



# **RISE Operations Manual**

**06/16/2021**

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## **Our Place Operations Manual**

### **Values and Mission**

The Reno Initiative for Shelter and Equality (RISE) is a 501(c)(3) nonprofit organization formed in 2012. The mission statement of The Reno Initiative for Shelter and Equality is to cultivate a greater sense of dignity and humility by providing equal access to shelter, knowledge, and opportunity. We seek to create a stronger community through the use of shared resources and mutual aid. We believe in participatory processes rather than a paternalistic model of care. We utilize the housing first model and believe that redemption and recovery are possible for everyone.

We anticipate the Operations Manual to be a living document, to be edited and adapted as we grow and to reflect the input from our residents and staff.

### **Hours of Operation**

The standard hours of operation for staff are 24 hours, 7 days a week including holidays.

### **Eligibility for Services**

Several eligibility criteria apply to Our Place Family Homes, please see the Washoe Human Services Agency Policy Manual for details.

### **Services Offered**

- ❖ 4 family homes with a total of 38 rooms
- ❖ 1 home for the Temporary Assistance for Displaced Seniors (TADS) program with a total of 18 beds. TADS is a co-ed home that provides temporary emergency housing for those 60 years of age and older with intensive case-management to vulnerable seniors.
- ❖ 1 home for women with a total of 102 beds
- ❖ 1 home for women in recovery with a total of 30 beds
- ❖ Breakfast, lunch and dinner provided to guests staying in the women's home 7 days per week.
- ❖ Educational groups
- ❖ Peer support services
- ❖ Laundry
- ❖ Computer Access
- ❖ Mail Services
- ❖ Shower
- ❖ Peer Recovery Support
- ❖ Washoe County Human Services Agency case management
- ❖ Volunteer opportunities
- ❖ Outreach

## Campus Map



## Individuals identifying as Transgender or Gender non-conforming (TGNC)

It is the policy of The Reno Initiative for Shelter and Equality (RISE) to prohibit all forms of harassment and discrimination of or by clients, employees, visitors, and volunteers, including harassment and discrimination based on actual or perceived gender identity and expression, or based on an individual's association with a person or group with one or more of these actual or perceived characteristics. Retaliation against an individual who files a complaint of harassment or discrimination against RISE employees, visitors, volunteers, or other clients, or who participates in an investigation of such a complaint, is strictly prohibited. RISE shall ensure that all clients, employees, visitors, and volunteers receive notice of this policy.

## Pronoun Use

**Staff shall only refer to clients using the client's preferred gender pronoun.** This includes all verbal or written communications with the client, as well as those communications about or in reference to the client with other staff or clients, and in all reports or other documents relating to the client's case. If staff members are unsure of what pronoun to use with a client they should privately ask that person what pronoun they prefer. If there is no immediate opportunity to speak with the client, in the interim the client's name should be used to substitute the pronoun (for example: Alex told me that Alex was feeling depressed and would like to participate in the support group), or staff can use a gender-neutral pronoun (e.g. "they"/"them") until they have a chance to confirm the client's preferred gender pronoun.

All guests of the Our Place Family home shall be treated in accordance with the gender in which they identify. Gender is self-identified. A person does not have to appear as stereotypically male to be served as a male, or stereotypically female to be served as a female.

Please note:

- ❖ Harassment of all kinds is prohibited.
- ❖ Discriminatory and prejudice-motivated comments or other behavior that creates a hostile environment will not be tolerated whether from staff, volunteers, or other clients.
- ❖ If clients, staff, or volunteers are harassing any person, including an individual who identifies as Transgender or Gender non-conforming (TGNC), or someone perceived to be TGNC, staff must intervene and ensure that the harassment stops
- ❖ Any staff person's or volunteer's refusal to work with a TGNC client shall result in disciplinary action.

### **Guidance for Working with TGNC Concerns of Other Guests**

- ❖ If clients approach staff or transgender or gender nonconforming clients with concerns, fears, or objections to the presence of a TGNC client, staff should immediately intervene to explain RISE nondiscrimination policy.
- ❖ When approached by clients who are concerned about sharing accommodations with TGNC clients, staff should patiently explain to those clients that the TGNC person is not a threat to them and that they should be respectful of all guests right to access the homes, including women/men whom they perceive to be or who identify as transgender or gender nonconforming.
- ❖ It is important that guests understand that the homes are a community where everyone is to be welcomed and respected.
- ❖ Staff will handle these situations the same way they would manage a situation where a client doesn't want to sleep near a person with a disability or a person of a different religion.
- ❖ If any guest takes offense to the policy regarding serving people who are transgender, they are welcome to leave.
- ❖ No further rules or requirements to stifle how a person identifies will be tolerated.

### **Serving People Who Are Registered Sex Offenders**

Our Place Family shelter will not accept guests who have previously been convicted of any violent offences or are convicted sex offenders. Previous charges of domestic battery or child abuse or neglect will be considered on a case by case basis but may result in exclusion.

Intake staff are responsible for conducting appropriate background checks. Utilizing a first and last name online search is required for each applicant age 13 years or older. The two online searches to be conducted on the [United States Department of Justice National Sex Offender Public Website](#) and [Nevada Sex Offender Registry](#).

### **Clients in Need of Immediate Mental Health Services**

One of the goals of Our Place is to meet guests "where they are" and treat them with respect and fairness during the admission process and throughout their stay. Many of the people we serve live with mental health challenges that may be untreated. Program staff shall not deny services to guests who have or appear to have mental health diagnosis(es). Guests who arrive at Our Place

exhibiting signs of a serious mental health episode, such as, hallucinations, delusions, disordered thinking, etc. need appropriate clearance by mental health staff to be admitted to Our Place.

If a person exhibiting signs of a serious mental health episode arrives at the Our Place welcoming trailer and concierge staff determine that this episode may present a safety concern, concierge staff will work with the client to determine and make the appropriate referrals. Concierge staff will listen to the client's needs, assist the client in determining the most urgent, and then assist or refer as appropriate.

Safety of staff and guests is our utmost concern and while most people who are experiencing a serious mental health episode are not dangerous or violent, it may happen. If a staff member becomes uncomfortable and begins to feel unsafe they will call for assistance from other staff on campus and security if needed. If the staff assesses a situation as immediately dangerous, they will do what is necessary to keep themselves safe while calling for assistance.

If there is no immediate danger, staff is to follow the following protocol

1. If possible, ask another staff member to be present
2. Let the person know they will need mental health clearance in order to be admitted to Our Place.
3. Ask the person if there is someone to take them to the Emergency Department of the hospital of their choice to get the clearance.
4. If they state they do not have transportation, ask them for permission to contact the MOST Team.
5. If you are unable to get a clear response giving permission, proceed to contact the Most team at 775-334-5126
6. If there is no response from the most team, ask the person permission to contact REMSA.
7. If you are unable to get a clear response giving permission, proceed to contact emergency services.
8. If possible, distance yourself from the guest, contact emergency services and let them know there is a person needing to be assessed for a legal hold.
9. Stay with the Guest until emergency response arrives.

Again, it is rare that someone who is experiencing a serious mental health episode is dangerous or immediately dangerous. Often, a warm welcome, active listening, a cup of coffee, food, or a phone call to that person's resource circle is what is most needed.

### **Someone mentions having suicidal/homicidal thoughts**

One of the biggest things is to remember that we are all mandated reporters and one of the cornerstones of that is confidentiality cannot be maintained if someone is at risk of harming themselves or others. Regardless if the person thinks that what has been reported is not an issue, often the person who heard the disclosure will feel guilty about "telling on" the person who reported the suicidal or homicidal statements, and we need to remember that suicide is permanent. If the applicant says they will be angry at us for telling, we can take consolation that they will have a life to live in which they can be mad at anyone they like. We can tell them, in essence, "I will be okay if you are mad at me your whole life, because you are living and that is what I am going to make sure keeps happening."

How do you know if what has been disclosed is in need of immediate intervention or can wait for more staff to be available that can provide further assistance? We look at what is the lethality level of the statements, gestures, or actions made. If someone states that they have taken a bottle of medication with intent to die or has a knife in their hands and states that they will cut themselves, **the lethality is high and currently present which means medical and law enforcement needs to be called immediately. NEVER** transport someone ourselves who is reporting current suicidal intentions. We have no idea what they may do in the vehicle or what they may have already done in their plan that could create a medical emergency in the vehicle. Always call for assistance in transportation.

Sometimes people will make a flippant statement of “I’m going to go kill myself” or “I am going to kill them” while feeling frustrated or upset. Even if you have a hunch that the person is joking, it is important to acknowledge that the statement was made. Ex: “I heard you say that you were going to kill yourself and it is my job to make sure you are safe, so I am just checking in with you to see what is going on and what your thoughts regarding suicide.” You can say it however you choose that fits your style, but it needs to be addressed. If the person that made the statement says they were just joking you can respond with, “okay, I just want you to know I care and I will always take those statements seriously.”

It can be tricky to get the words right when talking about suicide and homicide but the more plain and clear you can say it the better. You don’t need to soften it at all... flat out say the words without using phrasing like “hurting yourself” because that can mean a whole host of other things. Be careful not to say, “You aren’t thinking about killing yourself are you?” Because that statement tells the person that the answer cannot be yes. There is a myth if you say suicide to someone that you will give them the idea but there is no truth to it. If someone is thinking of suicide, they will most likely just feel relieved that someone had the guts to ask directly.

Questions to ask when assessing lethality:

- ❖ Do they have a plan? (plan of how person will kill self or others, time, date, location, etc)
- ❖ Do they have means to use the plan? (knife from the kitchen vs. taking medication that they don’t have)
- ❖ Do they have intention to complete the act? Thinking of suicide and intention to attempt are different
- ❖ Do they have a history of attempts in the past?
- ❖ Are there other factors that decrease ability to maintain safety? (reporting command hallucinations telling person to kill themselves or others)

If you need further assistance, call security or the On-Call Supervisor (833) 747-3775.

No matter the outcome, please complete a Critical Incident Report describing what happened and what actions were taken.

## **Inclusive Intake Practices**

Establishing Gender Identity of Client

- ❖ The self-identified gender identity of each person shall be respected and is sufficient for

the purposes of determining gender-appropriate shelter.

- ❖ A person's gender does not depend on whether or not they have had surgery or other medical treatments or whether or not they are perceived to "pass" as the gender with which they identify. Simply put, a person is the gender that they say they are.
- ❖ Staff may not inquire into the medical or surgical status of a transgender client's transition outside of what is asked of all clients (i.e. medications that are to be kept at the administration counter, specific physical and mental health needs being address by the program, and so forth).
- ❖ A person's transgender status is confidential and private and shall be treated like all other confidential personal and medical information.
- ❖ Staff must never disclose a client's transgender status to other clients or staff, unless such disclosure is specifically necessary for service provision, or authorized with express permission by the client.
- ❖ Transgender women shall have the same access to bathrooms, showers, changing areas, and bedrooms as persons assigned female at birth.
- ❖ People who do not feel safe in the shelter that matches their gender identity, or who identify as neither male or female, are to be housed in and use the bathrooms and showers in the section in which they feel safest.

### **Intake Process**

First and foremost, our mission with applicants is to make them feel welcome. Provide any beverages or food we may have on hand. Utilizing a staff member to grab a lunch or dinner from the dining hall is encouraged, if available. Following the guidelines below will cover the policy and procedures in place to best help the guest seeking Our Place assistance and resources.

For all applicants, TADs, Womens, Family, Non-guest; please fill out the google form questionnaire with the guest.

### **Women's Shelter Applicants**

- ❖ New applicants
  - Have the guest fill out the following paperwork with their LEGAL NAME and fill in all the information:
    - Women's application front page (SSN, DOB, Legal Name, etc.)
      - Preferred names can be written in the notes section or in parentheses adjacent to their legal name
    - CMIS - Community Management Information System
      - a.k.a. HMIS - Homeless Management Information System
    - Women's waiver
    - GoodGrid
    - Universal Intake Form a.k.a. "UIF"
    - Pet Procedure and HSA Animal Intake forms are required if the guest would like to bring a pet with them to the shelter
    - Motel Waiver if applicable (one per adult if a couple is applying)

- Women applicant couples only
  - Please refer to the Motel Voucher Program Section.
- An applicant must fill out, sign and date all paperwork to be eligible for Our Place resources
  - If it is not legible, as long as the signatures are in place the concierge staff may need to re-write for legibility
- 2-bag Policy
  - Utilizing motivational interviewing techniques please assist and support a guest if the need to downsize does occur.
  - Guests are allowed to store up to 2 bags while they stay at Our Place. We will hold their belongings for up to 30 days from departing Our Place
  - Guests are not allowed to store the 2 bags and bring in more items.
  - After 30 days their belongings will be donated or disposed of.
- Check both sex offense databases:
  - Utilize First and Last Name for the search <https://www.nsopw.gov/> and <http://www.nvsexoffenders.gov/ConditionsOfUse.aspx>
  - If there is any doubt or question that comes up on these searches please refer the following:
    - During 8a-5p M-F, check with our county partners and send an email to [concierge@ourplacenv.org](mailto:concierge@ourplacenv.org) and [HSA-OurPlaceIntake@washoecounty.us](mailto:HSA-OurPlaceIntake@washoecounty.us)
    - During after hours, divert and send an email to [concierge@ourplacenv.org](mailto:concierge@ourplacenv.org) and [HSA-OurPlaceIntake@washoecounty.us](mailto:HSA-OurPlaceIntake@washoecounty.us)
  - Unfortunately, if there is any doubt that a guest could be the person or one of the persons that show up on the search we cannot place them directly into an available bed until cleared by our County HSA partners
  - Diversion is the best option; if the guest is motel eligible and there are no diversion options then a motel voucher is applicable (Please see motel voucher section)

❖ Returning guests

- If the guest has applied within 90 days of completing a full application:
  - Only a waiver is needed to be signed and dated.
- If a guest is past 90 days of completing a full application:
  - Guests will need to complete a new application.
- Missed curfews, and Sit-outs:
  - A 48 hour sit-out is an automatic dismissal and the guest must reapply after the 48 hours to re-enter the shelter. For example, if a guest is asked to leave for 48 hours on Monday at 3:00pm they can reapply Wednesday at 3:00pm.
  - A guest that misses two nights of curfew in a row immediately forfeits the bed and can re-apply at 6:00am the following day after the night of the second missed curfew. For example, if a guest misses Monday and Tuesday night. They can reapply for a bed on Tuesday at 6:00AM.

- A guest does not spend the first night in the bed and will be able to reapply in 48 hours from the date of the missed night. For example, if a guest applied Monday and did not spend the night. They can reapply Wednesday at 6:00AM.

## **Family Shelter Applicants**

### ❖ New applicants

- Have the guest fill out the following paperwork with their LEGAL NAME and fill in all the information:
  - Family application front page (SSN, DOB, Legal Name, etc.)
    - Preferred names can be written in the notes section or in parentheses adjacent to their legal name
    - If both parents are applying then both names will need to be on the front page. If only one parent is applying and the other is not, they will still need to list the absent parent on the TANF form under “absent parent” section
    - Only one form is needed for the entire family
  - Criminal History Form
    - A form is needed per adult. (18 years or older) if they answer “yes” to having been arrested.
  - CMIS - Community Management Information System
    - a.k.a. HMIS - Homeless Management Information System
    - A form is needed per adult. (18 years or older) - kids need to be listed on the bottom of one of the parents forms
  - Family waiver
    - A form is needed per adult. (18 years or older)
  - GoodGrid
    - A form is needed per adult. (18 years or older)
  - CIT - Children in Transition
    - One form is needed per child no matter the age or if in school
  - TANF
    - One form is needed per family
    - This is not for the family to apply for TANF benefits, it is for funding issued by the state for a family at Our Place.
  - Pet Procedure and HSA Animal Intake forms are required if the guest would like to bring a pet with them to the shelter
  - Motel Waiver if applicable (one per adult)
  - An applicant must fill out, sign and date all paperwork to be eligible for Our Place resources.
    - If it is not legible, as long as the signatures are in place the concierge staff may need to re-write for legibility.
- Check both sex offense databases:
  - Utilize First and Last Name for the search <https://www.nsopw.gov/> and <http://www.nvsexoffenders.gov/ConditionsOfUse.aspx>
  - This needs to be completed for all members of the family 13 years or older

- If there is any doubt or question that comes up on these searches please refer the following:
  - During 8a-5p M-F, check with our county partners and send an email to [concierge@ourplacenv.org](mailto:concierge@ourplacenv.org) and [HSA-OurPlaceIntake@washoecounty.us](mailto:HSA-OurPlaceIntake@washoecounty.us)
  - During after hours, divert and send an email to [concierge@ourplacenv.org](mailto:concierge@ourplacenv.org) and [HSA-OurPlaceIntake@washoecounty.us](mailto:HSA-OurPlaceIntake@washoecounty.us)
- Unfortunately, if there is any doubt that a guest could be the person or one of the persons that show up on the search we cannot place them directly into an available bed until cleared by our County HSA partners.
- Diversion is the best option; if the guest is motel eligible and there are no diversion options then a motel voucher is applicable. (Please see motel voucher section)

### **Non-Guest seeking welcome center shower, laundry, and or computer services**

- ❖ All applicants new or returning:
  - Please have the guest fill out the Non-guest specific liability waiver.
  - Please fill out the google form and select services provided.
- ❖ Welcome center resources will be offered between 8:00am - 5:00pm, 7 days a week.

### **Motel Waiver and Voucher Program**

The questions asked in the beginning of a women's and family application are to determine if an applicant is applying for the shelter or just looking for a motel room. If the response from the applicant is something along the lines of "I thought I was going to get a motel room.," or anything that dismisses the notion of coming into the shelter they are not eligible for a motel voucher. Please place the applicant immediately on the motel ineligible list.

There may be times when an applicant may state they are not ready to go into the shelter and will need time to get their belongings. Please ask them to come back when ready to fill out their application. Let them know we are an emergency shelter and will assist and help them when they are ready to return with their belongings. This is the appropriate time to discuss the **2-bag policy** as well.

### **Motel vouchers and OP eligibility for Women Applicants:**

- ❖ Motel vouchers are no longer available for women applicants. Unless the following criteria are met:
  - Nevada Cares Campus is full and cannot be utilized as an option for shelter.
  - Our Place women's shelter has no bed availability.
  - Life and or limb is at risk if the guest is not provided emergency shelter.
  - On-call supervisors must be contacted for approval prior to motel placement.

### Motel vouchers and OP eligibility for Family Applicants:

- ❖ Please ask the question at the start of the application in some form: "Are you here to fill out a family application for the family homes?" Please provide details of the family homes such as private rooms, shared kitchen and living room, case management (which is required) to encourage them to see that this would be the opportunity they need to rebalance, heal, and move forward.
- ❖ Children or at least one child that parent has full custody of needs to be present with the family at the time of applying. If the family has a vehicle and has a spouse/partner or older sibling in the vehicle waiting while the parent does the application please go check on the children and see if they need anything. The children can definitely stay in the vehicle there is no need for them to be in intake while the parent applies; if the parent wishes to do so. The only exception would be if there is a danger to the child staying in the vehicle (i.e. prolonged exposure to heat or cold)
- ❖ Check the sex offense registries for all members of the family 13 years or older. If a family member comes up with a database inquiry please note it and which family member. During the hours of 8a-5p, once the application is completed please seek the help of Crissy, Sharla, or Vanessa to assess the family application for completeness and to determine eligibility of the family members to be housed together or in a motel. Outside these hours the only criminal history that will immediately make a family member or applicant ineligible for either OP family or a motel voucher is a sex offense. All other criminal backgrounds will be reviewed by WCHSA eligibility criteria specialists.
- ❖ If a family member(s) has a sex offense they cannot be placed in the motel with the rest of the family. If the family member with the sex offense is a juvenile they are allowed to stay in the motel if provided a motel voucher. **However, this must be noted on the application and an email sent out to the concierge and WCHSA team immediately.**
- ❖ Please also tell families that if they are placed in a motel, in addition to calling in for an extension, they need to be available by phone between 8:00a-10:00a the next morning so WCHSA can complete their Universal Intake Assessment. This will enable the family to come into the shelter as soon as possible and get started on their path to recovery. If possible, when a family calls to check-in in the morning, please put them on hold and see if a HSA eligibility specialist is available to speak to them.

With family applicants please understand that most of the time a motel voucher is not needed. Families usually have a lot of other resources and don't always need a motel as immediately as it may seem. If the children are not present we cannot place a couple in a motel; even if they state the child is with a family member, but once they get the motel room they will get the child back. As of late many family applicants have had plenty of income, several other options of places they could stay, or had no desire to ever come to the shelter. Fortunately our waitlist for families is very short right now, and most families have the resources to maintain for the couple of days it will take before we can offer them a shelter room. Unless a family will actually be on the streets upon leaving our intake office, we should not be offering a motel room. Also, if a family has somewhere their child can stay for a few days and they have somewhere to stay for a few days, there is no reason for us to spend the money to reunify them in a motel room when we should be able to reunify them in a room at the shelter very soon. If folks have temporary places to stay,

they should not get a motel, even if the temporary place is not ideal or if the child is temporarily away from their parents.

### **Motel Voucher Booking Process**

#### **Econo Lodge Near Reno-Sparks Convention Center**

- Phone: 775-329-1001 (24/7)
- Address: 1885 S. Virginia St. Reno, NV 89502
- Property Managers: Dory and Jessica
- Pets are not allowed. No I.D. required. Smoking Rooms available.

**Step 1:** Call to check for vacancy.

**Step 2:** Let them know you are from Our Place and would like to book a room for a guest. Provide the guests First and Last name. Ask if the room number can be provided over the phone for our records.

**Step 3:** Email [econolodgenv049@gmail.com](mailto:econolodgenv049@gmail.com) and cc' [conciierge@ourplacenv.org](mailto:conciierge@ourplacenv.org) the guest's name and room number. Please indicate if it is a family or women's applicant.

**Step 4:** Transport to the motel via, guest's own vehicle, LYFT, UBER, Transportation team, Bus Pass.

#### **La Quinta Inn by Wyndham Reno**

- Phone: 775-348-6100 extension 5
- Address: 4001 Market St. Reno, NV 89502
- Property Managers: Seju and Sunny
- Pets are allowed, No I.D. required. Non-smoking rooms only!

**Step 1:** Call to check for vacancy.

If the front desk staff is not sure if they can book a room, please ask for Sunny or Seju. If neither of them is at the front desk, please call one of them during the appropriate times below:

During Day Business Hours (6am – 3pm) Call Sunny: 510-952-6514

During After Hours (3pm – 6am) Call Seju: 775-636-5842

**Step 2:** Ask to book a room for the night. Provide the guest's first and last name. Ask if the room number can be provided over the phone or call back in the morning.

**Step 3:** Email [lq52968fd@laquinta.com](mailto:lq52968fd@laquinta.com), [lq52968GM@laquinta.com](mailto:lq52968GM@laquinta.com), and cc' [conciierge@ourplacenv.org](mailto:conciierge@ourplacenv.org) the guest's name and room booking request.

**Step 4:** Transport to the motel via, guest's own vehicle, LYFT, UBER, Transportation team, Bus Pass.

### **Security Standard Operating Procedures**

- ❖ Security email: [OurPlaceSecurity@aus.com](mailto:OurPlaceSecurity@aus.com)
- ❖ Security Phone: 775-420-2796
- ❖ ON CALL: 833-747-3775 extension 0

### **Radio SOP:**

- ❖ **Emergencies** may lead to needing immediate detailed information and that would be appropriate to step outside these best practices if needed.
- ❖ If we can lead with the radio to discern a situation quickly that is the intended use. If more detail is needed, utilizing the phones is best practice.
- ❖ The use of no names is preferred
- ❖ The use of first names, if needed, is acceptable
- ❖ Last names should be avoided at all costs
- ❖ Please note that the radio communication is on a Washoe County wide scope. There are other departments utilizing this frequency/channel other than Our Place campus

### **Emergency and or Unsafe Situations:**

- ❖ At any time you need security to come to intake immediately because there is a threat to you and or a guest please radio the phrase "**Can the On-Call Supervisor come to intake?**"
- ❖ If you feel that the radio is not appropriate, you can use the phone or your cell to call security and request for the **On-Call Supervisor** to assist at Intake.
- ❖ The reasoning behind the code phrase "**On-Call Supervisor**" is that if the **On-Call Supervisor** is actually needed, staff would call the On-Call Supervisor line - (ON CALL: 833-747-3775 extension 0). Staff would not utilize a radio or call security requesting the **On-Call Supervisor**. Security may respond on the radio or on the phone that a manager is on the way. This should deescalate most situations and give enough time for security to come to intake for support.

### **Incoming donations, REMSA, LYFTs, applicants, or any traffic coming to the gate:**

- ❖ **Please email the security email** of any and all traffic to be expected at the gate, if we know of it beforehand. All security guards have access to the email and will help them divert or guide this traffic to where it is supposed to go.
- ❖ The email should be clear and concise. For Example,
  - "A guest is on the way from the motel in a LYFT. The vehicle is a blue ford escape, License#: 775327, driver name is John, and the guest name is Jane Doe. Jane is coming to intake. Please guide the driver to the intake module. They should arrive in about 10-15 minutes."
- ❖ It can also be as simple as "I am expecting a family to come in and apply sometime today. The mother's name is Jane Doe." If this is all the information we are able to

provide then this should be at least somewhat helpful. As always asking the guest or future applicant for any other information or description of a vehicle would help as well. We all know how busy it gets and sometimes we do not get as much information as we could have but this is not a fault; just a reality of the day to day.

### **Community Referrals**

- ❖ Community referrals can be requested from Reno Behavioral Health (RBH), Northern Nevada Adult Mental Health (NNAMHS), West Hills Behavioral Health Hospital, Saint Mary's, Renown, or other.
  - The instruction for this process is on the "Community Referral Packet.pdf" in the shared drive → PRIVATE - concierges → "Community Referral Packet.pdf"
  - Please email this packet to the community member who should be a caseworker, social worker, advocate, or general staff member from one of these institutions.
  - Instruct those who request the packets to fill them out completely, follow instructions and email to [HSA-OurPlaceIntake@washoecounty.us](mailto:HSA-OurPlaceIntake@washoecounty.us)

### **Phone Call Referrals**

- ❖ Ask for the guests name if they are willing to provide it.
  - Ask the guest on the phone or the person helping the guest with the phone call for permission to know the guests first and last name.
- ❖ Ask the applicant or the person helping the applicant call to give some time while checking on a few things. On the backend not disclosed to the person on the line:
  - Check if the guest is motel eligible and or a brand new applicant?
    - If the guest is motel eligible let the person on the line know to come to Our Place, regardless of bed availability. Do not let them know we are full, just let them know we will have them come to do an application for a bed at the women's shelter. When they arrive we will have them fill out the application, disclose to them at the office we have no beds available, and place them in a motel. (Do not discuss bed availability or motel vouchers over the phone)
    - A guest can be OP ineligible but eligible for a motel voucher. These are few and far between but are on the eligibility tracker.
  - If the applicant is motel ineligible but OP eligible and we have beds available let them know that due to being an emergency shelter the beds are first come. If we are full let the applicant know that they can check back the next morning as soon as 7:30am. Coming in this early is when we will know which beds are available for the day and have opened up. If the applicant is under distress they are able to come to intake in order to find alternative resources ,but please let the guest know that we may not be successful but will do the best we can to assist.
  - If an applicant is OP and motel ineligible
    - Kindly let the applicant know this and to refer to the resource list for any other options i.e. CARES Campus, RBH, WellCare CTC, and or OP Outreach Director Wendy Wigglesworth for assistance.

### **Temporary Assistance for Displaced Seniors (TADs)**

- ❖ TADS is a senior living home on Our Place campus. The eligibility and intake process is administered by Araceli and Dawn, our Washoe county partners. The application is and can be done at any time in concierge. Once the application is completed please complete the step below:
  - Scan and email to [TADS@washoecounty.us](mailto:TADS@washoecounty.us) with [DCosta@washoecounty.us](mailto:DCosta@washoecounty.us) and [ASilva@washoecounty.us](mailto:ASilva@washoecounty.us) cc'd as well.
- ❖ Who can Apply?
  - Anyone, male or female, over the age of 60

### **Bed Placement, Availability, & Eligibility**

- ❖ **Bed Priority:**
  - Guests in a motel can be placed immediately once a cot, or bed becomes available. This should be reviewed every morning to determine what beds or cots are available at women's. Communication with the Women's team for confirmation on bed availability is key. Motel guests are prioritized for a bed or cot over motel-ineligible applicants present. Motel eligible guests present during this process can supersede the current motel guest for cot or bed placement.
  - Guests in a cot can be placed into a bed immediately once a bed becomes available and supersedes the motel guest for bed placement. (Completed by Womens)
  - Guests on the waitlist can be contacted for available beds, but not cots.
- ❖ **Bed Availability:**
  - Cots available can be found in 2 drive locations
    - Shared drives → PRIVATE - concierges → "Mail\_Roster"
    - Shared drives → PRIVATE - OP client info → OPTG Tracking and Profiles → "Guest.Roster"
    - COT-A and COT-B are both bottom bunk level beds.
  - **Bed availability can be found in the same 2 drive locations**
    - First, call womens to confirm bed availability before placing a hold or guest into the bed. This needs to be done every time for the following reasons:
      - Even if the bed shows as OPEN to confirm it is available
      - For transparency and clear communication to the Women's team that a new guest is arriving.
  - **Cots**
    - Cots are only able to be used for emergency situations:
      - RPD, SPD, Ambassador, Hospital drop-offs with or without notification from these community partners
    - Cots are always available to motel eligible applicants
    - Cots are not available to motel ineligible guests
      - unless pre approved by On-Call or manager
      - Or the guest was brought in by a community partner
    - Cots will be in the welcome center. The intended use of a cot is to provide a safe place to rest for an applicant when there are no beds available. If the guest is motel eligible the guest will be provided with the cot for the night until a bed becomes available the following morning. If a bed is not

available by 3pm the next day we can provide a motel voucher. If the guest is motel ineligible and an emergency and or safety issue is at risk the guest may be provided the cot for the night. Diversion and assistance with other possible community resources the next day will be a priority.

- **Black Dorm beds denoted with 300's and a 'A' or 'B' following for example 304A or 304B:**
  - 'A' indicates that the bed is a top bunk accessible by ladder
  - 'B' indicates that the bed is a bottom bunk
  - These beds can be utilized without any special approval. However, calling and confirming with Womens is required before placing a motel guest or applicant into one.
- **Wing beds denoted with 100's, 200's, 400's, and 600's as well as colors blue, pink, orange, and purple:**
  - All wing beds are individual beds and there are no top or bottom differences.
  - Placing a guest or applicant into one of these beds needs to be approved by:
    - WCHSA and Women's manager Markos Angelides.
    - Guests to be placed must be on the wing waitlist provided by WCHSA.

### **New Resident Orientation-Family Homes**

Every new Our Place guest will participate in an orientation to ensure they feel welcomed to the facility. An orientation checklist and Inventory checklist will need to be completed, signed, and placed in each resident's file.

- ❖ Immediately following intake guests will receive a walking tour of the facility by GSA
- ❖ The objectives of the tour are to
  - Make sure guests feel comfortable, safe, and welcome
  - Familiarize guests with the facility layout
  - Inform guests of guidelines and community norms
  - Introduce guests to housemates as they are available
  - Explain house rules and processes
- ❖ Show guests all emergency exits and emergency procedures
- ❖ Orient guests to common spaces. Show guests the laundry room and arrange appropriate laundry schedules if applicable. Explain to guests where their storage spaces in the kitchen are and work out appropriate times for kitchen use or let guests know about meal times.
- ❖ Work out a fair chore schedule that accounts for guest outside commitments, abilities, and strengths, and home needs.
- ❖ Talk to guest about expectations regarding room checks and home meetings
- ❖ Share home communication strategies

### **New Guest Orientation- to be completed by Womens Home Guest Services Advocates**

- ❖ Welcome Guest and introduce yourself and anyone else that is in the common areas at the time.
- ❖ Show the guest to their room/bed.
- ❖ Explain you want to give them a tour, go over expectations and have some paperwork to go over with them. Give them a moment to relax before starting this, if they need it, since the move can be overwhelming.
- ❖ Give the guests a tour of the house showing them their bathroom, the common areas, the laundry room, exits, sign in/out sheet, outdoor area, and garbage bins.
- ❖ Explain house rules and expectations: house meetings, chores, cleaning up after yourself, curfew, sign in/out, quiet time (11:00p.m.-6:00 a.m.) room checks, smoking, cleaning up after pet if they have one, no drugs/alcohol/weapons on property, give them the house desk phone number in case they need to call, laundry, no outside visitors on property due to COVID, no entering other wings, fingerprints (Tues and Thurs 8-10 and 2-3), parking pass, temperatures taken throughout the day, guest count between 11:00 p.m. and 6:00 a.m.
- ❖ Complete the Orientation Checklist form with guests and attempt to get any items requested and/ or identified by guests.
- ❖ Complete the Inventory Form .
- ❖ Import paperwork to guest file.
- ❖ Relay any info needed to the caseworker.
- ❖ To access New Guest Orientation Checklist Google Drive> Shared Drive> RISE staff> OP Forms> Orientation Checklist Womens
- ❖ To access Inventory Checklist Google Drive>ShareDrive>RISE Staff>OP Forms> Inventory Checklist Womens

### **Guest Move Out Room Cleaning- Family Homes**

- ❖ Manager, Case manager, or other GSA will notify you via email/shift log that a guest is expected to move out.
- ❖ Please visit with the guest the morning of and remind them that all items besides bedding will need to stay behind (Houses 1-3, bedding stays in house 4). Let them know there is a check out process and at the end of that process; they will be given a gift voucher worth \$80. These vouchers are for an Instapot and are stored in house 4.
- ❖ Before the guest moves out, please pull out the Inventory Checklist from Binder that was completed during move in.
- ❖ Complete the inventory list to account for items that must stay behind (lockbox, pillows, dishes, cubes, laundry basket, storage bins, plastic drawer).
- ❖ Remove ALL mattress covers and wash on sanitize cycle
- ❖ Wash All pillows on sanitize cycle
- ❖ Remove laundry bags and wash in machine
- ❖ Use red cleaning solution and sanitize the metal bed frames
- ❖ Use red cleaning solution to sanitize under bed drawers (inside and out)
- ❖ Use sanitizer to wash the plastic drawers (inside and out)
- ❖ Wipe down the wardrobe with sanitizer
- ❖ Sanitize the lock box (inside and out)
- ❖ Sanitize the light switches, coat hanger, clothes hangers, and door handles

- ❖ Spot wash the walls as needed as maintenance needs this done before he can paint.
- ❖ Wipe down the window sills
- ❖ Sweep and mop entire floor ( moved the beds, wardrobe etc. to get under everything)
- ❖ Turn the Inventory checklist into Manager once all is accounted for and you have initial that all sanitizing and cleaning have been completed.
- ❖ Notify Darrin Planck at 775-437-0913 for maintenance/paint touch ups etc. once room is clean
- ❖ Once Darrin is done, please email the manager at [camille.jones@ourplacenv.org](mailto:camille.jones@ourplacenv.org) that the room is ready for the next guest.
- ❖ We are allowed to store guest belongings for 30 days after the guest leaves OUR place. Space is limited so we ask guests to limit up to two bags per individual. The family storage is located next to the concierge, which we can also get the key from. After storing belongings, please log information using Shared Drive> Private OP Client Info>All Family Storage Log>Family Guest Storage. When Removing items please note here as well.

### **Guest Move out Room Cleaning Womens Home**

- ❖ Manager, Case manager, or other GSA will notify you via email/shift log that a guest is expected to move out because they have not returned in 48 hours.
- ❖ Two GSA's will pack, label with guest name and today's date, and store items (storage shed behind home- place just inside the door to the right).
- ❖ Log items being stored which can be found on the good drive>OP client info> Documentation GSA Folder> Womens>Guest Storage List
- ❖ Our place items which should be recovered include: Sheets, grey wool blanket, pillow, pillow cases, bath towel, washcloths.
- ❖ Log the Our place items that were retrieved on the original Inventory checklist that was moved during move in.
- ❖ Email completed inventory checklist to [kmartinez@washoecounty.us](mailto:kmartinez@washoecounty.us) and cc: [markos@renointiative.org](mailto:markos@renointiative.org)
- ❖ Remove ALL mattress covers and bag for the laundry service
- ❖ Pillows need to be sanitized in dryer for 30 minutes
- ❖ Use sanitizer and wipe down the metal bed frames
- ❖ Clean under the beds thoroughly
- ❖ Wipe down the wardrobe with sanitizer
- ❖ Sweep and mop entire floor
- ❖ Notify Darrin Planck at 775-437-0913 for maintenance/paint touch ups etc. once room is clean
- ❖ Remove the previous name from the current roster which is located in shared drive> OP Client info>Guest Roster.

### **Communication Log**

- ❖ During or at the end of each shift you will document any occurrences that took place including incident reports filed, observation reports, maintenance request, supply orders, and anything needed to communicate to your colleagues.

- ❖ Go to the Shared Drive> Private OP Client Info> Communication Logs> Choose your house number> Communication Logs> Chose current month
- ❖ Insert date, shift, and GSA name after the most current entry
- ❖ The communication log is the GSA's way to communicate the shift events to oncoming staff. The county case managers also use this as a resource to keep informed of how their clients are doing. When entering notes in the communication log (also known as the shift log) please focus on strength based communication. We want to highlight any successes that have occurred. Please include any behaviors that the team needs to be aware of. When this occurs, please always remember to be respectful and nonjudgmental in your writing.
- ❖ Understand that this is a legal document, please keep the communication professional. You can write anything you did to assist a guest in meeting their case plan; for example you may assist them with completing a job or housing application, applying for SSDI, arranging for W.I.C delivery etc. We want to demonstrate the efforts they are making and steps they are taking to meet their goals.

### **Storage of Guest Possessions**

Guests will have their own limited storage space in their assigned room or bed to consist of day to day living items.

Guests will have limited storage space for personal items not needed for day to day living in a separate area. An assessment will take place at intake to determine guest storage needs and available storage space with a goal of maintaining dignity, safety, and ease of guests through a clutter free safe space to reside and safe storage of cherished items. Determinations based on available space and guest needs will be made on a case by case basis as to the amount of storage that can be accommodated beyond personal storage areas. Staff will work closely with guests to tap into their resource circles to solve storage solutions beyond the availability of space.

For the safety of others, medications must be kept in locked storage, locker or lockbox. Medication that requires refrigeration can be stored with collaboration of the guest services advocates of the home. Each person will be provided a secure storage area for the purpose of storing medication and valuables. The storage of cannabis, illegal items, or items for using substances are not permitted.

- ❖ Individuals who have completed orientation and are moving into one of the Our Place homes will sign all appropriate forms and be reminded of the expectation that personal belongings and common areas will be treated with the utmost respect by all staff and guests.
- ❖ Items which require check-in must be tagged with the client's name and date of check-in. Items need to check in items at Concierge. A release and waiver must be signed and then items will be immediately stored in the appropriate place.
- ❖ Staff will log all stored items
- ❖ Guests are allowed to bring in up to two bags of personal belongings per person.
- ❖ All items must go into the hot room prior to going into one of the homes.
- ❖ Each guest's personal belongings are to be kept in their bedroom area.

- ❖ Personal belongings remaining on campus after leaving Our Place will be stored for 30 days before being discarded in a manner RISE sees fit. Extensions to this 30 days may be allowed at the discretion of RISE staff if there is adequate room. Decisions on extensions will be made by the RISE management staff who will also make every reasonable attempt to return belongings before discarding them.
- ❖ Family Storage-We are allowed to store guest belongings for 30 days after the guest leaves OUR place. Space is limited so we ask guests to limit up to two bags per individual. The family storage is located next to the concierge, which we can also get the key from. After storing belongings, please log information using Shared Drive> Private OP Client Info>All Family Storage Log>Family Guest Storage. When Removing items please note here as well.

### **Our Place Guests' Pets**

Our Place is equipped to accommodate clients' cats and dogs should they arrive at Our Place with their pet. Other species of pets will be determined on a case by case basis. Our Place will not accommodate a pet that is brought to the campus after the client has already been admitted to Our Place. All pets must be up to date on immunizations and have appropriate treatments (flea/tick/parasite, etc.) our partners at Washoe County Regional Animal Services will provide these services. It is important to keep family pets solely within the care of their family. For the wellbeing of the pet, as well as for the safety of the family and others within the shelter it is important for pets to not free-roam or interact with other individuals. All pets will remain on leash, in a crate, or confined to the guest bedroom while inside the home. A guest and their pet may be asked to leave should their pet be aggressive or disruptive.

Guests are responsible for providing day to day care for their pet, ensuring food and water daily, cleaning up after the pet, cleaning the crate, and notifying staff if the pet needs veterinary care.

When a guest arrives at Our Place seeking shelter with a pet, concierge staff will follow the below steps:

- ❖ Advise the client of pet policies and have them sign a pet agreement form
- ❖ Determine needs and make arrangements for necessary treatments
- ❖ Give the client a pet welcoming package

### **Our Place Cleanliness**

Shelter guests will be expected to participate in keeping their personal areas, beds and rooms clean and tidy. Room checks should be completed at minimum of once a week, and twice a week for those with pets in the family homes. Room checks are completed daily in the women's home. Room checks will be conducted by shelter staff to ensure safety and cleanliness.

Room checks will be scheduled in advance with the guest services advocate and the guests whenever possible. If you are unable to schedule a room check between you and the guest, please let them know you will be entering the room or space to complete the room check. The goal of room checks is to maintain a healthy, safe, and pest free environment. It is important that this is kept in mind and communicated well before, during, and after each room check. Each week room checks are to be as non-invasive as possible while maintaining the safety and dignity of all guests.

## **Family Homes Procedure for Completing a Room Check**

- ❖ Room checks are to be completed for each guest every week. Guests with a pet will have at minimum two room checks per week. Those without pets are done at minimum of one room check a week
- ❖ Guests can sign up for a room check date and time. If a guest refuses a room check 2 times in that week, we can enter and complete without their permission. Let them be aware of this.
- ❖ Take the Room Check Form with you.
- ❖ Visually inspect and touch the furniture to ensure nothing is broken (loose screws, damaged under bed drawers, ladders, etc)
- ❖ Visually check to ensure beds have the mattress cover and sheets on them.
- ❖ Look for missing light bulbs
- ❖ Check for evidence of smoking (cigarette butts, ashtray, smell)
- ❖ See if there are any weapons, drugs, paraphernalia in sight (do not search drawers or guests personal belongings during a *routine* room check).
- ❖ The floors must have a clear walkway.
- ❖ Check for the overall cleanliness, organization and condition of the room.
- ❖ Visually inspect walls and floors for any damage
- ❖ Ask the guest if there is anything they need
- ❖ Check the bathroom assigned to the guest. Refill any shampoo, conditioner, body wash, toilet paper that may be needed. Ensure the sink and bathtub work, check for overall cleanliness. Ask the guest if they are in need of any hygiene supplies. If so please supply the items, if we have them.
- ❖ If during a room check it is determined, the room is unsatisfactory, offer assistance to the guest in bringing up to acceptable conditions. This can include offering a tote for more storage, cleaning supplies to sweep/mop, helping to sort through belongings if there is just too much stuff. Document everything you see.
- ❖ If mattress pads or sheets are not on the bed, find out where they are. If the guests state they are in the laundry then advise the guest that you will be back to verify they were placed back on the bed and make sure you actually go back and complete that. Once verified, update the room check form such as: rechecked bed at 3:40 pm and mattress pad and sheets are now on bed. If the guests have the pad or sheet and just does not have them on the bed then advise them they will need to be on the bed before the room check can be completed and wait for it to be done. Document this.
- ❖ There should be no eating, open food, or dirty dishes in the room. If you see signs of this please address it with the guest at this time. If there are dirty dishes or open food have the guests take the food to their pantry shelf or take dishes to the kitchen and wash while you are there doing the room check.
- ❖ Address any safety or cleanliness concerns you may have but remember everyone has different standards of cleanliness so try not to project your standards, whether they be high or low, onto others. We are looking for overall tidiness and organization that helps prolong the life of the building, not passing a white glove test.

- ❖ Document everything you see in the room in the comment section, what actions you as the GSA took to help them be successful, and document any follow-ups made by you or Darrin.
- ❖ Room checks are turned into Manager every Sunday night/Monday morning so that she can follow up with ordering, maintenance requests, etc.
- ❖ Access Form: Shared Drive> RISE STAFF> OP Forms> Guest Room Check

### **Process for completing Room Check in Womens Home**

- ❖ Room checks are to be completed for each guest every week. Guests with a pet will have at minimum two room checks per week. Those without pets are done at minimum of one room check a week
- ❖ Take the Room Check Form with you.
- ❖ Visually inspect and touch the furniture to ensure nothing is broken (loose screws, damaged under bed drawers, ladders, etc)
- ❖ Visually check to ensure beds have the mattress cover and sheets on them.
- ❖ Check for evidence of smoking (cigarette butts, ashtray, smell)
- ❖ See if there are any weapons, drugs, paraphernalia in sight (do not search drawers or guests personal belongings during a *routine* room check).
- ❖ Visually inspect walls and floors for any damage
- ❖ Check the bathroom assigned to the guest. Refill any shampoo, conditioner, body wash, toilet paper that may be needed. Ensure the sink, check for overall cleanliness.
- ❖ If during a room check it is determined, the room is unsatisfactory, offer assistance to the guest in bringing up to acceptable conditions. This can include offering a tote for more storage, cleaning supplies to sweep/mop, helping to sort through belongings if there is just too much stuff. Document everything you see.
- ❖ If mattress pads or sheets are not on the bed, find out where they are. Once verified, update the room check form such as: rechecked bed at 3:40 pm and mattress pad and sheets are now on bed. If the guests have the pad or sheet and just does not have them on the bed then advise them they will need to be on the bed before the room check can be completed and wait for it to be done. Again Document this.
- ❖ There should be no eating, open food, or dirty dishes in the room. If you see signs of this please address it with the guest at this time.
- ❖ Address any safety or cleanliness concerns you may have but remember everyone has different standards of cleanliness so try not to project your standards, whether they be high or low, onto others. We are looking for overall tidiness and organization that helps prolong the life of the building, not passing a white glove test.
- ❖ Document everything you see in the room, what actions you as the GSA took to help them be successful, and document any follow-ups made by you or Darrin.
- ❖ Room checks are turned into Manager every Sunday night/Monday morning so that the manager can follow up with ordering, maintenance requests, etc.

### **Daily House Cleaning Chores**

Each guest is expected to help with the daily house cleaning chores and maintain a clean, orderly environment. Residents are to decide how to distribute and share chores, however each guest is to contribute daily to the home in a meaningful way. GSAs are to communicate with guests via

regularly scheduled individual meetings, house meetings, and communication boards. Communication can be time consuming and frustrating, however excellent communication will eliminate many issues before they begin. Our Place managers and GSAs should seek to incentivize participation in community building activities such as house meetings, collaborative problem solving, and communication where possible. Each home needs to be clean regularly, and Guest Services Advocates should have their house in order before the beginning of the oncoming shift.

### **Expectations:**

- ❖ Guests may be asked to move to another room or bed if necessary, for the program.
- ❖ Guests are expected to maintain a clean and safe room/bathroom.
- ❖ Guests must remove trash daily from the room and place it in a dumpster onsite.
- ❖ Guests will participate in keeping shared bathrooms and common areas clean and in order.
- ❖ Food is not allowed in guest rooms or outside of the kitchen area/food trailer.
- ❖ Nothing may be burned in guest rooms including incense or candles.
- ❖ Guests will unplug curling irons, hair dryers, and other electrical appliances immediately after use and make sure that they are placed in a safe location while cooling if needed
- ❖ Space heaters and electric blankets are not permitted.

If a guest is not maintaining their area or contributing to house chores, GSAs will start a conversation with them to attempt to discover the barriers and solve them. If this is ineffective, GSA will then involve their manager and the guest's case manager to work on a collaborative plan that is focused on strengths and seeks to discover and mitigate barriers. If a guest is unable to live safely in a communal living space then case planning for alternative options will be started.

### **Personal Laundry and Bed Linen**

Washers and dryers are provided for the guests in the homes with the following expectations:

- ❖ GSAs will work with guests to schedule laundry use times. This can be discussed in home meetings and adjusted as needed.
- ❖ To be mindful of the rest of the residents, we ask that guests be limited to two loads of laundry per day. Exceptions can be made in a way that is fair to all guests if needed and communicated.
- ❖ No laundry should be left in machines for more than an hour after the cycle is complete.
- ❖ The last load must be completed by 9:00 p.m.
- ❖ All machines must be wiped down with sanitizing spray and paper towels after use, lint traps must be cleaned, and the floor swept.

### **Community Living Area**

Common spaces are shared for the enjoyment of all guests. In order to ensure harmony and safety in these areas:

- ❖ Guests must be dressed, and shoes or slippers must be worn outside of the rooms.
- ❖ Quiet times are from 9:00pm-6:00am daily in families, and 11:00-6:00 a.m. in the

women's home. Common spaces may still be utilized during these times in a non disruptive manner. The person being disrupted gets to decide how quiet is quiet enough.

- ❖ Guests will wash tables and counters and sweep up the floor around dining tables after use.
- ❖ Guests will clean up kitchen spaces immediately after mealtimes and ensure that all dishes are washed and put away clean.
- ❖ During the COVID pandemic- All guests must wear a mask, sanitize surfaces after each use and be limited to two families at a time in any common area.

If guests are not following shared space rules, communication is the first step. GSAs will initiate a conversation, remind guests the reason for the policies, listen to the guest to determine what the barriers are, initiate a plan for resolution, document the interaction, and follow up. If there continues to be non-adherence to the community rules which disturbs other guests, the issue will be brought to a multidisciplinary team consisting of RISE management and Washoe County Human Services Agency case management. If a resolution cannot be created and a guest is unable to live safely and cooperatively in a communal living space then case planning for alternative options will be started.

### **Safeguarding of Guests Belongings**

It is the intention of Our Place to be a safe and community oriented home. We encourage strong relationships amongst guests. It is important that guests keep all personal items in their rooms or in their care at all times. Residents are not welcome to visit others in each other's rooms but can visit in the common area when safe to do so.

### **Bed Bugs**

*Bed bugs are parasitic reddish-brown, oval, flattened insects about a quarter of an inch long that feed on human blood. Their bites produce itchy bumps. When bed bugs are detected in the homes the following procedure is to be followed:*

- ❖ All items that are able to be treated in the hot room will be transported and treated with heat.
- ❖ A licensed pest control company will be contacted for eradication. All instructions will be followed to prepare the home for treatment.
- ❖ The pest control company will treat all crevices, baseboards, window sills, and items not able to be treated in the hot room. Garbage storage rooms, hallways, laundry rooms and common rooms should also be treated.
- ❖ Staff will follow the pest control company's guidance on items that should be disposed of due to inability to effectively treat.
- ❖ All vacuumed refuse in bed bug infested rooms should be double bagged in plastic bags and given to the pest control company for appropriate treatment and disposal.
- ❖ All furniture and mattresses for disposal should be treated and if possible labelled as bed bug infested before placing in a dumpster. Such materials should not be recycled or allowed to be picked up from the sidewalk or dumpster.
- ❖ Continue Pest control treatments every two weeks until there are no new signs of bed bugs (minimum two treatments).

All guests are encouraged to report bed bugs immediately to operation staff. Staff will keep record of any bed bug (or other pest) complaints in a log book.

### **Hot Room**

All residents checking into Our Place are required to follow the bed bug management plan in order to prevent the infestation.

- ❖ During Orientation, **ALL PERSONAL BELONGINGS** must be placed in a hot room for at least a duration of 90 minutes.
- ❖ The system kills the bed bugs by heating them to their thermal death point of 114-118 degrees.
- ❖ After 90 minutes, staff will return personal items and/or place them in storage.

### **Background Checks**

Criminal background checks will be run on all adults living in the homes. Our Place Family homes will not accept guests who have been previously convicted of any violent offences or are convicted sex offenders. Previous charges of a violent offense, domestic battery, or child abuse or neglect will be considered on a case by case basis but may result in exclusion from the program. Our Place Women's homes will not accept guests who are registered sex offenders. Concierge staff will attempt to assist in finding alternative services for those who cannot stay on the Our Place campus.

### **Intoxicants and Weapons** ([LINK TO S.O.P.](#))

Substances such as cannabis, alcohol, and drugs that are not prescribed to the person in possession of them, and weapons are not permitted on campus. The safety of guests, staff, and volunteers is of utmost importance. Firearms, explosives, weapons or any item that may be construed as such, are prohibited from the Our Place campus. There are some limited exceptions to this policy; for example, certified and licensed law enforcement personnel. While drugs and alcohol are not allowed on the Our Place campus, sobriety is not a condition for services. Our goal is to meet guests where they're at and program staff will not deny services to guests who use alcohol or drugs. No alcohol or drugs (including synthetic "legal drugs", cannabis, and medications for which individuals do not have a prescription) are allowed on the Our Place campus. Carrying of a firearm, or dangerous weapon, by anyone on the property, is strictly prohibited. This includes ammunition, explosives, fireworks, and other dangerous substances or materials of any kind. Weapons will not be allowed at Our Place or accepted for storage on site, per the weapon section within this document.

### **Substance Use**

Staff will not ask clients to be abstinent, only that they use and store substances and items for use off property.

- ❖ Staff can help clients recognize that some ways of using substances are safer than others and staff can encourage safer use without shaming guests who use substances.
- ❖ Staff should recognize that the realities of poverty, class, racism, social isolation, past trauma, sex-based discrimination and other social factors that affect clients' vulnerability to and capacity for effectively dealing with substance use.
- ❖ Staff will practice using a harm reduction approach when working with guests. This

approach recognizes the dignity and humanity of people who use substances and can offer education around safer use, active listening, and compassion. It may look like offering a bottle of water for rehydration, making sure the guest has naran and access to clean supplies, or simply listening.

- ❖ Harm reduction recognizes that use of substances does not automatically equate to harm
  - Staff should support clients with their harm reduction plans.
  - Harm reduction means that there are many paths, including sobriety. It is important to note that many guests may have case plans that require sobriety and staff will support those plans as well. For some of our guests use of substances could put their children in danger, delay reunification, or result in incarceration.

Examples of this include:

- ❖ Encouraging a client who has decided to reduce the amount of substance they consume in a day;
- ❖ Listening and honoring a client's story about how they became dependent on prescription medication;
- ❖ Helping a client to get past the shame of being addicted so that they can make conscious choices about what they want to do about it;
- ❖ Giving a client information on how to use more safely to keep them self-disease free, which will lead to more options in the future.
- ❖ If a family home guest is found to have substances or paraphernalia, the situation will be discussed in Multi-Disciplinary Team meeting (MDT). In the women's home they will be asked to sit out for 48 hours.
- ❖ HSA and RISE staff will work with clients on referrals to appropriate treatment options.
- ❖ When clients are quite inebriated or high in the common areas of the shelter, staff should ask them to stay in their rooms when in this state. If a client is asked to leave the common areas and stay in their room due to intoxication, staff should make a point of checking on the client periodically, to ensure their physical safety. If a client who is very intoxicated has a child in their room, the multidisciplinary team will need to be contacted to formulate a safety plan. Under no circumstances should a very intoxicated adult be left alone with a child.
- ❖ It is important to note that at times medical emergencies can appear to be intoxication. Staff will always first offer assistance, listen carefully, and assess before concluding that a guest is intoxicated.

### **Consensual/Non-consensual Searches for Suspicion of substances/weapons ([LINK TO S.O.P.](#))**

#### *Purpose*

- ❖ To maintain a safe environment
- ❖ To resolve reasonable questions, suspicions- or accusations regarding theft, possession of weapons or other violations of Our Place policies.

- ❖ To assure continuation of services in a manner that minimizes disruption of activities and promotes fulfillment of Our Place objectives particularly related to guest services

### **Search Procedure (see link)**

- ❖ Staff may conduct searches of bags and personal belongings of guests if there is a reasonable suspicion of items that may pose a threat to the safety and security of shelter, guests, drugs, or alcohol. A RISE Manager will make the determination on if a search will be conducted unless there is an immediate safety concern.
- ❖ Communication of the need to conduct a room search should be done in a respectful manner. Unless there is suspicion of an immediate threat, room searches will not be done without notifying the guest.
- ❖ If there is significant reason to suspect that a room search is needed and the guest refuses to cooperate with the request, they may be asked to leave the shelter immediately.
- ❖ The room search will be done in a manner that is respectful to the guest and their property and will be fully documented on the appropriate forms.
- ❖ Staff should wear personal protective equipment (gloves and mask) during the search.
- ❖ Where there is a reasonable suspicion of items that are not allowed, staff have the right to search storage containers once they have been assigned to an individual.

### **Women's Home -**

- ❖ Call a supervisor (during business hours call Markos, after hours please call the on-call supervisor), let them know about your suspicions, and ask for guidance.
- ❖ If the supervisor asks you to complete a room/bed check
  - Inform the guest that for the safety of everyone on campus it is necessary to perform a room/bed/locker search. If the guest refuses they must be asked to pack their belongings and leave campus.
  - 2 staff members must be present. It is also ideal to have the guest present.
  - Ask guests if there is anything that may poke or hurt you and if you are going to find any substances
  - Use gloves and be careful when handling items to prevent injury or damage to the guest's property
  - Thoroughly check all belongings, including locked spaces.
  - If the guest is in the women's home and weapons are found, these should be turned over to RISE management for storage.
  - If substances or paraphernalia are found:
    - Document items found in a Critical Incident Report with description of what was confiscated.
    - Properly dispose of items- Substances and paraphernalia are to be turned placed into the secure containers at each GSA desk. The security company should be notified. They will collect the items for ultimate disposal in conjunction with Sparks Police Department.

- Inform the guest that they may not stay and that they can return and re-apply for a bed after a 48 hour period of time. If this falls on a weekend, they must wait until Monday afternoon
- Talk to the guest about options they may have: Friends, family, detox
- Ask the guest to start packing their belongings. We can hold up to one bin for up to 30 days in storage.
- During business hours, inform Markos and the guest's county case manager to make a safety plan and work on options that may be available.
- If it is in the middle of the night and the guest indicates that they have nowhere to go and are willing to work with their case managers to try to get into treatment, they may pack their things and wait in the front until the sun comes up. If packing would wake guests, they may wait up front until quiet time is over and then pack and leave.
- For all removals of guests:
  - Notify Security.
  - Make sure all information is recorded in the shift log and a Critical Incident Report is complete.

### **Family Homes-**

- ❖ Call a supervisor (Camille, after hours please call the on-call supervisor), let them know about your suspicions, and ask for guidance.
- ❖ If the supervisor asks you to complete a room/bed check
  - Inform the guest that for the safety of everyone on campus it is necessary to perform a room search. If the guest refuses they must be asked to pack their belongings and leave campus.
  - 2 staff members must be present. It is also ideal to have the guest present.
  - Ask guests if there is anything that may poke or hurt you and if you are going to find any substances
  - Use gloves and be careful when handling items to prevent injury or damage to the guest's property
  - Thoroughly check all belongings, including locked spaces.
- ❖ If nothing is found during your search
  - Thank the guest
  - Put the information in the shift log
  - Complete a Critical Incident Report
- ❖ If something is found during your search
  - Let the guest know that you will be reporting what was found to the MDT, who will talk to guest and come to a decision
  - Photograph what was found and include room check sheet, and email to [camille.jones@ourplacenv.org](mailto:camille.jones@ourplacenv.org)

- Remove items and give to security to dispose.
- Complete Critical Incident report.
- If the guest is in a family home and weapons are found, these should be turned over to RISE management for storage.

### **Weapons**

Guns and explosive devices will need to stay out of the homes without exception. Attempts to bring these weapons into the facility will result in an immediate denial of service.

Other weapons which may be appropriate for self-defense while living outside of the homes may be checked-in with RISE staff. RISE staff will first attempt to assist the guest in finding alternative storage utilizing their resource circles. If there is no alternative and space is available, these will be stored in a locked site off campus, and can be retrieved by a resident when they leave by making an appointment with RISE staff.

These include, but are not limited to:

- Martial arts weapons
- Brass knuckles
- Pepper spray/mace
- Stun guns/ Tasers
- Razors not intended for shaving
- Slingshots
- Knives and/or swords

The following items are allowed on campus, but must be checked in upon arrival to the campus and checked out when leaving:

- Work Tools (hammers, screwdrivers, crowbars, box cutters, etc.)
- Sports Equipment (golf clubs, baseball bats etc.)
- Camping equipment (hatchets, tent spikes, etc.)
- Knives which are used for vocational purposes (culinary knives for clients employed as chefs/cooks)
- Heavy flashlights (such as police style Maglite flashlights)
- Scissors longer than 6 inches

Please Note: This is not meant to be a comprehensive list of banned items/items requiring check-in. Our Place staff and security personnel are fully authorized to make determinations regarding such items on a case-by-case basis.

### **Weapons Procedure**

A signed waiver must be on file for all stored belongings.

Before checking in a weapon, clients should attempt to find a friend or relative offsite to hold on to the weapon until they are no longer a guest.

- ❖ Items which require check-in must be tagged with the client's name and date of check-in. All check-in items must be immediately stored in a locked box, closet or cabinet, which is to be located in a secure area of the facility. Please see the item list. Weapons which are not being kept on the campus will be transported to the locked offsite storage facility no later than at the end of each business day.
- ❖ Upon check-in of an item, clients will be provided with a Release and Waiver for Stored Property, used to log receipt and return of the item. This form will also explain the rules of the Shelter Safety Policy. The client must sign this agreement and turn the item(s) over to shelter staff, before continuing to any area of the shelter.
- ❖ When a client requests the return of his/her item(s), the client's name and date the item was returned will be entered in the Property Log Agreement Form. The client will confirm the return of their item(s) by signing in the appropriate column. The shelter will keep the original copy of the Property Log Agreement Form and provide the client with a copy of the signed document. This procedure will be done each time an item is returned to a client. Only the Shelter Supervisor or Site Manager may return an item.
- ❖ Items which are stored on the campus can be retrieved at any time a supervisor or manager is available.
- ❖ Items stored off-site will require making an appointment for them to be retrieved and returned. Every effort should be made to return these items within 24 hours. At no time should a departing resident be made to wait more than 48 hours for return of their property.
- ❖ Weapons that are unclaimed for 30 days after a resident leaves the facility will be forfeited, and may be disposed of as the organization sees fit. The documentation that the residents sign will acknowledge this policy.

## **Resident Conflict Procedure**

### **Handling Conflict**

Living in a communal environment is always challenging, whatever the current life circumstances are for the people involved. Because of this, conflict does happen between clients. As part of our commitment to providing safe homes, we require all clients who stay at Our Place to participate in mediated conflict resolution with a case worker when they are having a conflict with a roommate or anyone in the shelter.

- ❖ When a conflict arises, staff will intervene and encourage those involved to work things out respectfully, offer to mediate, and name abusive behavior.
- ❖ Staff will prioritize being in common areas with clients when tensions are high.
- ❖ Whenever possible, the decision to tell a client to leave should be discussed with the multidisciplinary team and a discharge plan will be created.
- ❖ When a client has assaulted anyone in the homes or been physically intrusive, aggressive (including unwanted touching) and staff have seen it, or the person has admitted it, please notify a supervisor who will discuss with leadership to determine if guests will be asked to leave. The multidisciplinary team will assist in creating a discharge plan when possible.
- ❖ Staff should be honest with the client about why they are being asked to leave. If

possible, help the person with their plans and provide them with alternatives. Staff should remain non-judgmental.

- ❖ The client may react angrily and staff may be the target of that anger. If a staff member is concerned about personal safety and they are alone, call in another staff person before talking with the client and, if necessary, call security and/or notify the police as the situation warrants.
- ❖ Notify the appropriate manager immediately and complete a Critical Incident Report.

### **Check in/Check out**

- ❖ To ensure the safety of everyone it is required to sign in and out when entering or exiting the homes.
- ❖ Please ask the guest to sign in/or out. They will state, "I'm not leaving, going to smoke" or whatever, but Ask by asking, "Can you sign out/In please"
- ❖ A sign in sheet will be at the front desk of each home with the guest services staff person. Family homes curfew is at 9:00 p.m. Women's home curfew is 11:00 PM. All guests are expected to sign in by curfew. and be accounted for unless the guest has written permission from Case Manager.
- ❖ Effective 4/15/21, Women's home guests who miss curfew without written permission from their Case Manager will not be allowed back on campus after 11:00 PM until 6:00 AM the following day. Families who violate curfew are not subject to the lock-out, but their violation of curfew should be noted in the shift notes and reported in the evening head count.

### **Guest Counts**

Guest Services Advocates will complete Guest Counts for all guests staying in their assigned area. The goal of this count is to make sure that guests are safe. If a guest is not in the home at the time of the count, the GSA will make a note on the form and pass it along to the next shift, updating the information on the form if they have contact with the guest. If a guest has been missing for more than 24 hours without arrangements, the multidisciplinary team will be notified.

#### *Guest Counts in Family Homes*

- ❖ At 10:00 a.m., and 9:00 p.m., Guest counts must be done in each home.
- ❖ You must physically knock and enter the guests' room if you do not see them beforehand. Announce yourself as staff
- ❖ Count adults and children present, verify if a child is at a sleepover, with a noncustodial parent, etc.
- ❖ Also this is a good time to catch up on any temps you haven't been able to take
- ❖ For a guest that is not present, use the sign in/out sheet to verify if they signed out and a good contact # to check their ETA or if they need assistance
- ❖ Notate count in the logs, as well as the guest count sheet. Count must be given to intake via phone ONLY on swing shift by 9:15pm for families
- ❖ To document that count Go to the Shared Drive> Private OP Client Info> Documentation GSA folder> Chose your house number> Daily Guest Count> Chose current month
- ❖ Copy guest count template each morning
- ❖ Paste into new document

- ❖ Erase the count from day before and document new count for that time period

### **Mailroom Procedure**

Our Place guests shall have the ability to receive mail in a timely manner.

- ❖ Individuals claiming mail must always show a personal ID.
- ❖ Only the individual to whom mail is addressed may pick up mail.
- ❖ Guests who provide a notarized letter or a marriage certificate may allow the individual named on that document to pick up mail on their behalf.
- ❖ Parents are to pick up mail for children under 18.
- ❖ Mail is held for 14 days, unless arrangements have been made to hold mail for a longer period of time.
- ❖ The mail room must remain locked at all times when staff is not present.
- ❖ Any guest residing at Our Place more than one night is able to receive mail at 605 South 21 Street, Sparks NV 89431 for the time they reside in the homes and 30 days past the date they move out. Clients that are not overnight guests that utilize services such as working with the Outreach Director or using the showers or laundry facilities may also make arrangements to receive mail at Our place. This will be coordinated between the Outreach Director and the Supervisor of Concierge staff with care to offer as much as possible to the community without overwhelming the resources in the welcoming area.
- ❖ Guest Services Advocates in each building will collect, separate and distribute guest mail in the homes they are assigned to daily.

### **Discharge**

Only the following reasons may be used as a basis for discharge from Our Place:

- ❖ A guest achieves their goal and is ready to discontinue services.
- ❖ A guest no longer wishes to access services at Our Place.
- ❖ A guest is unable to live safely in a communal environment at this time as evidenced by not adhering to the policies and procedures of Our Place (e.g. violent behavior, drug possession or weapons possession). The multidisciplinary team will work with guests to discover barriers and create plans that allow for guests to succeed with their stated goals whenever possible.
- ❖ A guest has needs that exceed the resources and expertise of Our Place.
- ❖ A guest is working with a Washoe County Human Services case manager and is not making progress on their case plan. Again, this will be addressed with the guest's multidisciplinary team to create plans that allow for guest success.

When service is terminated, either voluntarily or involuntarily, staff will follow an orderly and respectful process. Once service is terminated, there is a 6 month waiting period before overnight services can be utilized again. This waiting period can be waived upon the discretion of the multidisciplinary team.

A discharge checklist and a closing summary of services will be completed by Washoe County Human Services case managers when services are terminated.

**Every reasonable attempt will be made to connect guests who are discharged to the resources that they need. This is especially true for individuals who are discharged due to care and supervision needs. Our Place staff will assist connection to care and transfer of care to appropriate services.**

### **Involuntary Discharges**

- ❖ Washoe County Human Services Agency staff make the final decision on all involuntary discharges unless someone is violent or substances are found.
- ❖ In some cases, a guest may discharge on an involuntary emergency basis. The on call manager must be notified in these instances and a Critical Incident Report must be completed. Staff have an obligation to link these clients to appropriate services and resources whenever possible prior to them leaving the shelter. This may include, among other things, making referrals or providing clients with resources to self-refer. Staff should do their best to remain neutral and without judgement in their approach to the client. Staff will be honest with the client about why they are being asked to leave.
- ❖ Whenever possible staff should not be alone when involuntarily discharging clients. While security presence is not necessary or desired at every involuntary discharge, they should be contacted prior to the procedure if at all possible so that they can be prepared to respond if needed.
- ❖ Security should be notified that the guest is being discharged and should not be allowed back on the campus unless/until they have been cleared to be readmitted.
- ❖ The client will be given contact information for the appropriate RISE manager in case they would like to appeal the decision.

### **Appeals for Involuntary Discharges**

If a client expresses a concern or makes a complaint concerning their involuntary discharge, they can take the following steps:

- ❖ The client must follow the directives to leave immediately and referrals and resources will be given whenever possible. An appeals process will take place after the involuntary discharge, not during.
- ❖ To appeal, the client can contact the appropriate RISE manager and discuss the matter fully.
- ❖ The manager will then reach out to the multidisciplinary team, who will work together to make a decision as well as a plan. This decision and plan may be revisited after 30 days at the request of the client, but not before.
- ❖ Clients have the right to ask assistance from another person to speak on their behalf, or help fill out a grievance form.
- ❖ Client grievances are shared in quarterly and annual reports submitted to Washoe County Human Services Agency and to the RISE board of directors. The RISE board will review all grievances quarterly and annually, providing a level of review that does not involve the person about whom the complaint was made or the person who reached the decision.
- ❖ Copies of all documents are stored in the client file.

## **Compliment and Suggestions**

- ❖ Feedback is important and welcomed. It is RISE's desire that all voices be heard and that everyone has an opportunity to express what is working for them, what isn't, and what suggestions they may have for improvement.
- ❖ RISE will have feedback forms in each building and a secure drop box for them in the welcoming area. This form is different than the form that a guest may fill out if they have a grievance against a Washoe County employee.
- ❖ The Shelter Director and two Shelter Managers will review completed feedback forms at their weekly meetings. Appropriate follow up will be planned and implemented from there.

## **Safety and Emergency Plan**

The primary responsibility of staff is to ensure the safety and security of all guests, visitors and staff at Our Place. During emergencies and disasters, staff should do everything possible to secure the safety of Our Place guests without putting themselves in danger.

Our Place receives information on major emergencies and natural disasters from the Washoe County Emergency Alert system. Our Place will rely on this system to alert us of external threats or disasters and will follow the instructions provided by the system in case of emergencies. This includes:

- ❖ Severe storms, hurricanes, wildfires, and floods
- ❖ Contaminations of air, water, and ground
- ❖ Explosions, chemical threats or accidents, and other localized emergency situations

Our Place will follow all Washoe County protocols and disaster plans as appropriate in times of needed disaster response.

## **Fire Drills [\(LINK TO S.O.P.\)](#)**

Fire drills are practiced monthly (false alarms DO NOT count as fire drills). The individual responsible for ensuring fire drills are completed as required and that each fire drill is documented on a fire drill record available from the Shelter Director of Operations.

The designated individual is responsible for review of each completed fire drill report to identify and correct any problems encountered. The designated individual will maintain these reports on file for a period of 2 years from the date it was conducted.

Fire drills shall, at a minimum, include:

- ❖ Sounding of a fire alarm.
- ❖ Practice in building evacuation procedures.
- ❖ Practice in alerting fire fighting authorities.
- ❖ Simulated use of firefighting equipment.
- ❖ Practice in fire containment procedures.

- ❖ Practice of other simulated fire safety procedures as may be included in the fire plan.

The designated individual is responsible for:

- ❖ Reviewing fire drill reports monthly to identify problems in the conduct of fire drills and the implementation of the fire plan.
- ❖ Consulting with local fire authorities as needed, to plan, implement and document training or other actions to remedy any problems found in the implementation of the procedures required by the written fire plan.
- ❖ Consulting and cooperating with the local fire authority to plan and implement an educational program for facility staff and guests on topics of fire prevention and fire safety.

### **Fire Drill Procedures**

- ❖ Contact fire prevention to inform them we are about to conduct a fire drill.
- ❖ Activate a pull station to sound the alarm.
- ❖ Evacuate according to procedures.
- ❖ Observe that all persons immediately leave the facility by the nearest exit.
- ❖ All persons exiting the facility will meet at the pre-designated meeting location.
- ❖ Review procedures for notifying the fire department (e.g. calling 911) with staff on duty at the time of the drill.

At the completion of the fire drill, fill out a fire drill report. Staff is responsible for completing a report that will include:

- ❖ The facility name.
- ❖ The date and time of the drill.
- ❖ Amount of time the evacuation took.
- ❖ Specific problems encountered.
- ❖ Specific tasks completed:
  - Doors and windows closed
  - Head count done.
  - Practice in notifying fire department
- ❖ Summary of what happened during the drill.
- ❖ The signature of the staff person conducting the drill.

This report must be submitted to the Shelter Director.

If the responsible individual for conducting a fire drill designates a staff member to conduct a fire drill in his/her absence, the staff member will be oriented to these procedures and will observe at least 1 fire drill conducted prior to being permitted to conduct such a drill unsupervised.

### **In the Event of a Fire**

- ❖ Everyone must use the exits and follow evacuation plans located on walls.
- ❖ When everyone has been assembled at the designated assembly area, staff will conduct a roll call to determine if everyone is accounted for.
- ❖ Emergency personnel will be notified of anyone who has not been accounted for.
  - Staff must be notified if anyone intends to leave the assembly area.
- ❖ In the event that an alternative site is needed to continue operating the program, the executive staff must be notified immediately.
- ❖ No one will be allowed to re-enter the facility until emergency personnel authorize reentry.
- ❖ Our Place/ Washoe County Staff should remain on site.

### **Evacuations Procedure**

When an emergency situation arises on the Our Place campus staff is to first secure the safety of guests, staff, and themselves and then to notify management for direction. This can often be done concurrently via walkie talkie or cell phone. If there is an immediate life threat any staff may activate the evacuation procedure.

### **Our Place staff should dial 911 if needed**

If the facility has to be evacuated, staff are responsible for the following:

- ❖ Directing everyone in the building to leave promptly and calmly through the designated fire exit and meet in the designated assembly area on 21street.
- ❖ Collecting sign-in logs, keys, and evacuation plans. These should remain at the exit so there is no delay in evacuation. If collecting these items would cause a delay, they should not be collected.
- ❖ Making sure occupants are not in the way of emergency equipment or personnel. Accounting for all guests.

### **Gas leak emergency**

#### **If the leak is located at the facility,**

- ❖ the equipment causing the leak is to be turned off immediately and unplugged if applicable.
- ❖ Smoking and the lighting of any material, including candles, are strictly prohibited. Staff is to call 9-1-1 and evacuate the building
- ❖ Windows and doors should be left open.
- ❖ The gas company is to be notified immediately.
- ❖ Occupants of the building are not to return to the facility until advised by the authorities that it is safe to do so.

#### **If the gas leak is not facility based,**

- ❖ all guests and staff are to remain indoors. Guests are to remain in their sleeping areas.
- ❖ Visitors are to remain in the common living area. All smoking and the ignition of any material is strictly prohibited.

- ❖ Cars are not to be started.
- ❖ All program activities are to cease.
- ❖ Windows and doors are to be kept shut and cracks in the door and window frames are to be covered with wet towels.
- ❖ The facility will remain closed until the area has been declared safe.
- ❖ Once safety has been secured, staff is to notify the executive team for all gas leaks, both inside the facility and community based.
- ❖ Any person exposed to gas fumes is to be immediately taken to a ventilated area. If necessary, paramedics should be called by dialing 911.
- ❖ An incident report shall be submitted to executive management

### **In Case of an Earthquake**

- ❖ Direct all persons including staff to seek protection under tables, counters, door frames and other protected areas.
- ❖ When the earthquake has subsided, assess the situation and if there are injuries, damage, fire, a natural gas leak or a natural gas odour or a heavy water leak, contact 911.
- ❖ Evacuate the building following the evacuation procedures if there is a fire, a natural gas leak or odor, hot water or steam leak or other hazardous objects or obstacles. Be aware that aftershocks could occur.
- ❖ If the evacuation is going to be for an extended period of time arrangements for alternate meals and accommodation will be made.

### **Safety & Security**

Safety for all guests and staff is a priority at Our Place. The Our Place campus has 24-hour security on site and is equipped with cameras for staff and guest safety. Only registered guests will be permitted on campus, and staff will be monitoring guests entering and leaving campus. Our Place campus curfew is 9:00 pm daily for all residents, unless pre-arranged with a case worker.

For the safety of everyone, we DO NOT tolerate the following on campus:

- ❖ Violent behavior, physical assault, threats; aggressive, violent, or inappropriate behavior or words including but not limited to racist or discriminatory language and/or behavior toward persons on the basis of sex, sexual orientation, gender expression and identity, race, religion, color, or national origin, age, or disability. This includes harassment, stalking, intimidation, retaliation, blocking movements, gang related behavior, and domestic violence.
- ❖ Sexual harassment or unwanted sexual advances (physical, visual, verbal, electronic, etc), comments, or touch.
- ❖ Behaviors associated with sex trafficking or recruitment of other individuals into sex trafficking.
- ❖ Possession or use of weapons, firearms, or ammunition.
- ❖ Use, sale, or purchase of substances such as cannabis, illegal drugs, alcohol, or related paraphernalia on campus.
- ❖ Theft or intentional destruction of property.
- ❖ Burning anything such as candles, incense, or cigarettes in the buildings.

- ❖ Work tools and any other devices, which may be used in a manner that could cause serious bodily injury, must be checked in at the front desk and appropriately stored, before the client is allowed on other areas of the campus.
- ❖ Weapons policy and procedure must be followed.

Staff must follow safety and security procedures at all times. Staff will be available for immediate communication at all times throughout their shifts using two-way radios. Offices and supplies (including guest storage facilities) must be secured when not in use.

Staff or volunteers who discover defective doors, locks, interior/exterior lighting problems, or other safety hazards will immediately report the situation to the Family Homes Manager and Washoe County Facilities staff.

All program staff and volunteers must wear a name badge while working or volunteering. Staff and representatives of authorized service organizations may only access office space specifically assigned to them. Staff and authorized service agencies may access only those areas of the campus made available by the Washoe County Human Services Agency for the operation of Our Place and supporting programs. Staff and agency representatives must lock their office doors when they are out of the office. Staff will also log out or lock their computers when they step away from them, even for a moment. All staff and authorized agency representatives must abide by the key control policy signed prior to issuance of keys.

### **Maintenance Requests**

If there is something broken, potentially hazardous place a maintenance request by emailing [OurPlace-Facilities@washoeCounty.us](mailto:OurPlace-Facilities@washoeCounty.us)

If it is something that Darrin our maintenance man can fix and its during business hours, you can email him at [dplanck@washoecounty.us](mailto:dplanck@washoecounty.us)

Log this request once complete in shift notes

### **Child Care In the Home**

There is no babysitting anyone's child while the parent is not home with the exception of for employment with Case Managers permission (Via emergency agreement) It must be legal (Ages 10+ alone, or 12+ to watch siblings) The situation must be sustainable outside of Our Place.

Under no circumstances a child can be left with another parent for any reason outside of what's above. If there is a medical emergency and the parent is coherent, they must find childcare outside of the home. If they are incoherent, we must notify CPS and provide them the emergency contact for Guest.

Under no circumstances is a RISE employee able to EVER watch a child.

Children must be within line of sight of a parent or other adult. This can include common areas,

backyard or anywhere on campus.

Under no circumstances are children not assigned to a room allowed in another guest's room. Adult guests are not allowed in unassigned rooms either.

***Purpose:***

The purpose of the Standard Operating Procedure for mandated reporting and Child Protective Services is to ensure that all RISE staff have the same understanding of responsibility, policies and protocols when there is suspicion of neglect or abuse.

**Who are mandated Reporters**

All OUR Place Staff and/or volunteers are mandated reporters. Guests should be made aware during orientation of mandated reporting rules and regulations.

**Reporting Responsibilities**

Any mandated reporter who has knowledge of or observes a child, in his or her professional capacity or within the scope of his or her employment, whom he or she knows or reasonably suspects has been the victim of child abuse or neglect is to report to a designated agency immediately or as soon as practically possible by notifying by telephone within 24 hours of receiving the information concerning the incident. (NRS432B.220 (1) (b))

No mandated reporter who reports a suspected incident of child abuse or neglect shall be held civilly or criminally liable for any report required or authorized by NRS 432B. Any other person reporting a known or suspected incident of child abuse or neglect shall not incur civil or criminal liability as a result of any report authorized by NRS432B unless it can be proven the report was false and the person knew it was false or made the report with reckless disregard of its truth or falsity. (NRS432B.240)

**Possible warning signs of child Abuse**

- ❖ Bruises, welts, or other injuries without plausible explanation
- ❖ Injuries with a pattern that appears to be caused by something such as an object
- ❖ Frequent injuries

**Possible warning signs of neglect**

- ❖ Poor hygiene or clothing that is consistently torn, damaged or inappropriate
- ❖ A child that is unsupervised or left alone in unsafe situations
- ❖ Lack of food
- ❖ A child that appears malnourished

- ❖ A young child left unsupervised or alone for long periods of time

### **Procedure for reporting abuse or neglect**

- ❖ If a child is being physically abused, you must intervene unless it is unsafe to do so
- ❖ If the child is in immediate danger, please contact Sparks Police department
  - When emergency services are being called, have guests go into their room.
- ❖ If there is no immediate danger, please find a private location and report abuse or neglect by calling (775) 785-8600 as soon as possible, but no later than 24 hours after the incident.
- ❖ The worker will ask you a series of questions, please provide as much information as you have
  - Information needed
  - Full names
  - Date of birth
  - Address of location
  - Name of school
  - List of events

\*Note: Firsthand knowledge is always best; whomever witnesses event must report

- ❖ Notify the Case Manager and Family Shelter Manager via email
- ❖ File Critical Incident Report and note in the communication log that IR was filed.

### **After a report has been made**

Typically a Risk Assessment is conducted by CPS workers, and those that meet criteria for an in-person contact visit will receive an unannounced home visit.

### **CPS Protocol**

- ❖ CPS is to check in with the Concierge when they arrive on campus.
- ❖ Concierge staff is to contact GSA in the home and ask them to come down to Intake.
- ❖ Let the CPS worker know that you can answer any questions they may have before going into the home.
- ❖ If you have knowledge of the events, provide the information that you are aware of.
- ❖ If you were not the witnessing party or have any information, please give the CPS worker the Family Shelter Manager's phone number for follow up.
- ❖ Once the interview is complete, ask the CPS worker to wait a few minutes before walking up to the home.
- ❖ Return to the home and ask all guests to leave common areas and go inside their rooms if possible.
- ❖ Once CPS worker arrives to the house, please have them sign-in on the professional sign-in sheet
- ❖ Provide room number to worker

**If a CPS worker arrives at the home without checking in with the concierge:**

- ❖ Ask guests to leave the common area and go to their room.
- ❖ Ask CPS worker to sign in on professional sign in sheet
- ❖ Provide room number and direct CPS worker to the room so that they may meet privately

**If CPS workers ask any questions related to the report:**

- ❖ Please provide CPS workers with Family Shelter Manager's phone number for follow up.
- ❖ Follow up with an email to Case Manager and Family Shelter Manager.

**In the event a child is being removed after above procedures are followed:**

- ❖ Assure that guests are in their room
- ❖ If during business hours, contact Alicia Kraft, therapist on shift, and Manager if possible.
- ❖ Let CPS, law enforcement, and County partners follow their protocol without intervening.
- ❖ If the Family Manager is not present, contact the On-call Supervisor and wait for directives.

**Intruder/Lockdown Procedure**

If Intruder is OUTSIDE or INSIDE a separate section of the campus:

- ❖ Staff should issue the alert signal
- ❖ Implement Lockdown ; "Locks, Lights and Out of Sight"
  - Doors should be locked immediately
  - Move away from sight
  - Maintain silence
- ❖ Quietly alert the police
- ❖ Wait for First Responders to open the door
- ❖ Conduct Roll Call

**Violent Behavior**

Violent behavior will NOT be tolerated on campus. This should be stressed upon and repeated and clearly posted around campus.

- ❖ Guests or any person who is witnessed behaving violently, who has admitted to being violent, or who has attacked someone at the shelter will be asked to LEAVE the shelter. If the person refuses and depending on the situation, security and/or the Police should be contacted immediately.
- ❖ Violent behavior includes: hitting, slapping, kicking, pushing, throwing objects at others, any unwanted physical contact, and verbal abuse including threats.
- ❖ Staff should prioritize being in common areas with persons when tensions are high and be upfront with the person/s when they are being asked to leave the shelter. If possible, assist them with their plans and discuss alternatives. Staff should remain non-judgmental.
- ❖ If anger or violence is directed towards an Our Place team member who may be working

alone, notify security and another team member should be called in immediately.

Our Place will have armed security personnel through Allied Universal.

### **Medical Emergency Protocol**

- ❖ Visually confirm the emergency and quickly look for life threats. If there appears to be a life threatening emergency call 911
- ❖ If a guest is responsive and is able to contact 911 please allow them to make the call.
- ❖ If it is not an emergency, offer resources such as their PCP, locus st. clinic, urgent care etc.
- ❖ When calling an ambulance indicate the name and location of the emergency, number of people ill or injured, hazards and potential hazards, nearest entrance or emergency access point, and all other requested information
- ❖ Have someone radio the security guards at the front gate to let them know that the emergency vehicles are on the way.
- ❖ Have someone stand on the street to guide emergency workers when they arrive.
- ❖ Follow the 911 dispatcher's instructions, including CPR if that is what they direct you to do.
- ❖ Only persons who are trained in first aid should administer first aid except under the guidance of the 911 dispatcher.
- ❖ Do not move the person unless their location is unsafe.
- ❖ Control access to the scene, allowing for the privacy and dignity of the person who is having an emergency and the safety of those helping.
- ❖ Take recommended precautions to prevent contact with body fluids and exposure to blood-borne pathogens using latex gloves or plastic bags if gloves are not immediately available.

### **Blood borne Pathogens Policy**

The Reno Initiative for Shelter and Equality is committed to providing a safe and healthful work environment for our entire staff. In pursuit of this goal, the following exposure control plan (ECP) is provided to eliminate or minimize occupational exposure to blood borne pathogens in accordance with OSHA standard 29 CFR 1910.1030, "Occupational Exposure to Blood borne Pathogens."

#### **Definition:**

An exposure incident is a specific eye, mouth, other mucous membrane, non-intact skin or parenteral contact with blood or other potentially infectious materials (OPIM), as defined in the standard that results from the performance of worker's duties.

**Personal Protective Equipment (PPE)-** PPE in the form of masks and gloves are provided to our employees at no cost to them. They are located at the Guest Services Advocate's desk. If there is no supply there, please email the Operations Support Director, Kim Barghouti, at [Kim@RenoInitiative.org](mailto:Kim@RenoInitiative.org)

All employees using PPE must observe the following precautions:

- ❖ Wash hands immediately or as soon as feasible after removing gloves or other PPE.
- ❖ Remove PPE after it becomes contaminated and before leaving the work area.
- ❖ Used PPE may be disposed of in the trash can.
- ❖ Wear appropriate gloves when it is reasonably anticipated that there may be hand contact with blood or OPIM, and when handling or touching contaminated items or surfaces; replace gloves if torn, punctured or contaminated, or if their ability to function as a barrier is compromised.
- ❖ Utility gloves may be decontaminated for reuse if their integrity is not compromised; discard utility gloves if they show signs of cracking, peeling, tearing, puncturing, or deterioration.
- ❖ Never wash or decontaminate disposable gloves for reuse.
- ❖ Wear appropriate face and eye protection when splashes, sprays, spatters, or droplets of blood or OPIM pose a hazard to the eye, nose, or mouth.
- ❖ Remove immediately or as soon as feasible any garment contaminated by blood or OPIM, in such a way as to avoid contact with the outer surface.

**Housekeeping** - Regulated waste is placed in containers which are closable, constructed to contain all contents and prevent leakage, appropriately labeled or color-coded (see the following section "Labels"), and closed prior to removal to prevent spillage or protrusion of contents during handling.

The procedure for handling sharps disposal containers is:

- ❖ Wearing gloves carefully use a piece of paper to pick up sharp and place in a sharps container. Immediately properly dispose of gloves and wash hands thoroughly.
- ❖ Contaminated sharps are discarded immediately or as soon as possible in containers that are closable, puncture-resistant, leak proof on sides and bottoms, and appropriately labeled or color-coded. Sharps disposal containers are available in each building.
- ❖ Broken glassware that may be contaminated is only picked up using mechanical means, such as a brush and dustpan.

#### **Cleaning and disinfecting bio spills-**

- ❖ Alert everyone in the area that there has been a biological spill.
- ❖ Assess the situation and be sure to wear all of the necessary PPE.
- ❖ Cover the spill and the area around the spilling with An absorbing material.
- ❖ Pour freshly made 10% bleach on the absorbent material in a spiral notion from the Outside to the inside.
- ❖ Allow a 20 minute contact period.
- ❖ While waiting, wipe down any contaminated stationary equipment or furniture with an appropriate disinfect.
- ❖ Use tools to sweep up or pick up the absorbent material and place it in an inappropriate waste container.
- ❖ Clean the area a second time with disinfectant solution.
- ❖ Remove your PPE, discard in appropriate containers, and wash your hands.
- ❖ Inform the people in the area when cleanup is completed.

**Womens Home Laundry** - Linens owned by Washoe County which have been contaminated by urine only are the only laundry items which we will launder. All other items must be double-bagged, marked as bio- waste and discarded in the dumpster.

The following laundering requirements must be met:

- ❖ Handle contaminated laundry as little as possible, with minimal agitation
- ❖ Place wet contaminated laundry in leak-proof containers before transport. Label clearly that the container contains bodily fluids.
- ❖ Wear gloves and a mask when handling and/or sorting contaminated laundry.

### **Reporting an Exposure of Incident**

Exposure incidents should be reported immediately to the management since they can lead to infection with hepatitis B virus (HBV), hepatitis C virus (HCV), human immunodeficiency virus (HIV), or other bloodborne pathogens. If you have been exposed, wash the affected area out using soap and water if it is safe to do so.

Should an exposure incident occur, contact the on call RISE supervisor at 1833-747-3775. A supervisor must be notified within one hour of the incident at which time the agency will arrange for an immediate medical evaluation of the worker which must be completed within five days after possible exposure. That supervisor is required to perform a timely evaluation of circumstances surrounding the exposure of the incident to find ways of preventing such a situation from happening again.

### **Medical Evaluation and Followup**

At no cost to the employee, that person should report to Concentra Urgent Care located at 255 Glendale Ave, Sparks NV 89431. Their office hours are Monday-Friday from 8:00 a.m.-5:00 p.m.

### **Post-exposure Evaluation and Follow-Up**

An immediately available confidential medical evaluation and follow-up will be conducted by Concentra or within five days. Following initial first aid (clean the wound, flush eyes or other mucous membrane, etc.), the following activities will be performed:

- ❖ Document the routes of exposure and how the exposure occurred via incident reporting.
- ❖ Identify and document the source individual via incident reporting.
- ❖ You will be asked to give consent for HIV serological testing during collection of blood for baseline testing, preserve the baseline blood sample for at least 90 days; if the exposed employee elects to have the baseline sample tested during this waiting period, perform testing as soon as feasible.

### **Death of Guest**

- ❖ Staff will immediately notify the police (9-1-1).
- ❖ Radio the security guards at the gate, notify them of what has happened, and that

- emergency vehicles will be arriving.
- ❖ Staff are then to immediately notify the On-Call Supervisor who will notify the Washoe County Human Services Agency staff.
  - ❖ Staff will secure the location of the guest until the authorities arrive.
  - ❖ The personal effects of the guest will be collected and secured immediately.
  - ❖ A manager or member of the executive team will contact the guest's next of kin or emergency contact person.
  - ❖ Staff shall inventory the personal property of the deceased.
  - ❖ This inventory is to be signed and witnessed by staff and a copy will then be forwarded to the individual's next of kin.
  - ❖ Arrangements for the release of all property shall be made within 7 days unless it is taken by authorities.
  - ❖ All staff who were present in the home will complete an incident report within 24 hours.
  - ❖ The Management and Executive team will confer with Washoe County Human Services Agency before talking to the media.
  - ❖ Staff will not speak to the media to confirm, deny or comment on the death.

### **Guest Rights and Responsibilities**

Each guest will be required to sign a Rights and Responsibility Form during intake

- ❖ Guests have the right to be respected and treated as a human being.
- ❖ Guests have the right to expect that all information we gather will be kept confidential.
- ❖ Guests have the right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of participant information under State and Federal laws and regulations, unless release of information is specifically authorized by the participant, parent or legal guardian of a minor child in writing.
- ❖ Guests can exit Our Place whenever they choose.
- ❖ Guests have the right to pursue the Washoe County Human Services Agency Consumer Complaint process per the established policy if an issue or complaint against any staff can't be resolved at the staff level.
- ❖ Guests have the right not to be discriminated against on the basis of race, ethnicity, age color, creed, religion, sex, national origin, sexual orientation, handicap, physical, mental or developmental disability.
- ❖ Guests have the right to receive services in the least restrictive, feasible environment.
- ❖ Guests have the right to consent to or refuse any service upon full explanation of the expected consequences of such consent or refusal.
- ❖ Guests have the right to request an extension of their stay, provided they have complied with the Code of Conduct and are actively working on their plan.
- ❖ Guests have the right to be informed of the reason(s) for discontinuing services, and to be involved in the planning for the consequences of that event.
- ❖ Guests have the right to be informed of the reason(s) for denial of a service and the right to receive an explanation of the reasons for denial of service.
- ❖ Guests have the right to participate in any appropriate and available services, regardless

- of refusal of one or more other services.
- ❖ Guests have a right to receive a copy of the Code of Conduct and House rules upon intake.
  - ❖ Guests have the responsibility to work on their case plan, to the best of their ability, and to tell the program if they need to reschedule.
  - ❖ Guests have the responsibility to know and follow all the expectations of Our Place.
  - ❖ Guests have the responsibility to ask a staff member if they don't know all the expectations of Our Place.
  - ❖ Guests have the responsibility to treat staff and other guests with respect.
  - ❖ Guests have the responsibility to walk away from harmful gossip, bickering, and undermining.
  - ❖ Guests have the responsibility to report all actions that threaten the safety and security of themselves or others.
  - ❖ Guests have the responsibility to clean up after themselves and their pets.
  - ❖ Guests have the responsibility to participate in the operation of the program and community.
  - ❖ Guests have the responsibility to respect the cultural backgrounds and privacy of others.
  - ❖ Guests have the responsibility to inform staff if they feel that any staff member has breached the code of ethics, confidentiality or has treated them unfairly.

### **Confidentiality**

Our Place staff values and protects confidentiality of client information. For the shelter to work effectively, clients must have confidence that information they provide will be safeguarded appropriately.

Access to client files is only permitted to appropriate, authorized persons. These include clients; parents or legal guardians, where appropriate; employees authorized to see specific information on a "need-to-know" basis; and others outside the Shelter whose access is permitted by law or through a signed consent form.

Our Place protects the confidentiality of client and business data by maintaining computer security that meets or exceeds industry standards. The security includes hardware and software applications as well as limited security access using usernames and passwords. Information handled by computer systems must be adequately protected against unauthorized access, modification, disclosure, or destruction. Effective controls for logical access to information resources minimize inadvertent employee error and negligence and reduce opportunities for computer crime.

Fulfillment of security responsibilities is mandatory, and violations of security requirements may be cause for disciplinary action, up to and including dismissal, civil penalties, and criminal penalties.

Inappropriate use of the Family Shelter information technology is strictly prohibited and includes, but is not limited to:

- ❖ Unauthorized access, alteration, destruction, removal, and/or disclosure of data, information, equipment, software, or systems;

- ❖ Deliberate over-extension of the resources of a system or interference with the processing of a system;
- ❖ Unauthorized use of Our Place facilities and resources for commercial purposes;
- ❖ Theft of resources;
- ❖ Malicious or unethical use; and
- ❖ Use that violates state or federal laws.

Additionally, staff shall keep passwords for all devices and accounts confidential.

### **Official Requests for Information**

The following policies provide staff guidance on appropriate responses to official requests for information from law enforcement, the court system, first responders, and others. Our Place staff will follow all guidelines per law as it pertains to release of information. Staff may not divulge information about guests to anyone without a release of information signed by the individual. This includes personal information and whereabouts. Staff may, however, share information with law enforcement and emergency medical personnel only in the following cases:

- ❖ When a law enforcement officer has an order signed by a judge, such as a warrant or a subpoena
- ❖ When staff has a reasonable expectation that a crime has been committed, or a guest's wellbeing is at risk
- ❖ When emergency medical personnel have requested a guest's name or other identifying information, and that guest is unresponsive.
- ❖ Upon request from law enforcement, staff may inform members of law enforcement if an individual has a storage container assigned. Staff may not provide access to a resident's belongings or storage without receiving a warrant.
- ❖ Our Place guests are responsible for complying with all reporting requirements related to any involvement with the criminal justice system. Staff may not share information with probation or parole officers without a written release of information.

## Reporting Protocol

Situation	How do I communicate this?
<ul style="list-style-type: none"> <li>-Your colleague is harassing you.</li> <li>- A co-worker doesn't do their work.</li> <li>- Any non-violent bad behavior from a colleague</li> </ul>	<p>Talk/email to your immediate manager or email <a href="mailto:HR@RenoInitiative.org">HR@RenoInitiative.org</a></p>
<ul style="list-style-type: none"> <li>- A guest was rude and insulting</li> <li>- A guest's living area is filthy.</li> <li>- A guest was breaking rules which didn't put a person or property in danger.</li> <li>- A guest did something great and you want to make sure everyone knows about it.</li> </ul>	<p>Open an Observation Report using the Our Place Report tool. Send an email to the case manager or MDT as appropriate. Document what happened in the shift notes only if it's relevant for the next shift to know to do their job effectively.</p>
<ul style="list-style-type: none"> <li>- You have a problem with your manager or one of the directors.</li> </ul>	<p>Email <a href="mailto:HR@RenoInitiative.org">HR@RenoInitiative.org</a> or talk to the OUR Place Campus Director (Malcolm Chappel), the RISE Operations Support Director (Kim Barghouti), or the RISE Executive Director (Ben Castro).</p>
<ul style="list-style-type: none"> <li>- Someone had a medical emergency, or was ill/injured.</li> <li>- Someone was violent or threatened violence.</li> <li>- A guest's person or living area was searched.</li> <li>- Property was damaged or stolen</li> <li>- Banned items were found on a guest or in their possession.</li> <li>- A guest's behavior was highly inappropriate (public nudity, mental illness episode, etc.)</li> <li>- Emergency services (REMSA, MOST, Fire, police) or the security guard had to be called to help.</li> <li>- A guest shows COVID symptoms.</li> <li>- Children or pets were left unattended.</li> </ul>	<p>Open a Critical Incident Report using the Our Place Report tool and send an email to the case manager or MDT as appropriate.</p> <p>If advice, assistance, or immediate follow-up is needed, call the On-Call supervisor 833.747.3775. If the situation is resolved and no immediate help is needed, send an email to <a href="mailto:Leaders@OurPlaceNV.org">Leaders@OurPlaceNV.org</a></p> <p>For COVID symptoms, there is a separate protocol that also should be followed.</p>
<ul style="list-style-type: none"> <li>- A colleague just did something amazing</li> </ul>	<p>Open a Shout-Out in the Our Place Report.</p>
<ul style="list-style-type: none"> <li>- You're not sure WHAT to do in the current situation.</li> </ul>	<p>Ask your manager, a mentor, or a colleague if anyone is available. If not, call the on-call supervisor 833.747.3775</p>

All critical incidents must be documented. These include, but are not limited to, incidents where

Our Place has been exposed to potential liability, where outside intervention has been sought (police, fire, emergency services, etc.) an act of physical violence has occurred, someone has been injured or been threatened.

The staff member must complete the Critical Incident Report as soon as possible after the incident. They should give as much detail as possible, including factual information versus opinions or judgements about the situation. Critical Incident Reports are shared with the Washoe County HSA partners so they are kept aware of any important events that happen on campus. Managers and the executive team, in cases where deemed appropriate and necessary, will initiate a critical incident stress debriefing session with those who are impacted.

### **Safe sleep**

Safe Sleep refers to a sleeping environment for children under the age of 12 months that helps to reduce the baby's risk of Sudden Infant Death Syndrome (SIDS) and other sleep-related infant deaths.

Unsafe safe sleep conditions are one of the leading causes of deaths in infants. They are due to accidental causes such as: suffocation, entrapment or strangulation by objects. According to the American Academy of Pediatrics, the safest place for a baby to sleep is alone in their own crib with a firm mattress, and a tightly fitted sheet and on their back in a smoke-free environment.

Bed-sharing refers to an infant and one or more adults or children sleeping together on any surface, not necessarily a bed; they could be sharing a surface such as a couch, chair or futon. Bed-sharing will not be allowed while staying at the shelter.

All children aged one year and under will sleep in their own pack n' play with tightly fitted sheets, on their back and without any blankets, stuffed animals, bumpers, pads or pillows.

Infant items that have been safety recalled will not be allowed in shelters such as rock n' plays due to infant safety.

### **Transportation Requests**

If a guest needs transportation, the Guest Services Advocate or Washoe County Advocate will look at the shared transportation calendar to determine if the desired time is available. If the time appears to be free, they should send an email to [Transportation@OurPlacenv.org](mailto:Transportation@OurPlacenv.org). The email should be as specific as possible as to who needs a ride to where at what time. If an infant car seat or pet carrier is required, this should be noted. If the guest needs a ride home, or if it is a one way trip should also be specified. If the guest is able-bodied and the required destination is less than one mile away from the campus, the ride will be declined. The transportation team is committed to responding to all ride requests within 4 business hours (8-5).

### **Important Phone Numbers**

**RISE On Call Supervisor** 833-747-3775 (0 On-Cal Sup) (1 Attendance)

**Workers Comp Claim** 1-800-362-000

**Concierge** 775-327-7501

**House 1** 775-327-7510

**House 2** 775-327-7512

**House 3** 775-327-7515

**House 4** 775-784-7316

**House 5** 775-327-7525

**Womens Home** 775-327-7545

**Building Maintenance:** [Ourplace-facilities@washoeconomy.us](mailto:Ourplace-facilities@washoeconomy.us)

**Darrin Planck:** [dplanck@washoeconomy.us](mailto:dplanck@washoeconomy.us)

**Afterhours:** 775-328-2953 / 775-328-2954

### **Case Managers**

**Alicia Kraft:** 775-327-7502 [akraft@washoeconomy.us](mailto:akraft@washoeconomy.us)

**Jennifer Barger:** [jbarger@washoeconomy.us](mailto:jbarger@washoeconomy.us)

**Jessica Fralick:** [jfralick@washoeconomy.us](mailto:jfralick@washoeconomy.us)

**Lindsay Watt:** [lwatt@washoeconomy.us](mailto:lwatt@washoeconomy.us)

**Blaine Clements:** [bclements@washoeconomy.us](mailto:bclements@washoeconomy.us)

**Hannah Stewart:** [hastewart@washoeconomy.us](mailto:hastewart@washoeconomy.us)

**Karlie Callahan:** [kmcallahan@washoeconomy.us](mailto:kmcallahan@washoeconomy.us)

**Cat Macintosh :** [CMacintosh@washoeconomy.us](mailto:CMacintosh@washoeconomy.us)