cakes behind the scenes, and write cheques. I am enormously proud to be associated with you.

On behalf of our guests, thank you, each for your willingness to lay aside schedules, social times and personal responsibilities to come and help.

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***If*** there is among you anyone in need, a member of your community in any of your towns within the land that the Lord your God is giving you, do not be hard-hearted or tight-fisted toward your needy neighbour. You should rather open your hand, willingly lending enough to meet the need, whatever it may be.

. . . I therefore command you, 'Open your hand to the poor and needy neighbour in your land.'  
*Deuteronomy 15: 7-8, 1*



# OUT OF THE COLD SITE SCHEDULE 2008 - 2009

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<b>St Patrick's</b> 141 McCaul St. (Dundas/McCaul) 75 Guests <b>Nov 23-Apr 5</b> <b>4:00 pm to 7:00am</b>	<b>Lakeshore@</b> <b>St. Margaret's Church</b> 156 6 <sup>th</sup> St. (Islington/Birmingham) <b>20 (Men only)</b> <b>Nov 24-Apr 6</b> <b>6:00pm - 8:00am</b>	<b>Evangel Hall</b> 552 Adelaide St (E of Bathurst) 25 Guests <b>Nov 11 - Mar 24</b> <b>5:00pm - 7:00am</b>	<b>Yorkminster Park</b> <b>Baptist</b> 1585 Yonge St. (N of St Clair) 60 Guests <b>Nov 5 - Apr. 1</b> <b>7:00pm-8:00am</b>	<b>Holy Blossom</b> <b>Temple</b> 1950 Bathurst (S of Eglinton) 47 Guests <b>Nov 6 - Mar 26</b> <b>6:30pm -6:30am</b>	<b>Eastminster United</b> 310 Danforth Ave. (W of Chester) 45 Guests <b>Nov 7 - Mar 27</b> <b>6:00pm - 8:00am</b>	<b>Blythwood Rd Baptist</b> 80 Blythwood Rd. (N of Yonge/Eglinton) 55 Guests <b>Nov 1 - March 28</b> <b>6:00pm-8:00am</b>
<b>St. Matthew Our Lady</b> <b>Peace</b> 3962 Bloor St W/ Shaver <b>25 (Men only)</b> <b>Nov 16 - April 5</b> <b>5:30pm - 8:00am</b>	<b>St. Brigids</b> 300 Waverleigh Ave (Woodbine/Danforth) 60 Guests <b>Nov. 10 - Apr. 13</b> <b>4:00pm - 8:00am</b>	<b>Beth Sholom</b> 1445 Eglinton W (Allen Expressway) 40 Guests <b>Jan 6 - Mar 31</b> <b>5:15 pm to 7:00 am</b>	<b>Evangel Hall</b> 552 Adelaide St E of Bathurst 25 Guests <b>Nov 12 - Mar 25</b> <b>5:00pm - 7:00am</b>	<b>First interfaith@</b> <b>St. Matthew's</b> 729 St.Clair Ave. W 45 Guests <b>Nov. 6 - Apr 2</b> <b>4:00 pm-8:00am</b>	<b>All Saints</b> <b>Kingsway Anglican</b> 2850 Bloor W (Royal York) <b>20 Men Only</b> <b>Nov 21 - Apr 3</b> <b>6:00pm-8:00am</b>	<b>NEED HELP?</b> <b>CALL STREET</b> <b>HELP LINE</b> <b>FREE FROM</b> <b>ANY PAY</b> <b>PHONE</b>  <b>1.866.392.3777</b>  <b>www.211toronto.ca</b>
	<b>Beth Emeth</b> 100 Elder St. Wilmington/Sheppard 30 Guests <b>Jan 12 to Mar 2</b> <b>6:00 pm to 7:00 am</b>	<b>Chinese Gospel</b> 450 Dundas St West 15 Men Only <b>Dec 4<sup>th</sup> to Mar 26</b> <b>6:00pm to 7:30 am</b>	<b>Chinese Gospel</b> 450 Dundas St West 15 Men Only <b>Dec 4<sup>th</sup> to Mar 26</b> <b>6:00pm to 7:30 am</b>	<b>Knox United</b> 2569 Midland Ave Midland /Sheppard 20 Guests <b>Nov 7 - Mar 27</b> <b>6:30pm - 8:00am</b>		
<b>Programs not serviced by Dixon Hall:</b>						
<b>University</b> <b>Settlement House*</b> 23 Grange Rd. (McCaul N of Queen) 65 Guests <b>5:30pm - 7:30am</b>					<b>University</b> <b>Settlement House*</b> 23 Grange Rd. (McCaul N of Queen) 65 Guests	<b>University</b> <b>Settlement House*</b> 23 Grange Rd. (McCaul N of Queen) 65 Guests
					<b>St. Michael's</b> <b>Cathedral*</b> 66 Bond St. 60 Guests TBA	<b>Dixon Hall</b> <b>Resource and</b> <b>Support Services</b> <b>for</b> <b>Out of the Cold</b> <b>Phone</b> <b>416.699-00TC</b> <b>(6682)</b> <b>Fax</b> <b>416.691-0024</b>
					<b>Mosaic Interfaith</b> <b>York Region*</b> <b>1.866.392.3777</b> <b>416-948-6682</b>	
<b>Out of the Cold</b> is a volunteer initiative by Toronto area synagogues, churches and faith communities to serve as Host Sites that offer shelter, hospitality and refuge to people who are homeless in the City of Toronto.						
<b>Out of the Cold</b> host sites reach out to marginalized individuals and extend a warm invitation to enjoy food, shelter and hospitality. This is made possible through the dedication and support of the many volunteer groups that offer their time, energy and perseverance.						
Out of the Cold Resource and Support Services provided by Dixon Hall are funded by the City of Toronto						

# If someone wants to help!

***They may be able to volunteer. Quickly - have them call Muriel at 416-482-6245. And we can use money.***

**We will spend \$14,000 (approx) on Out of the Cold this season.**

This does NOT include the food that some of our partner groups and congregations who cook meals provide and pay for themselves – for which we are VERY thankful.

## Did you know?

- We are entirely volunteer run and volunteer-dependent. We receive NO funds at all from any government at any level. (We do receive some staff support from the City via Dixon Hall, but no funds.)
- Food is our biggest expense. TTC tokens are the second biggest.
- All gifts made to OOTC through Blythwood Road Baptist Church are used 100 per cent by Out of the Cold and qualify for as charitable contributions for tax purposes.

## ***Here's how anyone's gift can help keep things warm at Out of the Cold.***

Support for 1 guest for a whole season	\$ 95	This season we will spend approximately . . . . <ul style="list-style-type: none"><li>• \$ 40 – name tags</li><li>• \$ 240 – telephone</li><li>• \$ 300 – kitchen, janitorial equipment, pens, paper etc</li><li>• \$ 320 – cleaning supplies</li><li>• \$ 600 – printing, mailing</li><li>• \$ 660 – extra cleaning help</li></ul>
Support for 2 guests for a whole season	\$190	
Cost of food for 10 people per Saturday	\$ 31.40	
Cost of food for 25 people	\$ 78	
Cost of food for 1 weekend	\$ 400	
TTC Tokens for 55 people	\$ 137.50	
Half the TTC tokens for 1 week	\$ 68.75	
One roll of TTC tokens	\$ 125	
Total costs for 1 week	\$ 636	
Total costs for 1 month	\$ 2,800	

*Cheques are made payable to: Blythwood Road Baptist Church, designated for Out of the Cold. Charitable receipts for tax credit will be issued for gifts over \$20 and where an individual's name and a valid mailing address is provided with the gift.*

## **OOTC CONTACTS**

### **Minister**

Rev. Dr. Bill Norman 416- 487-4571

### **Committee/Program Coordinators**

Dennis Bruce 416-482-6245

Larry Matthews 416-461-0667

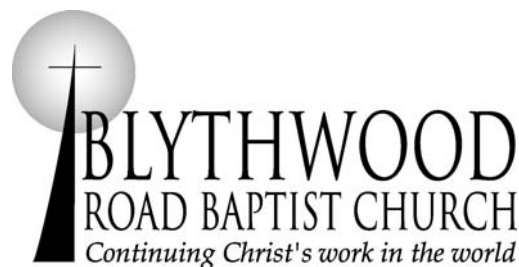
Bill McKechnie 416-489-5570

### **Saturday Evening Meals**

Marjorie Hiley 416-483-2167

### **Volunteer Scheduling & Coordination**

Muriel Bruce 416-482-6245



80 Blythwood Rd., Toronto, ON M4N 1A4  
Phone: 416-487-4571 Fax: 416-487-5099