



SEVERE WEATHER SHELTER RESPONSE PLAN

MODEL TEMPLATE

*“Providing temporary emergency shelter
to homeless persons during severe weather.”*

December 30, 2008

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Acknowledgements

*211info Information and Referral Call Center
Faith-Based and Community Shelter Providers
Housing and Supportive Services Network (HSSN)
Interfaith Committee on Homelessness
Interfaith Hospitality Network
Washington County Consolidated Communication Agency (WCCCA)
Washington County Department of Housing Services*

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Equal Housing Opportunity

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** Comments regarding this document and the Severe Weather Shelter Response Plan may be directed to the Washington County Homeless Program Coordinator.*

SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS

INTRODUCTION

This template is designed to provide a model for a Severe Weather Shelter Response Plan for voluntary use by community partners in providing emergency temporary shelter to homeless persons during inclement life-threatening weather.

The template may need to be adapted to reflect the amenities of the structure and services available by the community partner; e.g. – shelter site occupancy capacity, hours of intake, etc.

While inclement weather conditions such as rain, wind, high/low temperatures will always exist, this plan focuses on inclement severe weather that may be life-threatening due to severity of temperatures and length of weather incident (pro-longed more than 2 to 3 days).

PURPOSE

The purpose of this plan is to provide information and procedures for use by community partners to open and operate emergency temporary shelters for homeless persons in the event of severe inclement weather conditions. It describes the underlying goals of the plan, the definition of a severe inclement weather event, the responsibilities of various community and public partners, and coordination activities with other agencies.

DEFINITION OF SEVERE WEATHER CONDITIONS/INCIDENT

For the purpose of this document, “severe weather” is defined as follows:

Severe Cold: A period of two or more days where temperatures are forecasted or actually reach 32 degrees Fahrenheit or below (November to March).

Severe Heat: A period of two or more days where temperatures are forecasted or actually reach 98 degrees Fahrenheit or above (June to August).

COMPONENTS OF A SHELTER PLAN

Many resources are needed to host a shelter site for homeless persons to facility amenities suitable to serving various homeless populations, volunteer staff, and meals. A campaign to solicit volunteers who will be committed to provide time and support are essential to the successful operation and service delivery to guests.

Staffing

At a minimum, the following volunteers will be needed:

- a) Shelter Coordinator – Person(s) who will act as primary contact for all shelter activities and is responsive to the Pastor (church shelter) or Agency Director (nonprofit or public shelter) and the Homeless Program Coordinator. A shelter may designate up to two (2) persons as Shelter Coordinators.
- b) Shelter Host – Persons who will oversee the shelter operations and act as hosts on day or night shifts, greet guests at the door and provide facility tour. Minimum of two persons at all times, with additional hosts recommended with increased shelter attendance. Hosts will work with the Logistics Coordinator to set-up shelter amenities; e.g. cots, etc. Hosts will work under the direction of the Shelter Coordinator.
- c) Meal Coordinator – Person(s) who will arrange for meals for shelter guests. The Meal Coordinator will work under the direction of the Shelter Coordinator.
- d) Logistics Coordinator – Person(s) who will provide services in support of the shelter operations to include shopping for shelter necessities, transportation, shelter set-up, etc. If a church van is available, may be responsible to coordinate pick-up and drop-off of homeless at designated locations.

Volunteer Recruiting

Most people are inherently generous in sharing their time and talent if we but ask. To recruit volunteers, consider hosting an Information Exchange meeting following prayer services if a faith-based shelter or a meeting with advocates of your agency to discuss the potential to engage in helping the homeless by providing shelter and meals during severe weather. The meeting provides individuals an opportunity to ask questions and better understand how they might support a severe weather shelter.

Invite persons willing to make a commitment by collecting their contact information (e.g. Name, Phone Number, and Email Address). This list of contacts will be used to receive formal training and an orientation regarding the shelter program.

→ See Appendices, Volunteer Recruitment Sign-Up Form

Building/Facility Amenities

As part of the development of a shelter plan, the church/agency will assess the availability of space, amenities of the facility, and liability assumed under this program.

Meals

An evening or morning meal is recommended, but not required. Meals may consist of easy to chew and digest ingredients to include soup, sandwiches, cereal or other items made available by the shelter host site.

DEVELOPING YOUR SHELTER

The following is a checklist of items for discussion in your consideration to open as a temporary emergency shelter for homeless persons during severe weather.

General Items

- * Time the shelter will open to guests.
- * Time the shelter will close in the morning.
- * What door will the guest enter and depart.
- * Availability of building facilities for extended periods 2 to 10 days, if needed.
- * How many guests will you host?
- * Populations you will serve?
- * Number of volunteers needed.
- * Other items as defined in Appendix A of the shelter plan.
- * No evangelism.
- * Listen without judging. Be respectful of their privacy.
- * Do not offer financial assistance.

Identify Shelter Procedures for Guest Intake

Intake and Guest Sign-In Log (sign in sheet for volunteers and for guests)

Date, Name of Guest/s, Male/Female, Volunteer(s) on Duty, Comments

➔ See Appendices, Shelter Intake and guest Sign-In Log Form

Guest Guidelines (have guest sign they received a copy of guidelines)

Go over guidelines with guest, have them sign on log sheet they received a copy and understand the rules.

➔ See Appendices, Guest Guidelines Form

What to say to guests – welcome, go over guidelines and procedures, and give a tour of the church/facility

Where do people go to eat meal and sleep

Building information (posted in several locations)

Lights

Heat

Locking doors

Restrooms/showers

Sleeping areas (procedures posted)

Smoking

Where is telephone located

First Aid Plan

What to do in case of emergency:

Do not handle blood!

Emergency phone #'s: **9.1.1** or non-emergency **503-629-0111**

Post emergency contact information at all phones; include name of church/shelter and street address of the church/shelter.

➔ See Appendices, In Case Of An Emergency Form

DEVELOPING YOUR SHELTER - CONTINUED

On-Site Needs of Shelter Hosts (Volunteers)

Name tags for volunteers

Schedule of open shelters, open and closing schedule.

Signs on outside shelter doors of the building – where to enter.

Resource Referral Information for guests

Dial **211** or if using a cell dial **503-222-5555** for referral to shelter locations and community resources.

List of shelters

Medical

Food kitchens, food boxes

Clothes

Personal Care Items

Bedding (if you give guests bedding tell them they can take it with them)

Toiletry items (individual bag of items they can take with them)

Snacks to go (juice boxes, energy bars)

STEPS TO BECOME A SHELTER PROVIDER

Orientation for Shelter Coordinator and Hosts

An "Orientation" on the shelter plan will be provided to church/agency sites upon request. The orientation will address items outlined in this manual. To arrange an orientation for your church/agency, please contact the Family Bridge, the Good Neighbor Center Shelter, and/or the Homeless Program Coordinator in Washington County. Contact information is included in the Severe Weather Shelter Response Plan.

→ See Appendices, Severe Weather Shelter Response Plan

Disclaimer or Policy Document

We encourage you to have a one-page disclaimer or policy document with some instructions and guidelines for both guests and volunteers and a log sheet for recording names of guests and volunteers (with a place for comments). There should be a place to sign acknowledging that they agree to follow the procedures.

→ See Appendices, Guest Guidelines Form

→ See Appendices, Shelter Intake and guest Sign-In Log Form

Set-up and Activation

Phase 1 - Preliminary Set-Up

As soon as the shelter site establishes the details and commitment to provide shelter services, the Shelter Coordinator completes Appendix A of the Severe Weather Shelter Response Plan and forwards to the Homeless Program Coordinator on or before October 31 annually. A community partner may open a shelter site after October 31; however, shelters are encouraged to register early to facilitate the process prior to severe winter weather incidents.

Phase 2 - Shelter Activation

1. Church/agency monitors weather and determines they have facility accommodations and volunteers to open as a shelter.
2. Church/agency activates by emailing Appendix A with activation date and times to 211info contacts and the Homeless Program Coordinator (follow instructions in the Severe Weather Shelter Response Plan attached to this document and located on the county's website at http://www.co.washington.or.us/deptmts/hse_serv/10yrhome/)
3. Homeless Program Coordinator forwards the Appendix A shelter activation information to law enforcement, fire/emergency services, severe weather shelter providers and HSSN members.
4. 211info (and other services and shelters) will refer street people to shelter sites based on information in Appendix A - giving location information, time, and other directions as needed.
5. When the Shelter Host determines the severe weather is over and/or does not have facility and staffing to support the shelter operations, the Shelter Host will "deactivate" by completing Appendix A (checking de-activation box, including date and time) and forward via email to 211info and Homeless Program Coordinator, who will respectively remove the Shelter Host site from the available shelter listing.

STEPS TO BECOME A SHELTER PROVIDER - CONTINUED

Recordkeeping

The plan recommends all Church Host Sites use a standard log sheet (attached) for comments that is faxed or emailed to the Homeless Program Coordinator who will collect and record data of emergency shelter.

It is recommended each host site have a 3-ring binder to keep all shelter information to include:

- a) Disclaimer or Policy
- b) Intake and Guest Sign-In Log
- c) Emergency Contact Information
- d) Resource and Referral Information for Guests
- e) Other

Signage as a Shelter Location

Identification of the shelter entrance through adequate signage is important to ensure all homeless enter the shelter location through one intake process. Signage should identify the entrance of the shelter, hours of operation (open/close), and include phone contact information, e.g. – 211 or 503-222-5555. For consistency across the county, shelters may use a consistent shelter sign that is printable in color with GREEN indicating shelter is open and RED indicating the shelter is closed.

Where possible, please have the details of your sign translated into Spanish and/or other languages.

→ See Appendices, Shelter Signage - Template

SHELTER PLANS AND PROCEDURES

Severe Weather Shelter Response Plan

Active shelter hosts participating in the Severe Weather Shelter Response Plan will review and follow the procedures outlined in the adopted plan. A copy of the plan is available as an appendices to this document and is located on the county's website at

http://www.co.washington.or.us/deptmts/hse_serv/10yrhome.htm

→ See Appendices, Severe Weather Shelter Response Plan

Appendix A – Details of Shelter Host Site

The Appendix A is the universal document prepared by all Shelter Host sites that choose to participate in the Severe Weather Shelter Response Plan and demonstrates the church/agency's commitment to partner in the plan. The information includes shelter site street address, contact information, capacity of the shelter site, hours of intake, pet policy, and homeless populations to be served by the shelter. Appendix A can be found in the Severe Weather Shelter Response Plan document.

The Appendix A form is used by the shelter host site as official communication on dates and times of activation and de-activation as a shelter.

→ See Appendices, Severe Weather Shelter Response Plan

Emergency Procedures

While incidents are rare at the shelter, it's important to be prepared. At a minimum there should be one telephone accessible to all Shelter Hosts. All Shelter Hosts should be aware of telephone locations throughout the building. Shelter Hosts may also carry cellular telephones. Emergency contact information should be posted at telephones in the shelter building.

If there is a need for medical or law enforcement, do not hesitate to call **911**. Upon securing the situation, Shelter Hosts will also contact the Shelter Coordinator to inform of the incident. In addition, the Shelter Coordinator or Host will contact the Homeless Program Coordinator to provide a report on the incident and actions taken.

Important Contact Information:

- Never give homeless guests the telephone numbers of any shelter hosts, the church office number, or other contact information for persons providing services within the Severe Weather Shelter Response Plan. Please provide the **211** or **503-222-5555** phone contact for 211info Referral.
- Do not confirm the existence of any current or previous homeless guest to anyone over the phone. If someone identifies himself/herself as a police officer or public official, please refer them to the Shelter Coordinator.

Hours of Operation

A minimum of two (2) Shelter Hosts will be on duty at all times of shelter operations. The Shelter Schedule is a tool for use by the Shelter Host to define the timelines and activities of shelter operations.

A template follows for your use in developing a Shelter Schedule for your specific shelter site.

SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS

SHELTER SCHEDULE - TEMPLATE

Evening Schedule:

6:00 to 6:30 p.m. – Set-up Time

- Volunteer Shelter Hosts arrive at the shelter site to assist with room preparation.
- Shelter Hosts sign-in. May wear nametags with first name.
- Shelter Hosts complete a brief orientation with the Shelter Coordinator for that evening.
- Shelter Hosts require a volunteer disclosure be signed and on file – please provide volunteer with form if not already completed.

6:30 to 10:00 p.m. – Intake Time

- Shelter Hosts greet homeless guests.
- Shelter Hosts reviews the Shelter Guest Guidelines (rules) with the homeless guests. Give the guest a copy for his/her signature (first name is okay) indicating they understand the rules. Once the guest has signed this document, this is maintained on file. This form is only reviewed and signed once, regardless of the number of nights the guest stays in the shelter.
- Shelter Hosts asks the homeless guest to sign the Shelter Intake form.
- Shelter Hosts give the guest a tour of the building areas where they will eat, sleep, bathrooms, and where they may leave their personal belongings.

10:00 p.m.

- Lights out, please.

Morning Schedule:

6:00 to 6:30 a.m.

- Shelter Hosts begin preparing breakfast (if one is to be served).

6:30 to 7:30 a.m.

- Shelter Hosts wake up homeless guest.
- Guests are expected to pack-up their sleeping area and personal items to take with them when they leave the shelter.
- Shelter Hosts advise the guests if the shelter will be open that evening, provide intake time and other information, as necessary.
- Guests eat breakfast, if provided.

7:30 a.m.

- Guests leave the shelter.

7:30 to 8:00 a.m.

- Shelter Hosts wipe down kitchen counters and tables with bleach water.
- Shelter Hosts returns kitchen to pre-breakfast condition (clean and organized).
- Shelter Hosts sweep/mop floor areas.
- Shelter Hosts complete overnight log sheet to include volunteer hours worked, add comments about guests, or other helpful information.
- Shelter Hosts lock doors when leaving the shelter site.

STAFFING - POSITION DESCRIPTIONS

Shelter Coordinator

The Shelter Coordinator will act as primary contact for all shelter activities and be responsive to the Pastor (church shelter) or Agency Director (nonprofit or public shelter), the Shelter Hosts, and the Homeless Program Coordinator. Shelters may designate up to two Shelter Coordinators as primary contacts.

The Coordinator will recruit volunteers to work as Shelter Hosts, a Meal Coordinator and a Logistics Coordinator to arrange and provide shelter services.

The Coordinator will prepare and publish Appendix A activation and de-activation notices to 211info and the Homeless Program Coordinator. The Coordinator will maintain all recordkeeping to include signed Guest and Host documents, Intake Guest Sign-In forms, Volunteer Hours Log, and other documents as necessary. The Coordinator will provide the Homeless Program Coordinator with reports on number of homeless served and volunteer hour statistics.

Shelter Host

Overnight Shelter Hosts greet shelter guests and facilitate a welcoming atmosphere, provide tour of the areas to be accessible to the guests, and stay overnight at the shelter. Hosts arrive at the shelter with personal bedding and toiletries during the designated shelter set-up time. Shelter Hosts will work with the Shelter Coordinator and Meal Coordinator. The Shelter Hosts will follow the Shelter Schedule. Please refer to your shelter's specific Shelter Schedule.

For safety and visibility: Please have a minimum of two (2) shelter hosts on-site during the operation hours, with one host awake during shelter hours (may alternate sleep shifts) and located near the front of the room. Advise guests that you are here for them should they need anything in the night. Should there be an emergency, call 911.

Personal Belongings: Shelter Hosts should lock all personal belongings (e.g.- purse, computer laptop, etc.) behind closed doors or remain with the items at all times. Do not leave guests unsupervised around supply closets and lock all closets when not in use.

Supply Distribution to Guests: If the shelter is providing personal hygiene supplies, most guests have little in the way of supplies and some may be tempted to hoard the shelter's supplies. Please distribute available supplies to guests to include shampoo, soap, lotion, toothpaste, etc. Other items such as deodorant, razors, diapers, etc., can be supplied by hosts as available.

Abuse: Because of their close interaction with shelter guests, hosts may notice needs or difficulties. Be particularly alert to physical and emotional abuse of guests, especially children. Guests should be informed that physical punishment of children, name-calling, screaming at, verbally humiliating, and intimidating a child or adult are all forbidden and are grounds for ejection.

First Aid and Medications: Shelter Hosts should be aware of the location of first aid supplies, e.g. – band aid. No medications are to be distributed or supplied by the shelter. The shelter hosts should not attempt to administer medical treatment. Hosts are encouraged to call 911 if the guest appears to be having a medical emergency/need.

POSITION DESCRIPTIONS - CONTINUED

Meal Coordinator

The Meal Coordinator will arrange the necessary supplies for meals based on the activation schedule and anticipated capacity of the shelter (# of persons to feed). The Meal Coordinator will arrange for food supplies and/or prepared meals to be available for the Shelter Hosts to feed the guests.

Meals may consist of soup, sandwich items, casserole, etc. Meals should be simple to prepare, should be of nutritional value and easy to eat. Please be aware that homeless persons may have poor dental care and unable to chew hard or uncooked items; e.g. – apples, carrot sticks, etc.

Logistics Coordinator

The Logistics Coordinator will provide services in support of the shelter operations to include, but not limited to, shopping for shelter necessities, transportation, arrange special shelter set-up, etc. If a church van is available, may be responsible to coordinate pick-up and drop-off of homeless at designated locations.

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Washington County
**Severe Weather Shelter Response Plan
For Homeless Persons**

Objective

To provide temporary shelter to homeless persons when there is a period of prolonged weather reaching severe cold and hot temperatures (life-threatening).

Severe temperatures will be defined as:

Severe Cold: A period of two or more days where temperatures are forecasted or actually reach *32 degrees Fahrenheit or below* (November to March only).

Severe Heat: A period of two or more days where temperatures are forecasted or actually reach *98 degrees Fahrenheit or above* (June to August only).

Participating Agencies and Responsibilities

- **Washington County Homeless Program Coordinator** manages activation/deactivation communication of severe weather shelter site (churches) with 211info, WCCCA, and HSSN **503-846-4760**
Contact: Annette Evans Annette_Evans@co.washington.or.us Fax 503-846-4795
- **HSSN Homeless Subcommittee** outreaches to faith-based and community partners to identify Severe Weather Shelter site and provide orientation.
Homeless Program Coordinator: Annette Evans Annette_Evans@co.washington.or.us **503-846-4760**
Interfaith Hospitality Network: Annie Heart familybridge@gmail.com **503-844-2919**
- **Shelter Provider Organization** (Faith-based and Community Partners) providing temporary shelter from extreme weather conditions.....See Appendix B
- **Office of Consolidated Emergency Management for Washington County (OCEM)** monitors weather conditions and temperatures, publishes weather reports to predefined email distribution. (OCEM Weather Forecast)
Contact: Doug Hormann, hormandj@tvfr.com **503-259-1174**
..... Website www.ocem.org / www.wrh.noaa.gov/pqr
- **2.1.1info** maintains list of activated Shelter Providers / Provides referrals to public via Call Center. To access via phone..... **211**
Call Center Contact@211info.org Fax 503-499-4302
..... Website <http://www.211info.org/>
- **Washington County Consolidated Communications Agency** will relay shelter information to Users (Agency Directive 3.4.21) **503-690-4911**

Shelter Provider Organization Protocol

Shelter provider organization(s) will provide the following services during severe weather:

Severe Cold: When a forecast of ‘severe cold’ has been issued by OCEM, the National Weather Service Forecast Office, and/or local TV/Radio media, the shelter provider organization will activate (open) from 7:00 pm to 7:00 am, recommended timeframe. Food may be provided.

Severe Heat: When a forecast of ‘severe heat’ has been issued by OCEM, the National Weather Service Forecast Office, and/or local TV/Radio media, the shelter provider organization will establish a day shelter with hydration stations where homeless persons can receive water and light refreshments. Once temperatures fall below 90 degrees, shelter provider organization may deactivate (close).

Action Plan

Preparation (prior to weather event):

1. HSSN will engage the faith-based and community organizations to participate in providing temporary shelter services. Orientation will be provided to participating shelter provider organization on the Severe Weather Shelter Response Plan. The shelter provider organization will complete Appendix A and provide shelter site location, contact information, shelter capacity, hours of intake, shelter amenities, and population to be sheltered (e.g. – singles, families with children). The Service Provider Organization Directory will be updated (Appendix B).
2. Shelter provider organization contact OCEM requesting to be added to the email distribution of the OCEM Weather Forecast updates. Shelter provider organization will provide an email address to receive the OCEM Weather updates and will monitor the weather for activation.
3. OCEM will add the shelter provider organization contact information to the email distribution.

Response (during weather event):

4. The shelter provider organization will review OCEM weather updates received via email, the National Weather Service Forecast Office, and/or weather updates available on local TV/Radio broadcasts. Shelter provider organization will determine when their organization will open to provide shelter services to the homeless.
5. The shelter provider organization, upon determination to open as a shelter, completes activation portion of Appendix A.
6. The shelter provider organization(s) forwards a copy of Appendix A via email (preferred) or fax to the contacts at 211info and the Washington County Homeless Coordinator.
7. 211info Call Center Manager will distribute shelter information to staff and post on the 211info website.
8. Washington County Homeless Program Coordinator will compile a list of shelter sites with amenities, and distribute the information to:
 - 8.a WCCCA non-emergency dispatch for relay to law enforcement and fire/EMS agencies in the county.
 - 8.b Shelter provider organizations and the HSSN email distribution.
 - 8.c Washington County Consolidated Emergency Management.
 - 8.d Interfaith Committee on Homelessness.

Deactivation (following weather event):

9. The shelter provider organization monitors weather updates and determines when to terminate shelter services by checking the deactivation box on Appendix A, list date and time of closure, and forward via email (preferred) or fax to 211info and the Washington County Homeless Program Coordinator.
10. 211info Call Center Manager will advise 211info staff that the shelter is closing and remove data from the website.
11. Washington County Homeless Program Coordinator will update list of shelters to reflect deactivation and distributes information to:
 - 11.a WCCCA non-emergency dispatch for relay to law enforcement and fire/EMS agencies in the County.
 - 11.b Shelter provider organizations and the HSSN email distribution.
 - 11.c Washington County Consolidated Emergency Management.
 - 11.d Interfaith Committee on Homelessness.

SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS

Appendix A

Washington County
Severe Weather Shelter For Homeless Persons

**Enter Shelter Provider Organization Name Here **

Shelter Location: (Street Address, City)

Pastor Name (if applicable): _____

Primary Contact Name (Day): _____

Phone Number (Day): _____

Email Address _____

Primary Contact Name (Night): _____

Phone Number (Night): _____

Email Address _____

Tri-Met Bus Route #'s: ___, ___, ___

Standard Capacity and Services

Populations to be served (check all that apply):

- Families with Children
- Single Adults (18+ Years and older)
- Unaccompanied Youth (Age ___ and younger)

Shelter Capacity: (*# of persons, beds*)

Hours of Intake: (*Days of week, times*)

Type of Bedding: (*floor, cots, etc.*)

Showers: (*# + shower or tub*)

Meals: (*coordinated meal available, food donations, cooking facility*)

Day Use Available: (*Yes or No*)

Handicap Accessible: (*Yes or No*)

Accept Pets (Dogs/Cats): (*Yes or No*)

Other: _____

Activate (Open) Effective Date/Time _____ (**a.m. / p.m.**)

Deactivate (Close) Effective Date/Time _____ (**a.m. / p.m.**)

Email to all: Contact@211info.org (211info Information and Referral)
 Annette_Evans@co.washington.or.us (Washington County Homeless Program Coordinator)

Appendix B

Washington County
Severe Weather Shelter For Homeless Persons

SERVICE PROVIDER ORGANIZATION DIRECTORY

(To be developed by HSSN Homeless Subcommittee)

BEAVERTON

Agency Name, Street Address, City

Contact Name (Day) 503-123-4567

Email@Email.com

FOREST GROVE

Agency Name, Street Address, City

Contact Name (Day) 503-123-4567

Email@Email.com

HILLSBORO

Agency Name, Street Address, City

Contact Name (Day) 503-123-4567

Email@Email.com

TIGARD

Agency Name, Street Address, City

Contact Name (Day) 503-123-4567

Email@Email.com

TUALATIN

Agency Name, Street Address, City

Contact Name (Day) 503-123-4567

Email@Email.com

IN CASE OF AN EMERGENCY

Church Name: _____

Address: _____

Church Phone: _____



Shelter Coordinator(s) Contact Information:

NAME: _____ PHONE: _____ CELL # _____

NAME: _____ PHONE: _____ CELL # _____

IN CASE OF A LIFE-THREATENING EMERGENCY: FIRE, MEDICAL, POLICE, DIAL 9-1-1

For non-emergency assistance, please dial 503-629-0111

We do not recommend that a shelter guest or a shelter volunteer transport a person to the hospital or medical clinic.

If a person is having a medical emergency, call 9-1-1. The EMT/Paramedic responders will assess the situation and determine if transportation to a medical facility is necessary.

*Domestic Violence Crisis Line	(503) 469-8620
*Washington County Family Shelter Network	(503) 640-3263
*Safe Place For Youth Shelter (age 14 to 19 years)	(503) 542-2712 or (503) 542-2717
*HomePlate Youth Outreach Worker	(503) 867-4954
*Luke-Dorf Homeless Outreach Worker	(971) 219-3969
*Mental Health Crisis Line	(503) 291-9111
*Police/Fire – Emergency	911
*Police/Fire - Non-emergency	(503) 629-0111
Animal Control	(503) 846-7041
Cab, Broadway & Yellow Cab Service	(503) 227-1234
Cab, Pacific	(503) 649-6860.
Health Department ¹	(503) 846-8851
Hospital, Meridian Park	(503) 692-1212
Hospital, Providence St. Vincent	(503) 216-1234
Hospital, Tuality Forest Grove	(503) 357-2173
Hospital, Tuality Hillsboro	(503) 681-1111
Metro West Ambulance	(503) 648-6657
Veterans Community Based Outpatient Clinic – Hillsboro	(503) 906-5000
Virginia Garcia Clinic – Beaverton / Hillsboro Locations	(503) 352-6000 / (503) 601-7400
Information and Referral Resources ²	211 or (503) 222-5555
Open Door Counseling Center Walk-in Day Center	(503) 640-9374
Homeless Prevention & Rapid Rehousing Program	(503) 640-3263
Homeless To Work Program (Single Adults 18+ years)	(503) 933-2440

¹ Health Department open Monday through Friday, 8 a.m. to 5 p.m.

² 211info Call Center open Monday through Friday, 8 a.m. to 6 p.m.

SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS

GUEST GUIDELINES - TEMPLATE

Hours: _____ p.m. to _____ a.m.

_____*(Insert Church Name)*_____ Church welcomes you to our severe weather shelter. *We hope that you will feel welcome during your stay with us. In order to ensure that everyone has a positive experience, we ask that you follow these rules. If you have any questions or special needs, particularly of an emergency nature, please ask a Shelter Host for assistance.*

The shelter will be open no earlier than _____ p.m. Please do not arrive prior to this time. Exterior building doors are locked at _____ p.m. All guests must be at the church by _____ p.m. unless other shelter accommodations have been arranged.

Smoking is not allowed inside the building or within 10 feet of the building entrance.

Drugs and Alcohol - Absolutely no drugs or alcohol are to be consumed or stored, on or off the shelter grounds by any guest. All guests must be clean and sober of all drugs and alcohol before entering the program. If we suspect alcohol or drug use, you will be asked to leave. If you refuse to leave, we may call 911 for assistance.

Weapons - No weapons are allowed on the church property.

Pets - Guests are not allowed to have pets of any kind in the building, with the exception of service animals.

Harassment - No threats or acts of violence will be tolerated in any way. Any attempt to impose your will on another is an act of violence. Harassment in any form (whether it is verbal, physical, emotional, mental, or sexual) will not be tolerated, nor will aggressive or intimidating behavior of any kind be tolerated.

Discipline of children must be non-violent. Physical, verbal, mental, or emotional abuse of children is not acceptable and will not be tolerated. Examples of abuse include pinching, slapping, hitting, spanking, biting, name calling, swearing, etc. Staff is required by law to report any suspected child abuse or neglect. If you have questions or concerns about this, please ask staff.

Meal - A meal is available at _____ p.m. Please keep food and drinks in the kitchen or eating area, except baby bottles.

Public Areas - Appropriate attire must be worn at all times. All guests must be dressed properly. This means you must be fully clothed. For your protection, shoes must be worn.

Lights Out - Lights out at 10:00 p.m. and all guests are to stay in the sleeping area. If for any reason you have to leave the building in the night (other than to smoke), you will not be let back inside without permission from the Shelter Hosts.

Designated Areas - Please stay in the designated guest areas of the building. You will be provided tour of these areas. Please only sleep in areas designated for sleeping.

Child Supervision - Parents are responsible for the supervision of their children. No children should be left unattended. Young children should go to the restrooms only with their parents. Please do not place inappropriate items (diapers, paper towels, wipes, etc.) in the toilets. Please accompany your children to the restrooms.

General Information

- * Guests need to clean up after themselves or ask a volunteer for assistance.
- * A telephone is available for brief, local calls.
- * The shelter is not responsible for lost or stolen items.
- * Guests are welcome to use the sanctuary for prayer or reflection.

Shelter Hosts will wake you at _____ a.m. Please get up and immediately eat breakfast provided by the Shelter Hosts. You will need to put away your sleeping mats and bedding to take with you as you leave. It is important that you be ready to promptly leave the church shelter by _____ a.m.

I understand and agree to follow the rules of this church/agency shelter. I understand that failure to do so may result in my being asked to leave the building and grounds.

Name

Name

Signature

Signature

Date: _____

SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS

REGLAS PARA

Hours: _____ p.m. to _____ a.m.

(Insert Church Name) le da la bienvenida a nuestro refugio de clima severo. *Esperamos que se sienta bien durante su estancia con nosotros. A fin de que toda persona tenga una experiencia positiva, pedimos que siga estas reglas. Si tiene alguna pregunta o necesidades especiales, particularmente de carácter de emergencia, por favor piden a un anfitrión del refugio para asistencia.*

El refugio estará abierto a las _____. Por favor, no lleguen antes de esta hora. Las puertas exteriores del edificio están bloqueadas durante a las _____. Todos los huéspedes deben estar en la iglesia a las ____ a menos que se organicen otras adaptaciones de refugio.

Fumar-No está permitido fumar dentro del edificio o dentro de 10 pies de la entrada del edificio.

Drogas y alcohol - absolutamente ningún tipo de drogas o alcohol podrán ser consumidos o almacenados, dentro o fuera de la propiedad del refugio por ningún invitado. Todos los huéspedes deben estar limpios y sobrios de todas las drogas y alcohol antes de entrar en el programa. Si nosotros sospechamos uso de alcohol o drogas, se le pedirá salir del refugio. Si usted se niega a abandonar el refugio, llamaremos 911 para asistencia.

Armas - No se permiten armas en la propiedad de la Iglesia.

Las mascotas - Invitados no deben tener ningún tipo de mascotas o animales domésticos en su compañía dentro o fuera del edificio o en la propiedad, a menos que los animales de servicio.

Acoso - No amenazas o actos de violencia serán tolerados en modo alguno. Cualquier intento de imponer su voluntad en otro es un acto de violencia. No se tolerará el acoso en ninguna forma (ya sea verbal, físico, emocional, mental o sexual), ni se tolerará el comportamiento agresivo o intimidante de ningún tipo.

Disciplina de los niños no debe ser en forma violenta. Abuso físico, verbal, mental o emocional de los niños no es aceptable y no será tolerado. Algunos ejemplos de abuso indebido son: pellizcar, palmadas, golpear, azotes, morder, llamada de nombre, jurar, etc... Personal se requiere por ley informar de cualquier sospecha de abuso infantil o descuido. Si tiene preguntas o preocupaciones acerca de esto, pida ayuda al personal.

Comida - Una comida está disponible a las _____ p.m. Por favor, tenga alimentos y bebidas en la cocina o área alimentarias solamente, excepto biberones.

Áreas Públicas - vestimenta apropiada es obligatoria en todo momento. Todos los huéspedes deben estar vestidos correctamente. Esto significa que debe estar totalmente vestido. Para su protección, hay que llevar zapatos.

Luces apagadas- Luces serán apagadas a las 10: 00 p.m. y todos los huéspedes deberán permanecer en el área para dormir. Si por cualquier razón tiene que dejar el edificio (salvo que fuman) en la noche, usted no se permitirá volver a entrar sin permiso de la persona encargada o (anfitrión) del refugio.

Áreas designadas - Por favor durante su estancia permanezca en las áreas designadas para invitado en el edificio. Se le proporcionará recorrer las áreas bajo supervisión. Por favor, sólo duerman en zonas designadas para dormir.

Supervisión Infantil- Padres son responsables de la supervisión de sus hijos. Ningún niño debería dejarse desatendido. Los niños pequeños deberán ir a los baños sólo con sus padres. Por favor no coloque elementos inadecuados (pañales, toallas de papel, etc.) en los retretes. Por favor, acompañe a sus hijos cuando necesiten ir al baño.

Información general * invitados deben recoger sus propiedades o pedir a un voluntario por asistencia. Un teléfono está disponible para las llamadas breves y locales. El refugio no es responsable de elementos perdidos o robados. * Huéspedes son bienvenidos a utilizar el santuario para orar, reflexionar, o meditar.

SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS

La persona en cargada (anfitrión) del refugio le despertara a las ____ . Por favor, levantarse e inmediatamente pase a tomar el desayuno proporcionado por el refugio. Deberá recoger y limpiar el lugar donde durmió y dejarlo en la condición en que se le fue entregado. Es importante que usted este listo para alojar sin demora el refugio de la iglesia a _____ .

Comprendo y estoy de acuerdo con las reglas de este refugio de Iglesia/Agencia. Entiendo que al no hacerlo puede resultar en que se me pida abandonar el edificio y la propiedad.

Nombre

Nombre

Firma

Firma

Fecha: _____

SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS

SHELTER INTAKE AND GUEST SIGN-IN LOG - TEMPLATE

SHELTER HOST SITE: _____		DATE OF INTAKE: _____					
	NAME OF GUEST (one individual per line)	BIRTH YEAR (example 1962)	TIME IN	TIME OUT	REVIEW RULES	GAVE TOUR OF BUILDING	NOTES/COMMENTS
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							

SHELTER SIGNAGE - TEMPLATE

SEVERE WEATHER SHELTER

OPEN

Forest Grove United Church Of Christ



**Shelter services are available
6:00 p.m. to 6:00 a.m.**



For Washington County shelters and other shelter
resources within the Metro area,
dial **211** or **503-222-5555**.

Refugio de Clima Severo

Abierto

Forest Grove United Church Of Christ



**Servicios del refugio están disponibles
6:00 p.m. to 6:00 a.m.**



Refugios en el Condado de Washington y otros
refugios y recursos en la área metro,
Marque **211** o **503-222-5555**.

SHELTER SIGNAGE - TEMPLATE

SEVERE WEATHER SHELTER

CLOSED

PLEASE COME BACK LATER

Forest Grove United Church Of Christ



**Shelter services are available
6:00 p.m. to 6:00 a.m.**



For Washington County shelters and other shelter
resources within the Metro area,
dial **211** or **503-222-5555**.

Refugio de Clima Severo

Cerrado

Por favor regrese mas tarde

Forest Grove United Church Of Christ



**Servicios del refugio están disponibles
6:00 p.m. a las 6:00 a.m.**



Refugios para el Condado de Washington y otros
refugios y recursos en la área metro
marque **211** o **503-222-5555**.