



SEVERE WEATHER SHELTER RESPONSE PLAN

MODEL TEMPLATE

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

December 30, 2008

[Revised 9/2019]

Acknowledgements

*Faith-Based and Community Shelter Providers
Housing and Supportive Services Network (HSSN)
Interfaith Committee on Homelessness (ICH)
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Washington County Consolidated Communication Agency (911 WCCCA)
211info Information and Referral Call Center
Washington County Department of Housing Services*

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SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS

REVISION HISTORY

Revision Date	Description of Changes
2008	Original Version
11/2016	Spanish version of Guest Guidelines added (Appendices)
11/2018	Introduction: add "Inclement" v. "Severe" definition; Components of A Shelter Plan: add Fire and Life Safety, Evacuation, Smoke Detector section.
9/2019	Recordkeeping section updated to identify HMIS as the data collection tool.

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

SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS

INTRODUCTION

This template is designed to provide a model for a Severe Weather Shelter Response Plan (“Plan”) for use by community partners in providing low barrier¹ emergency temporary shelter to homeless persons during inclement and 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.

Inclement weather conditions such as rain, wind, high/low temperatures can have detrimental and life-safety impact for vulnerable homeless populations with chronic health and disabling conditions. This SWS plan focuses on:

- Operating inclement shelters on designated dates during the months of November through March to provide respite from the weather elements; and
- Providing expansion of shelter operations during extreme 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 inclement or severe 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 WEATHER CONDITIONS/INCIDENT

For the purpose of this document, inclement and severe weather are defined as follows:

Inclement Weather: Harsh weather that is wet and cold where temperatures may reach 32 degrees Fahrenheit or below during Winter months (November to March).

Severe Weather: Extreme weather that poses risk to life and property that may include a special alert forecast predicting strong wind, heavy rain, frozen precipitation, or other extreme weather for a period of 24 or more hours during Winter months (November to March).

¹ Low Barrier Shelter ensures immediate access by eliminating barriers such as sobriety standards, pet restrictions, entry based on identification, income, and background checks.

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 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

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.

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.

Maximum Number of Occupants Allowed

The maximum number of allowable temporary shelter occupants shall be calculated using an occupant load factor of one individual for every 35 square feet of room area. For example, a room with 1,000 square feet would be allowed to provide temporary shelter for up to 28 people. Please check with your local Fire Marshall for additional details on occupancy requirements.

Fire Safety and Evacuation

The local Fire Marshal and the Building Official, or their designees, shall conduct an inspection with the shelter coordinator present prior to commencement of work in preparation for operation of the temporary shelter. The inspection shall determine if the building or area is appropriate for the temporary shelter and identify what work needs to be completed prior to operation.

Smoke Detection, Smoke Alarms and Carbon Monoxide Detectors

- a. All temporary shelter sleeping areas shall be provided with interconnected smoke alarms or a complete smoke detection system.
- b. Smoke detectors or smoke alarms may be battery operated.
- c. All other areas of the building used for shelter operation shall be equipped with smoke detectors or smoke alarms as prescribed by the Fire Marshal's Office as follows:
 - (1) Buildings housing a temporary shelter shall be equipped with a smoke detection and alarm system installed under permit through the Fire Marshal's Office.
 - (2) Each room used for sleeping shall be provided with a working smoke alarm (10 year battery with hush feature) or a smoke detector tied into an alarm system and a carbon monoxide detector.
 - (3) Hallways serving as a means of egress for sleeping rooms shall be provided with a working smoke alarm (10 year Battery with Hush feature) or a smoke detector tied into an alarm system. Coverage of the hallways shall be per NFPA 72 spacing requirements.
 - (4) In buildings that are not equipped throughout with an automatic sprinkler system installed in accordance with the fire code, the smoke alarms in guestrooms shall be connected to an emergency electrical system and shall be annunciated by guestroom at a constantly attended location from which the fire alarm system is capable of being manually activated. The constantly attended location must be served by a responsible adult that:
 - (a) Has a high degree of familiarity with the building layout and emergency egress routes in the event of an emergency.
 - (b) Has an understanding of their responsibilities to the occupants with regards to emergency evacuation of the building in the event of an emergency.

Means of Egress (Exits)

All floor levels with a temporary shelter area shall have a minimum of two means of egress (exits) from each floor level. Exits from sleeping rooms shall be provided as follows:

- a. Ground floor sleeping rooms with less than 50 occupants.** Sleeping rooms located on the ground floor of the building serving 49 people or less shall have at least one exit and at least one window qualifying as an escape or rescue window as defined by the building code.
- b. All other sleeping rooms.** Rooms used as shelter sleeping rooms that are located on floor levels other than the ground floor and that have an occupant load of 10 or more shall have two exits from the room. The exits serving the room shall be separated by a distance equal to at least 1/3 of the longest diagonal distance of the room.

Emergency Evacuation Plan

All temporary shelters shall create and maintain an emergency evacuation plan addressing the evacuation of all visitors and staff in an emergency event. At a minimum, the emergency evacuation plan shall contain the following:

- a. Building Floor Plans.** Building floor plans for each floor being used as temporary shelter with the sleeping rooms clearly identified;
- b. Room Size.** The square footage of the rooms used as sleeping rooms and the use of adjacent rooms;
- c. Egress Path.** A plan to show egress from the proposed shelter spaces and from the building; and
- d. Life-Safety Systems.** Information regarding sprinkler systems, smoke detection or fire alarm systems in the building.

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.

Culturally Specific and Other Resource Referral Information

211 Information and Referral (Statewide) dial **211** or if using a cell dial **503-222-5555**

Culturally Specific Provider Agencies

503-872-8822 Asian Health Service Center

503-902-8351 Center for African Immigrants and Refugees Organization (CAIRO)

503-359-0446 Centro Cultural

503-234-1541 IRCO Immigrant and Refugee Community Organization

503-288-8177 Native American Youth and Family Center (NAYA)

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 Homeless Program Manager in Washington County, and a session will be schedule with shelter staff. Contact information is included in the 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 Plan and forwards to the Homeless Program Manager on or before October 1 annually. A community partner may open a shelter site after October 1; 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 Manager (follow instructions in the Plan attached to this document and located on the county’s website at <http://www.co.washington.or.us/homeless>. The Homeless Program Manager forwards a consolidated shelter activation schedule 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 contacting the Homeless Program Manager, who will respectively remove the Shelter Host site from the available shelter schedule listing.

STEPS TO BECOME A SHELTER PROVIDER - CONTINUED

Recordkeeping

The plan recommends all Church Host Sites use the Homeless Management Information System (HMIS) to collect the demographics of each homeless person using the HMIS Intake form (attached). The shelter will post the HMIS Privacy and Security and maintain all HMIS Intake forms in a locked and secure location.

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 (“Plan”)

Active shelter hosts participating in the Plan will review and follow the procedures. The Plan is available as an appendices to this document and is located online at <http://www.co.washington.or.us/homeless>.

→ See Appendices, Severe Weather Shelter Response Plan

Appendix A – Details of Shelter Host Site

The Appendix A is the universal document prepared by each Shelter Host site and demonstrates the church/agency’s commitment to partner in the plan. The information includes shelter 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 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 by documenting procedures to be followed during an emergency and practice this response with Shelter Hosts. At a minimum there should be one telephone accessible to all Hosts. All 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 Manager 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 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. This security/privacy is needed for all guests, and especially persons who may be fleeing domestic violence. 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 Manager. 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 Manager. 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 Manager 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 and/or permanent exclusion from shelter.

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

Permanent Exclusion From Shelter: The Shelter Hosts will advise guest(s) when they break the shelter rules and restate the shelter rule for clarity. After a series of warnings determined by shelter policy, the Shelter Host may exclude the guest if the infraction is of a serious nature to cause concern for safety of the individual, other guest and the shelter hosts. This may include incidents of disturbance to shelter operations that may lead to an unsafe environment. Any violent behavior, or behavior causing a disturbance, or behavior causing volunteers or guest to be uncomfortable or fearful for their safety should result in a 911 emergency request for police presence.

Permanent exclusions will be reported to other Shelter Coordinators within the Washington County Severe Weather Shelter network. This notice can occur via email or phone, and should only include the facts regarding name and reason for exclusion; e.g. the violation of shelter rules that created an unsafe shelter environment.

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.

APPENDICES

Severe Weather Shelter Response Plan (Appendix A)17

Shelter Coordinator Directory (Appendix B)20

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In Case Of An Emergency Form - HELP22

Guest Guidelines Form23

Shelter Guest Sign-in Log Form26

Shelter Signage – Open/Closed27

HMIS Intake Form31

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

Objective

To provide temporary shelter to homeless persons when there is a period of “Inclement” and/or “Severe” weather during Winter months (November through March).

Inclement Weather: Harsh weather that is wet and cold where temperatures may reach 32 degrees Fahrenheit or below during Winter months (November to March).

Severe Weather: Extreme weather that poses risk to life and property that may include a special alert forecast predicting strong wind, heavy rain, frozen precipitation, or other extreme weather for a period of 24 or more hours during Winter months (November to March).

Participating Agencies and Responsibilities

- **Washington County Homeless Program Manager** 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 Manager: Annette Evans Annette_Evans@co.washington.or.us **503-846-4760**
Interfaith Hospitality Network: Annie Heart familypromiseannieheart@gmail.com **503-844-2919**
- **Shelter Provider Organization** (Faith-based and Community Partners) providing temporary shelter from extreme weather conditions.....See Appendix B
- **Washington County Emergency Management Cooperative (WCEMC)** monitors weather conditions and temperatures, publishes weather reports to predefined email distribution. (WCEMC Weather Forecast)
Contact: Christopher Walsh, Christopher_Walsh@co.washington.or.us **503-846-7586**
..... Website www.wrh.noaa.gov/pqr
- **2.1.1info (Community Action I & R Staff)** maintains a list of activated Shelter Providers / Provides referrals. To access Shelter information via phone, dial **211**
Alternate Call Center # is 503-222-5555..... Website <http://www.211info.org/>
- **Washington County Consolidated Communications Agency** will relay shelter information to Public Safety officials (Agency Directive 3.4.21)

Shelter Provider Organization Protocol

Shelter provider organization(s) will provide overnight shelter and meals during Inclement or Severe weather using one or both of the activation protocols:

Inclement Weather: Designated day(s) of the week to provide overnight shelter and meals for a period not to exceed local jurisdiction ordinance within the months of November through March.

Severe Weather: Based on extreme weather incidents, shelters may activate with additional days when the weather reaches 32 degrees or below for 2 or more consecutive nights and/or the extreme weather is considered life-threatening without adequate shelter from the weather.

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,

SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS

- 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 WCEMC requesting to be added to the email distribution of the WCEMC Weather Forecast updates. Shelter provider organization will provide an email address to receive the WCEMC Weather updates and will monitor the weather for activation.
 3. WCEMC will add the shelter provider organization contact information to the email distribution.

Response (during weather event):

4. The shelter provider organization will review WCEMC 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 Washington County Homeless Program Manager.
7. The Homeless Program Manager will provide the information to 211info.
8. Washington County Homeless Program Manager 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 211info to update the Call Center and website.
 - 8.c Shelter provider organizations and the HSSN email distribution.
 - 8.d Washington County Emergency Management Cooperative.
 - 8.e 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 the Washington County Homeless Program Manager.
10. Washington County Homeless Program Manager 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 211info (Community Action I & R staff)
 - 11.c Shelter provider organizations and the HSSN email distribution.
 - 11.d Washington County Emergency Management Cooperative.
 - 11.e 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

Emergency Preparedness: In the event of a major power outage/disaster, please check all that apply:

- Facility has a generator backup power source.
- Facility has a generator powered HVAC system.

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: Annette_Evans@co.washington.or.us (Washington County Homeless Program Manager)

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

10/2019

IN CASE OF AN EMERGENCY



Severe Weather Shelter - 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) 542-2717 or (503) 542-2389
*Mental Health Crisis Line (503) 291-9111
211 Information and Referral Resources2 211 or (503) 222-5555 cell
Bonnie Hayes Animal Shelter (Animal Control) (503) 846-7041
Cab, Broadway (503) 333-3333
Cab, PDX Yellow (503) 841-6328
Communicable Disease Reporting Line (503) 846-3594
Comfort Zone Drop-In3 (503) 941-9688 or (503) 726-3690
Environmental Health, Foodborne Illness Reporting (503) 846-8722
Family Justice Center (503) 430-8300
Hawthorn Walk-In Center4 (503) 846-4555
HomePlate Youth Outreach Worker (503) 867-4954 or 971-322-6317
Hospital, Legacy Meridian Park (503) 692-1212
Hospital, Providence St. Vincent (503) 216-1234
Hospital, Tuality Hillsboro (503) 681-1111
Just Compassion, Walk-in Day Center,5 (503) 639-9203 (Tigard Foursquare Church) Open
Luke-Dorf Homeless Outreach Worker (503) 726-3736 or (503) 515-2296
Metro West Ambulance (503) 648-6657
Open Door Counseling Center Walk-in Day Center6 (503) 640-6268
Public Health After Hours Line (503) 412-2442
Urgent Care, Tuality Forest Grove (8 am to 8 pm) (503) 359-6180
Veterans Community Based Outpatient Clinic - Hillsboro (503) 906-5000 / (503) 220-8262
Virginia Garcia Intake Line (800)-876-6577

2 211 info Call Center open Monday through Friday, 8 a.m. to 6 p.m.
3 Comfort Zone open Monday through Friday, 11 a.m. to 3 p.m.
4 Hawthorn Walk-In Center open 7-days a week, 9 a.m. to 8:30 p.m.
5 Just Compassion Day Center open Thursdays, 9 a.m. to 2 p.m.
6 Open Door Counseling Center open Monday through Friday, 9a.m. to 5p.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 pidan 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 - vestidura 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.

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.

SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS

Nombre _____

Nombre _____

Firma _____

Firma _____

Fecha: _____

SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS

SHELTER 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**.

SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS

SEVERE WEATHER SHELTER Washington County, Oregon

SHELTER INTAKE FORM

HMIS Data Collection Form - All clients complete **INTAKE** form on first night in shelter during 2019-2020 season.

Fill out a separate form for each household member and staple them together

NAME (First, Last Name, Suffix; e.g., Jr., Sr., III) **[Required Field]**

First Name														
Last Name														

SHELTER ENTRY DATE (E.g., 11/01/2018) [All clients]

		/			/				
Month			Day			Year			

HOUSEHOLD MEMBER (E.g., 1 Member per Form)

Check Box if with Family Members	<input type="checkbox"/>
Household member _____ of _____ (e.g. 1 of 4)	

SOCIAL SECURITY NUMBER

[All clients; minimum last 4-digits]

				/					
--	--	--	--	---	--	--	--	--	--

DATE OF BIRTH (e.g., 10/23/1978)

[Required Field]

		/			/				
			Day			Year			

RACE More than one race is permitted. Maximum of 2

[Required Field]

- American Indian or Alaskan Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White
- Client doesn't know
- Client refused

GENDER

[Required Field]

- Female
- Male
- Trans Female (MTF or Male to Female)
- Trans Male (FTM or Female to Male)
- Gender Non-Conforming
- Client doesn't know
- Client refused

ETHNICITY

[Required Field]

- Non-Hispanic
- Hispanic / Latino
- Client doesn't know
- Client refused

RELATIONSHIP TO HEAD OF HOUSHOLD

[Required Field]

- Self (head of household)
- Head of household's spouse or partner
- Head of household's child
- Head of household's other relation member (other relation to head of household)
- Other: Non-relation member

RELEASE OF *Properly transacted ROI for each shelter*
The information you provide will be entered into the Homeless Management Information System in compliance with federal and state laws. All records in the system are confidential and secure. By sharing information, agencies are able to simplify service delivery that helps people access shelter, housing and services. Services will not be denied should you choose not to share your information.

PERMISSION TO SHARE INFORMATION - DOCUMENTATION [REQUIRED]

- Consent To Share.**
- No Consent To Share.** Information will be entered in HMIS database, but not shared with shelter, housing and service providers. Note: This may result in the individual needing to complete the Entry form when staying at other shelters.

Homeless Head-of-Household *or* Witness (Warming Center Staff) _____

SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS

VETERAN STATUS

[All guest over 18 years old]

- No
- Yes
- Client refused

Residence prior to shelter entry (slept last night)?

[Required Field] See HMIS for Complete List

- Place not meant for human habitation
- Emergency Shelter, hotel/motel with voucher
- Safe Haven
- Foster Care or Foster Care Group Home
- Hospital [non psychiatric]
- Jail, Prison or Juvenile Detention
- Long-term Care or Nursing Home
- Psychiatric hospital/facility
- Substance Abuse Treatment Facility or Detox
- Residential Project/Halfway House
- Hotel/Motel paid by Individual
- Transitional Housing
- Host Home (non crisis)
- Staying or living with family/friends temp
- Rental by Client, no subsidy
- Rental by Client, with subsidy
- Not Listed?

Length of Stay in Prior Residence?

- 1 Night
- 2 to 6 Nights
- 1 Week or more, but less than 1 Month
- 1 Month or more, but less than 90 Days
- 90 days or more, but less than 1 Year
- 1 Year or more
- Client doesn't know
- Client refused

Approximate date current homeless episode began

		/			/				
Month			Day			Year			

OFFICIAL USE ONLY
 Shelter Intake Staff: _____
 HMIS Entered: ___/___/_____
 HMIS Data Entry Staff: _____

Number of times in shelter, tent, car, or outside in the past 3 years.

- 0 1 2 3
- 4 times or more
- Client doesn't know
- Client refused

Total number of months continuously in shelter, tent, car, or outside in the past 3 years.

- If 0-12 months, specify #: _____
- More than 12 months
- Client doesn't know
- Client refused

Do you have income? Yes _____ No _____

- Employment \$ _____ per month
- Food Stamp \$ _____ per month
- SSI \$ _____ per month
- SSDI \$ _____ per month
- TANF \$ _____ per month
- Veteran \$ _____ per month
- Pension \$ _____ per month
- Other (describe): _____ \$ _____
- No Income \$ 0 per month

Do you have a disability? Check all that apply

- Chronic Health Condition
- Physical
- Mental Health
- HIV/AIDS
- Developmental Disability
- Drug Abuse
- Alcohol Abuse
- No Disability

VICTIM OF DOMESTIC VIOLENCE

[All clients]

- No
- Yes currently Fleeing
 - How long ago? _____
 - Currently Fleeing Yes or No (circle one)
- Client refused

SEVERE WEATHER SHELTER RESPONSE PLAN FOR HOMELESS PERSONS
