Shelter Safety And Management Plan
Shelter client flow

Client intake generally happens over the phone at the “Hub”, however multiple areas are available for client intake including the shelter case management office (100+ sq ft) and an 1800+ sq ft multipurpose room.

Queuing and Way-Finding

The facility and staffing structure has been designed to prevent queuing outside the building. There is a lobby on the first floor which any shelter resident may access when entering the building. The community meal is being served at the same time that shelter residents are initially arriving. Shelter residents are all welcome to come into the dining hall, access the beverage area and/or eat a meal before they are escorted by shelter staff up to the 2nd floor. The shelter staff will come on shift one hour before the shelter opens to assist with welcoming shelter guests and assisting them with way-finding from the 1st floor lobby entrance to the 2nd floor shelter dorm and lounge area.

Client Eligibility and Program Rules

Shelter residents are all referred through Berkeley’s Coordinated Entry System. The coordinated Entry System (The Hub) staff will provide an assessment and intake prior to the arrival of each new resident. The Hub staff fill all Berkeley shelter beds from the “by name” list. This list prioritizes those most vulnerable individuals on the streets of Berkeley. Many of the people from the list are seniors and have disabling medical or mental health issues. There are no fees charged to men using the shelter.

Upon entrance, staff will go over the welcome manual and guidelines that explains rules and procedures for a client’s stay in the shelter. These rules include the grounds for termination of services and the consequences for certain disruptive behaviors. The guidelines are intended to keep the people staying in the shelter safe. If the guidelines are not respected, staff will issue rule violations.
1<sup>st</sup> violation – Client will receive a written verbal warning and staff will go over each of the sections in the handbook with you again.

2<sup>nd</sup> violation – Client will receive a written warning with corrective action attached.

3<sup>rd</sup> violation – May result in a one or two night exit from the program.

4<sup>th</sup> violation – Client will meet with the lead resident advocate or program manager who will provide resident with an exit document stating when/if resident may return.

**Behaviors that will result in immediate dismissal from the program:**

For the comfort and safety of all, BFHP will discontinue services to any person who:

1. Threatens staff, clients or guests and is unable to calm down in a timely manner. If a person performs any violent acts or actions that endanger the health and safety of others, they will be dismissed from the program immediately.
2. Uses abusive language or intimidating behavior toward staff, residents or guests.
3. Smokes or drinks in prohibited areas. Smoking in the building, courtyard or in front of the building may result in dismissal from the program.
4. Vandalizes, steals or defrauds BFHP or an employee of BFHP on their property.
5. Is in possession of a weapon.
6. Uses, distributes or manufactures illegal drugs, alcohol or pornography on the property.
7. Intentionally gives false information that specifically qualifies them for the services they are receiving.
8. Recordings, photos, and/or taping of staff, other residents, or anything inside the building
For any of these rule violations, a person can be dismissed from the program for up to six months. For any violation stated causing exit, the resident may request a hearing with Shelter Program Manager within the six-month period to review their situation. Proof that the behaviors causing the exit have been addressed and corrected is required in order to be considered for re-admittance.

Generally speaking most clients manage escalated behavior with reminders about the rules, but when there is violence or imminent threat of violence, staff use de-escalation techniques including requiring a client to take a “time out”. Overnight staff may seek guidance from the on-call supervisor at this juncture. If the resident continues to escalate and there is concern for safety, one staff member will call 911 while the other on-duty staff member will continue with de-escalation techniques and continue to assess and manage the situation for general milieu safety issues.

(Please see Attachment #1: BFHP Men’s Shelter Handbook for further reference.)

**Staff roles and responsibilities**

BFHP will have 24 hour staffing for the HOPE Center. There will be a 1st floor entrance lobby with a 24/7 desk clerk to greet residents and guests. Staffing of the 1st floor includes offices for a Building Services Manager, who oversees all the services in this facility and is the shelter primary contact and is on call for any after-hours emergencies; and the Meal Services Manager whose office is adjacent to the commercial kitchen; the Monday-Saturday kitchen staff along; and a full-time custodian. Most of these staff will work regular business hours in staggered shifts to assure there are at least two staff members on the 1st floor during daytime hours.

The shelter staff will be primarily located on the 2nd floor, but will be on the 1st floor during shelter opening and closing to assist with flow. There will be two awake staff per overnight shift between 4 pm and 8 am. There will also be case managers who work on this floor, staggered to provide services seven days a week during afternoon and evening hours.
The shelter has five (5) .8 FTE for overnight coverage. They are responsible for orienting new shelter residents and following the Bed Bug Protocol (see Bed Bug Protocol attached). They are responsible for insuring that the shelter is a safe and welcoming place for all residents. They are responsible for doing agency laundry, assisting with breakfast and dinner meal service, communicating with the CES (Hub) for any morning bed vacancies, managing the evening and weekend Berkeley shelter bed reservation system, coordinating care with the shelter and Hub case management staff, and more.

There are two case managers who work with both shelter residents and the veterans. Their primary work is to develop an individualized and achievable housing plan focused on moving each shelter resident as quickly as possible, from homelessness to permanent and sustainable housing. These plans will include guidance on how to increase or stabilize income, steps to stabilize any medical or psychiatric conditions, identify what are needed community supports and how to enroll in said supports, and much more. These case managers participate in bi-monthly group supervision led by an LCSW. They are required to keep up-to-date case files and enter notes into the HMIS system.

Staff are initially trained and oriented through a shadowing process with a more seasoned staff member. They also receive specific training on shelter policies and procedures from the program manager. The shelter staff receive quarterly clinical training by an LCSW on a variety of topics as needed. Shelter staff are also included in the monthly “by name” case conference coordinated by the City staff and lead by the Hub. BFHP has a variety of safety trainings that shelter staff are required to take, including a safe food handling certification for all regular shelter staff.

Additionally, there are administrative support staff. BFHP’s Director of Programs, located at BFHP’s administrative offices, supervises the Building Program Manager, and is responsible for ensuring quality services throughout BFHP programs. She is the secondary contact person for shelter management issue and client emergencies. BFHP’s Facilities Manager, also located at BFHP’s administrative offices, is responsible for all HOPE Center temporary housing and kitchen facility needs. She ensures that health, safety, and
accessibility standards are being met. She is available on-call for any facility emergencies.

**Bed Bug Prevention and Mitigation**

BFHP follows best practices for bed bug prevention and mitigation. The facility has a bed bug heat treatment room as well as a protocol for entrance into the shelter. In line with the current BFHP protocol, when a new resident arrives he will be greeted by shelter staff at the 1st floor lobby and will be taken to the bedbug abatement room on the 1st floor. There he will take a shower while his clothes are being laundered and his belongings will be placed in a heat treatment room to ensure that bedbugs do not enter the shelter sleeping area. He will be given sweats to wear during this protocol. (Please see Attachment #2: *Bed Bug Protocol* for further reference.)

**Refuse Collection**

Proper trash and recycling receptacles are available and emptied regularly by custodial staff and disposed of in the appropriate bins for compost, recycling, and landfill, located in the dedicated trash room on the 1st floor of the building.

**Security Procedures**

**Lighting, Video Cameras**

The Hope Center building was designed with the security and welfare of clients, staff, and visitors as the highest priority. All interior and exterior areas, including but not limited to: lobby, hallways, entryway, stairwells, multipurpose room, exterior walkways, egress paths, and courtyard are well lit and monitored by security cameras. Video monitors with divided screens will be situated behind the reception desk for continuous surveillance by staff.

**Access and Egress**

A keycard/card reader security system will be in place. A keycard will be required to access all non-public areas and stairwells, as well as exterior gates to courtyard and kitchen delivery door, and elevator access floors 3-6 (non-2012 Berkeley Way
shelter floors). After-hours entry into lobby is controlled by door buzzer operated by 1st floor staff. All security doors and gates will be equipped with panic bars as per fire codes.

**Sleeping areas and restrooms separation**
As this is only relocating an already existing program the shelter is designed to serve only single adult men. There will be no women and no children in the shelter dorm on the 2nd floor.

**Consistency with the Alameda County Wide Continuum of Care Health Safety and Accessibility Standards for Shelter facilities in Alameda County**

BFHP’s men’s and women’s shelters have been aligned and consistent with these County standards since their inception over 10 years ago. The new facility and its operation is designed to be consistent with these standards. (Shelter Standards are attached.)
Welcome to Berkeley Food and Housing Project Dwight Way Shelter!

BFHP is a private, non-profit agency that provides a variety of services to people who are disabled, homeless and economically challenged for the past 45 years.

Dwight Way is a comprehensive program that starts by offering short-term, stable housing for homeless men and women. If you are seeking to move into more permanent and sustainable housing and fit the criteria, we offer a case management assessment that can help arrange re-housing services for you.

For the safety, security, and comfort of everyone staying here we have policies that must be followed. This handbook has been developed for you to use as a reference to help you understand the importance of adhering to these policies. One of our Resident Advocates will go over this handbook page by page but if you do not understand something, please ask questions until you do.

BFHP hopes you take this opportunity to rethink, regroup and reconnect with your families, your communities and live productive and happy lives in your own apartment. Make a personal commitment for change by working with staff to help you reach those goals.

T.B. TEST REQUIRED

- Any client exhibiting signs of T.B. (cough lasting more than a few weeks, coughing up blood and night sweats including chest pains) must have a TB test or chest X-ray to determine whether or not he/she has active TB or an exposure. After a positive test, clients have 48 hours in which to demonstrate they do not have active TB, or they will be asked to leave the shelter until they are on medication or have demonstrated through another test that they are negative.

California State morbidity law mandates that we inform the Public Health Department if someone has a positive TB test.

Note: If you have been unable to complete your TB Testing in the required time allowed, you are responsible for contacting a resident advocate, and request your allowed monthly 2 nights out in order to complete the TB Testing Requirement.

NOTICE OF PRIVACY PRACTICE/CONFIDENTIALITY

- All communications and information about participants of any and all BFHP Programs (including conversations, notes, credit scores etc.) will be kept confidential.
- All files are kept in a locked file cabinet in a locked room. Computer records are protected by electronic coding and the use of passwords.
- Information is confidential with the program, but may be shared with staff members for the purpose of consultation and delivery of services to the participant.
- Information is confidential within the program, but may be shared with staff members of other service providers, which the participant is involved with. This is to either improve services for the participant or to contribute to the other organizations’ reports, but participant must have a signed ROI in file.
- Information is confidential within the program but may be submitted to funding source as documentation of services provided.
- Information is confidential within the program unless Law Enforcement presents the appropriate signed paperwork from the appropriate agency by way of subpoena, discovery request, warrant, summons or other court paperwork.
MOS/WOS GUIDELINES TO COMMUNITY LIVING

Yani Hyman..............................................................Program Manager
Kyomi Williams...........................................................Shift Lead (women’s unit)
Paris Brown..............................................................Shift Lead (men’s unit)

Resident Advocates

Every resident will be assigned a resident advocate according to your bed number. Your R.A. will help advocate and assist you while you stay in the shelter. If you have any questions, please see your assigned R.A.

<table>
<thead>
<tr>
<th>Advocate:</th>
<th>Clifford</th>
<th>Eric</th>
<th>Paris</th>
<th>Van</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOS/Bed #:</td>
<td>1-9</td>
<td>10-18</td>
<td>19-27</td>
<td>28-32</td>
</tr>
<tr>
<td>WOS/Bed #:</td>
<td>Shawnda</td>
<td>Chavonne</td>
<td>Kyomi</td>
<td>Raymond</td>
</tr>
</tbody>
</table>

Your case manager will meet with you regularly to help you obtain and sustain housing. Meetings will be set up within 72 hours of booking into the shelter.
HYGIENE/CLEANLINESS GUIDELINES

Laundry
Washers and dryers are available at no cost one day a week for you to wash your clothing and linens. Check with staff to see what day of the week your cubicle washes. The shelter will provide detergent but does not provide bleach or softeners. When requested for medical reasons we are able to provide scent free laundry detergent.

<table>
<thead>
<tr>
<th>Beds 1-9</th>
<th>Beds 10-18</th>
<th>Beds 19-24</th>
<th>Beds 24-32</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mondays</td>
<td>Tuesdays</td>
<td>Wednesdays</td>
<td>Thursdays</td>
</tr>
</tbody>
</table>

Hygiene/Dress Code
- All clients must maintain their hygiene. You should shower and brush your teeth daily. All grooming is to be done in the bathroom. Berkeley Public Health Department mandates that anyone entering the program must shower upon entry and all belongings must be washed prior to entering the common area.
- Appropriate dress is required at all times outside the bathroom and cubes. You must have on pants/shorts, shirt and shoes at all times. Residents are not allowed to bring more than 1 duffle bag (or equivalent) when entering the program.

Cubicle Cleanliness/Chores
- Beds must be made and cubicles must be neat and cleaned prior to leaving the facility each morning.
- **All personal property should be stored in the plastic bin supplied by the program and stored on the storage shelf located just outside the dorm. Failure to comply with this rule may result in a written warning.** Nothing should be hanging from the bed, or stored by or in between the beds.
- Medication, toiletries and other small personal items may be stored on your bed in the plastic case/basket also provided by BFHP. In the event that we need to clean out your area or bin we will hold your property for up to three days at which point we will discard your belongings and you will not be reimbursed.
- Daily chores are mandatory and are assigned by cubicle.

Bed Bug Policy
- Notify staff if you believe you have bed bugs in your belongings or have recently stayed in a bed bug infested building.
- Separate your washable items from your non-washable items. The staff will wash your clothing.
- Shower and put on clean or treated clothing.
- Inspect your bed, under the bed, your mattress and around the bed for signs of bugs.
- If any bugs are found, or if you would like to clean your bed, ask staff for the tools and follow the process on the poster located inside your cube.
- Keep all your personal items inside a plastic bin provided by the program.
• Be aware of where you go during the day and what you bring back to the building. Bed bugs can be picked up anywhere there are people with sleeping bags, backpacks or clothing that is not washed frequently.
• Clean your bed and wash your bedding frequently.

Guidelines to Community Living

“Tolerance implies a respect for another person, not because he is wrong or even because he is right, but because he is human.” John Cogley Commonweal

1. Respect diversity and refrain from disputes with each other
2. Keep up good hygiene
3. Work together to complete daily chores
4. Follow shelter policies and procedures
5. Respect staff
6. Share new ideas
7. Be a community leader
8. Collaborate with staff to achieve housing, employment and educational goals.
9. Contribute to a safe and pleasant environment
10. Use your time in the shelter to accomplish and work together whenever possible.

The guidelines are intended to keep the people staying in the shelter safe. If the guidelines are not respected, staff will issue rule violations.

1st violation – Client will receive a written verbal warning and staff will go over each of the sections in the handbook with you again.
2nd violation – Client will receive a written warning with corrective action attached.
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3. Smokes or drinks in prohibited areas. Smoking in the building, courtyard or in front of the building may result in dismissal from the program.
4. Vandalizes, steals or defrauds BFHP or an employee of BFHP on their property.
5. Is in possession of a weapon.
6. Uses, distributes or manufactures illegal drugs, alcohol or pornography on the property.
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2012 Berkeley Way
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Other Procedures and Rules

1. Length of stay/exit dates: Dwight Way Emergency Shelter offers all men and women a place to stabilize. Your Resident Advocate/Case Manager will talk with you about seeking permanent housing. Your housing plan, your ability to gain/increase your income and ability to become housed will factor into how long your total stay is at Dwight Way. After you exit the shelter, you are eligible to return to the Dwight Way by accessing the Coordinated Entry System (CES).

2. Shelter wake-up time: Monday through Sunday wake-up time is 5:45 a.m. The gates to the dormitories are secured and locked by 6:45 a.m. morning. Women must be out of the dorm rooms by 7:45 a.m.

3. Shelter hours: The program gate opens at 5:00 p.m. and closes at 6:30 p.m. However, there will be a 15-minute “Grace Period” allowed for returning resident. This means that we are suggesting you arrive by 6:30 p.m. curfew time, but you will have until 6:45 p.m. to enter facility.

4. Excused late: An “excused late” is granted by swing shift staff only for special circumstances, such as doctor’s appointments, employment, court hearings, AA meetings, etc. All excused late must be approved by shelter manager the night before the event. There are no late excuses given over the phone! Note: If you receive clearance for a late verification the excused late is always required (doctor’s note, court/jail document, employment schedule, etc.)

5. Coming in late: The shelter gates close at 6:30 p.m. However, there is a 15 minute grace period until 6:45 p.m. This means that we are suggesting you arrive by 6:30 p.m. curfew time, but you will have until 6:45 to enter the facility. If you are not in the shelter by this time and do not have an excused late, you may lose your bed and have to access the CES in the morning.

6. Nights out: Two nights out are permitted monthly. All nights out must be cleared by the Shelter Manager or Resident Advocate prior to the night itself. If you do not notify the shelter staff that you will be out you will be considered a “no show” and may lose your bed and have to re-access through the CES.

7. No show: If residents miss three consecutive nights in the shelter and does not supply valid verification of their absence, they are considered a “no show” and will lose the bed, you may be unable to stay in the shelter and will have to access the CES for re-entry. In the event you lose your bed, the shelter will hold one bag of your personal belongings for 3 days. If you do not pick up your belongings within 3 days, the shelter staff will dispose of them. If you require an additional day you may contact the shelter staff before the end of the three days and if space allows we will try to accommodate your requests.

8. Emergencies: If you miss 3 nights because of an emergency in the hospital, in jail, etc.) You must provide valid verification of the emergency, otherwise you will be asked to leave the shelter.

9. Case Management Program: A Case Manager is available during day and evening hours to assist residents in locating housing, obtaining employment and benefits, and accessing with any other resources that may be helpful. In an effort to assist you in moving towards self-sufficiency we have developed a saving program that we encourage you to join, you may ask any Resident Advocate or the Case Manager for more information.

10. Chores: All shelter residents are required to complete a chore on a daily basis. Morning chores begin at 6:30 A.M. and night chores begin at 8:00 P.M.
11. **Holding belongings:** When you are scheduled to exit, your belongings must be packed the previous night and taken with you upon your exit. In the event of an involuntary exit your belongings will labeled with your name, dated, and held for 3 days. Shelter staff will only hold up to one large bag of belongings, the rest will be disposed of. You may pick up belongings between the hours of 4:00 P.M. and 6:30 P.M.

12. **Smoking:** There is NO SMOKING of any kind in or around the building.

13. **Changing clothes/laundry use:** Shoes or slippers are required to be worn at all times, except for sleeping. Undressing and dressing are restricted to bathroom areas only. Wash times are posted outside the office. Bed linens should be washed weekly.

14. **Theft:** Dwight Way Emergency Shelter is not responsible for lost or stolen items.

15. **Bed assignments:** Assigned beds are changed on a case-by-case basis at the discretion of management.

### Food and Beverage Policy

- **Absolutely no food or beverages allowed in the sleeping quarters-including water.**
- If you are found with these items in the bed are you subject to a written violation and could be subject to termination.
- Foods and beverage is allowed in the **dining area only.**

### Psychiatric Emergencies

Residents who demonstrate behaviors that may be dangerous to themselves or others will result in staff calling the Mobile Crisis Unit and /or 911 in order to receive appropriate support and assistance. You will not lose your bed in instances of hospitalization.

### Reasonable Accommodation

Reasonable accommodation for persons with disabilities can be provided while enrolled in the MHP. Reasonable accommodation includes adjustments to, policies, practices and procedures to accommodate special needs as a result of a disability. Any participant who states that he has a disabling condition and needs an accommodation should bring verification from a health care professional stating the accommodation is necessary. BFHP will review the request and will make every effort to accommodate the participant and make the necessary changes in a timely manner.

### Grievance Procedures

Berkeley Food and Housing Project is committed to operating quality programs and does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, ancestry, age, physical or mental disability, or familial status in the admission or access to, services, housing or other activities. BFHP strives to resolve participant questions, concerns and complaints quickly and fairly. Our experience is that most problems are a result of miscommunication and can be resolved.

You have the right to appeal a decision made about the services offered to you or actions taken by BFHP Staff. If you have a concern about a staff person’s actions, a program decision regarding your care and/or your privacy and confidentiality, BFHP has set up the following procedure for you:

1. Attempt to resolve any questions or concerns directly with program staff.
2. If the situation is still unresolved, please fill out a grievance form and request a meeting with the Assistant Manager/Program Manager. The Program Manager/Assistant Manager will respond within 48 hours and set up a meeting with you.

3. If you feel that your concerns still have not been adequately addressed by the Program Manager, you will be directed to:

   BFHP Director of Client Services
   1901 Fairview street Berkeley, CA 94703
   Fax 510-649-4982.

   You will be contacted within 48 hours after receipt of grievance. The Director of Client Services will review the process with you to ensure that your grievance was handled appropriately and fairly. This will complete the agency’s grievance procedure.

4. Lastly if you are still not satisfied you may contact:

   The Program Contractor, City of Berkeley
   2180 Milvia Street Berkeley, CA 94704
   510-981-5400
   Speak with the Director of Housing and Community Services
Attachment #2

BED BUG PROTOCOL – RESIDENTIAL PROGRAMS

Important Phone #’s:

- **Canine Inspection**: CimexTek / Ryan Haislip  
  408-440-6380
- **Chemical Treatment**: Advanced Integrated Pest Management  
  925-969-7586

In the event of a bite or bug sighting the following protocol must be followed:

**Bed Bug Treatment Checklist:**

- Report incident to Supervisor
- Order Canine Inspection through Facilities Manager
- Request custodian to spray down beds and mattresses with bed bug solution
- Place each residents’ personal belongings in a plastic bag that is labeled with their name clearly visible and take to the laundry room
- The floor areas in the sleeping bay must be free of any objects. Anything found under beds will be discarded
- The beds must be stripped and linens washed and dried by staff
- All residents’ clothing must be washed and dried
- All residents must shower upon re-entry to facility

If Canine Inspection alerts to bed bug activity, immediately alert Facilities Manager so Chemical Treatment can be arranged.

All Staff and Residents must leave the building by 7:30 am and are not allowed to return until 4:30 pm.

**Chemical Treatment Checklist:**

- All residents’ personal belongings must be in a plastic bag that is labeled with their name clearly visible
- The plastic bags can be taken to the laundry room
- The floor areas in the sleeping bay must be free of any objects. Anything found there will be discarded
- The beds must be stripped and linens washed and dried
- The beds will be moved during the treatment so please be aware
- All residents’ clothing must be washed and dried
- All residents must shower upon re-entry into facility