

THE CITY OF NEW YORK
DEPARTMENT OF HOMELESS SERVICES
ADULT SERVICES DIVISION

SUBJECT: Shelter Log Maintenance

PROCEDURE: AS 300

FROM: Tino Hernandez *[Signature]*
Deputy Commissioner

ISSUED: 4/15/95

REVISED:

REPLACES:

PURPOSE

All Adult Services homeless shelters are required to maintain a shelter log to record daily activities and incidents. This procedure provides guidelines for recording in and maintaining that log.

RELATED PROCEDURES

AS 200	Disaster and Emergency Planning
AS 201	Suspension of Services
AS 301	Incident Reporting
AS 303	Key Control

REQUIRED MATERIALS

Bound and page numbered Logbook, 8 1/2" x 14".

GENERAL INFORMATION

The shelter log is a legal document and must be treated as such at all times. Log entries are to be brief, concise, and express the who, what, when, and where of actions/activities involving staff, clients, visitors or locations. The log records daily shelter activities and special information which needs to be passed from shift to shift, as well as incidents.

The logbook is not for personal use. Only job related information is to be recorded.

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OPENING A NEW LOGBOOK

When opening a new shelter log, the first entries, beginning at the top of the page, are: the name of the shelter, the day of the week, complete date, and time of entry (see Sample #1A). The first entry makes a notation that a new log is being opened. The inside front cover of the log contains the shelter's emergency contact list (see Sample #2)--the names, telephone and beeper (if applicable) numbers for the Shelter Director, Deputy Director and all supervisory personnel located at the shelter, as well as the Regional Director and Central Office numbers that are frequently used. Also include Facilities Management and Development (FMD), Transportation, and Bureau of Security Services emergency numbers, police precinct, fire department and callbox, hospital and other essential community numbers.

LOGBOOK MAINTENANCE

The Shift Supervisor has the primary responsibility for recording information in the log. The Shelter Director/Deputy Director shall write in the log at his/her discretion, and the Social Service Director/Supervisor as appropriate. The Shelter Director also insures that the log book is not removed from its official location. All entries are to be signed by the individual recording them. Entries recorded as incidents must be reported in accordance with procedure AS 301, Incident Reporting. Where a separate report in addition to the log entry is to be prepared, the log entry should indicate the name of the additional report and where that report is filed (see Sample #1F).

BEGINNING A SHIFT (see Sample #1B)

At the beginning of each shift, the outgoing Shift Supervisor reviews his/her log entries with the incoming Shift Supervisor, particularly noting any material which carries over into the new shift. The incoming Shift Supervisor then opens the log by entering: 1) the day, complete date, and time of entry; 2) the names of all personnel (roll call) and visitors on site; 3) all items received from the relieved Shift Supervisor (keys, money, emergency carfare, etc.); 4) the appearance of the facility; and 5) any special instructions received from the Shelter Director, Regional Director or Central Office.

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- o Note keys lent out by shift supervisor from the shelter key box, per procedure AS 303. Staff receiving and returning keys must sign the log.
- o Anything out of the ordinary during hourly rounds (guards or other staff off post, etc.)
- o 911 calls, time of call, purpose (include client(s) name(s) and 911 operator number. On all 911 calls, circle call time and arrival/departure time(s) in red in log margin.
- o Emergency Medical Services (EMS), New York Police Department (NYPD), Facilities Management and Development, etc., arrival and departure, purpose of visit and result of exit conference.
- o All incidents (stealing, fighting, vandalism, etc.). A short log entry should identify persons involved and a brief description of the what, where and when, as well as location of the expanded/follow-up report. Incidents must also be reported following procedure AS 301, Incident Reporting.
- o Amount of linen received from/sent to the laundry, delays or problems with pickup or delivery.
- o All job related phone calls made to and received from Central Office, Regional Director, FMD, etc. Entries for incoming calls that have direct bearing on the operation and/or administration of the shelter must include the caller's full name/title/affiliation and message, and the name of the person receiving the call.

For outgoing calls, include caller's name and the time, full name/title/affiliation of the person called and the reason for the call.
- o Hourly census figures between the hours of 10:00 p.m. and 3:00 a.m.

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The logbook is to be made available for reading by the Regional Director, and Operations Administrators on shelter visits. It is not to be read indiscriminately by shelter staff. It is the responsibility of the Shift Supervisor to inform appropriate shelter staff of information contained in the log which is relevant to their assigned work or clients.

MONITORING OF LOGBOOKS

Shelter Directors are responsible for reviewing log entries on a daily basis for purposes of identifying outstanding problems and monitoring log entries. At the beginning each shift, the supervisor should read all entries since his/her last shift. Social Service Directors, Program Directors and Supervisors should read the log daily for pertinent client information. Regional Directors will regularly monitor log usage by requesting copies of designated log pages for review and comment. All reviews of the log should be noted by an entry: "Log reviewed by (name, title)", date and signature of the reviewer.

SAMPLE 1

1A		Crowell Men's Shelter
1E		Monday, October 7, 1995
		8:00 am X 4:00 pm shift
1A	8:00 am	This is the first entry in this logbook.
1C		Scheduled Shelter Staff.
		Walter Scott-Director; Allen Jones-ASW
		Maurice Lauro-Caseworker; Carol Green-IA
		Security-Burns Company
		BOSS Site Manager-Benny Ward;
		Robert Woods, Badge #17426715;
		S.O. Carl Lee, Badge #247164325 - Allen Jones
	8:25 am-	Jean Smith-Housekeeper;
	*Late	Michael Johnson-Stockhandler
	*Absent	Al Briggs-IA; Bob Jones-Caseworker
1C		Received logbook from 12-
		8 supervisor, Mr. Grayes. No tokens
		or other monies transferred from
		prior shift.
1C		Operations keys received.
1D		Facility appears clean. Fire equipment - W.S.
		extinguishers in place. Shelter
		census-100. - Allen Jones
1E	8:40 am	See page 10, October 9 at 12 pm for
		delayed entry.
1C	8:45 am	Delivery of 100 blankets from Atlantic
		received. Stockhandler Johnson accepted
		delivery. - Allen Jones
1C	10:00 am	EMS called 911 for client Peter Brown, MA
		#8303551, placed by Caseworker Lauro.
		Client unable to breathe or speak. IA
		clearing area. - Allen Jones
	10:09 am	Police arrive, NYPD Badge #345678, Sgt.
		Friday. EMS arrived at same time, EMS
		Badge #4812600, Mr. Brooks. - Allen Jones
	10:15 am	Client breathing stabilized by EMS.
		Client removed to Lincoln Hospital.
1F		Caseworker completing incident report;
1F		incident noted in log. Report awaiting
1F		sign-off of Director before forwarding to
1F		Regional Director. - Allen Jones