

**EXHIBIT “7”**  
**SHELTER OPERATIONS PLAN**

**[SEE ATTACHED SIXTY-ONE (61) PAGES]**

# EXHIBIT E



## Shelter Operations Plan

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## SECTION I. PURPOSE & INTRODUCTION

The purpose of the Shelter Operations Plan (“SOP”) is to ensure that the City of Corona’s selected Operator uses a best practice model for operation of a low-barrier Emergency Shelter Program and Navigation Center.

Establishing a low-barrier Emergency Shelter Program and Navigation Center will meet critical needs of some of the most vulnerable homeless neighbors in the City of Corona, while also addressing a pressing social issue that is deeply impacting local businesses and residents within the City.

The Plan identifies emergency shelter and navigation services for homeless persons and best practices to maintain a safe and healthy environment for homeless clients and the community at large. The ultimate purpose of the program is to connect homeless persons to permanent housing opportunities and resources to maintain housing stability and self-sufficiency. Goals and guidelines of the Plan align with HUD’s Standards as well as the City of Corona Homeless Strategic Plan.

**As part of the RFP process, Applicants may propose changes to the SOP. Depending upon the nature of the proposed changes and the results of the RFP selection process, the City may accept or reject some or all of any changes proposed by an applicant.**

## SECTION II. SHELTER ADMINISTRATION

### A. Program Description

#### *1. Population Served*

##### Emergency Shelter Program and Navigation Center Services

In order to meet the goal of the City of Corona Homeless Strategic Plan to “*Develop a low-barrier emergency shelter and navigation center*” the proposed program will initially serve 30 single adult male clients and 5 single adult females while providing access to a wide range of programs and supportive services at an on-site Navigation Center. To ensure that the shelter will meet the needs of the community in serving chronic and vulnerable homeless people, clients will be admitted with minimal, “low-threshold” requirements so that chronic and vulnerable homeless individuals can easily enter and remain in shelter until they can be connected to permanent housing. The shelter will also offer 5 beds of post-hospital recuperative care, in partnership with Corona Regional Medical Center and Centro Medico Community Clinic and have contingency plans to shelter 5 single adult females in the event of severe weather, Corona Police Department needs and other extenuating circumstances. Both the recuperative care and single adult female shelter beds will be provided in the private rooms in the center of the shelter leaving the east and west dorms for single adult males.

## Navigation Center

All guests of the Emergency Shelter Program will have access to supportive services provided through the Navigation Center. The Navigation Center will be comprised of public and private agencies providing multi-disciplinary services, including Centro Medico Community Clinic.

Initially, access to Navigation Center and Clinic services will be limited to authorized shelter guests, guests of the pilot transportation/meal service program, or permanently housed clients who are authorized to come to facility for supportive services. After successful program implementation, program analysis, and with written approval from the City of Corona, the Shelter Operator may be allowed to expand Navigation Center and Clinic services.

To manage the impact on the surrounding community, should the City of Corona approve expanded access to the Emergency Shelter/Navigation Center, the following policies will apply:

- ✓ City must approve any such change in writing
- ✓ Services will only be accessed by authorized agency referral and appointment only; no walk-ins or walk-outs will be allowed
- ✓ On-site partner agencies must be responsible for coordination of service appointments
- ✓ Depending upon the type of service, on-site partner agencies may be responsible for providing transportation options to and from the shelter for scheduled appointments
- ✓ Services will focus on homeless neighbors with ties to the City of Corona unless otherwise authorized by the City

## **2. Program Description**

The Emergency Shelter/Navigation Center is designed to provide crisis stabilization shelter and multi-disciplinary services to move individuals out of homelessness and into permanent housing opportunities.

## Access to safe shelter

The Emergency Shelter/Navigation Center will accommodate overnight sleeping for 30 single adult males per evening, 5 single adult females and 5 post hospital recuperative care beds. Access to the Emergency Shelter/Navigation Center is to be provided 24 hours a day, seven days a week, 365 days a year. In order to decrease the impact to the surrounding neighborhood, access to bed availability will be handled through a call center/bed reservation system. No walk-ins/walk-outs for the Emergency Shelter/Navigation Center or services will be permitted. The Shelter Operator will provide on-site staff to track daily bed inventory and communicate daily bed vacancies with authorized referral agencies and City staff.

### Length of Stay

There is no set minimum and the maximum length of stay will be consistent with the Corona Municipal Code, Section 17.04.244 which states the length of stay in emergency shelter shall be limited to 180 consecutive nights.

Each client will have an Employment and Housing Navigator supporting their progress toward stabilization. The program is designed to provide this support until a housing option becomes available. However, at any time, a client may be exited from the shelter for safety or shelter violations as outlined in the “Exit and Readmission Policies”. Consistent with national best practices and trends, the goal for length of stay should be 90 days or less. The Operator will maintain a report to account for clients with lengths of stay exceeding 90 days.

### Sleeping Areas

Beds will consist of single and/or bunk beds. Each client will be assigned a bed and bedding for the length of their stay. Additional beds, cots or mats will be available on site to accommodate overflow issues, special needs populations, and recuperative care clients.

Space will be divided to allow for separate sleeping areas for both men and women. Flexible sleeping space will also be provided for transgendered populations, those dealing with illness, in recuperative care, or for other special needs populations.

### Meals

Breakfast, lunch, dinner, and snacks will be provided for all clients in the central dining area. The Shelter Operator will include in their staffing plan, a qualified Cook and kitchen assistants to prepare on-site meals. The kitchen and dining hall may also serve as vocational training for clients of the program and may offer community volunteer opportunities. In addition, the shelter operator will be required to collaborate with faith agencies that used to serve meals in the parks. The day service meal program will be designed to move meal serving out of City parks and into the shelter facility.

### Hygiene Facilities

Hygiene facilities will be provided on-site including toilets, showers, and laundry facilities. Clients will be encouraged to utilize these facilities as daily resources to them. Toiletries will be provided by the Shelter Operator to clients as needed.

## Transportation

No walk-ins or unauthorized drop-offs will receive shelter or navigation center services. New clients and returning clients will receive direct transportation to and from the shelter daily. Dates and times for daily pick-ups are outlined in the "Transportation Policies. It is recommended that there be a minimum of two (2) designated locations that provide ample geographic range for those seeking shelter services in City of Corona as well as take into consideration community impact and safety considerations. Locations will be determined in collaboration with the Corona Police Department, the City's Community Services Department, and the City's Homeless Solutions Manager. Operator will only pick-up and drop-off clients at City's designated locations.

## Security

The Shelter Operator will follow policies and procedures that promote safety for clients, staff, volunteers, and the community and will create an atmosphere that promotes community safety with a goal to resolve issues before they escalate. The security plan will include a multi-faceted approach involving screening for sex offenders and open felony warrants, security searches upon entrance, confiscation of harmful contraband, trained security personnel providing around-the-clock indoor and outdoor coverage, security alarms, cameras, and lighting. Other program elements that will support security efforts include no walk-ins, no walk-outs, no unauthorized drop-offs, and no loitering policies.

## Storage

All clients will have access to personal storage space in the exterior lockers. Additionally, a refrigerated storage area will be available to clients with medication needs.

## Employment and Housing Navigation Services

Upon entering the shelter, each client will be assigned to an Employment and Housing Navigator. The primary function of the Employment and Housing Navigator is to work side-by-side with the client to create a pathway to employment (or disability income, if applicable) and permanent housing opportunities, with the ultimate goal of ending their homelessness within a 90-day timeframe and up to a 180-day timeframe if there are challenges with the housing market. Additionally, the Employment and Housing Navigator is to provide resources and support to the client during their stay, including encouragement to access any and all services provided at the Navigation Center. The Employment and Housing Navigator will ensure that appropriate clients are entered into the County's Coordinated Entry System (CES), as the first line of housing engagement. Additionally, all clients will be entered into the County's Homeless Management Information System (HMIS).

Together, the Employment and Housing Navigator and the client will complete a Housing Plan which will guide their efforts toward securing permanent housing opportunities. Meeting weekly, the Employment and Housing Navigator will document the client's progress towards actions outlined in the Housing Plan.

### Daytime Program Activities

As a 24-hour Emergency Shelter/Navigation Center, the Shelter Operator will encourage all clients to stay on-site during the day and to take advantage of the on-site services provided to them during the daytime. Daytime program activities include but are not limited to, the following:

- Full access to service providers through appointments made at the Navigation Center
- Life skills classes and workshops
- Job training and workforce development
- Medical, Behavioral Health and Dental/Oral Care Services provided by Centro Medico Community Clinic
- Indoor and outdoor recreational activities including exercise classes
- Time with pets, assistance animals and service animals
- Other miscellaneous supportive services
- Access to onsite computer lab and study area

### ***3. Services Provided***

The Emergency Shelter/Navigation Center should incorporate a combination of multi-disciplinary supportive services aimed at crisis stabilization and creation of pathways into permanent housing. The table on the next page will provided an overview of the vision for the services to be provided at the Navigation Center.



Service	Location	Provided by Shelter Operator or Service Partner(s)
1. Intake/Assessment/Case Management/Employment and Housing Navigation	Emergency Shelter/Navigation Center	Shelter Operator
2. Crisis Evaluation and Behavioral Health Services	Emergency Shelter/Navigation Center	Centro Medico Community Clinic & County Partners
3. Recreational Services	Emergency Shelter/Navigation Center	Shelter Operator
4. Domestic Violence Services	Emergency Shelter/Navigation Center	Domestic Violence Partner
5. Shelter Beds on Site	Emergency Shelter/Navigation Center	Shelter Operator
6. Medical Services including Post-Hospital Recuperative Care	Emergency Shelter/Navigation Center	Centro Medico Community Clinic FQHC Partner
7. Transportation Services and Assistance	Emergency Shelter/Navigation Center	Shelter Operator/ Transportation Vendor
8. Computers/Email	Emergency Shelter/Navigation Center	Shelter Operator
9. Security	Emergency Shelter/Navigation Center	Shelter Operator/Private Security Vendor
10. Meals/Food	Emergency Shelter/Navigation Center	Shelter Operator/Faith-Based and Community Partners
11. Parking	Emergency Shelter/Navigation Center	Shelter Operator
12. Homeless Prevention/Diversion Assessment and Referrals	Emergency Shelter/Navigation Center	Shelter Operator
13. Drug and Alcohol Supportive Services/Treatment (on/off site)	Emergency Shelter/Navigation Center	Centro Medico Community Clinic and County Partners
14. Crisis Evaluation – Referral Plan	Emergency Shelter/Navigation Center	Shelter Operator
15. Services for Veterans	Emergency Shelter/Navigation Center and Off-Site	Shelter Operator Partnership with County Veterans Service Office and VA
16. Commissary/Dining Hall	Emergency Shelter/Navigation Center	Shelter Operator
17. Life Skills Classes	Emergency Shelter/Navigation Center	Shelter Operator and Service Partners
18. Housing Assistance (PSH & TBRA)	Emergency Shelter/Navigation Center	City Resources, County & Nonprofit Partners
19. Laundry	Emergency Shelter/Navigation Center	Shelter Operator
20. Shelter Guest Storage	Emergency Shelter/Navigation Center	Shelter Operator
21. Pet, Service Animal and Assistance Animal Services	Emergency Shelter/Navigation Center	Shelter Operator/ Service Partners

#### **4. Coordinated Entry System Integration**

The Emergency Shelter/Navigation Center will serve as a designated “Entry Point” to Corona’s homeless system of services. The Shelter Operator will include in its staffing plan, designated staff to conduct Diversion screening and prevent those with other resources from entering the homeless shelter system. Additional staff will be trained to complete on-site VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool) assessments and referrals to the County’s Coordinated Entry System. Employment and Housing Navigators will also assist Emergency Shelter/Navigation Center clients to obtain the necessary IDs and vital documentation to move forward in their housing connection process.

#### **5. Target Goals/Expected Outcomes**

The target goals and expected outcomes for the Emergency Shelter/Navigation Center will adhere to guidelines and expectations set forth by the City of Corona Homeless Strategic Plan.

The Emergency Shelter/Navigation Center should not be regarded as a singular program rather a complete system of services to reduce the number of persons who experience homelessness in Corona and an increase in permanent housing placements for chronically and situationally homeless individuals.

**Indicators for measuring effective system performance include the following key considerations:**

Reduction in First Time Homeless

Are fewer people experiencing homelessness for the first-time? Are only persons who have no safe, appropriate housing option being admitted to shelter?

Overall Reduction in Number of Persons Who Experience Homelessness

Are overall rates of homelessness declining? Is street homelessness declining? Is chronic homelessness declining?

Reduction in the Length of Time Homeless

Do people stay homeless for shorter periods of time? Are the homeless quickly connected to permanent housing? This can also measure efficiency related to turnover of beds which is essential to meet system demand for the Emergency Shelter/Navigation Center.

Successful Resolution of Housing/Homeless Crisis

Do people resolve their housing/homeless crisis successfully by maintaining/obtaining permanent housing? Are people successfully connected to community-based supports?

Reduction in Recidivism (subsequent return to homelessness from permanent housing)

Are repeat occurrences of homelessness avoided or declining?

## 6. Program Layout

The following components should be considered in program layout for the Harrison Emergency Shelter and Navigation Center:

### **Shelter Sleeping Areas**

- *East and West Dorms for Single Males*
- *Recuperative Care Private Rooms in Center of Shelter*
- *Single Females in Private Rooms in Center of Shelter to address severe weather, PD need or other extenuating circumstances*

### **Medical Wing on East Side of Building**

- *Medical Services*
- *Behavioral Health Services*
- *Dental/Oral Care Services*
- *Specimen Collection Restroom*
- *Clinic Check-In Area*
- *Staff Break Room (to be shared by Operator and Clinic staff)*

### ● **Dining/Commons/Overflow Area**

- *Dining Room*
- *Commons/Overflow*

### ● **Security Offices/Stations**

- *Main Security Office or Workstations*

### ● **Site Administration and Operations Offices**

- *Including Records/Files Room*

### ● **Intake and Entry Areas**

- *General Intake & Concierge*
- *Service Desk*

### ● **Success Center**

- *Workforce Development*
- *Life Skills Training*
- *Other supportive services and training*

### ● **Restroom and Shower Areas**

- *Client Restrooms>Showers*
- *Staff Restrooms*

### ● **Laundry Facilities**

- *Client (Personal) Laundry*
- *Staff (Bedding/Linens) Laundry*

### ● **Kitchen**

- *Walk-In Freezer*
- *Walk-In Refrigerator*
- *Commercial Refrigerators*
- *Icemaker*
- *Pantry*

### **Offices**

- *Conference/Meeting Rooms*
- *Supportive Services*

### **Other Indoor Areas Include:**

- *Recreation Room:*
- *Computer Lab/Study*
- *Staff Break Room (in clinic wing of building)*

In addition, the conceptual site would *also* feature the following:

- **Outdoor Facilities/Areas**
  - *Client Storage Lockers*
  - *Bike Rack Area*
  - *Dog Run*
  - *Outdoor Commons*

## **B. Admission Criteria and Procedures**

### ***1. Client Rules and Guidelines***

A prospective client must be able to perform all aspects of their care, follow all Harrison Emergency Shelter and Navigation Center rules and maintain appropriate behavior with consideration for all other clients of the shelter. All clients must review and sign a copy of a "Shelter Rules" document prior to entry. Intake staff will assist any and all clients who may have difficulty understanding or reviewing the rules.

The Shelter Operator must structure program rules to serve Corona's homeless neighbors who have documentable ties to the City of Corona. The Shelter Operator and authorized referral agencies will be required to verify documentable ties to the City of Corona using the following criteria:

- ✓ Driver's License or California ID showing last permanent housing address in City
- ✓ City Library Internet Card or Library Book Card plus one other documentable tie
- ✓ Bank Statements
- ✓ Car Registration
- ✓ HMIS record of six months of prior services in City
- ✓ City Net record of six months of prior outreach interactions will confirm documentable ties to City
- ✓ Corona PD record of six months of prior calls for service/outreach, or enforcement will confirm documentable ties to City
- ✓ Children are enrolled in City schools for six months or more
- ✓ They or a member of the household are employed in the City
- ✓ They or a member of the household graduated from a City high school
- ✓ Other documentation that demonstrates a last permanent address in City
  - Previous Utility Bill
  - Previous Rental Agreement
  - Other bills or documents with City Address

- ✓ Faith Based or Community Based Partner verification of six months of prior services in City
- ✓ County Agency verification of six months of prior services in City

Only the City of Corona Police Department or authorized City staff may allow the Shelter Operator to waive the ties to the City requirement.

## ***2. Identification Requirements***

A form of official identification is required to verify identity; however, a client will not be denied access to shelter services without one so long as Corona PD can verify identity so Operator can screen for open felony warrants and sex offender status. Employment and Housing Navigators will assist clients in obtaining a California ID, providing each client with a no-cost ID voucher.

Additionally, all Emergency Shelter/Navigation Center clients will receive a shelter-specific identification card upon entering the shelter that will be used for readmission throughout the duration of their stay.

## ***3. Screening Requirements***

The Shelter Operator will be required to screen clients for open felony warrants and Penal Code Section 290 status. Screening will take place prior to arrival at the facility as part of the bed reservation system. No potential clients with open felony warrants or individuals validated on the Megan's Law sex offender registry will be allowed to access the shelter property. The Shelter Operator will utilize the following weblinks to screen clients for 290 status and open felony warrants:

<https://www.meganslaw.ca.gov>

<http://public-access.riverside.courts.ca.gov/OpenAccess/>

## ***4. Bed Reservation System***

To minimize neighborhood impact, all clients seeking access to the Emergency Shelter/Navigation Center must be referred through the City of Corona Police Department, City of Corona staff, City Net, and the Shelter Operator (hereinafter referred to as authorized referral agencies). To facilitate the referral process, the Shelter Operator will use a designated Intake and Bed Reservation Hotline (hereinafter referred to as "hotline"). The City of Corona may also add additional authorized referral agencies and partners.

A prospective client must be screened through the authorized referral agencies who will contact the hotline and conduct an initial phone intake process. Clients will be screened for diversion and/or homeless prevention services. If they have an alternate, habitable location where they may stay, they will be diverted from occupying a shelter bed until their resources have been exhausted.

Clients meeting eligibility requirements will be assigned a bed reservation number and given instructions on transportation shuttle options and designated arrival time.

**5. The Shelter Operator will be required to manage and update a designated system for capturing bed inventory, reservations, and vacancies**

New clients will be screened using the phone intake system and provided a reservation number, bus and/or shuttle pick up time and location.

Beds will be assigned based on availability and eligibility results. As instructed, authorized clients should arrive at the designated bus and/or shuttle pick up location or at the shelter through their own transportation. Those who do not arrive at the designated time without communicating previous arrangements will forfeit their bed for the night.

Security staff will be assigned to the bus and/or shuttle pick up location with a list of eligible clients, which have been prescreened for sex offender or open felony warrants. The bus will transport clients directly to the Emergency Shelter/Navigation Center site.

Clients will not be allowed to loiter in the neighborhood surrounding the Emergency Shelter/Navigation Center facility or the bus and/or shuttle pick up locations at any time. There will be strict enforcement of shelter client contract rules which could result in permanent exit from the facility if not followed. Drop-off/pick-up locations are an extension of the shelter and thus any violation such as loitering constitutes a violation of the shelter rules which will be strictly enforced. Operator/Security will conduct random daily checks of 1 mile radius to shelter and drop-off/pick-up locations to enforce shelter rules and avoid loitering and homeless congregations.

Upon arrival, clients will go through a security screening process and work with an Intake and Admissions Coordinator to be informed of rules and regulations of the Emergency Shelter/Navigation Center, complete necessary intake paperwork and obtain a shelter ID card.

**6. Day Leave and Returning Clients**

A morning shuttle will be available to clients who have a desire to leave the facility during the day for employment or personal appointments.

Clients who leave the program during the day may return via the transportation shuttle to ensure that their beds remain claimed.

Clients arriving later due to special circumstances such as employment or discharge from the hospital, must communicate with their Employment and Housing Navigator their anticipated arrival time. No client will be allowed into the shelter after 10:00 PM except for valid reasons requested by Corona PD, Corona City staff, approvals by Employment and Housing Navigators, and/or the shelter bed reservation staff. Failure to comply with protocols could result in client forfeiture of their bed reservation.

Clients who are unable to meet the evening shuttle must arrange alternate transportation to the shelter site, no later pickups will be provided. Alternate transportation must be authorized by the shelter operator.

### **7. Hours of Operation**

The Emergency Shelter/Navigation Center will be open 24 hours per day, 7 days per week, 365 days per year. These hours of operation will be in effect seven days per week, every week regardless of holidays or weather. The following is a **sample schedule**. Operator will submit a final/proposed schedule to the City of Corona for approval.

5:00 AM	Early Wake Up Call
5:00 AM-8:00 AM	Breakfast served
6:00AM	First bus/shuttle for morning drop-offs
7:00 AM	Second Wake Up Call
8:00AM-8:00PM	Navigation Center open
8:00 AM-10:00 PM	Commons Area open
8:00 AM-6:00 PM	Recreation Room/Recreation Areas open
8:00 AM- 10:00 PM	Pet Kennel and Dog Park/Run open
9:00 AM	Sleeping Area closed (until 6:00 PM)
10:00 AM	Second (final) bus/shuttle for morning drop-offs and day-service meal pick-ups
10:00 AM – 5:00 PM	Centro Medico Community Clinic Services
10:00 AM- 4:00 PM	Computer/Technology Lab open (by appt only)
11:00 AM-1:00 PM	Lunch served
3:00 PM-4:00 PM	Snack served
4:00PM	First bus/shuttle for evening pick- ups and day-service meal drop-offs
6:00 PM	Sleeping Area open
6:00 PM-9:00 PM	Dinner served
7:00 PM	Second bus/shuttle for evening pick- ups and day-service meal drop-offs
10:00 PM	Lights Out in Sleeping Areas

## **C. Overflow Management**

### **1. Coordinated Service Delivery Plan**

It is anticipated that in the early stages of operation, need and demand will outweigh the capacity of the 40 bed Round Emergency Shelter Program. Therefore, it is imperative that a Coordinated Service Delivery Plan be implemented that includes coordination of the following diversion and redirection strategies:

#### Homeless Diversion

The Shelter Operator will include homeless diversion screening at intake to ensure that those with alternative resources will not be accessing the homeless system. The Shelter Operator will either provide themselves or partner with an agency that can offer successful diversion assistance.

#### Coordination with Transitional and Bridge Housing providers

The Shelter Operator will work with service providers with Transitional and/or Bridge Housing vacancies. This form of housing will be utilized by returning clients who have been matched with a housing opportunity and will soon move into permanent housing. This strategy will increase the Emergency Shelter/Navigation Center bed turnover rate as clients are successfully matched to alternate housing opportunities.

### **2. Overflow Policies**

The Bed Reservation System is designed to prevent and minimize overflow and capacity issues for the shelter. A daily bed utilization count will ensure that the 40-bed capacity will be fulfilled each evening, as need for beds persist.

In the event of a community-wide natural disaster or in extreme weather situations deemed so by state, county, or city authority, the shelter will maintain a “no walk-up” policy. However, the following option could be utilized by the Operator:

- Utilize alternative locations (churches) for additional beds that may accommodate homeless without a bed reservation during inclement weather or disaster. Option has budget implications/funding considerations
- Work with City to develop shelter bed expansion strategies in compliance with occupancy standards and Fire Codes

## **D. Exit and Re-Admission**

### **1. Exit and Readmission Policies**

Clients will be considered to have exited the program when they voluntarily leave or are exited from the shelter for safety or continual shelter violations or find alternate housing.



When a client exits of their own volition or is exited for shelter violations, the client may contact the admission hotline to screen for readmission eligibility after the time designated by staff (on average after 30 days).

Length of exit for safety violations will depend on the severity of the infraction.

The Shelter Operator should be balanced in their approach to program exits and readmission policies as it pertains to rules violations and infractions. Such policies should include considerations to maintain a safe and effective facility, safety for clients, volunteers, staff, and the surrounding neighborhood as well as demonstrate compassion toward homeless individuals who face increasingly vulnerable situations if forced to exit from a shelter situation to places not suitable for human habitation.

It is recommended that Infractions be subdivided in a Multi-Tiered System based on the perceived impact of the infraction. Consequences for each tier level should be fitting and just for the level of the infraction and its perceived impact on the wellbeing of stakeholders.

As an example, a Tier 1 level may include “Basic Program Guideline Infractions” such as smoking in the bathrooms, not leaving sleeping area on time in the morning, cutting in line, etc. Tier 2 may include “Moderate Infractions” such as possessing marijuana or alcohol on site, client fighting (minor scuffles), disrespect toward volunteers, etc.

For disobedience of rules in Tier 1 or Tier 2 there will be increasing enforcement actions including verbal warnings and write-ups. After a compounded number of infractions in these tier levels, a client may be asked to leave, and staff will determine and give them the designated time line for which they can be readmitted.

Infractions at the Tier 3 level would be “Major Infractions” that include illegal drug use or possession, violent attacks/fights, possession of weapons, etc. The Shelter Operator will maintain a zero-tolerance policy towards violence, sexual misconduct, other criminal activity, and drugs and medications used or possessed beyond the scope permitted in the “Health Polices”. These behaviors, when substantiated, are punishable by immediate expulsion upon first offense and a *minimum of 30 days* expulsion prior to readmission.

Clients who use the facility, programs, and services in violation of a specific rule will be obliged to adhere to those consequences. The consequences may also be subject to intervention by law enforcement, and if necessary, prosecution up to the limit of the law.

## **2. Exit Procedures**

When a client is asked to exit due to disobedience of rules, violence, or criminal activity, security will escort the person off the property and those exited will be transported to a self-directed location out of the surrounding area.

### **E. Employment and Housing Navigator Services Policy**

Upon entering the shelter, each client will be assigned to an Employment and Housing Navigator. The primary function of the Employment and Housing Navigator is to work side-by-side with the client to create a pathway toward permanent housing opportunities, with the ultimate goal of ending their homelessness within a 30-day timeframe. Additionally, the Employment and Housing Navigator is to provide resources and support to the client during their stay, including encouragement to access any and all services provided at the Navigation Center.

The Employment and Housing Navigator will ensure that all clients have a complete assessment and are entered into the Coordinated Entry system, as the first line of housing engagement. Employment and Housing Navigators will assist Emergency Shelter/Navigation Center clients obtain the necessary documentation to move forward in their housing connection process, once matched to permanent housing opportunities by the Coordinated Entry Module. Shelter Operator will also use City's HOME funding for Tenant-Based Rental Assistance and the 5<sup>th</sup> Street Permanent Supportive Housing units to increase housing placements for homeless with documentable ties to Corona.

Together the Employment and Housing Navigator and the client will complete a Housing Plan which will guide their efforts toward securing permanent housing opportunities. Meeting weekly, the Employment and Housing Navigator will document the client's progress towards actions outlined in the Housing Plan. Additionally, Employment and Housing Navigators will work with clients to provide referrals to services in the Navigation Center or any community referrals, as necessary.

#### **1. Documentation of Employment and Housing Navigation Services and Data Security Policies**

Employment and Housing Navigators will keep case notes in both hard copy paper files and in the HMIS database to track every client's progress and participation in the Emergency Shelter/Navigation Center. These files are also used to track the resources and referrals given, support rendered, and any infractions the client may accrue. Outcomes are recorded at exit and throughout participation in the program. Paper files will be stored in a secure, locked location only accessible by necessary staff.

The Shelter Operator will use HMIS as its primary database and ensure that every client completes and signs a Riverside County HMIS Client Consent Form upon entry into the program. Intake Specialists and Housing and Employment Navigators will ensure collection of all HUD Data standards as required by the HMIS system and well as the City of Corona Homeless Strategic Plan Performance Measures.

The Shelter Operator will have a policy restricting computer access records and client information to authorized staff. All database and HMIS access will require passwords by authorized users.

Disclosure of client information to other social service agencies may be permitted only with the client's written consent. City Net and City of Corona Homeless Solutions staff should be listed on release of information forms to facilitate case conferencing and support of client Housing Plans. Disclosure of records relating to clients may be released without client consent in certain circumstances as required by law.

#### **F. Daytime Program Policies**

Clients that are participating in the Emergency Shelter/Navigation Center may, but are not required to, leave the facility during the day. The Shelter Operator will make every good-faith effort to encourage all clients to stay on-site during the day and to take advantage of the on-site services provided to them during the daytime. Access to bed areas will be limited throughout the day to encourage clients to become active participants of the Emergency Shelter/Navigation Center.

Two morning shuttle times will be available to clients who desire to leave the facility for work or personal appointments, one at \_\_\_\_AM and one at \_\_\_\_AM.

If not utilizing the morning transportation services, clients are encouraged to stay at the facility. Clients will have access to daytime services through the Navigation Center's partner organizations and will be able to meet with their assigned Employment and Housing Navigator on a weekly basis or as may be needed. They will also have access to activities provided by shelter staff and volunteer organizations. Clients are welcome to use the facility's recreational areas, lounge, computer lab, and designated outdoor spaces.

#### **G. Navigation Center Program Policies**

##### ***1. Navigation Center Clients***

Access to the Navigation Center will be limited to clients and/or graduates (who stayed at shelter, remained in compliance, and graduated to other shelter/housing). However, if so agreed upon, in writing, by Shelter Operator and City of Corona, access to the Navigation Center may be broadened to include other homeless populations. Clients who are only accessing services through the partner organizations will only be permitted on facility grounds with a set

appointment. This includes Corona homeless clients being served by Centro Medico Community Clinic. Navigation Center clients will not be permitted to loiter on the grounds, nor will they be permitted to access shelter areas including the lounge, bed areas, dining halls or recreational areas. With the exception of the day shuttle/meal service program funded by the City of Corona, transportation to and from the Navigation Center for these clients must be provided and coordinated by the service partner organizations.

As with Emergency Shelter/Navigation Center clients, Navigation Center clients are expected to follow all Navigation Center rules and maintain appropriate behavior with consideration for all other clients of the shelter. Rules of the Navigation Center will prominently be displayed in lobby waiting areas. Those in violation of these rules will be exited from the site, suspended, or terminated from receiving services depending on the severity of the offense.

## ***2. Lead Agency Protocols***

The role of the Shelter Operator is not to provide all of the supportive services offered at the Navigation Center but to recruit and manage a group of partner agencies specialized in providing an array of supportive services beneficial to Emergency Shelter/Navigation Center clients.

The Shelter Operator will work collaboratively with the City of Corona Homeless Solutions staff to recruit public and private service providers. The Shelter Operator will maintain service provider room reservation schedule and ensure the day-to-day operational functions of the Navigation Center.

The Shelter Operator should ensure that the Navigation Center has flexible hours to allow clients to come before or after work, or alternatively, on the weekends. The Shelter Operator will also engage participation in and facilitate quarterly meetings of the Service Partner Advisory Board.

## ***3. Requirements for Service Provider Partners***

All service providers who desire to offer direct services at the Navigation Center will complete an interest application and will be required to enter into a formal Memorandum of Understanding (MOU) with the Shelter Operator to participate.

Responsibilities of the Service Provider Partners will include, but are not limited to:

- Set and maintain their own appointment schedule with clients
- Provide non-shelter guest clients will access to transportation to fulfill their scheduled appointments, if needed
- Ensure that all clients are aware of Navigation Center rules and enact appropriate enforcement of client shelter rules for their clients if and when necessary
- Agree to share service output and outcome information

- Communicate room reservation conflicts with Shelter Operator in advance
- Respect, maintain and keep clean all areas of the Navigation Center
- Respect and cooperate with Shelter Operator staff, other service providers and clients
- Participate in quarterly Service Partner Advisory Board meetings and provide input to the improvement of the Emergency Shelter/Navigation Center
- Screen clients for eligibility (no clients with sex offenses or open felony warrants will be allowed on-site)

## **H. Continuum of Care Good Neighbor Community Policy**

### ***1. Communication and Coordination with Neighborhood Businesses and Public***

The Shelter Operator is expected to communicate with business neighbors on an ongoing basis. As part of this commitment, prior to commencement of any services at the Emergency Shelter/Navigation Center, the Shelter Operator will work with City staff to facilitate Community Forums, as needed. These Community Forums will provide opportunities to answer any questions members of the surrounding community might have on the operation of the Emergency Shelter/Navigation Center. The Shelter Operator will provide information to the public including operational design and when services will begin.

A public inquiry phone number and contact information will also be posted. Community stakeholders may call this number for information about the shelter/navigation center or to have any questions answered. The phone number will be retained as a resource for community members while the shelter is up and operational. All community complaints and/or inquiries about the Emergency Shelter/Navigation Center will be recorded and forwarded to the appropriate staff for prompt investigation. The Shelter Operator will be fully committed to an appropriate customer service response and will consider the resolution of community complaints a high priority.

The Shelter Operator will also create and maintain a program website that will include important information for community stakeholders and clients alike. The website will include a “Frequently Asked Questions” section which will help to provide instant answers to community concerns. Additionally, the website will include a digital copy of the Shelter Operator’s “Good Neighbor Community Policy” and “Shelter Operations Plan”.

Visits by members of the community and tours of the facility will be available by scheduling an appointment with Shelter Operator Staff.

The Shelter Operator will have program brochures available on-site as well as disseminate these resources to groups throughout the community. Information on the brochures will highlight the various services at the facility as well as criteria for admission and eligibility. Volunteer, in-kind and donation opportunities will also be listed for those who wish to support the program.

The Shelter Operator will work directly with the City of Corona Homeless Solutions staff on any media inquiries and allow the City to decide who will take the lead on responses to the media.

## ***2. Communication and Coordination with Local Police and Fire Departments***

The Shelter Operator will be committed to communicating and working collaboratively with the City of Corona Police and Fire Departments as may be needed. The intention of the Shelter Operator should be to act as self-sufficiently as possible and minimize the shelter's impact on the City's Police and Fire Departments. This includes ensuring that program staff and security staff are trained to properly manage and respond to an array of difficult situations that may occur at shelter.

The Shelter Operator will provide an array of services and support that will be beneficial to the City's Police and Fire departments. These services include, but will not be limited, to:

- Security staff stationed both on-site and at bus/shuttle locations
- On-site Medical facilities to respond to medical needs of the clients
- Accepting referrals from Corona PD 24/7 so long as beds are available
- Staff Neighbor Patrol will monitor surrounding area to control issues of loitering, abandoned property, and other blight
- Training opportunities on mental illness, homeless sensitivity, or other topics of interest to supplement existing department trainings
- Direct referral access to the Coordinated Entry System to assist Corona PD to connect homeless individuals with housing opportunities
- Statistical reports on number of clients served, length of stay and/or demographic information. All such data requests will be coordinated through the City's Homeless Solutions staff

Additionally, the Operator will meet with Corona PD Homeless Outreach & Psychological Evaluation (HOPE) Team Officers and other Corona PD representatives as may be needed. Initially, it is suggested to meet once a month when shelter opens. Corona PD will have the ability to bring forward operator non-performance directly to the City of Corona Homeless Solutions staff in the City Manager's Office.

### ***3. Communication and Coordination with City, County, and Service Providers***

Operation of the Emergency Shelter/Navigation Center will be for the public good and to move Corona's system of services forward. As such, successful implementation of the Emergency Shelter/Navigation Center will require the partnership of various stakeholders including the City, County and other Service Providers.

The Shelter Operator will be committed to working cooperatively with numerous other service providers, community, and government organizations to serve the needs of the homeless population in the City of Corona.

In order to effectively manage and operate a robust Navigation Center that provides an array of services for the shelter clients, the Shelter Operator must demonstrate a strong history of collaboration and willingness to engage other service providers.

Additionally, the Shelter Provider will be responsive to and provide support to City of Corona in relation to the outcomes and operation of the program.

### ***4. Policies for Community Involvement***

The Shelter Operator will be committed to active participation in City community events. To the extent reasonable and feasible, representatives of the Shelter Operator will attend meetings of the City of Corona Homeless Strategic Plan Working Group, Continuum of Care meetings, Chamber of Commerce meetings, and other community meetings, as requested.

Additionally, the Shelter Operator may sponsor special events, such as community resource fairs, which will include the community and the neighborhood on various occasions.

### ***5. Policies for Neighborhood Patrol***

A staff led Neighborhood Patrol will assemble weekly to monitor a 1-mile radius around the shelter perimeter. The role of this patrol group is to identify and address issues, to engage with neighbors and enhance safety and cleanliness of the immediate vicinity.

Additionally, they will prevent and control issues of loitering, unauthorized parking of client vehicles in the neighborhood, abandoned property, shopping carts and other blight. A log will be kept of the weekly patrols. The following actions will be completed by the Neighborhood Patrol:

- All litter and trash items will be removed from the area and properly disposed of
- Clients found loitering will be issued a warning. Violations of this rule may cause a client to be exited from the facility
- Unauthorized parking of client vehicles in the neighborhood are subject to towing
- Shelter Operator will contact City designated shopping cart retrieval program to collect all shopping carts found that do not contain items of personal property
- Shelter Operator will follow City codes for removing personal property found in surrounding area
- Shelter Operator will work with Corona PD and City Net to receive referrals from outreach and engagement activities to homeless in surrounding community such as parks, riverbed, etc.

## **I. Shelter Advisory Board**

A Shelter Advisory Board will be established and maintained to provide review of the operations of the Emergency Shelter/Navigation Center, enhance community relations, and bring information of any strengths and concerns from the neighborhood, local businesses, City and County entities, service provider partners and shelter clients about the operation of the Emergency Shelter/Navigation Center.

### **1. *Composition of Board***

The Shelter Advisory Board will be comprised of three distinct Boards representing different stakeholders and interests. The composition of these three boards will include:

#### Community Advisory Board

- Business Representatives
- Resident Representatives
- Faith-Based Organization Representatives
- Nonprofit Representatives
- County Representatives
- City of Corona Homeless Solutions
- Corona PD



### Client Advisory Board (no membership limits)

- Open invitation to current shelter clients and graduates

### Service Partner Advisory Board (no membership limits)

- Open invitation to all Navigation Center partners
- Centro Medico Community Clinic
- Corona Regional Medical Center

## **2. Meeting Schedule**

All three Shelter Advisory Boards will meet quarterly (at minimum).

Ad Hoc meetings will be convened as necessary and provide a way for any member to agendaize issue and provide a mechanism to call a special meeting.

## **3. Accountability and Grievance Process and Policies**

In addition to providing input to the operation of the Emergency Shelter/Navigation Center, the Shelter Advisory Boards are also tasked with the on-going review of the Shelter Providers ability to effectively administer its Operational Plan and Good Neighbor Policies. In the event that a Shelter Advisory Board finds concerns over the Shelter Operator's implementation of the program, the following processes and policies will be enacted to allow the Shelter Operator to make corrective actions toward such grievances:

- 1) Once a grievance has been filed, Shelter Operator and Advisory Board will create, at the meeting in which the grievance is filed, an action-plan to resolve the issues by the next regularly scheduled Advisory Board meeting
- 2) At the next meeting, the action plan's outcomes will be reviewed to determine if the issue has been resolved
- 3) If the issue has not been resolved, but the Shelter Operator has provided evidence of a good faith effort to follow the course of actions outlined on the plan, they will be given an additional 90-days to enact an alternative plan
- 4) If the issue has not been resolved and the Shelter Operator has not demonstrated or provided evidence of following the course of actions outlined in the plan, a formal complaint will be sent to the City of Corona Homeless Solutions for investigation and possible termination of the Shelter Operator Contract. The City of Corona shall have a plan for operation of the shelter if the shelter operator is terminated by the City of Corona, including failure to enforce plan components such as Good Neighbor Policy, bed reservation requirements, no walk-in/no walk-out policy, etc. The plan may include selecting the next eligible operator from the original operator RFP and/or entering into a sole source with a new operator, based on approval of City Council.
- 5) Additionally, Corona PD will have the ability to bring forward operator non-performance directly to the City of Corona Homeless Solutions Office.

## **J. Safety Policies**

### ***1. Facility Maintenance***

The Shelter Operator will maintain a schedule for regular facility maintenance and cleaning. The Shelter Operator will contract with a janitorial service or have staff provide daily cleaning services for all areas utilized by clients and weekly for office space and the Navigation Center.

Shelter Staff will rotate regular maintenance duties and inspections for minor repairs and replacements. Maintenance and cleaning forms are used to track completion of each task and reviewed monthly. The Shelter Operator will be responsible for staff training and performance in these duties.

The outside grounds will be incorporated into the maintenance schedule and rotation including cleaning of parking lot, landscape maintenance, maintenance and cleaning of sidewalks and patio areas, and checking of outside lights and furnishings. Graffiti will be reported to Program Manager for removal within 24 hours.

Need for repairs will be reported promptly by staff to the Program Manager. Minor repairs may be completed by staff as trained. Major repairs are reported to the Program Manager of the Shelter. Difficult repairs will be sent out to an approved list of vendors for bids, approval, and completion. Shelter Operator will comply with the terms and conditions of the lease agreement which will set forth responsibilities of the City and Shelter Operator.

The Shelter Operator will be committed to maintaining a pest free environment throughout the premises. As such, no food will be allowed in living areas of facility. Trash bags will be emptied daily in all areas. Inspection of client spaces and lockers will be conducted for any items that would attract pests. All staff will receive appropriate training for the identification of common pests as well as prevention and control measures. A Pest Control company will be contracted by the Shelter Operator and will come regularly to spray for bugs, check for infestation of pests, and perform other pest prevention or extermination treatments that will be seen on their visits or reported by staff.

### ***2. Fire and Earthquake Safety***

#### **Evacuation Plan Clients**

Shelter staff will be trained in protecting the safety of everyone in the facility. Staff will respond quickly and safely when an emergency, incident, or natural disaster occurs. Evacuation Routes and Exits will be posted in each major area of facility. An evacuation point outside will be designated.

In case of the need for evacuation, the present site lead during the emergency will notify all staff and clients to evacuate, call 911, and direct evacuation plan. Staff will be assigned to oversee the evacuation of clients in each work area. Staff will check client areas, assigns assistance to non-ambulatory and disabled persons, and leads clients to safety through the nearest safe evacuation exit. Staff will assemble clients outside at designated evacuation point, read bed list for attendance and search for any missing clients as safety conditions allow.

In case of fire these additional protocols will be completed:

- The Program Manager or lead staff member will pull the nearest fire alarm if it is not already sounding.
- While evacuating clients, staff will attempt to close all door(s), if safe to do so.
- Before exiting a room, the Program Manager or lead staff member will touch back of hand to the door to determine if the door is cool, then open it a crack, smell for smoke, and if deemed safe, open the door, and leave the building to the evacuation meeting point.
- If the door is hot, it is not opened, and staff will lead clients to leave via the nearest safe exit.
- Staff will locate and use appropriate fire extinguishers if safe to do so.
- When the Fire Department arrives, a staff person will speak to the officer in charge and give the officer a set of staff keys.
- Staff will contact the Program Manager or his/her delegate as soon as possible, if not on site.
- Staff will report incident and procedure in Critical Incident Report and staff shift notes as directed in shelter policy. All Critical Incidents must be immediately reported to City's Homeless Solutions staff.

If the weather is inclement and if the evacuation will not be short, staff will:

- Contact the Program Manager and City Homeless Solutions to identify evacuation locations and disaster team if assistance is needed for client shelter, meals, or services.
- Contact other Homeless Providers for services as needed.

For a false alarm or other short-term evacuation, staff will direct occupants back into the building once the Fire Department has authorized an "all-clear."

### ***3. Fire Prevention Procedures***

The Emergency Shelter/Navigation Center will be approved by the Fire Department for all fire codes, sprinklers, alarms, and exits prior to service implementation. Emergency lighting will be installed both inside the facility and outside on the grounds for safety and in compliance with all codes.

No smoking will be allowed inside or outside the building within 20 feet of doors. A smoking section will be designated, and a sign posted in the enclosed patio area.

### ***4. Fire Drills and Documentation***

Fire drills will be conducted at least quarterly. Documentation of fire drills will be kept for three years in Shelter Management Files.

### ***5. Fire Inspections and Extinguishers***

The most recent annual fire inspection will be posted in a designated area of the Emergency Shelter/Navigation Center facility and will be included in the Shelter Management files. Fire extinguishers will be hung in each area of the building as shown in facility plans and in evacuation plan. Fire extinguishers will be inspected and maintained per City of Corona Fire Department requirements. A certificate of the last most recent fire inspection will be posted in a visible designated area.

### ***6. Earthquake Safety***

Earthquake drills will be conducted quarterly by staff. The evacuation route and procedures may be the same as for other hazards. A client tally and search will be conducted once evacuation is conducted.

In case of an actual earthquake that causes damage to facility or grounds, the City of Corona Building Department will be called to inspect the facility as soon as safety permits. Clients will be evacuated from building and transported to other shelter as needed.

## K. Security Plan

The Shelter Operator will follow policies and procedures that promote utmost safety for clients, staff, volunteers, and the community and will strive to provide an atmosphere that promotes community, stays alert for signs of conflict, and confronts behaviors before they escalate.

### 1. Eligibility Screening

No person validated on the sex offender registry (Megan's Law) will be allowed to access the shelter property. Additionally, no felons with open warrants will be allowed to access the shelter property. Clients may only be referred by Corona PD, City Net or City Homeless Solutions staff. Clients must have documentable ties to the City of Corona unless a waiver is approved by the Corona Police Department or Homeless Solutions staff.

Operator will use the following screening methods:

- a. Screening for Sex Offenders: <https://www.meganslaw.ca.gov>
- b. Screening for Open Felony Warrants: <http://public-access.riverside.courts.ca.gov/OpenAccess/>
- c. Methods to Verify Ties to the City:
  - ✓ Driver's License or California ID showing last permanent housing address in City
  - ✓ City Library Internet Card or Library Book Card plus one other documentable tie
  - ✓ Bank Statements
  - ✓ Car Registration
  - ✓ HMIS record of six months of prior services in City
  - ✓ City Net record of six months of prior outreach interactions will confirm documentable ties to City
  - ✓ Corona PD record of six months of prior calls for service/outreach, or enforcement will confirm documentable ties to City
  - ✓ Children are enrolled in City schools for six months or more
  - ✓ They or a member of the household are employed in the City
  - ✓ They or a member of the household graduated from a City high school
  - ✓ Other documentation that demonstrates a last permanent address in City
    - Previous Utility Bill
    - Previous Rental Agreement
    - Other bills or documents with City Address
  - ✓ Faith Based or Community Based Partner verification of six months of prior services in City
  - ✓ County Agency verification of six months of prior services in City

## **2. Secured Entrances**

All clients will be required to enter the shelter in a coordinated, peaceful fashion. Families will have a separate entrance for entering the shelter as well as separate sleeping areas.

All clients will present identification upon entry. Clients without valid California identification cards will be given supportive services to secure a valid identification card. Clients will also receive a shelter-specific ID to use for admission into the shelter during the duration of their stay.

All clients and their belongings will be checked by security personnel, utilizing security wands each time they enter and exit from the shelter and all contraband will be seized. Contraband items include but are not limited to: weapons, explosives, flammable or volatile substances, illegal drugs, controlled substances or drug paraphernalia, bio-hazardous items or environmentally harmful goods.

Clients will sign in upon entrance and sign out upon exit from the building.

## **3. On-site Security Personnel**

The Shelter Operator will provide a sufficient number of trained security personnel to ensure the safety of clients and the surrounding neighborhood, 24 hours a day.

Security personnel will be on site at all times and will conduct security rounds of the facility, as necessary.

Security personnel will be stationed both inside and outside the shelter to ensure maximum coverage.

Security personnel will be accessible and visible to clients, and survey facility for any potential concerns. Staff and security will have communication with each other via portable electronic equipment.

Security personnel will carry non-lethal weapons such as mace, batons, and handcuffs. Security personnel will receive "Homeless Sensitivity Training" through the Shelter Operator's resources.

#### ***4. Security Alarms and Cameras***

The building will be equipped with security cameras inside and outside, and safety alarms. A staff member will monitor security through cameras at administrative office areas.

#### ***5. Security Lighting***

Security lighting will be used both inside and outside the facility to highlight entrances and parking lot. A staff person will escort any persons to parking lot or security gate after sunset.

#### ***6. Loitering Policy***

Clients will not be allowed to loiter in the surrounding neighborhood. Violations of this rule may cause a client to be exited from the facility. The Shelter Operator's Good Neighbor Community Policy will include regular checks of surrounding area to prevent and control loitering issues.

#### ***7. Deescalating Conflicts***

All employees will receive training in communication techniques that de-escalate confrontations.

#### ***8. Entrance and Exit Procedures***

All staff and clients will enter and exit through one main entrance and security check point. All areas of the building will be locked when not in use. The building will be zoned so that clients will only have access to the areas which they need. During sleeping hours clients will have restricted access to other areas of the building.

All clients will present identification upon entry and their person and belongings will be searched by security. They will sign in upon entrance and sign out upon exit from the building.

All clients will enter the property by bus/shuttle. Clients will be escorted from the designated parking lot area and bus/shuttle drop off area to the shelter entrance. Navigation Center clients will follow the same entrance procedures.

Clients with vehicles must go through the referral and screening process before they are authorized to drive to the facility and park in the shelter parking lot or on Harrison Street.

### ***9. Policy regarding storage of client's possessions***

All shelter residents will have access to limited personal storage space. Each client bed will be assigned a large storage locker for personal valuables.

A client storage log will be signed at each visit to the storage locker area. The storage area may be accessed, with staff supervision and only during assigned hours during the day.

All items will be stored for the length of the client's stay at the shelter. The right to store items may be revoked based on violation of rules and/or the management's discretion. Once a client has exited the shelter program, any personal effects may be stored for up to 7 days; after which, the property will be donated or disposed of. Clients who have exited from the shelter program must contact staff to set an appointment to collect their personal belongings.

In the event the client cannot come to retrieve their own property, they may name a proxy of their choosing to pick up their effects by filling out an Authorization for Release of Personal Property form. The client will be responsible for asking their designated contact person to retrieve property, if needed.

No contraband items may be stored at the shelter. Contraband items include but are not limited to: weapons, explosives, flammable or volatile substances, illegal drugs, controlled substances or drug paraphernalia, bio-hazardous items or environmentally harmful goods.

### ***10. Policy pertaining to authorized/unauthorized search of clients' property by staff***

The Shelter staff will have the right to inspect all storage areas to ensure compliance with contraband policies. Staff has the right to designate a period of time when a client will be ineligible for re-entry to facility if contraband is found. Length of ineligible time will be documented according to the "Exit and Readmission Policies".

When inspecting a client's possessions without them present, two staff persons will be responsible for the search. An Authorization Form will be signed by the client at time of entrance into facility when they place items into the storage area. When items are found in the client's possession that are not suitable for storage, clients can choose to have staff dispose of the item or client may store property off site premises at their own cost.



## ***11. Policy on Possession of Weapons On-Site***

No weapons or objects which can be used as weapons will be brought into the shelter. All of a client's belongings that they are carrying on-site will be searched upon entry and inspected for weapons and items that could be used as such. Anyone found with a weapon or dangerous material that can be used as a weapon will be asked to immediately leave the premises and neighborhood of the facility. Sharp objects such as tools or scissors will be stored in locked storage areas and not taken into shelter living areas.

All kitchen knives and sharp objects, hazardous materials, and cleaning equipment that could be used as a weapon will be kept in locked areas with only staff accessibility.

## ***12. Procedure for Contacting Police***

The intention of the Shelter Operator should be to act as self-sufficiently as possible and minimize the shelter's impact on the Corona Police Department. This includes ensuring that staff and security will be trained to properly manage and respond to an array of difficult situations that may occur at shelter.

In establishing a procedure for contacting police, the Shelter Operator will work cooperatively with Corona PD and the Homeless Solutions staff to establish shelter policies and procedures on how and when to contact police for conflict resolution, trespassing, theft, unruly behaviors, loitering around property, mental health evaluation, and emergencies.

Upon consensus, a 911 protocol will be established and followed. All staff members will be trained in these procedures. 911 may be called for any medical emergencies, violent behaviors that endanger others, and suicidal ideation.

## **L. Health Policies**

### ***1. Housekeeping Policy***

The Shelter Operator will commit to and understand the importance of maintaining hygienic, sanitary environments for the well-being of clients, volunteers, and staff. The Shelter Operator will maintain written, standardized housekeeping procedures. Each procedure will be designed for safety of staff and clients and for a consistent, high standard of housekeeping. Staff will be provided with training in these procedures, will be monitored in performance of the procedures, and evaluated in their effective use of them. Training may include education on any hazardous materials with which staff may come into contact when carrying out their assigned work tasks. The complete list of procedures will be included in a Shelter Policy and Procedures Manual and made available to all employees.

Outside janitorial staff may be contracted to assist in the maintenance and cleaning of the facility. Thorough daily cleaning of all client areas including living quarters, kitchen and dining areas, and common areas will be completed using institution strength anti-bacterial products.

Bathrooms, showers, and eating areas will be given priority attention. The kitchen and dining areas will be cleaned according to strict health standards after each meal. Office space will be cleaned weekly by the janitorial staff and as needed by Shelter staff and partner organizations using the space.

To prevent cross-contamination, clients will be required to store personal toiletries in plastic sealable bags on their beds when not in use. Clients will be assigned a set of linens at intake for their use while in the shelter. The client will be responsible for making and maintaining their bed each morning. Staff will wash bed linens weekly in hot water with bleach unless special circumstances require more regular cleaning.

All staff will practice universal precautions in handling of laundry, cleaning of facility, and general self – health care. Specifically:

- Staff will wear appropriate protective garments (i.e. gloves) while completing tasks
- Staff will use recommended disinfecting cleaning products for each area of facility
- Staff will practice required hand-washing procedures
- Kitchen staff will be trained in and practice required food-handling procedures
- All client clothes will be washed upon initial intake and weekly (or as needed) thereafter
- All laundry will be handled according to safety and washing procedures
- Staff and volunteers will follow a set of Program Rules and Regulations for working when they are sick/contagious

The outside grounds will be included in the housekeeping standards and schedule. The Shelter's outside spaces, parking lot, and green areas will be cleaned daily from debris and litter. Chairs and tables will be washed according to inside standards. Minor repairs of the facility and grounds will be completed by the Shelter staff. Any major repairs or work requiring specialized training will be completed by approved vendors. Shelter Operator shall refer to the Lease Agreement to understand responsibilities of City and Shelter Operator.

The Navigation Center will be included the housekeeping standards and schedule. The Service Partner agencies must adhere to housekeeping procedures as outlined in their respective MOU agreement. Service Provider Partners will be expected to respect and keep their areas clean after usage.

## **2. Pet, Assistance Animal and Service Animal Policies**

- ✓ Clients will be permitted to bring pets, assistance animals, and service animals to the shelter facility.
- ✓ Service animals and assistance animals will be permitted to stay with client in the shelter living areas while all other pets must stay in assigned kennels/crates in sleeping quarters and the designated dog run during times of client recreation, or on leashes in outdoor common areas.
- ✓ In order to qualify as a service animal, a client must produce an official letter from a licensed physician, social worker, therapist, or case worker stating that the animal is needed to ease the effects of mental, emotional, or physical disabilities.
- ✓ Only registered animals that have proof of current rabies vaccinations will be allowed at the shelter facility.
- ✓ The health and well-being of all pets as well as assistance and service animals brought into the shelter facility will be the responsibility of the owner. Shelter guest pet responsibilities include:
  - Compliance with leash policies for safety of other shelter guests, other animals, and shelter staff and volunteers
  - Spay/Neuter laws
  - Feeding/watering animals
  - City Licensing
  - Pick-up after pet waste
  - Safe Tethering Laws
  - Rules against animal cruelty
- ✓ Clients who are unable to care for or feed their pets or cannot control them while at the shelter will be asked to remove the pets from the facility. Shelter Operator will work with City Animal Services & Enforcement and/or Riverside County Department of Animal Services to determine if temporary boarding options are available for clients with extenuating circumstances.

- ✓ Shelter Operator will work with City Homeless Solutions staff to develop funding and community partnership strategies to assist clients with pet care costs such as rabies shots, licensing, food, or vet bills.
- ✓ Shelter Operator may deny requests for Pet, Assistance Animal, and Service Animal accommodation if:
  - Animal poses a threat to other shelter guests, shelter staff, or pets of other shelter clients. Such denials will be based upon
    - Behavior of animal
    - Nature, duration, severity of risk and probability that potential injury will actually occur and whether risk can be mitigated through a soft muzzle
    - Undue financial or administrative burden
    - Accommodation fundamentally alters nature of shelter services

### ***3. Possession and Use of Controlled Substances***

The Shelter Operator will have a strict policy prohibiting the possession or use of alcohol or controlled substances at the Emergency Shelter/Navigation Center premises by employees, residents, clients, and general public.

It will be the intent of the Shelter Operator to promote a safe, healthy, and productive environment for everyone. Staff recognizes that the illegal and/or excessive use of drugs and alcohol, or the inappropriate use of prescribed drugs is not conducive to a safe living environment. It will be the objective of the Shelter Operator to have an environment that is free from the influence of controlled substances and alcohol at all times on premises. The unlawful purchase, possession, transfer, manufacturing, distribution, dispensation, or use of any illegal drug is inconsistent with the objective of operating in a safe and efficient manner and will be strictly prohibited and is contrary to the Emergency Shelter/Navigation Center's mission.

### ***4. Policy for Drug Possession***

Staff will have the right to refuse entrance to any client who is noticeably under the influence, exhibiting behavior that is inappropriate due to influence, or otherwise cannot follow the rules and expected behaviors of a client while participating in shelter activities. If alcohol, illegal substances, or paraphernalia are found in client's possession after they have completed entry paperwork and necessary security screenings, that client may be asked to exit the facility at the discretion of staff. They may be given a time frame of their next eligible readmission date. The illegal drug or alcohol will be disposed of and documented by two staff following written protocol in a Policy and Procedures Manual.

## **5. Security, Use and Access of Prescription Medications**

If a client has medications that must be administered throughout the evening/night or will be damaged by extreme heat or cold, they may retrieve them from a designated staff person. If a medication needs to be refrigerated, the medication will be packaged and labeled with person's name, bed number, and name of medication and placed inside a designated locked refrigerator.

A client who qualifies and requests their medications to be stored in a locked area must sign an Agreement Form and will have access to the medications as soon as possible by their request to the staff on duty. The client will be responsible for requesting and taking their own medications within limits of how they are prescribed. Only the person whose name is on the medications will be able to retrieve them.

## **6. Client Use of Over-The-Counter Medications**

Use and storage of over-the-counter medications follow the same policy and procedures of prescription medications.

## **7. Client Access to Emergency and Medical Care**

Clients may have access to medical care. Centro Medico Community Clinic is the City's onsite Federally Qualified Health Center (FQHC) partner. Client should communicate to staff member on duty their need for medical care, if possible. Medical support may be accessed through the onsite Medical Wing and/or through local hospitals if and when access to the Medical Wing is not available.

If a client requires first aid items, they may access them from a shelter staff member at the service desk. The staff member may assist the client in first aid care with client's permission, as he/she will be trained, and using universal precautions.

In case of a seizure, staff will be trained in appropriate safety precautions and will call support from the Medical Wing staff or 911 if seizure persists or causes bodily harm. If a client needs emergency or serious medical care, the staff on duty will call 911 and follow 911 procedures. In case of an injury, staff will not move the client. They will contact other staff, call 911, and if appropriate, check breathing and pulse and begin CPR if needed. One staff member or trained volunteer will attempt to keep the client comfortable and keep other clients away from immediate scene, while another staff member will wait for medical personnel, give medical personnel information about client, and direct them to client.

The Program Manager will be called as soon as possible. After client emergency or incident has been controlled, the lead staff member will complete a Critical Incident Report form which will be immediately sent to the Program Manager, higher-level staff as needed, and City of Corona Homeless Solutions staff.

## **8. First Aid Equipment, Supplies and Procedures**

The Shelter Provider and/or Medical Wing partner will have first aid supplies available at all times. The first aid kit will be inspected monthly, updated as items expire, and re-stocked after each use. Staff members will be trained annually in universal precautions, first aid care, seizure, or Mental Health crisis. Any incident occurring at the Emergency Shelter/Navigation Center requiring first aid will be documented in the daily report and a Critical Incident Report will be prepared and sent to Program Manager, other higher-level staff as necessary, and City of Corona Homeless Solutions staff.

## **9. Policies & Procedures for Disease Prevention**

The Shelter Operator will have protocols for prevention and treatment of certain diseases and conditions such as seizures, diabetic episodes, mental health episodes, lice, bed bugs, influenza, and other communicable and contagious diseases. Universal precautions will be maintained at all times in handling of fluids, client clothing, laundry, and in all cleaning of premises.

When an accident or injury to an employee or client occurs or when there has been damage to Shelter property, staff will follow a set protocol which includes:

- Immediately contacting Supervisor about the situation
- Dealing with any injuries
- Securing the accident scene by obtaining names, addresses, and phone numbers of witnesses if possible, taking photos if possible, and noting any unusual circumstances
- Recording all necessary information to complete a formal report
- Not accepting any responsibility on behalf of the Shelter Operator
- Reporting all accidents or injuries within 24 hours to insurance carrier
- Completing and submitting a Critical Incident Report to the City Homeless Solutions staff

If a client shows symptoms of a contagious disease or other public health concern that might threaten another person, the client will be sent to the Medical Wing or hospital emergency room for diagnosis and treatment. If a client leaves due to disease, the bedding and client's clothes will be washed, bed cleaned, and bedding replaced on bed. Clothes and belongings will be stored in designated area and held for the maximum amount of time permitted. The Shelter will operate to conform to best health practices and concerns.

Universal precautions will be used for all handling of client possessions. Staff will follow hand washing techniques recommended by the Riverside County Public Health Department AKA Riverside University Health System – Public Health.

## **M. Food Policies**

### ***1. Provision of Nutritional Needs of Clients***

The Shelter Operator will provide a breakfast, lunch, and hot dinner to each shelter guest client every day. Meals will be prepared through the on-site kitchen facility. The Shelter Operator's Food Coordinator will work with the Kitchen staff to coordinate a weekly menu. They will ensure that meals will be nutritious and balanced.

The Shelter Operator will include in its in-kind donation strategies, opportunities for food donations and partnerships with local food banks. The Shelter Operator will also work with community and faith-based partners and existing community meal service programs to offer opportunities to feed homeless individuals at the shelter as part of the City's pilot transportation shuttle/day meal service program to move homeless meal serving out of City parks and into the shelter. During extenuating circumstances, through in-kind partnerships or as cost-effective strategies are developed, Shelter Operator may also purchase daily food deliveries through a third-party vendor and include such expenses in the operating budget.

Tables will be set up for meals in the dining area of the Shelter at the scheduled meal times. Food will be served at designated times of operation for registered shelter clients or registered transportation shuttle/day meal service program clients only.

### ***2. Meeting Riverside County Environmental Health Department Standards***

The Shelter Operator, Food Coordinator, and Kitchen Staff will meet all Riverside County Environmental Health Department standards. This includes but is not limited to the Food Facility Operators Guide and Ordinance 492 which governs requirements for Food Facilities. Inspections will be completed by the Health Department and any changes will be made if indicated. The certificates for Health Department inspection results will be posted in the Kitchen area of the facility. All cook staff will be required to have completed the ServSafe Food Handler Program.

### ***3. Provisions for the Sanitary Storage and Preparation of Food***

The Emergency Shelter/Navigation Center will have adequate space for storage of dry foods, refrigerated foods, frozen foods, and supplies. Separate refrigerator/ freezer space should be available for client medications. The Shelter Operator will provide extra refrigeration and freezer appliances as needed to supplement safe storage of food, if space is available. Current certificates of food handling safety will be posted in the kitchen area and in the employee file for each cook. Cooks and volunteers assisting them follow the procedures of the Riverside County Environmental Health Department as taught in the ServSafe Food Handler Program. All volunteers will be supervised by a cook employee. Other employees will only be allowed in kitchen area under supervision of cook.

All storage areas will be cleaned on a planned schedule and outdated food will be disposed of. There will be a rotation schedule for storage and use of food in freezer, refrigerator, and dry goods pantry that maximizes use of food so that it does not become outdated.

## **N. Transportation Policies**

The policies for travel to and from the Emergency Shelter/Navigation Center will be designed to support client needs and minimize potential impact on the adjacent neighborhood and surrounding businesses.

The following transportation measures will be implemented:

### ***1. Transportation Flow On and Off Property***

The Shelter Provider will create a plan for safe and effective flow of traffic on and off the property based on the schematics of the shelter grounds and surrounding neighborhood. Considerations should include policy for no-walk-ins/no walk-outs, policy for clients with vehicles and bus/shuttle services.

### ***2. Pedestrian Traffic***

The shelter will operate by bed reservation only and no walk-ins or walk-outs will be allowed. The clients will be expected to utilize the transportation options that will be provided to them by the Shelter Operator. The no walk-in and no walk-out policy will be posted and disseminated throughout the community.

Any individual that does walk-up will receive information on how to connect with City Net for a referral in order to be screened for eligibility to make a bed reservation and be provided transportation to a self- directed location out of the surrounding area to return only when the established reservation protocol has been followed.

### ***3. Bicycle Traffic and Parking***

A bicycle rack will be provided in a secured outdoor area. Bike locks will be encouraged but are the responsibility of the client to obtain. Bus and shuttle transportation vehicles will be designed to transport bicycles to mitigate foot traffic to the facility.

### ***4. Bus and Shuttle Transportation Services***

Access to the shelter will be provided by bus and/or shuttle transportation services. The Shelter Operator will work cooperatively with City and other stakeholders to provide the most cost-effective means for providing transportation to and from the shelter.



It is recommended that there be a minimum of two (2) designated pick up locations that provide ample geographic range for qualified clients seeking shelter services. Locations will be selected by the Corona Police Department and the City's Community Services Department. Operator will not drop-off/pick-up other than at agreed upon locations.

Daily bus and/or shuttles will be provided to transport all screened clients to the Shelter Site. Security personnel will be staffed at each location to ensure only prescreened clients with bed reservations receive transportation to the shelter. Operator/Security will also conduct random daily checks of 1 mile radius to shelter and drop-off/pick-up locations to enforce shelter rules and thus avoid loitering and homeless congregations.

To avoid, long term loitering at the bus and/or shuttle pick up areas, clients may arrive at the bus and/or shuttle Stop thirty (30) minutes before the Bus/Shuttle departure time.

Drop-off/pick-up locations are an extension of the shelter and thus any violation such as loitering constitutes a violation of the shelter rules which will be strictly enforced.

In the case of special circumstances, and only if arrangements have been communicated by the client to their Employment and Housing Navigator and/or bed reservation staff the prior evening, returning clients who are unable to return to the shelter at the designated time may work out alternative transportation options so long as the no-walk in or no walk-out policy is not violated.

Shelter Operator may also authorize prescreened clients to drive their vehicles to the shelter facility after a bed reservation has been confirmed.

Each morning, two bus and/or shuttle services will be provided for clients who desire to leave the shelter for employment and other personal appointments. Suggested times are 6:00AM and 10:00AM.

### ***5. Personal Vehicle Transportation and Parking***

The Shelter parking lot will be available to Shelter staff. Volunteers, vendors, and community visitors may also park their vehicles in the Emergency Shelter/Navigation Center lot while at the facility. The facility's parking lot can accommodate 11 vehicles.

Vehicles eligible to park in the Harrison Emergency Shelter and Navigation Center lot will be listed on the Vehicle Parking Form by license plate and client name. Vehicles in lot overnight must be registered on this log each night. Security staff will include the parking lot during security rotations.

Harrison Street parking restrictions do not allow overnight parking from 8 pm to 8 am with the exception of the 10 spaces in front of the facility as depicted below:



Shelter Operator will be required to develop strategies to manage overnight parking with 21 available spaces. Please note that once the shelter is operational, Operator can work with the City to incrementally change parking restrictions if more than 21 spaces are needed for overnight parking for shelter staff, vendors, and clients with vehicles

#### ***6. Staff Transportation of Clients***

Shelter staff members will not be permitted to transport clients under any circumstances in their personal vehicles. Only designated staff in shelter owned/operated or contracted vehicles may transport clients.

#### ***7. Transportation Policies for Navigation Center Clients***

If Phase II is implemented, transportation to and from the Navigation Center must be arranged by the Service Provider partner.

#### ***8. Delivery of Shelter Goods and Community Donations***

Deliveries for shelter goods and community donations will be dropped off in a designated area. The planned location for these designated drop-offs will take into consideration pedestrian, bike, and other vehicle traffic routes to minimize safety risks and impact to the shelter site and surrounding area.

It is anticipated that delivery of goods from contracted vendors will occur approximately 3x weekly. The delivery of community donations by private donors will occur approximately 3x daily during designated donation drop-off times.

Subject to change as may be needed, all deliveries of goods and/or donations will occur

between the hours of 10AM-4PM.

## **O. Financial Policies**

### **1. Financial Requests from Clients**

Financial requests from clients must be requested and received through their Employment and Housing Navigator and/or through Service Provider Partner at the Navigation Center. Clients will sign a designated log when they receive the requested item (bus pass, clothing/food voucher, etc.). All bus passes and/or vouchers must be kept in a locked safe in a locked office or closet at all times when not in use.

The Shelter Operator and/or Service Provider partners may offer financial assistance opportunities to clients, when available and must establish priority levels and/or other fair means for distribution. The Shelter Operator and/or Service Provider partners will not be obligated to fulfill all financial requests from clients that they receive.

### **2. Client Possessions and Funds**

No funds of clients will be handled by the Shelter staff. Clients with funds kept in their possession while at the Shelter will be responsible for their security and safety. Staff will encourage clients not to have funds on site, and to store wallet, electronic devices, and any cash in appropriate locked storage. The Shelter Operator will have a policy of not being responsible for lost or stolen items that is included in a Policy and Procedures Manual, listed in the signed Rules agreement, and read nightly when rules will be reviewed before intake.

Clients will not be permitted to give cash to staff at any time, for any reason.

### **3. Annual Outside Audit**

An independent financial audit of the Shelter Operator will be completed on an annual basis. A most current audit will be kept on file at the Shelter Operator's administration office(s) and may be viewed, as necessary.

The Emergency Shelter/Navigation Center will also be subject to an annual program audit or monitoring. It will be the responsibility of the Shelter Operator to correct any deficiencies reported by the audit within the time limits available to them. Failure to comply may result in the termination of the Shelter Operator contract.

#### **4. Financial Reports Review**

Financial reports will be produced each month by the accounting department of the Shelter Operator. These reports will be reviewed by the City of Corona Finance Department and Homeless Solutions staff.

The Administration Office of the Shelter Operator will review financial statements and budgets with Program Manager on a regular basis. To manage programs within authorized budgets, adjustments will be made in spending, if necessary.

#### **P. Legal Policies**

##### **1. Policy for Compliance with Local Laws**

The Shelter Operator will follow all County Health Department and City Fire Department requirements, and will train staff for food handling, CPR, fire drills and other disaster evacuation procedures. The Shelter Operator and staff will work cooperatively with Corona PD to deal with clients who commit crimes while staying at the shelter. Additionally, Shelter staff and management will cooperate with law enforcement agencies on investigations for persons wanted for crimes as much as is possible while maintaining policies on client confidentiality.

##### **2. Policy for Compliance with Labor Laws**

The Shelter Operator will comply with all required labor laws. Occupational Safety and Health Administration (OSHA) training and reviews will be conducted during staff meetings on a quarterly basis. OSHA flyers will be posted in administrative offices.

The Shelter Operator's wages will be at or above minimum wage. Employee breaks, meals, and overtime will be monitored legally and compensated as needed. The Shelter Operator will be contracted with a company to examine any work injuries. The proper incident reports, Workmen's Compensation forms, and requirements will be completed.

#### **Q. Non-Discrimination Policies**

The Shelter Operator will adhere to a policy of non-discrimination which will be stated in the Shelter Operator's Policies and Procedures Manual.

The Shelter Operator will not discriminate in the provision of client care based on age, race, color, religion, sex, sexual orientation or gender identity and expression, marital status, geographic, national, or ethnic origin, HIV status, disability, or veteran status.

### **1. Policy for Compliance with Americans with Disabilities Act**

The Shelter Operator will comply with appropriate standards of The Americans with Disabilities Act (ADA). Staff will be trained to be cognizant of any client physical disability and assist as needed to address any barriers from the structure of the building. Staff will receive training to work appropriately with persons with disabilities. All persons will be treated with dignity, value, and worth.

### **2. Gender-Specific Programming Policy**

Persons accessing the Emergency Shelter/Navigation Center services will be identified by the gender identification for which they choose. Staff will provide beds to persons of gender identity, expression, and sexual orientation with due regard to privacy and client rights. Bathrooms and showers will be constructed with equal privacy for all clients, regardless of sexual orientation, expression, or identity. All programs and services will be available with the dignity of all clients as highest priority.

### **3. Sexual Harassment Policy**

All clients, volunteers, and employees should be able to coexist at the Emergency Shelter/Navigation Center in a trauma informed care environment, free from sexual harassment and inappropriate sexual behavior.

The Shelter will have a zero-tolerance policy for sexual harassment and inappropriate behavior of a sexual nature. No sexual harassment will be tolerated by anyone on the facility grounds, including staff, volunteers, or clients. Clients, staff, and volunteers will be notified, at the Shelter Operator's sole discretion, if any of their remarks, advances, gestures, or attire constitutes sexual harassment toward any person in the Harrison Emergency Shelter and Navigation Center facility.

Anyone who believes he or she has been the subject of any such behavior will be urged to report it to the staff or supervisor immediately. A report will be completed and taken to appropriate staff or supervisor for resolution. Reported incidents will be investigated on a confidential basis. Provisions will be instituted to guard the safety and emotional health of persons who have been victims of a reported incident. After proper review, a person found to have engaged in sexual harassment or inappropriate behavior of a sexual nature will be subject to disciplinary action including possible immediate exit from program or termination from employment.

#### **4. Policy Regarding Sex Offenders**

The Shelter Operator will have strict requirements for the safety staff, service partners, and clients. Staff and volunteers will be trained in sex abuse definitions, sex offender policies, and vulnerable adult abuse. All employees must review this training yearly and be certified to have passed its standards.

The Shelter Operator will follow federal law requirements in reporting sex offenders. All clients will be screened for sex offenses through the National Megan's Law database. Screening will be conducted at the time of reservation; no potential participants with a registered sex offense will be allowed on the bus/shuttle or admitted as clients.

#### **R. Confidentiality Policies**

##### **1. Personal Confidentiality**

People seek help from emergency shelters at a difficult time in their lives. Their need for service and the help that can be provided is determined through sharing of factual and personal information. For this to be effective, every client must be able to trust that every staff member and volunteer respect client confidentiality.

Therefore, the Shelter staff and Shelter Operator will maintain strict confidentiality practices as written in Confidentiality Policy. These practices include:

1) Fact of Participation: The fact that an individual is or has been a participant in the Emergency Shelter/Navigation Center should not be disclosed except as may be specifically defined. Inquiries by visit, telephone, or letter regarding a participant in the program should be answered with the statement that information as to whether a particular person is or has been in residence cannot be divulged; that if in fact the individual is in residence, they will be advised of the inquiry, and that, at their discretion, they will or will not communicate with the inquirer.

2) Disclosure to Other Agencies: Disclosure of client information to the City Homeless Solutions staff and other social service agencies, whether on a referral to or from the agency, generally may be permitted with the client's written consent for release of information. Information is to be withheld where enjoined by law and by contract. The Shelter Operator will maintain the confidentiality of client records (as under the Privacy Act). Disclosure of information relating to program participants should not be made to employers, credit agencies, unions, or other similar organizations, except at the request, and with the consent of the client.

3) Information to the Client: In some situations, it may be required by law to disclose to the participant information contained in his/her own case record. Information disclosed should be limited to that which is included in the formal case record. The formal case record should contain factual information, not counselor notes and observations. Information provided by other agencies should not be shared.

4) Law Enforcement Agencies: All requests for information regarding clients originating from law enforcement agents, should be referred to the Shelter Operator's acting Legal Department. Before any action is taken on any legal request, a staff member or program manager should contact their Legal Department as there are boundaries in place to determine the sharing of information with law enforcement personnel according to its policies on client confidentiality (as stated in the Shelter Operator's Policy Manual) and applicable law.

When an arrest warrant or a search warrant has been issued by a court, if such a warrant is presented to the facility relating to a client in the residence, staff will cooperate with the law enforcement agency in making the arrest or the search, preferably in a manner which will involve the least disruption to the program at the facility.

5) Written Consent: If there is any doubt as to whether client information should be disclosed, the consent of the client should be first obtained, except as otherwise required by law. The consent will be in writing on a Release of Information form and should identify the information to be disclosed, the person or agency to whom it will be disclosed, and the purpose of the disclosure, and the period of time during which authorization is granted.

6) Abuse Reporting: The Shelter Operator and Shelter staff will comply with all state and municipal laws requiring reporting to governmental agencies of instances of domestic violence and elder abuse. Staff will report any suspicion or evidence of vulnerable adult abuse. All staff persons at the shelter will be mandatory reporters. A Critical Incident Report will also be completed and submitted to the Program Manager, any higher-level staff as needed, and City Homeless Solutions staff. All staff will be trained at time of hire to identify signs of abuse and to properly document and report it. Training will be repeated annually.

7) Harm to Self or Others: If a client at the shelter program shares with a staff person a viable threat to do harm to self or another, the terms of confidentiality can be revoked, as in the case of suicidal or homicidal admittance.

## **2. Database Confidentiality Policies**

Only trained Intake staff, Employment and Housing Navigators, and management staff will be authorized to access the Homeless Management Information System (HMIS) Database. Each staff person will have a separate password for entry. Staff is only to use computers that are authorized and HMIS compliant. No persons without a username and password set up by the Shelter Operator's IT department should have access to staff-only computers.

## **3. Exceptions to the Confidentiality Policy**

All clients will be informed that staff will comply with the law to disclose client-related information to prevent danger to self or others or to report elderly/vulnerable adult abuse.

## **S. Grievance Policies**

The grievance procedure will be applicable for any conflicts or disagreements between clients or between clients and staff. For example, the grievance process may be employed to address disruptive behavior or appeal incorrect formal action. However, in no way does the grievance procedure suspend the rules or consequences established in the Shelter Rules signed upon entering the program. Clients will have the right to file a grievance without the fear of harmful repercussions from staff or other residents.

### **1. Receiving and Posting**

The Grievance Procedure should be clearly posted in the Policy and Procedure Manual and available at the shelter facility. A client will be given a copy of the grievance procedure when a conflict has occurred that cannot be resolved satisfactorily between the client and a staff person or another client, or when the client has a complaint about an event that occurred at the Shelter involving that client. The Grievance Policy Form will be read by the client and signed.

### **2. Meeting with Staff**

Once received, staff will decide at the earliest regular staff meeting which grievances warrant a meeting. If needed, a formal grievance meeting will be called, headed by the Program Manager or their assistant. Prior to this meeting, the client defendant will be given a copy of the grievance so he/she may prepare to respond to the grievance.

At the grievance meeting, the plaintiff will begin stating his/her case. The defendant will then respond. All persons present will be allowed to ask questions of either the plaintiff or defendant. The burden of proof rests with the plaintiff. All decisions will be binding and after the formal grievance procedure has been completed, staff and residents will be expected to regard the matter as settled and in the past.

If a client expresses a concern or makes a complaint concerning their involuntary discharge, he/she may take the following steps:

- The client may request to discuss the matter with the Program Manager, who will make a decision on any corrective action required within the boundaries of his/her authority. When appropriate, the Manager will notify higher-level staff.
- If the client is still unsatisfied with the outcome, he may submit a request for intervention to the Shelter Operator's Executive Director, who will acknowledge receipt within a reasonable time frame. The Executive Director will take any corrective action required within 10 days and inform the client, in writing, of the resolution.



- Clients have the right to ask assistance of another person to speak on their behalf, or to help fill out a grievance form.
- Client grievances will be reported in monthly program reports. The Executive Director or other Shelter Operator executive staff member will review all grievances quarterly and/or annually.
- Grievances and resolutions should be documented in client file and incident reports.

### ***3. Whistleblower Policy***

Clients should have several ways in which they may share a grievance – verbally or written, anonymous or through a third party. A suggestion and grievance box will be available in the common area and will be checked weekly by staff.

Confidentiality will be strictly kept between the person making the complaint and the Program Manager which will withhold information internally to the extent prudent where a complaint involves a staff member or volunteer. The Grievance Procedure will be clearly posted in the Policy and Procedure Manual and available at the facility.

## **SECTION III. STAFFING AND MANAGEMENT PLAN**

### **A. Staff Policies**

#### ***1. Hiring Policy***

The Shelter Operator must be an equal opportunity employer. A copy of its applicable Equal Opportunity and Affirmative Action Policy will be available in the Employee Handbook and through the Human Resources Department of the Administrative Offices.

#### ***2. Screening Procedure***

Position openings will be posted on various employment networking websites. Potential applicants will be screened through a two-step interview process.

#### ***3. Acceptance Procedure***

A completed application packet and staff letter of recommendation will be sent to the head of the Human Resources Department who conducts a thorough background check. Every potential applicant will be screened for active warrants, violent felony convictions, sexual offenses which require registration, and legal ability to work. Staff who will be in direct contact with clients will also be required to complete Tuberculosis screening as well as training for mandated reporting policies. The applicant

must successfully complete all screening requirements before they will be able to begin working directly with clients.

Upon hire, the new employee will sign a job agreement form and will be provided a job description informational sheet for their records. They will also attend a general orientation program led by the Head of the Human Resources Department. This orientation will cover important topics, such as but not limited to, sexual harassment policies, and appropriate interactions with co-workers, volunteers, and clients. Training places a heavy emphasis on appropriate conduct between staff and clients. Staff will be expected to adhere to these practices when interacting with clients. Program Managers complete a lengthier program-specific orientation process.

#### ***4. Staffing Policies for Safe Humane Environment***

The Emergency Shelter/Navigation Center will be staffed to provide the safest, most dignified environment for all clients. All staff will be easily identifiable and will be required to wear Shelter Operator- Approved shirts as well as name tags while on site.

It is recommended that a total of \_\_\_ full- time staff and up to \_\_\_part-time staff at the Emergency Shelter Program. Staff will be scheduled to optimize safety of staff, volunteers, and clients and to provide optimal coverage during hours of high volume.

#### **B. Policies for Staff Training**

All Emergency Shelter/Navigation Center staff will be trained in emergency evacuation, first aid procedures, mandated reporting policies, crisis intervention, and CPR procedures. This training will be repeated and updated annually and as needed. Staff may receive additional training on different topics as opportunities arise and are needed.

Each staff member also receives on-going in-service training in crisis management. Staff will also be trained in Strength Based Approaches and positive communication skills. Each staff member will be required to attend annual training to update and improve their knowledge. Documentation of training will be kept in each employee's file by the Program Manager and provided to the Head of Human Resources for filing, when appropriate.

Security staff will be provided sensitivity training to better equip them to work with homeless clients, and those in crisis.

#### ***1. Emergency Procedures - Evacuation, First Aid, and CPR, 911 Reporting***

Emergency Shelter/Navigation Center staff will be trained in fire, earthquake, and chemical spill evacuation procedures when hired and annually. Evacuation drills with all staff and clients will be held and recorded quarterly. Evacuation protocols will be recorded at the Service Desk for reference. Evacuation maps will be posted throughout the facility. All staff will be trained in first aid and CPR

procedures annually. 911 reporting will be taught in orientation and reviewed annually. CPR certificates will be kept in staff files. Universal precautions will be followed.

## ***2. Safety Conduct - Prevention of Abuse, Crisis Intervention, Conflict Resolution***

The Shelter Operator will have a required training program in prevention of vulnerable adult abuse, and sexual harassment. Each staff will complete this training program annually. Certificates of completion will be recorded in Human Resource files.

Emergency Shelter/Navigation Center staff will complete a course in conflict resolution and crisis intervention upon hire and annually. Documentation of completion will be recorded in staff file.

## ***3. Appropriate Behavior for Dignity and Respect***

Operations, Program, Administrative, and Management staff will be trained in a Strengths Based Perspective model of client care. They will be trained regularly, including at time of hire, on the best methods of working with, treating, and responding to clients who have had difficult and traumatic life experiences. Each staff member will be expected to put these models to use in every interaction they have with clients and potential clients. Staff members will be offered training regularly and expected to participate actively. Notice of completion will be recorded in staff files, and each staff member should have access to this information in the readily available staff handbook.

## ***4. Communication***

### **Clients, Staff, Community**

Shelter staff will undergo classes in communication skills – such as handling phone calls, confidentiality policies, crisis management and de-escalation of conflict. The communication skills will be reinforced through practice and reviewed at regular staff meetings as warranted. Courses covering topics such as communication skills with mentally ill persons, receptionist skills, communication with difficult people, and conflict resolution will be completed. This training should be completed at least monthly and will be provided more often, and individually, as needed.

## ***5. Resources and Referrals***

Operations, Program, and Employment and Housing Navigator Staff will be oriented to resources, homeless services, and organizations for collaboration and referral. They will also be highly trained staff to connect clients to the Coordinated Entry System, as a system designated Entry Point. A staff representative will attend the Riverside County Continuum of Care meetings.

Protocols for offering and accepting referrals from other agencies will be in place, reviewed by staff, updated, and kept in a manual on-site.

## ***6. Mental Health and Addiction Skills***

All Program staff will attend mental health training events which include naming of symptoms, co-occurring diseases, de-escalation techniques, and safety protocols. This training will be completed at time of hire and annually, or as necessary. Staff will attend workshops and training on various aspects of mental health diagnoses, symptoms, and care. Staff will be trained in symptoms of drug abuse, and referrals for treatment. Recovery programs will be encouraged, and off-site referrals will be made as appropriate.

Though sobriety will be not a requirement to stay in the shelter or participate in services, clients will be expected to be able to practice self-care, follow all rules and regulations, and behave appropriately and respectfully toward staff, volunteer, and other clients. Drug use while at the shelter will be prohibited and will result in immediate exit from the program.

## ***7. Self - Care***

Regular staff meetings will be held for all staff. Part of the purpose of these meetings will be communication and processing of stressors while working in the difficult environment of an Emergency Shelter/Navigation Center. Staff will be welcome to participate in team-building activities throughout the year, including holiday parties, and events with co-workers.

All staff will be trained in effective communication with coworkers and in proper techniques to address coworker harassment and stressors and will be made aware of the importance in practicing self-care. Staff will be informed of an open-door policy with supervisors and the Head of the Human Resources Department.

## ***8. Annual Staff Evaluation and Training Plan***

All staff will be evaluated by their direct supervisor at 90 days from their hire date and at semi-annual intervals. The evaluation form will be stored in the employee file held at the Human Resource office.

## ***9. Documentation of Staff Training***

Attendance of and participation in staff training will be recorded in each staff file by the Program Manager of Emergency and Shelter Services. Training required by all staff members will be also recorded in the Human Resources file to ensure each member's knowledge and information will be up-to-date.

## **C. Volunteer Policies**

### **1. Selection, Screening, and Background Checks**

The Emergency Shelter/Navigation Center Volunteer Coordinator will actively recruit through a variety of sources, including schools, faith-based groups, and community programs. Volunteer Coordinators will hold regular Volunteer Recruitment events in order to increase the number of volunteers that serve at the Emergency Shelter/Navigation Center.

Individuals as well as groups will be invited to volunteer at the shelter. Children 13 and older will be able to volunteer, however they must be accompanied by an adult or legal guardian and both adults and guardians must be registered to volunteer on the day they appear.

All potential volunteers will be screened for sex offenses and criminal background checks before being confirmed for volunteer duty.

### **2. Orientation and Training**

The Shelter Operator will include a Volunteer Coordinator position(s) in its staffing plan to support volunteer coordination efforts at the shelter. The Volunteer Coordinator will handle scheduling, orientation, and training of the volunteers.

Before beginning service, volunteers will be provided an Application and Agreement that includes information about volunteer duties, appropriate conduct with clients, staff, and other volunteers. Each volunteer will be required to sign this Agreement before they will be assigned a duty at the shelter. Volunteers who do not agree with the requirements or refuse to sign will not be assigned a duty and will not be able to volunteer at the shelter.

Volunteers will sign up for an open position, time and date using online volunteer scheduling software. Volunteer Coordinators will call and confirm volunteer's date and time and to provide them with the location of the shelter and any necessary important information.

Volunteers will be trained on-site at tasks by the Volunteer Coordinator on duty. Any tasks that require a trained staff member will be supervised by that staff member to ensure accuracy and cleanliness.

Volunteers will be given opportunities to attend community forums and events to receive more training about community resources and network with other community agencies.

Volunteers will be expected to adhere to a strict code of ethics and standards. Those found in violation of this code will be removed from the facility and may be limited in future volunteer opportunities. The volunteer code of ethics includes the following:

**a. Each volunteer must maintain a firm commitment to professional conduct**

Volunteers of the Emergency Shelter/Navigation Center will be expected to maintain the highest level of moral, ethical, and professional conduct while at the site. Volunteers will not engage in verbal abuse, inappropriate jokes, and stories, and or any type of inappropriate interaction with Emergency Shelter/Navigation Center staff or clients.

**b. Limiting Relationships with Clients**

Volunteers will be prohibited from developing dual relationships with any clients they meet through their volunteer involvement at the Emergency Shelter/Navigation Center. Examples of dual relationships include (but will be not limited to) a volunteer entering into a business, romantic, or sexual relationship with a client. Soliciting clients for their business will be strictly prohibited. Volunteers will be not allowed to be named as having authority to make decisions for a client under any type of power of attorney or other legal procedure.

**c. Food and Other Substances**

Volunteers will not consume any food items or drinks supplied by the Emergency Shelter/Navigation Center while volunteering. Food and drinks will be purchased solely for the consumption of the homeless clients. Volunteers must also commit to not consuming any type of illicit drugs on the property while volunteering. Volunteers who appear to be under the influence of any substance that impedes their ability to perform their duties safely and efficiently may be turned away.

**d. Discrimination**

Volunteers will not discriminate against any client. They will not judge an individual based on their race, disability, religious preference, sexual orientation, color, age, veteran status, citizenship, ancestry, national origin, or gender.

**e. Volunteer Boundaries**

Volunteers will be not permitted to loan or give money to clients, should not meet with clients outside of the Emergency Shelter/Navigation Center without permission from program staff, and will be not allowed to drive clients in their vehicles.

**f. Commitment**

The Emergency Shelter/Navigation Center will be reliant upon the work of volunteers. This commitment should be taken seriously. If a volunteer misses a shift without removing themselves from the schedule and giving notice, the volunteer may be limited or restricted from volunteering.

### **3. Identifiable Lines of Authority**

Volunteers will be informed of identifiable lines of authority in their Application Packet. Volunteers will defer to the Volunteer Coordinator on duty to give resources, referrals, and handle situations beyond their responsibility and volunteer agreement.

Volunteers will also have access to the Program Manager or lead staff member on site, for questions and grievances.

All volunteers will be provided a name tag identifying them as such.

### **4. Descriptions of Volunteer Tasks**

Volunteers will be needed 7 days per week to help both in the evening up to \_\_volunteers (5-8pm), morning hours up to \_\_\_volunteers (5-10am) and mid-day hours up to \_\_\_volunteers (11-4pm).

The Emergency Shelter/Navigation Center Volunteer/Service Provider Coordinator will ensure all volunteers will be provided tasks and descriptions of any duties they might perform. Tasks and duties include, but will be not limited to:

- Assisting the Intake Specialist in registering and signing in clients at time of entry
- Setting up and breaking down tables for dinners and breakfasts
- Distributing donations and hygiene items
- Organizing and setting up donations of clothing
- Helping direct lines to donations and food
- Serving meals, setting up snacks and drinks for clients
- Organizing recreational activities for clients

**SECTION V. ATTACHMENTS**

**A. Shelter Client Rules**

**B. Volunteer Policies**



**ATTACHMENT A**

**SHELTER CLIENT RULES**

# EMERGENCY SHELTER

## Client RULES

**Welcome to the emergency shelter program. The Shelter Staff and Volunteers are working very hard to make your stay safe and comfortable. As a client of the program, you *must* agree in writing to follow these rules at all times:**

- 1. Sign-in at the Shelter begins at \_\_\_\_\_ and ends at \_\_\_\_\_.** Clients will **NOT be allowed entry into the Sleeping Area before \_\_\_\_\_.** Clients will **NOT be allowed entry into the Sleeping Area after \_\_\_\_\_.** Clients may not leave the Sleeping Area after signing in for any reason. **If you leave, you will forfeit your bed.** No exceptions. *(This policy includes but is not limited to going outside to retrieve personal belongings, cigarettes, etc.)*
- 2. No Walk-In/Walk-Out Policy Compliance** is required for all clients who must take the transportation shuttle to and from the Shelter each day. The only exception to this rule is for clients who have received approval to drive and park their vehicle at the shelter facility.
- 3. Alcohol and drugs are NOT permitted** in or around the Shelter Property and they will be confiscated if found. At the discretion of the Site Leader or Management, you may be excluded from the program for that night, or possibly terminated.
- 4. No weapons or objects that may be perceived as weapons are permitted.** If found, they will be tagged by security and kept until you leave. **Anyone with a concealed weapon will be immediately exited from the program.**
- We reserve the **right to search all applicants** for weapons (or items that could be used as weapons), alcohol, and illegal drugs.
- 6. All prescription medication must be checked in with security personnel upon entering the shelter building in its original container.**
- 7. Photo ID's** are required of all registered clients. **Shelter Staff will take photos and thumbprints to produce program ID's for clients, and for security reasons, if necessary.** By entering this program, you give your consent to this.
- 8. All Clients must complete intake and check in** as well as complete all appropriate paperwork with Shelter Staff.
- 9. Showers are strongly recommended** for all shelter clients. Showers *may* be required if lack of personal hygiene becomes a risk to the health & safety of the other shelter guests and staff.

10. **No smoking inside the shelter.** There is a designated smoking area outside the shelter. Smoking is only permitted in the designated area while staff or security is present.
11. **Lights go out at *or around* 10:00 PM.** Clients must remain at their beds after lights out.
12. **The early wakeup call is at \_\_\_\_\_.** Coffee and breakfast is provided to clients between \_\_\_\_ and \_\_\_\_ AM. Clients are expected to be out of bed by \_\_\_\_ am unless special arrangements have been made due to overnight work or illness. No one is allowed in the Sleeping Area from \_\_\_\_\_ AM to \_\_\_\_\_ PM.
13. **In public areas, shirts, pants are mandatory for men and women** at all times; socks and shoes are strongly encouraged.
14. **The evening meal is served from \_\_\_\_\_ PM to \_\_\_\_ PM.** Please clean up around your area after you eat, and wear shoes when in the meal line. Should you have a spill, please notify staff immediately.
15. **A Cell Phone charging Station will be available for clients to use during designated hours.** Clients are NOT allowed to use ANY unauthorized electrical outlets for any reason.
16. Any undesignated parking either on or off the property is subject to tow at the owner's expense.
17. Large storage lockers will be available for each shelter guest. Shopping carts will not be allowed in the shelter.
18. **No clients under 18 years of age will be admitted into the shelter.**
19. There is a women's section and a men's section for sleeping. Women are not allowed in the men's section, and men are not allowed in women's section.
20. Only the Site Leader or Manager on duty can expel / prevent any clients from staying at the shelter. Any conflicts between clients should be brought to the attention of the staff immediately. If you are asked to leave and you do not, it is a trespass on City of Corona property.
21. **Clients can only reserve beds for themselves. Do not place any of your items on another bed** to reserve a space.
22. **Donations** will be handed out in an orderly fashion by the staff & volunteers. Clients will not interfere with donations being brought in or the distribution of donations.

- 23. The **Shelter Program** operates as clients of the City of Corona. As a result, all clients are expected to be **Good Neighbors** and have an obligation to comply with all state and local laws and/or ordinances and shelter rules and behave in a courteous manner at all times. **Complaints from residents, business owners, or public officials may result in warnings to the clients and expulsion from the Shelter program.**
- 24. **Any threats or acts of violence** such as loud and disruptive behaviors, threats, fighting, etc. towards staff, volunteers, security, or other clients will result in immediate expulsion.
- 25. **Neither Shelter, nor any of its vendor/partners are in any way responsible or liable for lost, stolen, or damaged items that clients bring onto premises. IT IS THE CLIENTS' RESPONSIBILITY TO TAKE ALL PERSONAL BELONGINGS WITH THEM UPON EXITING THE PROGRAM, AND TO CLAIM THEIR ITEMS FROM THE SECURITY CHECK-IN WHEN THEY LEAVE THE PROPERTY. ANY ITEMS LEFT BEHIND MAY BE DISCARDED.**
- 26. **Pet Crates are available for client use on a first come, first served basis, dog run space permitting.** All Animals will be permitted ONLY with appropriate documentation (including up-to-date rabies vaccination and dog license from the City of Corona) and approval by site-leader or management. Any animal may be asked to leave at any time due to aggressive or disruptive behavior, or if owner does not properly clean-up after the animal.
- 27. **Cash is never to be given** to Staff, Volunteers, or Interns at ANY time.

*As a result of signing this form, I have read and do understand that neither Shelter, any of its volunteers, service providers, Security, or any of the vendors providing services for the Emergency Shelter/Navigation Center will be responsible for any loss, theft, or damage to personal property including, but not limited to, Bicycles, Carts, Luggage, Cell Phones, and other items that are brought onto the program property. I understand that program rules may change as necessary and that I am required to abide by any amended rules and protocols as they are created.*

**I have read the above and agree to follow the Shelter rules.**

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**ATTACHMENT B**  
**VOLUNTEER POLICIES**

# Emergency Shelter/Navigation Center Volunteer Policies

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## **1. Each volunteer must maintain a firm commitment to professional conduct**

Volunteers of the Emergency Shelter/Navigation Center are expected to maintain the highest level of moral, ethical, and professional conduct while at the site. Volunteers will not engage in verbal abuse, inappropriate jokes, and stories, and or any type of inappropriate interaction with Emergency Shelter/Navigation Center staff or clients.

## **2. Relationships with Clients**

Volunteers are prohibited from developing dual relationships with any clients they meet through their volunteer involvement at the Emergency Shelter/Navigation Centre. Examples of dual relationships include (but are not limited to) a volunteer entering into a business, romantic, or sexual relationship with a client. Soliciting clients for your business is strictly prohibited. Volunteers are not allowed to be named as having authority to make decisions for a client under any type of power of attorney or other legal procedure.

## **3. Food and Other Substances**

Volunteers will not consume any food items or drinks supplied by the Emergency Shelter/Navigation Center while volunteering. Food and drinks are purchased solely for the consumption of the homeless clients. Volunteers must also commit to not consuming any type of illicit drugs on the property while volunteering. Volunteers who appear to be under the influence of any substance that impedes their ability to perform their duties safely and efficiently may be turned away.

## **4. Discrimination**

Volunteers will not discriminate against any client. They will not judge an individual based on their race, disability, religious preference, sexual orientation, color, age, veteran status, citizenship, ancestry, national origin, or gender.

## **5. Volunteer Boundaries**

Volunteers are not permitted to loan or give money to clients and should not meet with clients outside of the Emergency Shelter/Navigation Center without permission from program staff.

## **6. Commitment**

The Emergency Shelter/Navigation Center is reliant upon the work of volunteers. This commitment should be taken seriously. If a volunteer misses a shift without removing themselves from the schedule and giving notice, the volunteer may be limited or restricted from volunteering in the future.