

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.
Interfaith Hospitality Network: Annie Heart familybridge@gmail.com **503-844-2919**
Shelter Rep: Kim Marshall kmarshall@goodneighborcenter.org..... **503-443-6084**
- **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 **503-642-0374**
..... 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**
Contact: Jessica Gardner, Call Center Manager Jessica@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 Homeless Subcommittee engages 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 provides 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.

Washington County
Severe Weather Shelter For Homeless Persons

****Enter Shelter Provider Organization Name Here ****

Shelter Location: _____ (Street Address, City) _____

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: Jessica@211info.org (211info Call Center Contact)
jennyj@211info.org (211info Call Center Contact)
Annette_Evans@co.washington.or.us (Washington County Homeless Program Coordinator)