



City of Clearlake

14050 Olympic Drive, Clearlake, California 95422
(707) 994-8201 Fax (707) 995-2653

Planning Application CONDITIONAL USE PERMIT CEQA Categorical Exemption

OFFICE USE ONLY

INITIAL FEES

Use Permit Fee	\$2,200.00
Categorical Exemption (CE) Fee	\$150.00
General Plan Maintenance Fee	\$25.00
Technology Fee (2%)	\$47.50
Subtotal	\$2,422.50
County of Lake Filing Fee for CE	\$50.00
3% CC/DC Processing Fee (Add \$74.17 to sub total)	
Total	\$2,472.50

Received By:	
Date:	
Receipt Number:	
File Number:	CUP 20 -

APPLICANT

NAME: ALAN FINNIE / CATHOLIC CHARITIES
 MAILING ADDRESS: 987 AIRWAY COURT
 CITY: SANTA ROSA
 STATE: CA ZIP CODE: 95404
 PRIMARY PHONE: 707 528 8712
 EMAIL: AFinnie@ccnwc.org
 SIGNATURE: [Signature]

I declare under penalty of perjury that I am the owner of said property or have written authority from the property owner to file this application. I certify that all the submitted information is true and correct to the best of my knowledge and belief. I understand that any misrepresentation of submitted data may invalidate any approval of this application.

PROPERTY OWNER (IF NOT APPLICANT)

NAME: Richard Magnuson
 MAILING ADDRESS: 14490 UHL AVE
 CITY: CLEARLAKE
 STATE: CA ZIP CODE: 95422-8185
 PRIMARY PHONE: 707-994-5660
 EMAIL: rich.magnuson@sonoma.com
 SIGNATURE: [Signature]

I declare under penalty of perjury that I am the owner of said property or have written authority from the property owner to file this application. I certify that all the submitted information is true and correct to the best of my knowledge and belief. I understand that any misrepresentation of submitted data may invalidate any approval of this application.

PROJECT LOCATION

ADDRESS: 14490 UHL AVE, CLEARLAKE
 ASSESSOR PARCEL NUMBERS: 040-126-200-000
 PRESENT USE OF LAND: CHURCH FACILITY
 WATER SUPPLY: ☒ PUBLIC ☐ GROUNDWATER WELL
 SANITATION: ☒ PUBLIC SEWER ☐ SEPTIC SYSTEM
 FLOOD ZONE: NA

OFFICE USE ONLY

ZONING DISTRICT: _____
 GENERAL PLAN DESIGNATION: _____
 RELATED FILE NUMBERS: _____
 NOTES: _____
 APPROVED: _____ DATE: _____

DESCRIPTION OF PROJECT

SEE ATTACHED DOCUMENTS.

Supplemental Data for Use Permit

Please answer the following questions as thoroughly as possible. If questions do not apply to your project, please provide an explanation of why. Use separate sheets of paper if necessary. **IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT THE CITY OF CLEARLAKE - PLANNING DIVISION.**

Description of objective of project and its operational characteristics:

Type of Business: SAFE PARKING PROGRAM

Product or service provided: HOMELESS PARKING SHELTER

Hours of operation: 6pm - 8am. Days of operation: M - SUN.

Number of shifts (normal): 2 Number of shifts (peak): 2

Employees per shift (normal): 1 Employees per shift (peak): 1

Number of deliveries per day: 0 Number of customer per day: 11

Number of pick-ups per day: 0 Lot size: 40,175 Sq ft

Number and type of company Vehicles: 0 Type of loading facilities: NA

Floor area of existing structures: _____ Proposed building floor area: NA

Number of existing parking spaces: 18 Number of proposed parking spaces: 18

Number of floors: NA

Additional relevant information: WE ARE USING THE PARKING AREA AT
THE CLEARLAKE SDA CHURCH, 14490 UHL AVE, CLEARLAKE,
THERE IS NO CONSTRUCTION OR ADDITIONS TO THE CURRENT FACILITY
STRUCTURE OR DESIGN.

Supplemental Data Continued)

When do you anticipate starting construction?

NA - EXISTING SITE

How long will construction take?

NA - EXISTING SITE

What days/times will construction occur?

NA - EXISTING SITE

What type of construction equipment will be used?

NA - EXISTING SITE

How many truck/vehicle trips will be necessary for construction?

NA - EXISTING SITE

Will equipment be idling during construction?

NA - EXISTING SITE

Where will construction equipment be staged/stored?

NA - EXISTING SITE

Will any trees or vegetation be removed? If yes, please provide type and amounts.

NA - EXISTING SITE

Supplemental Data (Continued)

How much grading is anticipated to occur and where?

NA - EXISTING SITE

Will soil be imported or exported to/from the site? If so from where and what amount?

NA - EXISTING SITE

Is trenching required? If yes, please provide location, dimensions and cubic yards.

NA - EXISTING SITE

How much water will be used for construction, operation and maintenance? What is the water source?

NA - EXISTING SITE

Describe how scenic views or vistas are impacted by the cultivation site.

NA - EXISTING SITE

What lighting is proposed for the project? Will areas be lit at night?

NA - EXISTING SITE

What type of hazardous materials may and/or will occur on site? How will the hazardous material be disposed of?

NA - EXISTING SITE

Supplemental Data for (Continued)

Will this project result in the loss of forest land? If so, describe how many acres and what type of trees.

NA - EXISTING SITE

How will dust, ash, smoke, fumes or odors generated by the cultivation site be managed?

NA - EXISTING SITE

Are there any water features (drainages, streams, creeks, lakes, rivers, vernal pools, wetlands, etc.) on-site or immediately adjacent to the project? If yes, will any work take place in or near them?

NA - EXISTING SITE

Will there be a loss of any wetland or streamside vegetation? If yes, describe where, total area, and type of vegetation lost.

NA - EXISTING SITE

Describe and site or buildings have any archaeological or historical significance.

NA - EXISTING SITE

What are the slopes on project site?

NA - EXISTING SITE

Supplemental Data (Continued)

Describe the soils found at the site and their potential for landslides, erosion, lateral spreading, subsidence, liquefaction, or collapse.

NA - EXISTING SITE

Describe methods to be taken to reduce greenhouse gases.

NA - EXISTING SITE

Will solid waste be produced? If yes, how will it be disposed of?

NA - EXISTING SITE

Will hazardous waste be produced? If yes, how will it be disposed of?

NA - EXISTING SITE

How will vegetative waste be managed?

NA - EXISTING SITE

How will growth medium waste be managed?

NA - EXISTING SITE

Will any material be taken to a landfill? If yes, which one and how much material is anticipated?

NA - EXISTING SITE

Supplemental Data (Continued)

Describe risk of an explosion or release of hazardous substances in case of an accident.

NA - EXISTING SITE

Do portions of the cultivation site periodically flood?

NA - EXISTING SITE

Describe the existing drainage patterns on the site and how they may be alternated and to what degree as a result of this project.

NA - EXISTING SITE

What Best Management Practices (BMP's) or measures will be implemented in order to prevent erosion and impacts to water quality?

NA - EXISTING SITE

Is wastewater treatment required for the project? If yes, what is the source?

NA - EXISTING SITE

Describe how this project is consistent with the City's General Plan and Zoning Ordinance.

PROJECT IS CONSISTENT WITH "18-19.350 SAFE PARKING"
MUNICIPAL CODE

Describe the level and frequency of noise or vibration that will be generated from this project.

NA - EXISTING SITE

Supplemental Data for Initial Study (Continued)

Describe what measures have been taken to maintain or improve level of service for the appropriate emergency services (Fire, Police, etc.).

NA - EXISTING SITE

How is the site accessed?

NO CHANGE TO CURRENT OPERATIONAL PROCEDURE

Describe the amount of traffic the project will generate.

WHEN PROGRAM OPENS THERE WILL BE 11 VEHICLES ONSITE,
ENTRY BETWEEN 8pm-10pm, Exit BETWEEN 6am-8am.

Are there any road improvements that would be required? If yes, please provide specs (type of materials and dimensions).

NA - EXISTING SITE

Describe if this project will result increased traffic hazards to motor vehicles, bicyclists, or pedestrians?

NA - EXISTING SITE

Are greenhouses or other accessory structures proposed? If yes, what are the dimensions of the structures and materials/colors they will be constructed out of?

NA - EXISTING SITE

What sources of energy will be used?

NA - EXISTING SITE

Safe Parking Program Conditional Use Permit Application Packet

Applicant: Catholic Charities of Northwest California

Project Site: 14490 Uhl Ave, Clearlake, CA

Assessor Parcel Number: 040-126-200-000

Proposed Use: Safe Parking Program - overnight managed parking

Prepared for: City of Clearlake Planning Division

Prepared by: Catholic Charities of Northwest California

Table of Contents

1. Project Overview
2. Property and Site Use
3. Program Structure and Participant Flow
4. Operations, Staffing, Supervision, and Safety
5. Rules, Enforcement, Exits, Suspensions, and Appeals
6. Sanitation, Waste Handling, and Environmental Protections
7. Parking, Traffic, and Neighborhood Impact Controls
8. Community Communication and Good Neighbor Practices
9. Sustainability, Funding, and Contract Alignment
10. Application Appendices

1. Project Overview

The proposed Safe Parking Program is a housing-focused, low-barrier intervention designed to provide individuals and families experiencing vehicular homelessness with a safe, managed, overnight location while they transition into permanent housing. The program will operate daily from 8:00 PM to 8:00 AM and will provide assigned overnight parking, participant check-in, site monitoring, sanitation access, housing navigation, case management referrals, and clear operating rules.

The program is intended to reduce unsheltered homelessness, reduce encampment and neighborhood impacts, and support participants in moving from vehicular homelessness into permanent or interim housing as quickly as possible. Catholic Charities of Northwest California was selected through the Lake County Continuum of Care process to operate a Safe Parking Program in alignment with Encampment Resolution Funding requirements, Housing First principles, and Lake County's homelessness response strategy.

Program Element	Description
Type of Business	Safe Parking Program
Service Provided	Overnight managed parking for people experiencing vehicular homelessness

Hours of Operation	8:00 PM to 8:00 AM
Days of Operation	Monday through Sunday
Estimated Capacity	Approximately 10 to 12 vehicles, subject to final site plan, spacing, accessibility, fire access, and applicable City requirements
Program Model	Housing-focused, low-barrier, supervised overnight parking with case management and housing navigation

2. Property and Site Use

The proposed project site is located at 14490 Uhl Ave, Clearlake, CA, APN 040-126-200-000. The program will use the existing outdoor parking area for overnight safe parking operations. No structural changes are proposed as part of this application. Final site plan details, including exact parking layout, access routes, accessible path of travel, sanitation placement, waste service location, lighting, fencing, and emergency access, will be confirmed through the City review process and final site plan exhibits (attached).

The Safe Parking Program will operate primarily outdoors. No interior church or building space is proposed for participant use unless later approved under a separate written agreement and permitted by the City. If indoor restroom access is not available, portable restrooms and handwashing stations will be provided, serviced routinely, and maintained in a clean and sanitary condition.

3. Program Structure and Participant Flow

Participants will enter the program through a structured referral, screening, intake, and orientation process. Referrals may come through outreach teams, the Coordinated Entry System, Lake County Continuum of Care partners, and other approved service partners. Enrollment will occur before participants use the site to reduce congregation near the property and to ensure each participant understands program expectations before arrival.

1. Referral and eligibility screening: Staff confirm basic eligibility, vehicle status, household needs, and ability to comply with site expectations.
2. Intake and orientation: Participants review operating hours, site rules, safety expectations, Good Neighbor requirements, and housing-focused service expectations.
3. Program agreement: Participants sign a Safe Parking Program Agreement before entry.
4. Assigned parking: Participants are assigned a parking space and are expected to park only in that assigned area.
5. Housing navigation: Participants work with staff and community providers on a housing stability plan, benefits, documentation, referrals, and housing search activities.
6. Exit planning: The program goal is exit to permanent housing whenever possible, with interim housing or other appropriate referrals used when permanent housing is not immediately available.

The standard program period is up to 180 days. Extensions may be considered when a

participant is actively engaged, behaviorally compliant, and has housing imminent or another clearly documented reason supporting a short extension. Participants who leave or are exited may be referred to alternative shelter, outreach, Continuum of Care resources, behavioral health services, medical care, public benefits, employment support, or other available community resources.

4. Operations, Staffing, Supervision, and Safety

The site will be staffed during all operating hours. Staff will arrive before the site opens, control entry, verify participant enrollment, monitor the site overnight, enforce program expectations, respond to incidents, and remain until participants have exited and the site is closed. The site will not operate without staff present.

Role	Primary Functions
Safety Advocates / Participant Advocates	Overnight monitoring, controlled access, participant check-in and check-out, safety rounds, incident response, enforcement of site rules, and support to participants during operating hours.
Site Supervisor / Navigator	Operational oversight, scheduling support, participant engagement, housing navigation, coordination with partners, and escalation support.
Program Manager	Program oversight, policy compliance, staff supervision, performance monitoring, community communication, partner coordination, and response to community concerns.
Division / Agency Leadership	Contract compliance, quality assurance, community accountability, fiscal oversight, and coordination with County and City partners.

Safety and security are central to programming operations. The site will maintain controlled access, participant verification, a no-visitors policy, active staff monitoring, defined entry and exit points, emergency access, and clear rules prohibiting violence, threats, weapons, criminal activity, vandalism, illegal dumping, and on-site substance use. Staff will conduct regular safety rounds and will coordinate with emergency responders when needed. Staff will be trained to manage the site in a trauma-informed, compassionate, and accountable manner. Training areas include de-escalation, crisis response, Mental Health First Aid, Trauma-Informed Care, Motivational Interviewing, First Aid, Naloxone response, harm reduction principles, and best practices for working with people experiencing homelessness.

5. Rules, Enforcement, Exits, Suspensions, and Appeals

All participants will sign a Safe Parking Program Agreement before using the site. The agreement establishes clear expectations for behavior, safety, site use, environmental protection, operating hours, Good Neighbor practices, and housing-focused participation. Program participation is voluntary, but compliance with the agreement is required to remain enrolled.

- Vehicles must arrive between 8:00 PM and 10:00 PM and leave between 6:00 AM and 8:00 AM unless staff approve otherwise.

- No visitors are allowed on-site.
- Participants must remain respectful of neighbors and must not loiter in nearby neighborhoods before or after operating hours.
- Weapons, violence, threats, vandalism, theft, and criminal activity are prohibited.
- Alcohol, illegal drugs, marijuana, and paraphernalia are not permitted on the property.
- Smoking is allowed only in designated areas, if provided.
- Participants must keep vehicles and surrounding areas clean and free of trash, debris, shopping carts, bicycle parts, and other stored items.
- Personal generators are not permitted unless specifically approved by program policy and site requirements.
- Pets must be controlled, leashed outside vehicles, and may not be left unattended outside.
- Participants may not use the Safe Parking address for mail.

The program uses progressive interventions whenever appropriate. Staff will first attempt coaching, direct communication, and supportive problem-solving. For repeated or unresolved violations, staff may issue a Participant Support Plan. Repeated violations may result in program exit. Egregious conduct that threatens safety, including violence, threats, drug activity, criminal activity, or vandalism, may result in immediate exit and review through the Appeals and Suspensions Committee.

6. Sanitation, Waste Handling, and Environmental Protections

The site will provide restroom and handwashing access during operating hours. If existing indoor restrooms are not available or approved, the program will provide portable restrooms and handwashing stations, including accessible facilities if required. Facilities will be serviced on a regular schedule, expected to be approximately twice weekly, with frequency adjusted based on use and City or County requirements.

Trash and recycling receptacles will be provided on-site and monitored by staff. Participants are responsible for keeping their vehicles and assigned areas clean. Staff will monitor the site daily and arrange servicing as needed to prevent trash accumulation, pests, odors, or nuisance conditions.

No RV or trailer dump station is proposed. Participants with RVs or vehicles requiring waste disposal will be directed to approved regional dump facilities. No dumping, draining, discharge, or waste processing is permitted on-site. Participants must prevent pollutants, trash, oil, fluids, or vehicle drips from entering storm drains. Spills or leaks must be reported to staff immediately so that dry cleanup methods can be used.

7. Parking, Traffic, and Neighborhood Impact Controls

The program is designed to minimize traffic, parking, and neighborhood impacts. Participants will arrive during a defined evening window and depart during a defined morning window. Participants will be assigned to specific parking spaces and will not be permitted to park

outside the approved site area. Staff will monitor arrival and departure to reduce congestion and maintain orderly site operations.

The final site plan will account for required setbacks, emergency access, accessible parking, accessible path of travel, fire-safe spacing, lighting, fencing, sanitation location, waste service access, and any City-required buffer from residential properties. The current planning issue identified for further review is the required distance between participant vehicles and nearby residential property lines. Final capacity will be determined after the architect completes the site plan and the City confirms applicable requirements.

8. Community Communication and Good Neighbor Practices

Catholic Charities will operate the Safe Parking Program with a Good Neighbor approach. Program decisions will be made with neighborhood impacts in mind. Staff will monitor the surrounding area before opening and after closing to reduce loitering, address concerns early, and help ensure participants are not congregating in the neighborhood outside operating hours.

The program will maintain a contact process for immediate site concerns during operating hours and a Program Manager contact for broader questions, coordination, or follow-up. Catholic Charities will participate in community communication as needed and may coordinate with Lake County Continuum of Care partners, the property owner, City staff, and community stakeholders to provide updates and respond to concerns.

9. Sustainability, Funding, and Contract Alignment

The Safe Parking Program is supported through the County of Lake and Lake County Continuum of Care process under Encampment Resolution Funding. The County agreement identifies Catholic Charities of Northwest California as the contractor responsible for operating a Safe Parking Program serving individuals and families experiencing vehicular homelessness, providing overnight safe parking from 8:00 PM to 8:00 AM, and connecting participants to Coordinated Entry, housing navigation, behavioral health, medical care, benefits, substance use treatment, employment services, and other supports.

The contract term runs through June 30, 2027, with funding not to exceed \$400,000. The scope requires operation of at least one approved Safe Parking site, daily operating hours, sanitation, lighting, fencing, marked parking spaces, ADA compliance, fire safety, environmental health standards, and staffing that includes Safety Advocates, a Site Supervisor/Navigator, Program Manager oversight, and Director-level support.

10. Application Appendices

The following appendices should be included or attached with the final submittal packet:

1. Conditional Use Permit application form and owner authorization
2. Final site plan prepared by architect, including parking layout, accessible route, sanitation location, waste service location, fire access, fencing, lighting, and required buffers
3. Safe Parking Program Agreement

4. Good Neighbor Policy
5. Participant Support Plan, exits, suspensions, and appeals policy excerpts
6. Sanitation and waste servicing plan
7. Environmental use agreement
8. County of Lake Safe Parking contract or scope excerpt
9. Letters of support, if available
10. Site photos and any required vicinity or parcel exhibits

Safe Parking Program Agreement

A. GENERAL EXPECTATIONS

1. **Demonstrate responsibility for yourself, your behavior, your actions, and your housing plan.**
2. **All prescribed and/or over the counter medication** is the responsibility of the participant. Due to the nature of the site, participants are responsible for storing their own medications. This includes those medications that require special storage such as refrigeration or more secure storage measures due to the nature of the medication prescribed.
3. **Abstain from behavior that is disruptive and unacceptable to others.**
4. **Keep your belongings and common areas clean**, the accumulation of debris, shopping carts, trash, or bicycle parts, outside vehicles and in surrounding areas are strictly prohibited.
5. **Smoke only in the designated area.** Drugs and alcohol are not permitted on the premises.
6. Be respectful of the operational hours. All vehicles must arrive at the lot between 8:00 and 10:00 pm and leave between 6:00 and 8:00am unless communication to staff has been provided.
7. Have an active voice in agency improvement and contribute to the community.
8. Participants must abide by the following Good Neighbor policy:
 - a) Programmatic decisions in the program will be made with the neighborhood in mind.
 - b) CCNWC will patrol neighborhood areas to ensure that participants are not loitering in the neighborhood (both before and after program operation hours.)
 - c) All program participants are expected to be respectful neighbors during this program.
 - d) All participants will be expected to remain out of the vicinity of the neighborhood during non-operating hours and will not be allowed to wander the neighborhood.
 - e) All participants will be held to the Good Neighbor Policy, and violation of this will jeopardize the participant's continued eligibility for the program.

B. STAFF EXPECTATIONS

1. This is a housing-focused program. We will meet immediate needs to the best of our abilities but do so with a desire to resolve a person's homelessness.
2. Safety is a priority, and participants in this program can expect to be safe physically and emotionally. Our engagement will always be trauma-informed, empathetic, and non-judgmental.
3. We will treat all our participants and their belongings with dignity and respect. We will take time to know the strengths each person comes with, as we assist him or her in the process of achieving housing again.
4. All information will be kept confidential, and we will only share information where there is consent to do so and only when it improves the likelihood of that person achieving housing

C. PROGRAM PARTICIPATION AGREEMENTS

Program participation is a vital component of the Safe Parking site and is an essential requirement for your success. Participants are encouraged to work with CCNWC staff and other community providers, who will aid in areas such as housing location, landlord negotiations, financial assistance and referrals

Safe Parking Program Agreement

are prohibited from using and or being in possession of alcohol, drugs, and marijuana, and paraphernalia on any CCNWC property including Safe Parking sites.

E. ENVIRONMENTAL USE AGREEMENT

Participants utilizing the Safe Parking program must ensure that their vehicle does not impact the surrounding environment. All participants must take care to prevent potential pollutants such as trash, vehicle drips, oil, and any other impacts from entering the storm drain system. All spills and leakages must be reported directly to staff so proper "dry cleanup" methods can be practiced. Anyone who repeatedly violates the environmental use agreement may risk expulsion from the Safe Parking program.

F. PROGRAM EXITS

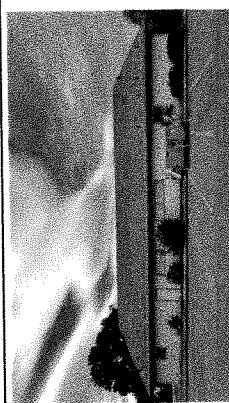
Participants are held accountable for their behavior.

- a. Safe Parking operates as a behavior-based program and expects all participants will maintain their behavior while under the influence of alcohol or drugs.
- b. All passengers will be screened and registered into the Safe Parking program; this is a highly confidential site, and no visitors will be allowed on the premises.
- c. Smoking inside vehicles, including cars, RVs, and trailers, is strictly prohibited.
- d. Physical violence, posturing, or threatening behavior is strictly prohibited.
- e. Criminal Activity, vandalism, and theft is strictly prohibited.
- f. No Show/No Call without communication with staff will result in forfeiture of parking space.
- g. No burning candles or open flames allowed; no camping stoves, barbeque grills, firepits are permitted on property.
- h. Management and maintenance of daily living activities is required, including the ability to safely operate the vehicle without risking injury or damage to surrounding participants.
- i. Medical requirements: all clients are expected to follow public health guidelines in relation to outbreaks, pandemics, and other communicable or infectious diseases
- j. Any participant caught consuming/possessing alcohol or drugs, or paraphernalia on property may be exited from the program
- k. For participants exiting Safe Parking program, move out time is 8:00am unless otherwise arranged by a staff. All belongings must be removed from area upon exit. Any items left will be disposed of CCNWC staff is not responsible for any items left behind.

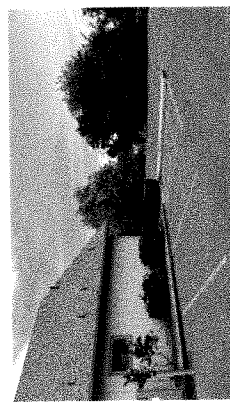
G. PARTICIPANT BELONGINGS

- a. Participant belongings while in residence in Safe Parking

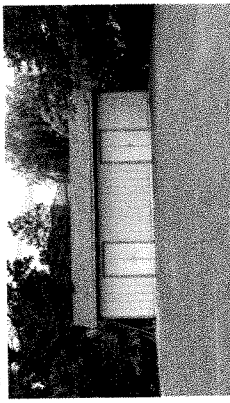
PROJECT DATA	
Owner:	Northern Calif. Conl. Assoc. 7th Day Adventist Roseville, CA 95661
Site Address:	14490 UHL Ave, Clearlake, CA 95622-8185
Assessor's Parcel Number:	040-126-200-000
Lot Size:	0.97 Acres
Present Use of Land:	Church Facility
(E) Sanctuary:	4,075 Sq. Ft.
(E) Community Hall:	1,730 Sq. Ft.
(E) Classroom:	1,150 Sq. Ft.
(E) Storage:	480 Sq. Ft.
Construction Type:	Y/B



VIEW #5



VIEW #6



VIEW #7



VIEW #8



VIEW #9



VIEW #1



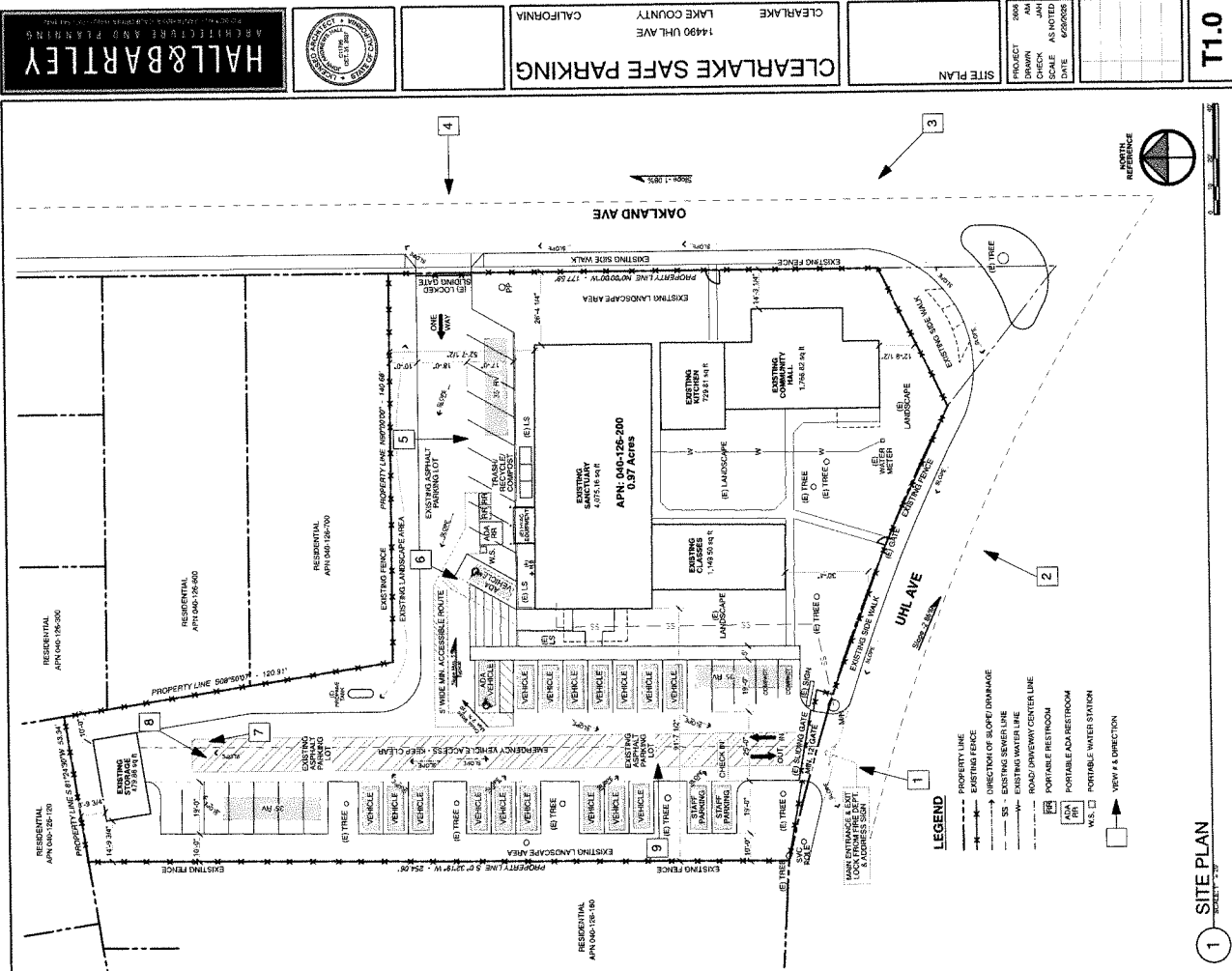
VIEW #2



VIEW #3



VIEW #4



1 SITE PLAN

HALL & BARTLEY
 ARCHITECTURE AND PLANNING



14490 UHL AVE
 LAKE COUNTY
 CLEARLAKE

CLEARLAKE SAFE PARKING
 14490 UHL AVE
 LAKE COUNTY
 CLEARLAKE

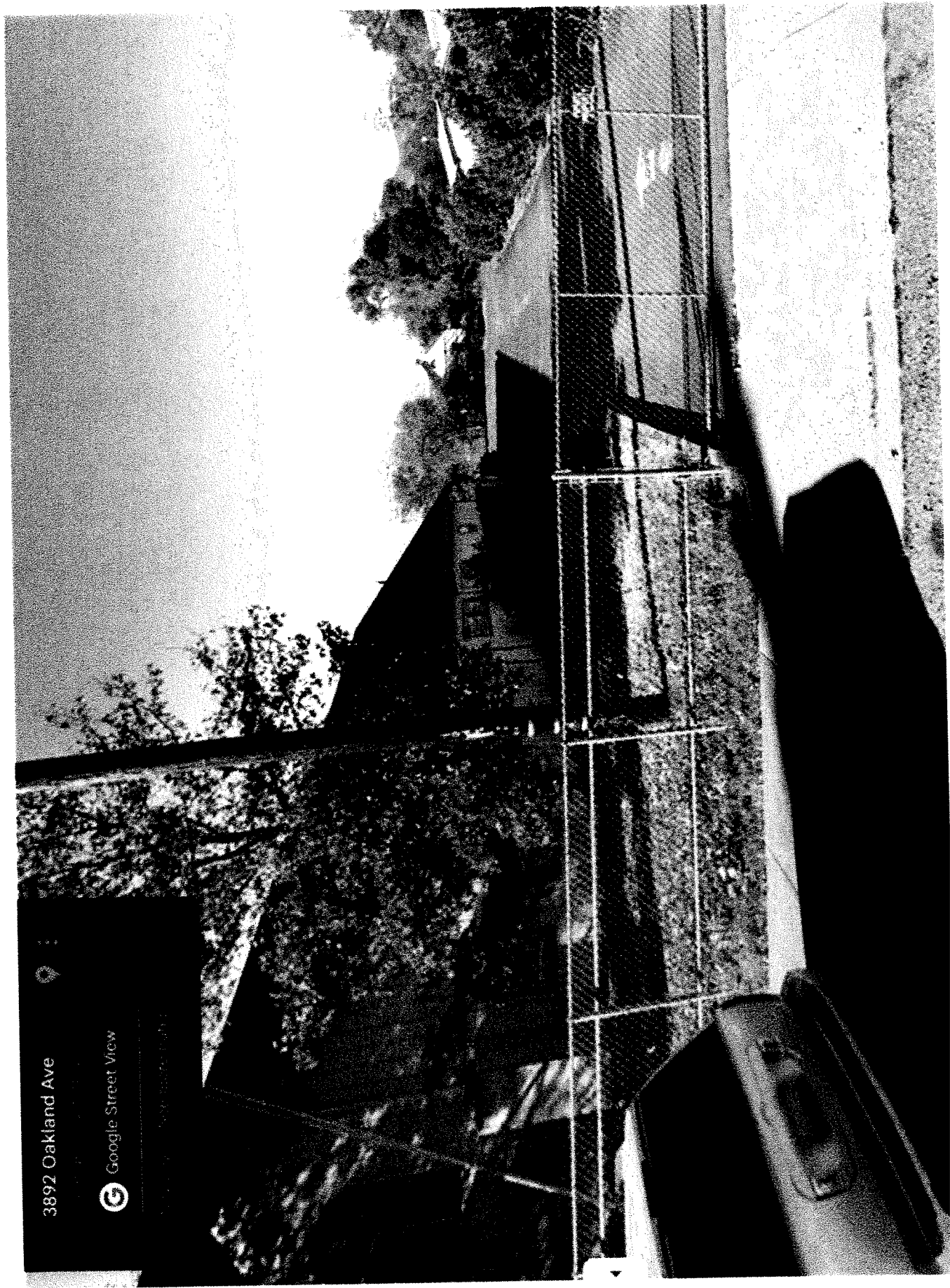
SITE PLAN
PROJECT
DATE
SCALE
AS NOTED
DATE
6/20/2026

T1.0



14490 Uhl Ave

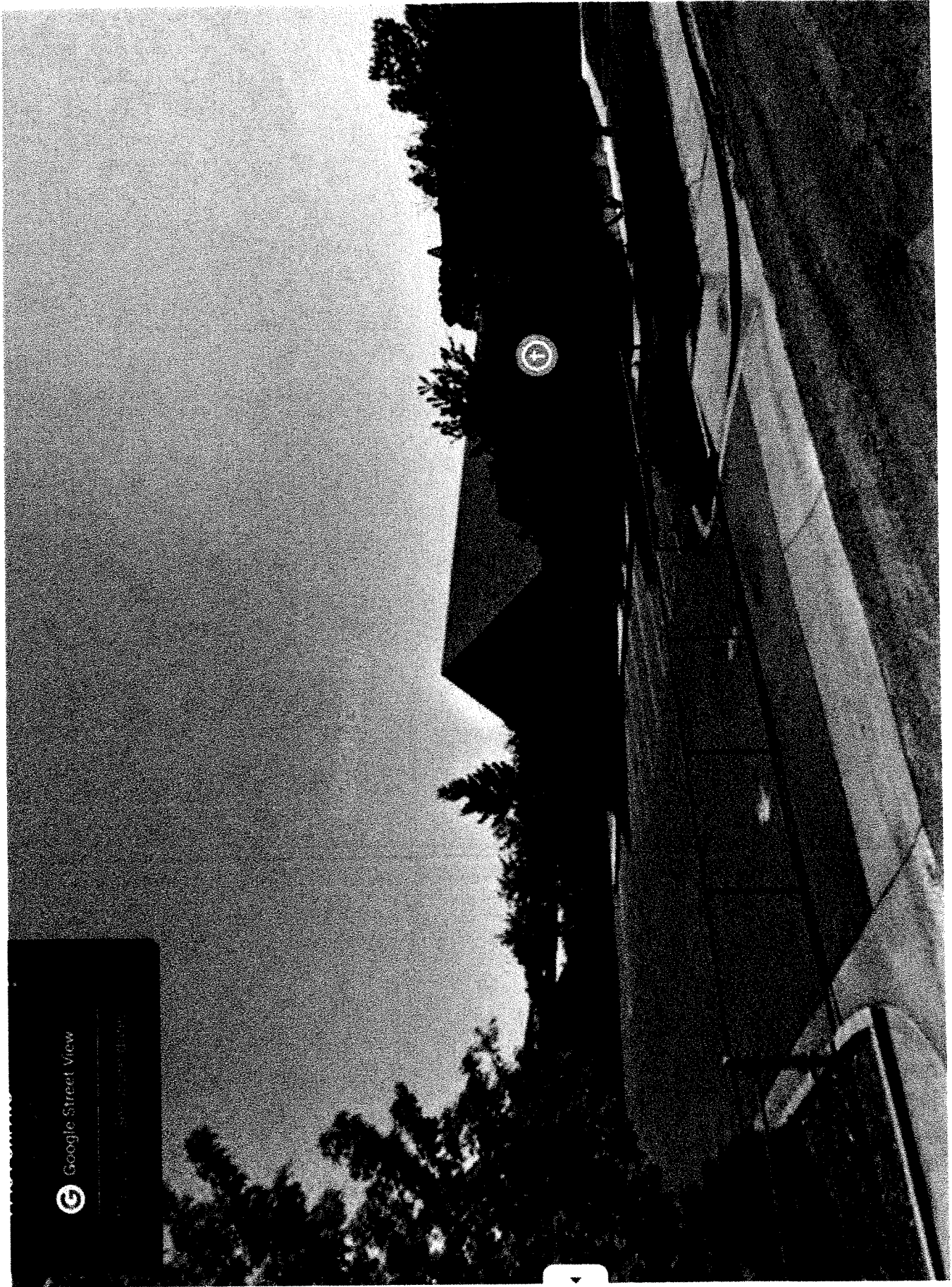
Google Street View



3892 Oakland Ave



Google Street View



Google Street View

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AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY
BEHAVIORAL HEALTH SERVICES AS LEAD AGENCY FOR THE
LAKE COUNTY CONTINUUM OF CARE AND CATHOLIC
CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

This Agreement is made and entered into by and between the County of Lake, hereinafter referred to as "County," and Catholic Charities of the Diocese of Santa Rosa dba Catholic Charities of the Diocese of Santa Rosa dba Catholic Charities of Northwest California, hereinafter referred to as "Contractor," collectively referred to as the "parties."

WHEREAS, the Lake County Continuum of Care ("LCCoC"), in partnership with the County of Lake Behavioral Health Services Department ("County"), issued a Request for Proposals (RFP) under the State of California Encampment Resolution Funding (ERF) program to select a qualified agency to operate a Safe Parking Program to address vehicular homelessness and reduce encampments; and

WHEREAS, Catholic Charities of the Diocese of Santa Rosa dba Catholic Charities of the Diocese of Santa Rosa dba Catholic Charities of Northwest California ("Contractor") submitted a proposal in response to the RFP outlining the design, budget, scope of services, performance outcomes, and compliance requirements for operating a Safe Parking Program in Lake County; and

WHEREAS, Contractor's proposal was evaluated and selected through the RFP process as the agency best qualified to implement the Safe Parking Program based on organizational capacity, experience operating Safe Parking programs, demonstrated Housing First practices, and ability to meet performance requirements; and

WHEREAS, the Safe Parking Program is a housing-focused, low-barrier intervention intended to provide individuals and families experiencing vehicular homelessness with a safe overnight location from 8:00 PM to 8:00 AM, while connecting them to housing navigation, case management, healthcare, behavioral health, income supports, and Coordinated Entry System services; and

WHEREAS, following competitive scoring, interview, and review, the Lake County Continuum of Care Executive Committee awarded funds to **Catholic Charities of the Diocese of Santa Rosa dba Catholic Charities of the Diocese of Santa Rosa dba Catholic Charities of Northwest California** and authorized issuance of a **Letter of Intent to Contract** for services through June 30, 2027; and

WHEREAS, County desires to contract with Contractor to carry out the Safe Parking Program in accordance with the RFP, Contractor's proposal, Encampment Resolution Funding requirements, Housing First principles, and all applicable laws and County policies; and

NOW, THEREFORE, based on the forgoing recitals, the parties hereto agree as follows:

1. **SERVICES.** Subject to the terms and conditions set forth in this Agreement,

25.26.84

1 of 21

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY
BEHAVIORAL HEALTH SERVICES AS LEAD AGENCY FOR THE
LAKE COUNTY CONTINUUM OF CARE AND CATHOLIC
CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

Contractor shall provide to County the services described in the "Scope of Services"
attached hereto and incorporated herein as Exhibit A at the time and place and in the

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY
BEHAVIORAL HEALTH SERVICES AS LEAD AGENCY FOR THE
LAKE COUNTY CONTINUUM OF CARE AND CATHOLIC
CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

manner specified therein. In the event of a conflict in or inconsistency between the terms of this Agreement and Exhibits A/B/C/D, the Agreement shall prevail.

2. TERM. This Agreement shall commence immediately after an applicant has been given a letter of intention, and shall terminate on June 30, 2027, unless earlier terminated as hereinafter provided. In the event County desires to temporarily continue services after the expiration of this Agreement, such continuation shall be deemed on a month-to-month basis, subject to the same terms, covenants, and conditions contained herein.

3. COMPENSATION. Contractor has been selected by County to provide the services described hereunder in Exhibit A, titled, "Scope of Services." Compensation to Contractor shall not exceed [REDACTED]

The County shall compensate Contractor for services rendered, in accordance with the provisions set forth in Exhibit B, titled "Fiscal Provisions" attached hereto and incorporated herein, provided that Contractor is not in default under any provisions of this Agreement.

4. TERMINATION. This Agreement may be terminated by mutual consent of the parties or by County upon 14 days written notice to Contractor.

In the event of non-appropriation of funds for the services provided under this Agreement, County may terminate this Agreement, without termination charge or other liability.

Upon termination, Contractor shall be paid a prorated amount for the services provided up to the date of termination.

5. MODIFICATION. This Agreement may only be modified by a written amendment hereto, executed by both parties; however, matters concerning scope of services which do not affect the compensation may be modified by mutual written consent of Contractor and County executed by the Lake County Behavioral Health Services Director.

6. NOTICES. All notices that are required to be given by one party to the other under this Agreement shall be in writing and shall be deemed to have been given if delivered personally or enclosed in a properly addressed envelope and deposited with the United States Post Office for delivery by registered or certified mail addressed to the parties at the following addresses, unless such addresses are changed by notice, in writing, to the other party.

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY
BEHAVIORAL HEALTH SERVICES AS LEAD AGENCY FOR THE
LAKE COUNTY CONTINUUM OF CARE AND CATHOLIC
CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

County of Lake

County Behavioral Health Services
PO Box 1024
6302 Thirteenth Avenue
Lucerne, CA 95458-1024
Attn: Elise Jones
Behavioral Health Services Director

Catholic Charities of the Diocese of Santa
Rosa dba Catholic Charities of the
Diocese of Santa Rosa dba Catholic
Charities of Northwest California Lake
Attn: LaSette Wellen

EXHIBITS. The Agreement Exhibits, as listed below, are incorporated herein by reference:

Exhibit A - Scope of Services
Exhibit B - Fiscal Provisions
Exhibit C - Compliance Provisions
Exhibit D – Business Associate – Qualified Service Organization Agreement

8. TERMS AND CONDITIONS. Contractor warrants and agrees that it shall comply with all terms and conditions of this Agreement including Exhibit A, Exhibit B, and Exhibit C, titled, "Compliance Provisions," Exhibit D, titled, "Business Associate – Qualified Service Organization Agreement" attached hereto and incorporated herein in addition to all other applicable federal, state and local laws, regulations and policies and all standards stated in federal, state and local Notice of Available Funding, Notice of Funding Opportunity and Request for Proposals.

9. INTEGRATION. This Agreement, including attachments, constitutes the entire agreement between the parties regarding its subject matter and supersedes all prior Agreements, related proposals, oral and written, and all negotiations, conversations or discussions heretofore and between the parties.

County and Contractor have executed this Agreement on the day and year first written above.

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY
BEHAVIORAL HEALTH SERVICES AS LEAD AGENCY FOR THE
LAKE COUNTY CONTINUUM OF CARE AND CATHOLIC
CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

COUNTY OF LAKE

CATHOLIC CHARITIES OF
THE DIOCESE OF SANTA
ROSA DBA CATHOLIC
CHARITIES OF THE
DIOCESE OF SANTA ROSA
DBA CATHOLIC
CHARITIES OF
NORTHWEST CALIFORNIA

Chair
Board of Supervisors

Date: _____

Jennielynn Holmes
Jennielynn Holmes (b 3, 2026 12:02:05 PST)
Chief Executive Officer

Date: 02/03/2026

APPROVED AS TO FORM:
LLOYD GUINTIVANO
County Counsel

By: _____

Date: December 10, 2025

ATTEST:
SUSAN PARKER
Clerk to the Board of Supervisors

By: _____

Date: _____

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY
BEHAVIORAL HEALTH SERVICES AS LEAD AGENCY FOR THE
LAKE COUNTY CONTINUUM OF CARE AND CATHOLIC
CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

EXHIBIT A – SCOPE OF SERVICES

1. PROGRAM OVERVIEW

The Contractor shall operate a Safe Parking Program to provide individuals and families experiencing vehicular homelessness with a safe, managed location to park overnight from 8:00 PM to 8:00 AM. The program shall follow a Housing First and low-barrier model, serving a minimum of 20 households during the contract term. The program aligns with Encampment Resolution Funding (ERF) guidelines and Lake County Continuum of Care (LCCoC) requirements.

The Safe Parking Program is a core component of Lake County's Encampment Resolution Strategy. Contractor shall accept referrals from County and outreach teams who are engaging residents living in encampments, high-visibility public areas, or vehicular homelessness. Contractor shall prioritize entry for eligible individuals and households displaced from encampments and provide a safe relocation site while permanent or interim housing is secured.

2. CONTRACTOR RESPONSIBILITIES

2.1 Safe Parking Site Operations

- Operate at least one designated Safe Parking site approved by the County.
- Provide a minimum of 8:00 PM to 8:00 AM daily operational hours.
- Ensure the site includes restrooms, handwashing stations, potable water, trash disposal, lighting, fencing, and marked parking spaces.
- Maintain ADA compliance, sanitation, environmental health, and fire safety standards.

2.2 Staffing Requirements

Contractor shall maintain the following staffing levels:

- 2.30 FTE Safety Advocates (overnight monitoring and support)
- 0.40 FTE Site Supervisor/Navigator
- 0.10 FTE Program Manager
- 0.05 FTE Director

2.3 Participant Support Services

- Conduct intake and enrollment into the Coordinated Entry System (CES).
- Ensure at least 75% of participants engage in case management services.
- Develop individualized Housing Stability Plans.

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY
BEHAVIORAL HEALTH SERVICES AS LEAD AGENCY FOR THE
LAKE COUNTY CONTINUUM OF CARE AND CATHOLIC
CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

- Provide access to referrals for behavioral health, medical care, substance use treatment, public benefits, and employment services.

3. DATA, REPORTING AND DOCUMENTATION

- Enter 100% of participant data into the Homeless Management Information System (HMIS) within five (5) business days.
- Maintain internal documentation through Efforts to Outcomes (ETO) database.
- Submit quarterly program reports and financial expenditure reports to the County.
- Submit incident reports within three (3) business days of occurrence.

4. PERFORMANCE MEASURES

The Contractor shall meet or exceed the following measurable outcomes:

- Serve a minimum of 20 unduplicated households.
- Ensure at least 75% of participants engage in case management.
- Ensure a minimum of 25% of exiting households move into permanent housing.
- Ensure at least 15% of exiting households transition to temporary housing (e.g., shelter or transitional housing).
- Ensure at least 30% of participants increase or retain income.
- Maintain a return-to-homelessness rate below 5%.

5. COMPLIANCE AND COUNTY ACCESS

- Comply with Housing First principles, HIPAA standards, ADA accessibility, and all applicable federal, state, and local regulations.
- Allow the County reasonable access to observe program operations, review records, and evaluate performance.
- Maintain documentation for a minimum of five (5) years following final payment.

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

EXHIBIT B – FISCAL PROVISIONS

1. **CONTRACTOR'S FINANCIAL RECORDS.** Contractor shall keep financial records for funds received hereunder, separate from any other funds administered by Contractor, and maintained in accordance with Generally Accepted Accounting Principles and Procedures and the Office of Management and Budget's Cost Principles.
2. **INVOICES.**
 - 2.1 Contractor's invoices shall be submitted for the initial amount above upon execution of this contract. Subsequent invoices, in accordance to 2.1 above and upon the LCCOC determining the above requirements have been met. Invoices shall be itemized and formatted to the satisfaction of the County.
 - 2.2 Contractor's invoices shall be submitted electronically by email to LCBHS_Fiscal@Lakecountyca.gov.
 - 2.3 County shall make payment within 20 business days of an undisputed invoice for the compensation stipulated herein for supplies delivered and accepted or services rendered and accepted, less potential deductions, if any, as herein provided. Payment on partial deliverables may be made whenever amounts due so warrant or when requested by the Contractor and approved by the Assistant Purchasing Agent.
 - 2.4 County shall not be obligated to pay Contractor for services provided which are the subject of any bill if Contractor submits such bill to County more than fifteen days (15) after the date Contractor provides the services, or more than fifteen (15) days after this Agreement terminates, whichever is earlier.
 - 2.5 Contractor and County shall each appoint one responsible representative for the purpose of resolving any billing questions or disputes which may arise during the term of this Agreement. Should such issues arise, County shall still be obligated to pay Contractor on a timely basis for those amounts and/or services which are not in dispute or with respect to which there are no questions. Questioned amounts, once adjusted (if necessary) as agreed by the two representatives, shall be paid to Contractor immediately after the Agreement is reached by the two representatives.

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

3. AUDIT REQUIREMENTS AND AUDIT EXCEPTIONS.

3.1 Contractor warrants that it shall comply with all audit requirements established by County and will provide a copy of Contractor's Annual Independent Audit Report, if applicable.

3.2 County may conduct periodic audits of Contractor's financial records, notifying Contractor no less than 48 hours prior to scheduled audit. Said notice shall include a detailed listing of the records required for review. Contractor shall allow County, or other appropriate entities designated by County, access to all financial records pertinent to this Agreement.

3.3 Contractor shall reimburse County for all audit exceptions within 30 days of written demands or shall make other repayment arrangements subject to the approval of County.

4. PAYMENT TERMS. The LCCOC has determined that Written Dollar Amount (\$400,000.00) from the lake County Continuum of Care Encampment Resolution Funding Program, as administered by the County, has been allocated for Safe Parking Program, and for which Catholic Charities of the Diocese of Santa Rosa dba Catholic Charities of the Diocese of Santa Rosa dba Catholic Charities of Northwest California has been awarded. The County will distribute the funding in accordance to the parameters set forth by the California Department of Housing and Community Development (HCD)

4.1 Any Grant funds which have not been expended by the Expenditure Deadline must be returned to County with accrued interest.

All funds disbursed under this Agreement are Encampment Resolution Funding (ERF) administered by the California Department of Housing and Community Development (HCD). Contractor shall ensure that all expenditures comply with ERF program requirements, HCD Grant Guidelines, the executed Standard Agreement between County and HCD, and 2 CFR Part 200 (Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards), as applicable.

Eligible costs under this Agreement include only those allowable under the ERF funding categories, which may include:

- **Personnel and staffing** directly related to Safe Parking operations, outreach, and housing navigation
- **Site operations and participant services**, including sanitation, utilities, security, hygiene facilities, and participant engagement activities

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

- **Case management and housing-focused services** that support navigation to permanent
or interim housing

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

- **Administrative costs**, not to exceed the percentage allowed by HCD for indirect or administrative charges

Contractor shall not use ERF funds for prohibited costs, including but not limited to: purchase of land or buildings unless expressly approved by HCD, capital development outside the approved budget, supplanting existing funding, or any expenditure not directly related to encampment resolution or Safe Parking operations.

Contractor shall maintain adequate financial documentation to demonstrate ERF-eligible expenditures and shall make such documentation available to County, HCD, or State auditors upon request.

5. **BUDGET.** Contractor has submitted the following budget within their accepted proposal. Contractor shall be compensated only for expenses included in the approved budget. Modification to the budget must be approved in advance by the County.



Lake County Safe Parking Budget Proposed	
January 2026 - June 2027	18 Month Budget
Personnel	
Safety Advocate (2.3 FTE)	
Site Supervisor Navigator (0.40 FTE)	
Program Manager (0.10 FTE)	
Director (0.05 FTE)	
Benefits	
Total - Personnel	
Operating	
Rent - Site	
Utilities/Site Costs/Repairs/Mntc.	
Travel/Mileage	
Telecommunication/IT/HMIS/Electronic Records	
Miscellaneous Program Supplies	
Total - Operating	
Indirect (10%)	
TOTAL	

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

EXHIBIT C – COMPLIANCE PROVISIONS

1. **INFORMATION INTEGRITY AND SECURITY.** Contractor shall immediately notify County of any known or suspected breach of personal, sensitive and confidential information related to Contractor's work under this Agreement.
2. **NON-DISCRIMINATION.** During the performance of this Agreement, Contractor shall not deny the contract's benefits to any person on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status, nor shall they discriminate unlawfully against any employee or applicant for employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status. Contractor shall insure that the evaluation and treatment of employees and applicants for employment are free of such discrimination. Contractor shall comply with the provisions of the Fair Employment and Housing Act (Gov. Code §12900 et seq.), the regulations promulgated thereunder (Cal. Code Regs., tit. 2, §11000 et seq.), the provisions of Article 9.5, Chapter 1, Part 1, Division 3, Title 2 of the Government Code (Gov. Code §§11135-11139), and the regulations or standards adopted by the awarding state agency to implement such article. Contractor shall permit access by representatives of the Department of Fair Employment and Housing and the awarding state agency upon reasonable notice at any time during the normal business hours, but in no case less than 24 hours' notice, to such of its books, records, accounts, and all other sources of information and its facilities as said Department or Agency shall require to ascertain compliance with this clause. Contractor and its subcontractors shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining or other agreement. (See Cal. Code Regs., title. 2, §11105.)
3. **DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS.**
 - 3.1 The Contractor certifies to the best of its knowledge and belief, that it and its subcontractors:

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

- A. Are not presently debarred, suspended, proposed for disbarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;
- B. Have not, within a three-year period preceding this Agreement, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public transaction; violation of federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- C. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity with commission of any of the offenses enumerated in the preceding paragraph; and
- D. Have not, within a three-year period preceding this Agreement, had one or more public transactions terminated for cause or default.

3.2 Contractor shall report immediately to County, in writing, any incidents of alleged fraud and/or abuse by either Contractor or Contractor's subcontractor. Contractor shall maintain any records, documents, or other evidence of fraud and abuse until otherwise notified by County.

4. AGREEMENTS IN EXCESS OF \$100,000. Contractor shall comply with all applicable orders or requirements issued under the following laws:

- 4.1 Clean Air Act, as amended (42 USC 1857).
- 4.2 Clean Water Act, as amended (33 USC 1368).
- 4.3 Federal Water Pollution Control Act, as amended (33 USC 1251, et seq.)
- 4.4 Environmental Protection Agency Regulations (40 CFR and Executive Order 11738).

5. INDEMNIFICATION AND HOLD HARMLESS. Contractor shall indemnify and defend County and its officers, employees, and agents against and hold them harmless from any and all claims, losses, damages, and liability for damages, including attorney's fees and other costs of defense incurred by County, whether for damage to or loss of property, or injury to or death of person, including properties of County and injury to or death of County officials, employees or agents, arising out of, or connected with Contractor's operations hereunder or the performance of the work described herein,

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

unless such damages, loss, injury or death is caused solely by the negligence of County.
Contractor's obligations under this Section.

6. STANDARD OF CARE. Contractor represents that it is specially trained, licensed, experienced and competent to perform all the services, responsibilities and duties specified herein and that such services, responsibilities and duties shall be performed, whether by Contractor or designated subcontractors, in a manner according to generally accepted practices.

7. INTEREST OF CONTRACTOR. Contractor assures that neither it nor its employees has any interest, and that it shall not acquire any interest in the future, direct or indirect, which would conflict in any manner or degree with the performance of services hereunder.

8. DUE PERFORMANCE – DEFAULT. Each party agrees to fully perform all aspects of this agreement. If a default to this agreement occurs then the party in default shall be given written notice of said default by the other party. If the party in default does not fully correct (cure) the default within 30 days of the date of that notice (i.e. the time to cure) then such party shall be in default. The time period for corrective action of the party in default may be extended in writing executed by both parties, which must include the reason(s) for the extension and the date the extension expires.

Notice given under this provision shall specify the alleged default and the applicable Agreement provision and shall demand that the party in default perform the provisions of this Agreement within the applicable time period. No such notice shall be deemed a termination of this Agreement, unless the party giving notice so elects in that notice, or so elects in a subsequent written notice after the time to cure has expired.

9. INSURANCE.

9.1 Contractor shall procure and maintain Workers' Compensation Insurance for all of its employees.

9.2 Contractor shall procure and maintain Comprehensive Public Liability Insurance, both bodily injury and property damage, in an amount of not less than one million dollars (\$1,000,000) combined single limit coverage per occurrence, including but not limited to endorsements for the following coverage: personal injury, premises-operations, products and completed operations, blanket contractual, and independent contractor's liability.

9.3 Contractor shall procure and maintain Comprehensive Automobile Liability Insurance, both bodily injury and property damage, on owned, hired, leased and non-

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

owned vehicles used in connection with Contractor's business in an amount of not less than one million dollars (\$1,000,000) combined single limit coverage per occurrence.

9.4 Contractor shall not commence work under this Agreement until it has obtained all the insurance required hereinabove and submitted to County certificates of insurance naming the County of Lake as additional insured. Contractor agrees to provide to County, at least 30 days prior to expiration date, a new certificate of insurance.

9.5 In case of any subcontract, Contractor shall require each subcontractor to provide all of the same coverage as detailed hereinabove. Subcontractors shall provide certificates of insurance naming the County of Lake as additional insured and shall submit new certificates of insurance at least 30 days prior to expiration date. Contractor shall not allow any subcontractor to commence work until the required insurances have been obtained.

9.6 For any claims related to the work performed under this Agreement, the Contractor's insurance coverage shall be primary insurance as to the County, its officers, officials, employees, agents and volunteers. Any insurance or self-insurance maintained by County, its officers, officials, employees, agents or volunteers shall be in excess of the Contractor's insurance and shall not contribute with it.

9.7 The Commercial General Liability and Automobile Liability Insurance must each contain, or be endorsed to contain, the following provision:

The County, its officers, officials, employees, agents, and volunteers are to be covered as additional insureds and shall be added in the form of an endorsement to Contractor's insurance on Form CG 20 10 11 85. Contractor shall not commence work under this Agreement until Contractor has had delivered to County the Additional Insured Endorsements required herein.

Coverage shall not extend to any indemnity coverage for the active negligence of the additional insured in any case where an agreement to indemnify the additional insured would be invalid under subdivision (b) of California Civil Code Section 2782.

9.8 Insurance coverage required of Contractor under this Agreement shall be placed with insurers with a current A.M. Best rating of no less than A: VII.

9.9 Insurance coverage in the minimum amounts set forth herein shall not be construed to relieve the Contractor for liability in excess of such coverage, nor shall it preclude County from taking other action as is available to it under any other provision of this Agreement or applicable law. Failure of County to enforce in a timely manner any of

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

the provisions of this section shall not act as a waiver to enforcement of any of these provisions at a later date.

9.10 Any failure of Contractor to maintain the insurance required by this section, or to comply with any of the requirements of this section, shall constitute a material breach of the entire Agreement.

10. ATTORNEY'S FEES AND COSTS. If any action at law or in equity is necessary to enforce or interpret the terms of this Agreement, the prevailing party shall be entitled to reasonable attorney's fees, costs, and necessary disbursements in addition to any other relief to which such party may be entitled.

11. ASSIGNMENT. Contractor shall not assign any interest in this Agreement and shall not transfer any interest in the same without the prior written consent of County except that claims for money due or to become due Contractor from County under this Agreement may be assigned by Contractor to a bank, trust company, or other financial institution without such approval. Written notice of any such transfer shall be furnished promptly to County. Any attempt at assignment of rights under this Agreement except for those specifically consented to by both parties or as stated above shall be void.

12. PAYROLL TAXES AND DEDUCTIONS. Contractor shall promptly forward payroll taxes, insurances and contributions to designated governmental agencies.

13. INDEPENDENT CONTRACTOR. It is specifically understood and agreed that, in the making and performance of this Agreement, Contractor is an independent contractor and is not an employee, agent or servant of County. Contractor is not entitled to any employee benefits. County agrees that Contractor shall have the right to control the manner and means of accomplishing the result agreed for herein.

Contractor is solely responsible for the payment of all federal, state and local taxes, charges, fees, or contributions required with respect to Contractor and Contractor's officers, employees, and agents who are engaged in the performance of this Agreement (including without limitation, unemployment insurance, social security and payroll tax withholding.)

14. OWNERSHIP OF DOCUMENTS. All non-proprietary reports, drawings, renderings, or other documents or materials prepared by Contractor hereunder are the property of County.

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

15. SEVERABILITY. If any provision of this Agreement is held to be unenforceable, the remainder of this Agreement shall be severable and not affected thereby.
16. ADHERENCE TO APPLICABLE DISABILITY LAW. Contractor shall be responsible for knowing and adhering to the requirements of Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act, (42 U.S.C. Sections 12101, et seq.). California Government Code Sections 12920 et seq., and all related state and local laws.
17. SAFETY RESPONSIBILITIES. Contractor will adhere to all applicable CalOSHA requirements in performing work pursuant to this Agreement. Contractor agrees that in the performance of work under this Agreement, Contractor will provide for the safety needs of its employees and will be responsible for maintaining the standards necessary to minimize health and safety hazards.
18. JURISDICTION AND VENUE. This Agreement shall be construed in accordance with the laws of the State of California and the parties hereto agree that venue of any action or proceeding regarding this Agreement or performance thereof shall be in Lake County, California. Contractor waives any right of removal it might have under California Code of Civil Procedure Section 394.
19. RESIDENCY. All independent contractors providing services to County for compensation must file a State of California Form 590, certifying California residency or, in the case of a corporation, certifying that they have a permanent place of business in California.
20. NO THIRD-PARTY BENEFICIARIES. Nothing contained in this Agreement shall be construed to create, and the parties do not intend to create, any rights in or for the benefit of third parties.
21. UNUSUAL OCCURRENCE REPORTING. Contractor is required to have procedures for reporting unusual occurrences relating to health and safety issues. Contractor shall report to County any unusual events, accidents, or injuries requiring medical treatment for clients, staff, or members of the community. An unusual occurrence shall be reported to the County in writing (or electronic mail) as soon as possible but no later than three (3) working days of the Contractor's knowledge of the event. An unusual occurrence is subject to investigation by Lake County Behavioral Health Services; and upon a request, a copy of the County's investigation shall be made available to the State Department of Behavioral Health, which may subsequently conduct its own investigation.

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

22. OVERSIGHT. Lake County Behavioral Health Services shall conduct oversight and impose sanctions on the Contractor for violations of the terms of this Agreement, and applicable federal and state law and regulations, in accordance with Welfare & Institutions Code 14712(c)(3) and CCR, Title 9, Section 1810.380 and 1810.385.

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

EXHIBIT D - BUSINESS ASSOCIATE AGREEMENT

THIS HIPAA BUSINESS ASSOCIATE AGREEMENT (the "Agreement") is entered into effective July 1, 2026 (the "Effective Date"), by and between Catholic Charities of the Diocese of Santa Rosa dba Catholic Charities of the Diocese of Santa Rosa dba Catholic Charities of Northwest California ("Business Associate") and County of Lake (the "Covered Entity").

Business Associate and Covered Entity have a business relationship (the "Relationship" or the "Agreement") in which Business Associate may perform functions or activities on behalf of Covered Entity involving the use and/or disclosure of protected health information received from, or created or received by, Business Associate on behalf of Covered Entity. ("PHI"). Therefore, if Business Associate is functioning as a business associate to Covered Entity, Business Associate agrees to the following terms and conditions set forth in this HIPAA Business Associate Agreement.

Definitions. For purposes of this Agreement, the terms used herein, unless otherwise defined, shall have the same meanings as used in the Health Insurance Portability and Accountability Act of 1996, and any amendments or implementing regulations ("HIPAA"), or the Health Information Technology for Economic and Clinical Health Act (Title XIII of the American Recovery and Reinvestment Act of 2009), and any amendments or implementing regulations ("HITECH"). Additionally, for this agreement, Protected Health Information (PHI) includes electronic Protected Health Information (ePHI); Personally Identifiable Information (PII); and Personal Information (PI).

Compliance with Applicable Law. The parties acknowledge and agree that, beginning with the relevant effective dates, Business Associate shall comply with its obligations under this Agreement and with all obligations of a business associate under HIPAA, HITECH and other related laws, as they exist at the time this Agreement is executed and as they are amended, for so long as this Agreement is in place.

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

Permissible Use and Disclosure of Protected Health Information. Business
Associate may use and disclose PHI to carry out is duties to Covered Entity

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

pursuant to the terms of the Relationship. Business Associate may also use and disclose PHI (i) for its own proper management and administration, and (ii) to carry out its legal responsibilities. If Business Associate discloses Protected Health Information to a third party for either above reason, prior to making any such disclosure, Business Associate must obtain: (i) reasonable assurances from the receiving party that such PHI will be held confidential and be disclosed only as required by law or for the purposes for which it was disclosed to such receiving party; and (ii) an agreement from such receiving party to immediately notify Business Associate of any known breaches of the confidentiality of the PHI.

Limitations on Uses and Disclosures of PHI. Business Associate shall not, and shall ensure that its directors, officers, employees, and agents do not, use or disclose PHI in any manner that is not permitted or required by the Relationship, this Agreement, or required by law. All uses and disclosures of, and requests by Business Associate, for PHI are subject to the minimum necessary rule of the Privacy Standards and shall be limited to the information contained in a limited data set, to the extent practical, unless additional information is needed to accomplish the intended purpose, or as otherwise permitted in accordance with Section 13405(b) of HITECH and any implementing regulations.

Required Safeguards To Protect PHI. Business Associate agrees that it will implement appropriate safeguards in accordance with the Privacy Standards to prevent the use or disclosure of PHI other than pursuant to the terms and conditions of this Agreement.

Reporting of Improper Use and Disclosures of PHI. Business Associate shall report within 24 business hours to Covered Entity a use or disclosure of PHI not provided for in this Agreement by Business Associate, its officers, directors, employees, or agents, or by a third party to whom Business Associate disclosed PHI. Business Associate shall also report within 24 business hours to Covered Entity a breach of unsecured PHI, in accordance with 45 C.F.R. §§ 164.400-414, and any security incident of which it becomes aware. Report should be made to:

Compliance Officer

Lake County Behavioral Health Services 1-877-610-2355

Mitigation of Harmful Effects. Business Associate agrees to mitigate, to the extent practicable, any harmful effect of a use or disclosure of PHI by Business

25.26.84

21 of 21

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

Associate in violation of the requirements of this Agreement, including, but not limited to, compliance with any state law or contractual data breach requirements. Business Associate shall cooperate with Covered Entity's breach notification and mitigation activities, and shall be responsible for all costs incurred by Covered Entity for those activities.

Agreements by Third Parties. Business Associate shall enter into an agreement with any agent or subcontractor of Business Associate that will have access to PHI. Pursuant to such agreement, the agent or subcontractor shall agree to be bound by the same restrictions, terms, and conditions that apply to Business Associate under this Agreement with respect to such PHI.

Access to Information. Within five (5) days of a request by Covered Entity for access to PHI about an individual contained in a Designated Record Set, Business Associate shall make available to Covered Entity such PHI for so long as such information is maintained by Business Associate in the Designated Record Set, as required by 45 C.F.R. § 164.524. In the event any individual delivers directly to Business Associate a request for access to PHI, Business Associate shall within two (2) days forward such request to Covered Entity.

Availability of PHI for Amendment. Within five (5) days of receipt of a request from Covered Entity for the amendment of an individual's PHI or a record regarding an individual contained in a Designated Record Set (for so long as the PHI is maintained in the Designated Record Set), Business Associate shall provide such information to Covered Entity for amendment and incorporate any such amendments in the PHI as required by 45 C.F.R. § 164.526. In the event any individual delivers directly to Business Associate a request for amendment to PHI, Business Associate shall within two (2) days forward such request to Covered Entity.

Documentation of Disclosures. Business Associate agrees to document disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 C.F.R. § 164.528.

Accounting of Disclosures. Within five (5) days of notice by Covered Entity to Business Associate that it has received a request for an accounting of disclosures of PHI regarding an individual during the six (6) years prior to the date on which the accounting was requested, Business Associate shall make available to

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

Covered Entity information to permit Covered Entity to respond to the request for an accounting of disclosures of PHI, as required by 45 C.F.R. § 164.528. In the case of an electronic health record maintained or hosted by Business Associate on behalf of Covered Entity, the accounting period shall be three (3) years and the accounting shall include disclosures for treatment, payment and healthcare operations, in accordance with the applicable effective date of Section 13402(a) of HITECH. In the event the request for an accounting is delivered directly to Business Associate, Business Associate shall within two (2) days forward such request to Covered Entity.

Electronic PHI. To the extent that Business Associate creates, receives, maintains or transmits electronic PHI on behalf of Covered Entity, Business Associate shall:

Comply with 45 C.F.R. §§164.308, 312, and 316 in the same manner as such sections apply to Covered Entity, pursuant to Section 13401(a) of HITECH, and otherwise implement administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of electronic PHI;

Ensure that any agent to whom Business Associate provides electronic PHI agrees to implement reasonable and appropriate safeguards to protect it; and

Report to Covered Entity any security incident of which Business Associate becomes aware.

Judicial and Administrative Proceedings. In the event Business Associate receives a subpoena, court or administrative order or other discovery request or mandate for release of PHI, Covered Entity shall have the right to control Business Associate's response to such request. Business Associate shall notify Covered Entity of the request as soon as reasonably practicable, but in any event within two (2) days of receipt of such request.

Availability of Books and Records. Business Associate shall make its internal practices, books, and records relating to the use and disclosure and privacy protection of PHI received from Covered Entity, or created, maintained or received by Business Associate on behalf of the Covered Entity, available to the Covered Entity, the State of California, and the Secretary of the Department of Health and Human Services, in the time and manner designated by the Covered Entity, State or Secretary, for purposes of determining Covered Entity's compliance with the Privacy Standards. Business Associate shall notify the

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

Covered Entity upon receipt of such a request for access by the State or Secretary, and shall provide the Covered Entity with a copy of the request as well as a copy of all materials disclosed.

Breach of Contract by Business Associate. In addition to any other rights Covered Entity may have in the Relationship, this Agreement or by operation of law or in equity, Covered Entity may i) immediately terminate the Relationship if Covered Entity determines that Business Associate has violated a material term of this Agreement, or ii) at Covered Entity's option, permit Business Associate to cure or end any such violation within the time specified by Covered Entity. Covered Entity's option to have cured a breach of this Agreement shall not be construed as a waiver of any other rights Covered Entity has in the Relationship, this Agreement or by operation of law or in equity.

Effect of Termination of Relationship. Upon the termination of the Relationship or this Agreement for any reason, Business Associate shall return to Covered Entity or, at Covered Entity's direction, destroy all PHI received from Covered Entity that Business Associate maintains in any form, recorded on any medium, or stored in any storage system, unless said information has been de-identified and is no longer PHI. This provision shall apply to PHI that is in the possession of Business Associates or agents of Business Associate. Business Associate shall retain no copies of the PHI. Business Associate shall remain bound by the provisions of this Agreement, even after termination of the Relationship or the Agreement, until such time as all PHI has been returned, de-identified or otherwise destroyed as provided in this Section.

Injunctive Relief. Business Associate stipulates that its unauthorized use or disclosure of PHI while performing services pursuant to this Agreement would cause irreparable harm to Covered Entity, and in such event, Covered Entity shall be entitled to institute proceedings in any court of competent jurisdiction to obtain damages and injunctive relief.

Indemnification. Business Associate shall indemnify and hold harmless Covered Entity and its officers, trustees, employees, and agents from any and all claims, penalties, fines, costs, liabilities or damages, including but not limited to reasonable attorney fees, incurred by Covered Entity arising from a violation by Business Associate of its obligations under this Agreement.

Exclusion from Limitation of Liability. To the extent that Business Associate has limited its liability under the terms of the Relationship, whether with a maximum

AGREEMENT BETWEEN COUNTY OF LAKE AND LAKE COUNTY BEHAVIORAL
HEALTH SERVICES AS LEAD AGENCY FOR THE LAKE COUNTY CONTINUUM OF
CARE AND CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA
CATHOLIC CHARITIES OF THE DIOCESE OF SANTA ROSA DBA CATHOLIC
CHARITIES OF NORTHWEST CALIFORNIA

recovery for direct damages or a disclaimer against any consequential, indirect or punitive damages, or other such limitations, all limitations shall exclude any damages to Covered Entity arising from Business Associate's breach of its obligations relating to the use and disclosure of PHI.

Owner of PHI. Under no circumstances shall Business Associate be deemed in any respect to be the owner of any PHI used or disclosed by or to Business Associate by Covered Entity.

Third Party Rights. The terms of this Agreement do not grant any rights to any parties other than Business Associate and Covered Entity.

Independent Contractor Status. For the purposed of this Agreement, Business Associate is an independent contractor of Covered Entity, and shall not be considered an agent of Covered Entity.

Changes in the Law. The parties shall amend this Agreement to conform to any new or revised legislation, rules and regulations to which Covered Entity is subject now or In the future including, without limitation, HIPAA, HITECH, the Privacy Standards, Security Standards or Transactions Standards.

IN WITNESS WHEREOF, each Party hereby executes this Agreement as of the Effective Date.

COUNTY OF LAKE
Rosa dba Catholic Charities of the Diocese of Santa Rosa dba Catholic Charities of
Northwest California

Catholic Charities of the Diocese of Santa
Rosa dba Catholic Charities of the Diocese of Santa Rosa dba Catholic Charities of
Northwest California

Chair
Board of Supervisors

Date: _____

Jennielynn Holmes
Chief Executive Officer

Date: _____

LCCoC Safe Parking FY 2025-27

Final Audit Report

2026-02-03

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Catholic Charities of Northwest California

Safety Manual and Emergency Action Plan (EAP)

Safe Parking

55 Stony Point Road, Santa Rosa, CA 95401

Executive Team:

Jennielynn Holmes: Chief Executive Officer

Shauna Reed: Chief Finance Officer

Alan Finnie: Chief Administrative Officer

Matthew Verscheure: Chief Program Officer

Carey Dougherty: Chief Development Officer

Publication Date: 01/31/2025

Revisions and Updates: 05/29/2026, 08/26/2026

INTRODUCTION

The purpose of this plan is to provide the personnel at Safe Parking with general safety information and possible responses to specific emergency situations.

How a particular disaster will unfold is unpredictable. This plan provides guidelines that should be helpful under most circumstances. They are meant to prepare staff for daily safety needs and provide instructions during a crisis when the situation can impair the ability to remember, focus, and make decisions.

Nothing can substitute for in-the-moment sound human judgment. Think of this plan as advice, not rules that must be followed under all circumstances.

This plan will be reviewed yearly and updated when the information included requires modification.

Common sense safety is thinking before doing

Catholic Charities has developed the following Safety Manual that includes the Emergency Evacuation Plan, pursuant to California Fire Code, Section 404.2.1, for Safe Parking located at 55 Stony Point Road, Santa Rosa, CA 95401

Table of Contents

INTRODUCTION.....	2
Local Emergency Numbers	6
Emergency Contacts	7
CCNWC SITES, ADDRESSES, AND PHONE NUMBERS	8
GENERAL FACILITY SAFETY	9
Communication Plan	9
Controlled Egression and Ingression:.....	10
Evacuation Plan	12
Evacuation Strategy	13
SAFETY GUIDELINES	14
General Recommendations:	14
Staff Safety Training:	15
Handheld Radio Manual.....	16
Hand-held Radio Procedure	19
Radio Communication Guidelines:	21
Making a Call	21
Emergency Radio Calls.....	22
Emergency Codes	23
CLIENT FACING SAFETY PRACTICES	25
General Guidelines.....	25
In an Office:	25
On Site.....	26
Unsafe Situations	26
Driving	27
CRISIS INTERVENTION	29
De-Escalation of Conflict	29
Verbal Conflict:.....	29
After Resolution	31
Physical Conflict.....	31

WEAPONS PROCEDURE	32
MEDICAL INTERVENTION	34
First Aide	34
Medical Emergency Procedure	35
CPR-AED	37
AED Locations	37
Alcohol and Drugs	38
INFECTION PREVENTION and CONTROL	39
Illness and Special Health Precautions	39
MAJOR EMERGENCIES	40
Fire Coming from OUTSIDE the Park	40
Fire INSIDE the Parking Lot.....	40
Shelter in Place Procedures	42
Active Shooter Plan	43
Site Designee(s):	43
Earthquake	46
Bomb Threat	47
Chemical Spill.....	49
SITE SAFETY COMMITTEES	50
Site Safety Committees	50
Structure:	50
Reporting.....	50
Risk Management Committee	51
SAFETY INSPECTIONS	51
CRISIS RESPONSE	52
Essential Services	52
CATHOLIC CHARITIES INCIDENT COMMAND CENTER	54
APPENDICES	55
Appendix I: Site Evacuation Map	55
Appendix II: Map to Nearest Hospital	56

Appendix III: Severe Wind Response and Tent Removal Plan	58
Appendix IV: Staff trained to help with rescue or emergency Medical Aid	60
Appendix V: CCNWC list of Policies and Procedures for Safety	60
Appendix VI: Controlled Substance Disposal Process	60
Appendix VIII: Naloxone Administration and Distribution	61
Appendix IX: Continuity of Operations	61
Appendix IIX: CCNWC Injury and Illness Prevention Program	61
Appendix IIIX: Workplace Violence Prevention Plan.....	61

Local Emergency Numbers

Always dial 911 first in an emergency:

Dispatch Numbers:

- Santa Rosa: 707- 528-5222
- Sonoma County: 707-565-2121
- City of Napa: 707-257-9573
- inRESPONSE (Santa Rosa City Limits Only): 707-575-4357 (HELP)
- Mobile Support Team: (Unincorporated Area Sonoma County) 1-800 746-8181
- RedCom Dispatch: (if 911 is busy: city or county): 707-576-1365 or 707-568-5992
- City of Sonoma: 707-996-3601

Fire Non-Emergency Number

- Santa Rosa: 707-568-5992
- Sonoma County: 707- 838-1170

Emergency Medical Services

Always dial 911 first in an emergency:

- Santa Rosa EMT: 707-543-3500
- Sonoma County: 707-565-2121

Mental Health Hotlines:

24-hour access

- 707-565-6900
- 800-870-8786

24-hour Suicide Prevention:

- 855-587-6373
- Nationwide Dial or Text to: 988

24-hour Crisis Services

- 707-656-4970

Child Protective Services Hotlines

- Sonoma County: 24/7 – 707-565-4304 or 800-870-7064
- Napa County: 24/7 – 707-253-4744

Adult Protective Services Hotlines

- Sonoma County: 24/7 – 800-667-0404
- Napa County: 24/7 – 888-619-6913

Utility Company Emergency Contact

- PG&E: 800-743-5000
- Santa Rosa Water: 707-543-4200
- Napa Water: 707-257-9521

Emergency Contacts

Divisional Director: Meghan Murphy 707-304-4783

Director: Stephanie Merrida-Grant 707-308-4734

Operations Manager: Vince Cruz 707 308 -4779

Security Guards: 707-483-4337

CCNWC SITES, ADDRESSES, AND PHONE NUMBERS

Site	Address	Main Phone Number
Airway Offices	987 Airway Court Santa Rosa, CA 95403	707-528-8712 Front Desk x100 Immigration Front Desk x128
Caritas Family Shelter	301 6 th St. Santa Rosa, CA 95401	707-542-5426
Caritas Nightingale	301 6 th St. Santa Rosa, CA 95401	707-308-4677
Drop-In Center	301 6 th St. Suite 108 Santa Rosa, CA 95401	707-308-4684
Eliza's Village	332 and 336 Eliza Way, Santa Rosa, CA 95409	707-308-6307
Homeless Action Sonoma	18820 Highway 12, Sonoma, CA 95476	707-280-2420
Mickey Zane Place	636 Healdsburg Ave Santa Rosa, CA 94501	707-565-8619
Napa Nightingale	1950 Jefferson St Napa, CA 94559	707-819-2165
Permanent Supportive Housing: Palms Inn	3345 Santa Rosa Ave Santa Rosa, CA 95407	707-308-4702
Permanent Supportive Housing: Napa Red House	1219 Jefferson St Napa, CA 94559	707-224-4403
Rainbow House Family Shelter	1207 and 1209 Jefferson St	707-690-5050
Safe Parking	55 Stony Point Rd Santa Rosa, CA 95401	707-483-4337
Sam Jones Hall	4020 Finley Ave Santa Rosa, CA 95407	707-308-4692
Caritas Center Reception Desk	301 6 th St. Santa Rosa, CA 95401	707-308-4774
Caritas HeadStart	301 Sixth St. Santa Rosa, CA 95401	Classroom: 707-546-5776 Cell: 707-815-0799
Caritas Santa Rosa Health Clinic	301 Sixth St. Santa Rosa, CA 95401	#1 707 543-6263 #2 707 494-0502

GENERAL FACILITY SAFETY

Communication Plan

Any staff member may call 911 in the case of an emergency or a medical need. Do not clog the system with additional calls, once it becomes known that 911 has been contacted, do not make repeated contact with 911. Staff members who report an emergency will let their manager or director know as soon as it is safe to do so.

Staff members are encouraged to report any safety issue directly to their manager or Site Safety Team Member.

Managers are expected to make safety reminders as a part of each team meeting.

The IT manager, upon notification of an emergency from the Chief Executive Officer or the Chief Administrative Officer, is responsible for all phone communications during emergencies.

Handheld radios will be instrumental for emergency communications. All program staff must be trained in the appropriate use of the radios.

During an emergency, all communications channels that are working will have heavy traffic. Defer non-critical communications.

- Have a directory of phone numbers with corresponding lot numbers.
- Communication methods will be unpredictable, text is considered the most reliable. Texting may be done on Go Phone.
- The Internet may be accessible via the cellular connection on a cell phone if Wi-Fi is not working.
- In the case of a critical situation, if possible, employees should place a piece of paper with SOS or HELP printed on it where the outside world might see it.
- For use of hand-held radios at other sites see [Handheld Radios](#) section.
- Information will also be disseminated from the CCNWC Emergency Response Communications Channel of Teams. You may download Teams to your personal device.

Controlled Egression and Ingression:

Closed Facilities

All CCNWC sites are considered closed facilities.

Closed Facility Protocols

- All exterior doors must remain closed and locked, unless actively monitored.
- Staff must never prop open doors.
- No tailgating — every person must badge in or be escorted.

Access Control

- Staff must wear visible badges at all times.
- Visitors, if allowed, must be verified, logged, and escorted.

Confidentiality

- Staff must NOT confirm or deny whether a client or employee is present or works onsite.
- “Neutral language always.”
- If unsure → escalate to a supervisor.

Client Security

All employees are required to wear the correct badge to identify themselves at all times while in the building and when visiting other Catholic Charities’ sites.

- Any staff member who is meeting with a client is responsible for the monitoring of the client.
- No outside visitors are allowed at Safe Parking.
- All sites have a set time where doors or gates are locked in the evenings. Locked out participants who need after-hours entrance to shelter sites can call, knock, or ring a doorbell. This should be arranged in advance, if possible.
- Staff working late in an office space should check in with security or other staff members within the site prior to the set closing time.

Keys and Key Cards

- Keys are to be kept secure and issued through the process determined by the Chief Administration Officer or Manager, Facilities

Evacuation Plan

Evacuation Zone: Zone SRS-Northwest3

Directors are responsible for educating staff regarding evacuation plans.

Program Manager or Site Supervisor (as determined by program) are responsible for educating participants in regard to evacuation routes and establishing protocol for staff members to sweep the parking lot area during an evacuation to determine that all have left the area.

Generally, participants at Safe Parking should move their vehicles in accordance to the position of their space through the gate closest to their site location. While staff or security may have information to share, participants should listen to local radio stations to determine the best course of action given the emergency in progress. See [Site Evacuation Map](#)

Site Supervisor and Participant Advocate have keys to the gates and will unlock the gates during the day shift. Security will open the gate and call the Program Manager and/or Site Supervisor to share information regarding the event requiring evacuation . The Program Manager will call the Director.

If it is safe to do so, staff members will conduct a final sweep of the site to make certain that all participants have been notified of the evacuation and have the ability to evacuate. If a participant is non-compliant and refuses to leave the site, the staff member will note the location of the participant and share this information with the Program Manager and leave the site to a safer location. Fire drills should be performed quarterly, at different times of the workday.

- Fire drills will be reported to Facilities, Manager. Safe Parking will use Table Top Training with new clients and employees to explain the evacuation process.
- Each department will have emergency backpacks stored near the sign-in sheet area.

Each program area will have at least one emergency backpack.

The backpack will include:

- Flashlight (store the batteries in a box near the flashlight and not in the flashlight)
- First Aid Kit
- Whistle
- Local Map

- Emergency Contact Information
- Current list of participants, in residential units

Other Safety Equipment includes:

- Handheld stop signs
- Orange Vest
- Additional Flashlights
- Plastic buckets
- Hygiene wipes
- High density trash bags
- Duct tape

Evacuation Strategy

Generally, the evacuation strategy is a total evacuation for any emergency that requires a fire department response or for any emergency that requires staff and participants to vacate an area to protect health and safety. It may not be practical to move out every vehicle to avoid an emergency.

Clients and staff should leave the area to the nearest safe area, to clear the area needed for Emergency Responders.

In the case of an evacuation determined by the County and City officials, all vehicles will move to the closest safe space, determined at the time, through the directions of emergency officials and practicality of the given situation.

Staff members are not expected to put their own lives in danger of exiting residents but should make every effort to move residents and other clients towards an exit. No one will be allowed to reenter the building or parking area until the Fire Department or other emergency responders give approval. The Fire Department and law enforcement officers must be notified of anyone left in the building.

The lead staff member for each program in the building will be responsible for taking with them the emergency backpack for the program and contacting the Program Manager. They will use the daily roster to account for all residents and occupants at the assembly area.

- Staff members shall ensure that all occupants have exited their sections of the building and that sufficient staff is guiding occupants to the assembly area.

Handheld stop signs, neon parking vests, and radios are available in the program office.

SAFETY GUIDELINES

General Recommendations:

Safety Reporting Guidelines

The general rule of safety at CCNWC is “See something, say something.” Every staff member is responsible for the general safety of the work environment.

- In the case of an emergency, all employees are authorized to call 911 or an appropriate provider, listed under the Table of Contents
- All general safety concerns should be reported to the Program Manager, who is accountable to determine the best course of action to remediate a safety concern.
- Employees who feel their safety concern has not been resolved after reporting the issue to their Program Manager, may contact the program’s Director, Human Resources, or use the anonymous Employee Suggestion Form found on the HUB.

Prevention is the best safety plan.

An important safety skill is paying close attention to the environment for irregularities or a possible issue that may be a safety hazard. Pay attention to details that might be out of place or unusual. This includes shifts in moods or general demeanor of others. Instincts often serve as warning signs to safety issues prior to their manifestation.

- Keep walking areas clear of wires, boxes, or other tripping hazards. Each employee is responsible for keeping their work area safe, clean, and healthy.
- Prevent food borne pathogens that may cause illness. Each staff member is expected to clean up after themselves and report any unsafe conditions in shared eating places to management.
- All employees must have their CCNWC identification badge visible. Feel free to ask a person without a badge, or an escort, “May I help you?”
- Program Managers are responsible for providing safety information regarding the site, including neighborhood surroundings. Each site should implement additional safety requirements as needed based on this information. This includes safety regarding parking areas and fieldwork.

- Generally, employees should not remain alone at the worksite and should buddy up to walk to the parking lot at night or outside of working hours.
- Employees who work in secluded areas of worksites will notify the front desk when they arrive and leave their office.
- All employees are paid a stipend based on their position to help with the cost of a cellular phone, which should have the “Go Phone” app installed, which is preprogrammed with all staff members’ direct Go Phone extension.
- Staff should preprogram safety numbers listed under the Table of Contents
- Use extra precautions in safeguarding your cellular device.

[Appendix IV: CCNWC list of Policy and Procedures regarding Safety](#)

[Appendix IIIX: Workplace Violence Prevention Plan](#)

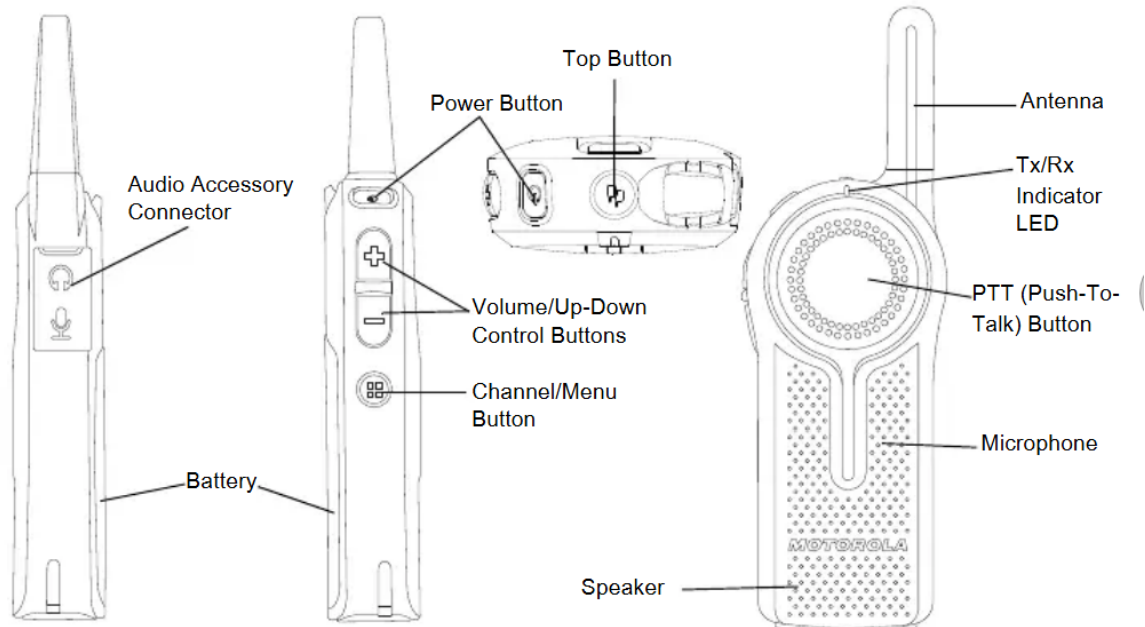
Staff Safety Training:

During On Boarding all new employees will participate in state and agency required training including, but not limited to:

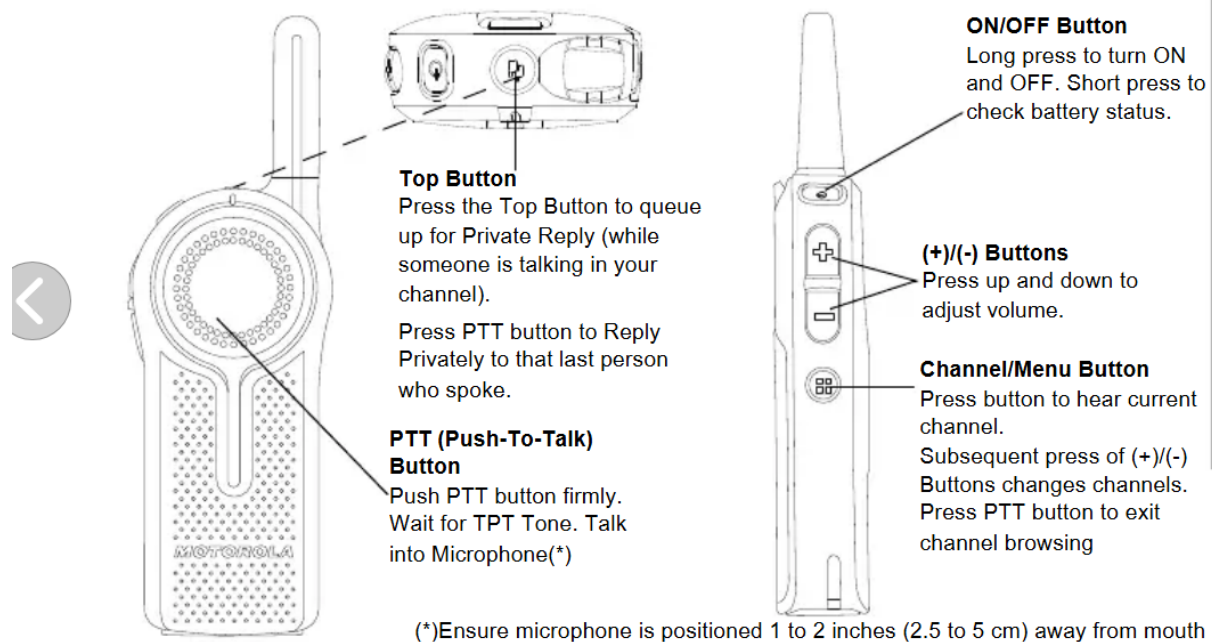
- Safe Environment
- Bloodborne Pathogens
- Cyber Security Overview and Phishing
- Departmental Safety Training
- Hiring Managers will go over the “Safety Checklist” to cover site-based safety information, which includes, but is not limited to:
 - Agency Safety Manual/Emergency Action Plan
 - Emergency evacuation expectations
 - First Aid kit
 - Fire extinguishers

Handheld Radio Manual

PARTS OF THE RADIO



RADIO BASIC OPERATION



Turning Radio On/Off

- **ON:** Press and hold the **Power** button until the power-up tone plays and the standby light blinks.
Radio announces channel and battery status by default.
- **OFF:** Press and hold the **Power** button for ~3 seconds until the LED turns off and the power-down tone sounds.

Adjusting Volume

- Press **+** to increase or **-** to decrease volume.
- **Mute:** Hold **-** for ~2 seconds until “Mute” is announced.
- **Max Volume:** Hold **+** for ~2 seconds; volume will rapidly increase with beeps.
- There are **16 volume levels**.
- If receiving audio while adjusting volume, the radio plays received audio instead of beeps.
- When using an earpiece, set the radio to the lowest volume before putting it on.

Transmitting & Receiving

- **Receive:** Listen through the speaker.
- **Transmit:** Press and hold **PTT**, wait for the **Talk Permit Tone (TPT)**, then speak. Hold the radio 1–2 in. (2.5–5 cm) from your mouth.
- **LED Indicators:**
 - Slow blinking red = standby
 - Solid red = transmitting
 - Fast blinking red = receiving
- Keep the PTT pressed the entire time you speak. Releasing it early may cause a denial tone; wait 2 seconds before pressing again.
- If you hear a busy tone instead of TPT, the channel is busy or unavailable.

Talk Permit Tone (TPT)

- A quick double-beep indicating the channel is clear to talk.
- Always wait for TPT before speaking.

Talking to a Group

- Press **PTT**, wait for TPT, then speak.

Browsing/Selecting a Channel

- Press the **Channel/Menu** button until you hear the channel announcement.
- Use **+** or **-** to change channels.
- Exit by pressing **PTT** or waiting for the timer to expire.

Private Reply

- When someone is speaking, press the **Top Button** to queue for a private reply (LED blinks orange).
- After they finish speaking, press **PTT** to reply privately (LED turns solid orange).

This is informational only and intended to be used as support within the agency and not publicly available. It was text from the Motorola Manual reformed for better organization and readability by Copilot AI

Hand-held Radio Procedure

Hand-held radios are mainly used within our shelters and other homeless services and are to be used for business purposes only.

Radio Traffic Channels within programs

- Channel 1 – Sam Jones Hall
- Channel 2 – Safe Parking
- Channel 3 – Santa Rosa Community Health Clinic and Amorous Security
- Channel 4 – Nightingale
- Channel 5 – Family Center
- Channel 6 – Drop in Center

***For an emergency use the button on top of the radio showing dual radios, which is known as the “all call button.” This will send information to all radios.**

General information

- All Site Coordinators/site staff at shelters should inspect and test all handheld radios daily when they begin their shift.
- Ensure the battery is charged.
- Keep the volume high enough to be heard
- Regularly check that everything is working
- Shelter Site Coordinators are responsible for training all staff on use/operation of the handheld radios.
- All shelter site staff should always keep the handheld radios with them when on shift.
- All communication should follow the Two-Way Radio Communication guidelines below
- Shelter site staff should conduct a radio check via handheld radio at a coordinated time at the beginning of each shift to state that they are operational.

Any communication or faulty equipment should be reported via email to the supervisor and management team. In the case of a situation that rises to the level of an incident report

due to the negative impact of lack of ability to communicate, the Incident Report should be completed as close to the event as possible, but before the end of shift.

If all communications are down and handheld radios are not working, attempts should be made to communicate with supervisor or 911 as appropriate using the Go Phone App, landline or cell phone.

If no communication device is working and an emergency is occurring staff on site will continue to shelter in place or remain in evacuation location until first responders/management can be reached. All emergency procedures should be followed as outlined in the Safety Manual.

Radio Communication Guidelines:

- **Clarity:** Use a clear voice and speak slower than normal.
- **Simplicity:** Keep messages simple enough for intended listeners to understand
- **Brevity:** Be precise and to the point.
- **Security:** Do not transmit confidential information. Our frequencies are not exclusive.

Making a Call

Check that the radio is set to the correct channel for the program being contacted. Listen to ensure the channel is clear, radios only work one way at a time.

- Press the PTT (Push to Talk) button.
- Wait 2 seconds.
- Say the recipient's program name or staff name twice. Followed by, "Over."
Releasing the PPT button
- The recipient will then respond to acknowledge the caller by saying "This is (program or staff name). Go ahead," releasing the PPT button.
- The caller will relay the message and when the message is complete the caller will say, "Over" if the call is finished or if an answer is expected "Come back," adding the recipient's program name or name, releasing the PPT button.
- The recipient will either answer the question, or confirm that the message was heard by saying, "Copy" and "Over" if there is no further need to communicate.

Emergency Radio Calls

In the case of an emergency, use the “All Call Button” at the top of the radio. The announcer will wait and listen to hear “Over,” before starting the communication to interrupt saying “Emergency” ... with the code and the location. The Program Manager or the position in charge of the program operation at the time of the call will be responsible for answering emergency calls. Only the person in the position of lead for the site will answer and other personnel will keep the channel free, except for check-in’s initiated by the Program Manager (or designee).

- The All Call Button and say “Emergency, Emergency, Emergency” and the location. Then stating the emergency and color code identifying if it is an all programs notice or the name of the individual program or a specific site affected.
- If the call is only for a specific person, the caller will say “I have an emergency message for ‘name of program’ Do you copy “recipient”? Over.”
- When the intended recipient answers, relay the information or ask for the recipient to contact the caller directly via Go Phone stating “Dial xxx on your Go Phone” or a specific channel. If there is a need for confidentiality, use the caller’s Go Phone extension number.
- If the emergency is a general notice, the caller will say, “All programs, this is an emergency message...” stating the color code or the description of the emergency and repeat the message 3 times (ex. “Emergency, We are in lockdown all of Caritas” or “Code Red, Drop-in Center west door” repeating 3 times) Available personnel may assist for appropriate codes, but in a lockdown, all personnel should stay in the area where the call was received.
- Once the lockdown or emergency is over the Incident Commander (and only the Incident Commander) will call an “All Clear” by stating, “This is Name, Position. All clear.”

Emergency Codes

- **Code Blue: Cardiac arrest/client down**
 - Call 911
 - Start CPR/First aid
 - Get Crash Cart/AED
- **Code Red: Fire**
 - Call 911/pull fire alarm
 - Evacuate building
 - Close all doors
- **Code Gray: Hostile client**
 - Call 911/Stay safe
 - Announce code gray/Exact location
- **Code Green: Unauthorized ICE visit**
 - Protect confidentiality
 - Minimize screens
- **Code Silver: Individual with weapon**
 - Announce Code Silver/Report location
 - Find a safe place
 - Call 911
 - Remain in place until cleared
- **Code Orange: Hazardous material spilled**
 - Evacuate Area
 - Tell front reception
 - Properly dispose of waste or call 911
- **Code Pink: Missing Child**
 - Alert staff

- Post at every exit
- Post at parking lot exits
- Call 911 if necessary

Reference: <https://callmc.com/two-way-radio-etiquette-basic-rules-of-radio-communication/>

CLIENT FACING SAFETY PRACTICES

General Guidelines

- Staff and employee visitors must display their badge.
- All visitors must be accompanied by a staff member.
- Participants are not allowed in office areas without staff members:
- Staff should avoid being alone with clients, especially clients that seem agitated or may otherwise create a potentially unsafe situation. Approach each situation with caution.
- Two staff members can attend a meeting, or a second staff member can be asked to stand within hearing distance of another staff member should assistance be needed. Plan meetings with high-risk participants in open surroundings within a clear view of others.
- Staff members should call 911 in case of psychiatric or medical emergency and follow the instructions of the emergency line worker. Follow the Incident Reporting Procedure, as outlined in this manual or on the Agency HUB.
- Extra caution is needed if a participant is under the influence of drugs or alcohol. Consider rescheduling the meeting.

If a staff member becomes aware that drugs or weapons have been brought into the facility the staff member will confiscate them if it is safe to do so. The staff member that comes into contact with the client will place the item(s) in a locked box. Then contact the supervisor, who will work with the authorities to determine the best course of action.

[See Weapons Procedure section.](#)

In the case of a single employee meeting with a client, follow these guidelines even with a known client:

- When providing services to high-risk participants plan to meet in an open environment, in clear view of others. Always maintain a route to an exit.

In an Office:

- Do not close the blinds or a solid door, client privacy can be obtained through white noise, written documents, or quiet voices. Visibility is paramount to safety.
- Sit or stand between the client and the exit. Staff members should have a clear plan to escape if needed.

On Site

Prior to the visit to spaces

- Display Catholic Charities badge visibly.
- Keep money for an emergency folded in an inside pocket.
- Plan ahead to gather information about the area to be visited to determine how to partner:
 - Are there dogs or other animals at the site?
 - Are there concerning aspects of the case history of the participants being visited?
- Check that all phones are preprogrammed with emergency numbers.
- Do not carry anything of value or wear expensive jewelry or clothing.

Interactions with others

- Keep a distance from others that doesn't allow for encounters with unknown persons. Be aware of "Body Space."
- Acknowledge greetings with a nod or a short acknowledgement but keep walking.
- Wear comfortable shoes.
- Walk in a confident manner, head lifted, eyes faced front. Anticipate problems.
- Be observant, but casual.
- Keep a safe distance from people who appear to be agitated, disoriented or under the influence of alcohol or drugs.

Unsafe Situations

If staff is in an unsafe situation, the following steps will be taken:

- Scan the environment for natural barriers to increase safety, while seeking to leave the area.
- If possible, immediately leave the situation, guiding others to safety as much as possible.
- If a weapon or violence is involved or if someone poses a danger to themselves or others call 911.
- Follow active shooter protocol (see below) if a weapon of any kind is involved.

- If a child is in danger or left alone, call 911 or call the Santa Rosa Police Department non-emergency number for a welfare check and CPS. Stay with the child if possible.
- When the situation has resolved, follow the Incident Report Procedure (One Agency HUB).
- Be aware of “Body Space”
- Walk in a confident manner, head lifted, and eyes faced front. Anticipate problems and circumvent them or get help.
- Be observant, but do not make constant eye contact or stare.

Driving

In order to drive a CCNWC owned vehicle an employee will speak to their manager to determine if there is a business reason to drive a CCNWC vehicle and complete the training on the HUB [Driving a CCNWC Owned Vehicle](#). To drive a CCNWC box truck, additional training will be needed.

In general, transporting participants in a personal vehicle is not allowed without specific permission by the program manager, and in a circumstance that requires transporting clients, it is highly recommended for two employees to accompany participants.

- Employees shall not be in a vehicle alone with a client under the age of 18 without a parent or guardian. If there are extenuating circumstances, two employees must accompany minors being transported in personal or CCNWC owned vehicles. Employees must sit in the front seats.
- Prior to driving to a service area, lock valuables such as purse, wallet, or bag in the trunk.
- Check the gas gauge before leaving to be certain there is enough fuel for the round trip.
- Personal vehicles used for business purposes should be in good working condition to avoid stalls or breakdowns.
- Keep doors locked while driving or parking.
- Keep your keys ready to go.
- Park in a well-lit area where there is heavy foot traffic if possible.
- Be alert when returning to the vehicle. Look around and inside the vehicle, including the floors before entering.

- Never unlock the vehicle or lower the window for strangers.

If it seems the car is being followed:

- Change lanes, slow down to see if the car falls behind.
- Take an exit, and immediately get back on
- Make four right or left turns.
- Don't panic or start to speed.
- Drive to a public place, such as a police station, or busy shopping center.
- Call 911 at any time during this process that it is safe

In the case of a breakdown:

- If the car is functioning enough, steer off the road, or to a nearby parking lot to reduce the risk of a collision.
- Engage hazard lights.
- Stay in the car and call roadside assistance services or 911. In remote areas, text 911.
- Call supervisor to report your location, if possible.

In the case of an accident:

- Obtain medical assistance, if needed, at the scene as soon as possible.
- Contact local authorities.
- Make no comment regarding the fault of either party.
- Exchange driver, vehicle, and insurance information
- Contact Supervisor, Program Manager or Director immediately
- Cooperate fully with law enforcement.
- Follow the Incident Report Procedure and fill out a CCNWC Vehicle Accident Form and if needed a CCNWC Property Damage Form.

Always drive defensively and courteously. Never drive in a physical or psychological condition that could hinder the safe operation of a vehicle.

ASE 9.002 Employee Vehicle Use Procedure

CRISIS INTERVENTION

The goals of Crisis Intervention are:

- Protect potential victims.
- De-escalate the situation.
- Help the individual gain self-control.

De-Escalation of Conflict

Verbal Conflict:

When working with clients, conflict may be inevitable. Staff can reduce the likelihood of conflict by engaging with participants. Examples include being visibly present (i.e. circulating in shelters while on shift), communicating expectations clearly at intake and during other encounters, and treating participants with dignity and without judgment).

If a participant expresses displeasure with staff remind the participant of the grievance process. (See Grievance Procedure on the One Agency Hub.)

If a participant expresses displeasure with another participant:

- Calmly engage all involved in the complaint, speaking to them separately is best practice, but may not be possible.
- Provide suggestions for a “cooling off” process, such as taking a walk.
- If it is feasible switch bed locations to separate the complaining participants.
- Continue to check back in with the participants as time allows, offering suggestions to talk through the issues, or agreeing not to communicate with each other during their stay at the shelter.
- Documentation is important so that other staff members can support the process.

If a verbal conflict is in process:

- Don’t rush in. Assess the situation, look at the body language, listen to the tone of voice and make a plan that includes how to get away if things get out of hand.
- No more than two staff members should approach and address the individual. Others responding should assist in clearing the area of onlookers and take directions from the lead intervener.
- Reasoning with an enraged person is not possible, the objective is to reduce the arousal to make a discussion possible.

- Survey the area to be aware of potential weapons that the participant could use in the physical action stage, i.e., dining utensils, glass bottles, large sticks. Determine relative safety of approaching the participant.
- Keep a clear line of exit by standing between the agitated participant and the planned exit path.
- Approach the person calmly speaking in a slow and normal tone.

DO NOT

- Smile or try to yell over the person.
- Respond to an abusive question (ignore it)
- Ask them their feelings or if they are okay.
- Argue or try to give ultimatums.
- Do not approach the person from behind, or directly head on. Keep your hands out of pockets and up facing forward mid-chest.

Always maintain a safe distance. Don't touch anything.

If an external stimulus (e.g., another individual) is evident, other responders should assist in separating or removing the stimulus if possible.

If the person is behaving in a verbally aggressive manner (e.g., shouting, threatening, cursing) firmly direct the person to stop the behavior. (i.e., "I want to help you, but you need to stop shouting, right now.")

- Offer a reflective comment that shows the agitated person's concern has been heard, without confirming what is being said. (i.e., "I know you are upset, but it is not okay for you to shout.")
- Give some wait time, as the person releases their frustration.
- This should take 2 to 3 minutes to see the person calming down or walking away.
- If the person is walking into a safe area, allow them to walk away.

If the person is still in an aggressive state, back away, get to a safe place, and call 911

- If the person remains and appears to be calming down, look and maintain appropriate, non-constant eye contact with the person.
 - Incline your head slightly, to show you are listening and maintain a non-threatening posture.

- Provide support and redirection. (i.e., “Help me understand why you are upset?”)
- Nod and confirm that the participant is being heard.
- Express empathy and continue to help the person calm down.
- Give choices that allow the participant to move past the incident where both alternatives are positive and safe. (i.e., “Would you like to step out into the sun for a bit?”)

After Resolution

Follow the [**ASE 7.001 Incident Reporting Procedure**](#) to document the occurrence and the Egregious Behavior Touchpoint as appropriate

Physical Conflict

If a situation escalates to physical violence, or if violence has already occurred, call 911 and get as many people as possible to a safe place.

- Never position yourself between individuals who are fighting or appear ready to fight.
- If it feels safe to do so, in a firm voice demand that the individuals stop immediately, or 911 will be called.
- Other responders need to clear the area of bystanders. Do not attempt to physically intervene to separate individuals who are fighting.
- Follow the Incident Reporting Procedure to document the occurrence and the Egregious Behavior Touchpoint as appropriate.

WEAPONS PROCEDURE

If any client, staff, or individual is brandishing a weapon, or threatening the use of a weapon to harm themselves or others, staff will immediately call 911 and follow Active Shooter processes.

No weapons of any kind will be allowed in any Catholic Charities program administrative sites or grounds. If a weapon is seen, or voluntarily given up, it is to be locked in a locker, lock box or a secure location and the police shall be called. Any gun seen by staff must be reported to the police, even if the client has left the building rather than turning over the weapon.

Not all knives and blades are considered weapons, (such as pocketknives, box cutters or leather tools, generally less than 2 inches) but clients who are displaying any item that can cut or puncture will be asked to surrender the item to be placed in a locked location while they are on the premises.

Clients may not have, brandish or use any blade, puncturing or cutting device, even if it is not considered a weapon. Clients doing so will face appropriate consequences.

Housing units where local, state, and national laws permit legal weapons to be owned, stored, or displayed will be managed according to those laws. (California Gun Laws can be found at <https://oag.ca.gov/firearms> these laws do not override CCNWC rules regarding CCNWC program areas)

- If possible, staff should clear clients and other staff from the area where the threat is occurring. If this is not possible, staff should immediately retreat from the area. If possible, staff should try, from a safe distance, to observe the client making the threat, but safety is the most important consideration.
- A “Weapons Strictly Prohibited in any Catholic Charities Facilities or Grounds” will be posted at the entrance of all administrative program sites. This includes the Program Office at Safe Parking, and other placement as determined by staff.
- Staff and clients will be informed that there is a no weapons policy in place which includes all bags. Bins or containers or bulky clothing will be visually observed to ensure no weapons are being brought into all program sites and grounds.
- Any person refusing a request to open a bag or adjust clothing will be considered non-compliant and will not be allowed to enter the program site until they comply with the request.
- If a staff member suspects there may be a weapon concealed, they can visually inspect all bags, bins or containers entering the program site.

- Staff members should not touch participants or participant's belongings, instead ask participant to provide an unobstructed view of any area of concern.
- No one will be asked to remove clothing in a way that will infringe upon privacy.
- Staff members have the right to refuse entry if a participant appears to possibly have a concealed weapon, until the concern is resolved through greater visual access to the area in question.
- If a weapon is seen, staff will ask for the weapon to store in a locked box. The staff member will notify their supervisor, who will contact the authorities for an appropriate response.

If the client insists on maintaining their weapons, they should be referred to the Program Agreement and Agency Contract as the reason that they will be restricted from all CCNWC program access. Staff member should notify their supervisor, who will contact the authorities for

All staff will be trauma-informed about discussions related to weapons and share information with other staff members as appropriate.

- Any incident involving a weapon must be documented through the Incident Report Procedure.

MEDICAL INTERVENTION

First Aide

911 should be called for any injury needing immediate medical treatment as well as for any health emergency that requires the use of CPR or an AED for heart-related incidents.

- Staff may use the AED, CPR, or the Heimlich, if they have been trained, or if they feel that they are knowledgeable enough to administer these life saving measures in keeping with the Good Samaritan Law.
- Staff may apply pressure to an open wound while waiting for EMS to arrive to prevent loss of consciousness or death. Avoid contact with blood or bodily fluids.
- Avoid moving an injured person unless the movement is to prevent death.
- If available, call employees who have had First Aid Training.

Other issues that would require a 911 response include, but are not limited to:

Extensive injury that impairs normal use of eyes, ears, mouth/teeth, nose/breathing or where there is serious bleeding

Trained staff administration of Naloxone for opiate overdose and call 911. SAny medical incident that requires a call to 911 will be followed up by staff members in accordance with the [Incident Procedure](#) to document the occurrence, which includes notifying the Program Manager on duty.

- Any medical incident that occurs because one or more individuals caused intentional harm to another or other individuals requires a police report, and staff must follow an Incident Procedure to document the occurrence and notify the Program Manager on duty.
- For minimal injuries staff will limit their response to a one-time dispensing of band aids for small cuts or plastic zip bags with ice when available for contusions.
- All Universal Precautions are required in any situation that requires dealing with injuries where any bodily fluids have a potential to be exchanged.

[Appendix V: Naloxone Administration and Distribution](#)

[Appendix II: Map to Nearest Hospital](#)

Medical Emergency Procedure

These are general guidelines to follow when medical emergencies arise that may require First Responders to be called to a medical emergency.

Call 911 when someone is:

- Unconscious or unresponsive
- Not breathing or having difficulty breathing
- Bleeding severely
- Experiencing a suspected overdose
- In cardiac arrest
- Psychotic break or dangerous behavior

Include each of the following when making the call:

- The reason for the call
- The address and location
- Room Number or Area
- Program Full Name
- Entry Instructions
- Send someone to be at the door for arrival, if at all possible
- A call back number
- Describe what happened or is happening.

Follow the directions of the 911 operator in regard to staying on the line.

- Staff on duty must stay with the individual, and other staff, if available, should prepare for the arrival of First Responders and meet them on arrival.
- Information should be given to First Responders about what is known about the person in medical distress.
- **For participants**, print a copy of the Medical Information Sheet.
- **For staff members**, contact the Program Manager on call immediately.
- Ask to which hospital the person will be taken, so the location can be included in the Incident Report.
- Follow the [Incident Procedure](#) to document the occurrence appropriately.

Practice Universal Precautions:

- Assume Contamination: Treat all blood and body fluids as potentially infectious.
- Wear PPE: Use gloves, masks, eye protection, gowns as needed.
- Handle Sharps Safely: Dispose of needles and other sharps in designated puncture-resistant containers.
- Decontaminate: Clean surfaces with appropriate cleaners to inactivate pathogens.
- Good Hygiene: Wash hands thoroughly after potential exposure.

Emergency Protocol after calling 911:

Staff on duty must stay with the individual, and other staff, if available, should prepare for the arrival of First Responders and meet them on arrival.

- Information should be given to First Responders about what is known about the person in medical distress.
- For participants, print a copy of the Medical Information Sheet.
- For staff members contact the Program Manager on call immediately.
- Ask to which hospital the person will be taken, so the location can be included in the Incident Report.

Appendix III: Staff trained to help with rescue or emergency Medical Aid

CPR-AED

The purpose of Catholic Charities' CPR-AED training is to provide guidance for preparation and response to Cardiac Arrest within the work environment of all Catholic Charities Programs.

All client facing staff members are required to be certified in:

- Child and Youth CPR
- Heimlich Maneuver
- AED (specific to the units used by CCNWC)
- Naloxone
- First Aid

There will be a minimum of two training opportunities per year. Documentation will be maintained and forwarded to Human Resources for reporting purposes.

The AED's in each program area will be inspected monthly by the provider by powering the unit up and then taking any action necessary to ensure the unit remains operational. If an AED is used, contact the vendor, located on the unit, to supply any used items.

The presence and availability of an AED will be posted in key areas of the buildings to inform all that an AED is available for use in a perceived or actual cardiac arrest.

AED Locations

Airway – Lobby

Caritas Family Center - Behind the first-floor front desk and two at each Shelter Services Support station

Caritas Nightingale - Site Staff Office

Drop-In Center - Counter in lobby

Sam Jones Hall – Front Main Office, Supervisory Office, Front Desk of Annex

Palms Inn – Located on the wall above the front reception desk.

Napa Nightingale – Front desk

Rainbow House – Small staff office

Safe Parking – Office

Alcohol and Drugs

As part of our mission to care for the most vulnerable, we do not require that a person be sober to use our facilities, but we have a high level of expectations for behavior, cooperation and safety of staff and clients regardless of substance induced behavior. At no time is alcohol or illegal drugs permitted either inside a CCNWC site or on the grounds thereof, including marijuana, which is legal in California, but not allowed in sites that accept Federal Funding.

Participants who reside in their own leased units, as in Palms and master leases, are expected to follow federal and state laws and any expectation agreed upon within the lease document.

Appendix IV: Controlled Substance Disposal Process

INFECTION PREVENTION and CONTROL

Illness and Special Health Precautions

Training on Bloodborne Pathogens regarding exposure to contagious and infectious diseases is required as part of the initial new hire process for all program personnel.

- Personnel are required to sign a form stating that they have received training on Universal Precautions and that they will always use Universal Precautions while working for the agency and receive a passing score on a knowledge based skill and renew certification as needed.
- Obvious workplace exposure to contagious and infectious diseases by any employee, volunteer, contractor, or intern must be reported to the Human Resources Department immediately following [Incident Reporting Procedure](#). Information about these cases is critical in reducing the spread of the diseases.
- All staff members are required to report workplace exposure to the Director of Human Resources and be seen by a workers compensation provider.
- The determination of an appropriate organizational response, if needed, will be made by the Director of Human Resources in consultation with the Director of the represented department and the Chief Administrative Officer.
- All personnel will be expected to assist in the implementation of and comply with the organizational response plan.
- The Director of Human Resources will be responsible for monitoring and tracking employee exposures and workplace incidents.

[Appendix IIX: CCNWC Injury and Illness Prevention Program](#)

MAJOR EMERGENCIES

Fire Coming from OUTSIDE the Park

55 Stony Point Rd, Santa Rosa, California, 95401 **Zone SRS-Northwest3**

Evacuate to the nearest emergency shelter

- Evacuate everyone, including staff as soon as possible. Evacuation routes may become clogged, so early evacuation is best.
- Site Supervisors will have N95 masks and will have instructions for their proper use

The highest-ranking staff member at the site will determine employee placement in this situation. The Leadership Team will determine which positions are essential.

CCNWC Leadership will determine the need to initiate Crisis Management for Emergencies to maintain critical functions.

Fire INSIDE the Parking Lot

Call 911 and evacuate the parking lot, in a way that is safe and available.

Staff trained in the usage is authorized to use fire extinguisher IF:

- The staff can get between the fire and an exit, and there is a low amount of smoke.
- The staff member is able to handle the extinguisher to:
 - pull the pin,
 - aim at the base of the fire,
 - squeeze the trigger, and
 - sweep back and forth at the base of the fire.

Once outside:

- Regroup in parking area behind Safe Parking
- Choose a point further away if the assembly point does not feel safe.
- Program Managers will use the radio to maintain contact with the Incident Commander who will be the Division Director or designee
- Staff members must report to their Program Manager so a headcount can be taken to identify any missing persons.

- Program Managers will report the program's head count and any missing individual to the Crisis Manager
- Staff members are responsible for evacuating any clients who were meeting with them and have the clients check in with the staff member's Program Manager.
- Everyone present is asked to provide information about the location of anyone not accounted for, such as working off site, out for lunch, on vacation, out sick, etc.

When firefighters arrive, the Site Supervisor will communicate with the Emergency Responders

CCNWC Leadership will determine the need to initiate Project Management for Emergencies to maintain critical functions.

Shelter in Place Procedures

Shelter in place orders for Safe Parking may include requests to leave the area.

Shelter in Place may occur because of a police action, or extreme weather conditions.

Listen to the radio or check the internet for information as it becomes available.

Responses would vary depending on the specific situation. (Kathy to check on a bull horn or portable system)

Employees will be notified via Go Phone, or by managers who will be alerted by the Chief Administrative Officer or designee

Information will also be disseminated from the CCNWC Emergency Response Communications Channel of Teams. You may download Teams to your personal device.

- Clients will be notified, if possible, and asked to find a place to safely hide within their vehicle or motor home, or gather in the Office Trailer, unless evacuation would be more expedient. The Program Manager will train participants during onboarding for such scenarios.
- Staff will lock all doors of the office trailer, and if possible, put up the “Closed” sign and turn phones off. Staff may include participants in the office trailer, if that is the best option, given the situation.
- Employees or clients may call an emergency contact to let them know they are fine but should use their phone only as necessary.
- Emergency supplies will be stored in the Office Trailer.

If officials ask to seal the office because of hazardous air conditions, air must be stopped from coming from outside into the space occupied.

- Turn off things that move air, fans, and air conditioners
- Block the air from entering the trailer, using duct tape, garbage bags, anything you can use to inhibit air flow from outside in.
- Once the emergency is over, turn on fans and other things that circulate air. Everyone should go outside until the building’s air has been exchanged with the now clean air.

If Shelter in Place is due to severe weather, such as a tornado or severe storm, participants should be instructed to leave the area and go to the nearest shelter.

<https://emergency.cdc.gov/shelterinplace.asp>

Active Shooter Plan

Site Designee(s):

Chief Program Officer or Division Director, Homelessness to (1) report the incident, (2) manage the site, (3) communicate with first responders (4) communicate with outside entities: (Call 911 or agency communication)

All staff members are empowered to call 911, in the case of absence of site designees.

The response to a specific incident will depend on the circumstances unique to that incident.

There are three basic response options that apply to active shooter incidents: **Run. Hide. Fight.** Individuals can run away from the shooter, seek a secure place where they can hide to deny the shooter access, or incapacitate the shooter in order to survive and protect others from harm. As the situation develops, it is possible an individual may need to use more than one of these actions.

RUN

- The safest response may be for the participants to take their vehicles and leave the area.
- Participants may be sheltered in the office trailer if possible, if the threat is warranted. It may be safer to flee the area and find an open door in the city's building, outside the parking area.
- If fleeing is not possible, participants and staff will need to find the safest place possible. In the office, under a desk, in cars under the dash or between the seats, in a motor coach the bathroom, or in a closet.
- Determine an escape route based on where an active shooter may be located. Suggestions can be found in "Evacuation Routes" (see above)
- Leave your belongings behind. Always keep your hands empty and visible.
- Help others evacuate, if possible, but do not attempt to move the wounded.
- Evacuate even if others do not agree to follow.
- Move quickly to a safe place far from the shooter and take cover. Remain there until police arrive and give instructions.
- Remain calm. Avoid screaming or yelling as you evacuate.
- Follow all instructions of law enforcement

HIDE/LOCKDOWN

- If shots are heard outside or if the site is notified of police action in the area, lock all exterior doors. Move to interior rooms away from windows. If an exit door is nearby, check to see if the hallway is clear and run for the exit door.
- If shots are heard inside, lock all doors, close blinds, turn off lights, hide out of sight from any uncovered windows. Silence all noise, cell phones, radios, and computers and remain silent.
- Go to the office and lock the door(s).
- Identify an escape route in the event there is a need to evacuate.
- Close blinds, turn off lights, and cover windows.
- Silence all noise, including cell phones, radios, and computers.
- Have one person call 911, if it is safe to do so. Be prepared to answer the dispatcher's questions.
- If it is not safe to talk, keep the phone on so it can be monitored by the dispatcher.
- Stay out of sight and take cover behind large, thick items or furniture.
- Do not open the door until a person requesting entrance can provide an identification badge.
- Positively verify the identity of law enforcement as an unfamiliar voice may be the shooter attempting to lure victims from a safe place.
- Remain under cover until law enforcement advises it is safe to evacuate.

FIGHT

If there is no opportunity for escape or hiding and your life is in imminent danger, as a last resort fight try to disrupt and/or incapacitate the active shooter. Yell. Throw things. Improvise weapons. Use fire extinguishers to blind or hit the assailant.

Respond Appropriately When Law Enforcement Arrives

- Remain calm and follow officers' instructions.
- Raise your hands, spread your fingers, and keep hands visible at all times.
- Do not run when police enter the vicinity. Drop to the floor, if you are told to do so, or move calmly out of the area or building.
- Do not make quick moves toward officers or hold on to them for safety.

- Avoid pointing, screaming, or yelling.
- Do not stop officers to ask for help or directions.
- Evacuate the building in the direction the officers arrived while keeping your hands above your head.
- For your own safety, do not get upset, argue, or resist if an officer questions whether you are a shooter or a victim

Division Director of Human Resources or designee will account for personnel

- Plan for personnel accounting.
 - Employees and visitors onsite
 - Employees and visitor locations

Chief Administrative Officer and Operations Manager will assist Emergency Responders

Provide:

- site and building maps
- facility access to emergency responders
- identification of staging area and safety concerns
- assist in establishing a secure perimeter.

Staff will be notified by Chief Administrative Officer via Go Phone text when it is safe to return.

Earthquake

- It is safer to stay in a vehicle or motor home if there is an earthquake
- Light fixtures in motor homes may shatter, do not stand near a light fixture.
- Get under a table, facing in (to protect the head). If none is available, place head under a chair.
- Hold furniture so it stays steady as the shaking continues.
- The RV can protect people from electrical lines, or other debris.
- If exposed to shattered glass, DO NOT BRUSH OFF. When the shaking stops, stand up and shake off any glass. Brushing will cut hands and drive in glass shards on clothing.
- If someone is trapped and cannot be safely reached, call 911 or 707-528-5222.
- Expect considerable aftershocks. Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Once the shaking has stopped, the staff will check for electrical lines and that it is safe for participants to leave their vehicles.
- Report trapped individuals to the authorities.
- Tune in to KSRO (103.5 FM, 96.9 FM, 1350 AM, ksro.com) on a phone or radio. Based on announcements from authorities and individual observations, decide on the safest course of action.

Bomb Threat

If possible, the person who receives the message should wave down another person while taking down the information and communicate to them that there is a bomb threat by a written message: call 911 Bomb Threat.

Telephone Bomb Threat Checklist													
Name of person who took the call:						Time:			Date:				
Identifying characteristics of the person making the call													
☐	Male		☐	Female		☐	Adult		☐	Juvenile			
						Approximate age:							
Other details													
Voice Characteristics				Speech				Language					
☐	Loud		☐	Soft		☐	Fast		☐	Slow			
☐	High Pitch		☐	Deep		☐	Distinct		☐	Distorted			
☐	Raspy		☐	Pleasant		☐	Stutter		☐	Nasal			
☐	Intoxicated		☐	Scratchy		☐	Slurred		☐				
☐	Other				☐	Other				☐	Other		
Accent													
☐	Local		☐	Not local		☐	Calm		☐	Angry			
☐	Foreign				☐	Rational		☐	Irrational		☐	Factory	
☐	Regional				☐	Coherent		☐	Incoherent		☐	Music	
☐	Race				☐	Deliberate		☐	Emotional		☐	Office	
					☐	Righteous		☐	Laughing		☐	Machinery	
					☐			☐			☐	Traffic	
					☐			☐			☐	Airplanes	
					☐			☐			☐	Party	
Write down exactly what the caller says in the threat to report to police													

Some tips to get the caller to stay on the line:
Pretend you have a hearing issue. Ask questions a second time.
Some questions to ask if the caller seems willing to talk
When will it go off? How much time is remaining?
Where is it located in the building?

What kind of bomb is it? Or what does the bomb look like?
What is your name and address?
Let the person know that there are a lot of people there, and there will be injury or death

Call Police at 911 or 707-528-5222 and Security at 707-483-4337 and relay information about threats.

- Did the caller appear familiar with the building (by his/her description of the bomb location)?
- Notify your supervisor immediately.
- Initiate evacuation of the parking lot.
- Write out the message in its entirety and any other comments on a separate sheet of paper and attach to this checklist and give to the first responders.
- Wait for “All Clear” before re-entering the building.

Chemical Spill

The following items are the located in the program office:

- Spill Containment and Security Equipment: Operations Manager will supply information: Program Office
- Personal Protective Equipment (PPE): Program Office
- MSDS: Program Office

When a large chemical spill has occurred:

Call 911 and leave the area

- Immediately notify the Chief of Administrative Officer, Operations Manager or designee
- Secure the area and alert other site personnel
- Do not attempt to clean the spill unless trained to do so
- Attend to injured personnel and call the medical emergency number, 911 or 707-576-1365, if from a cell phone,
- Call Operations Manager 707-308-4779 or the Fire Department to perform a large chemical (e.g., mercury) spill cleanup.
- Leave area, as necessary.

When a Small Chemical Spill has occurred:

Leave the area and contact Chief Administrative Officer or designee or, Operations Manager, or supervisor

- If toxic fumes are present, secure the area (with caution tapes or cones) to prevent other personnel from entering.
- Only trained staff are authorized to attempt to clean any chemical spill, other than household solutions or powders.

SITE SAFETY COMMITTEES

Site Safety Committees

Sam Jones and Safe Parking will have a combined Site Safety Committee. The Site Safety Committee will meet quarterly to review routine maintenance and planned service as well as emergency remediations and newly identified areas of concern. The work of these committees is to review all safety concerns, utilizing all sources of information to inform decisions about ongoing safety. Some of the areas to be addressed include staff/client interactions, communications, training, supplies, emergency planning, facilities, operations, vehicles, and equipment in Catholic Charities programs.

Structure:

Meetings are held quarterly. Meeting invitations and solicitation of agenda items will be emailed out monthly by Director, Administration and Risk Management, who is the chairperson of the Site Safety Committees.

The designated representative of all department teams is expected to attend the regularly scheduled Site Safety Committee-meetings.

- Each team representative is selected for their knowledge of their work areas and able to provide updates on actions taken and when needed, be able to speak with clarity about concerns their team has identified for review or alert with the safety committee.
- Representatives will participate in the discussion as appropriate and provide feedback to their department teams.
- All safety concerns that require elevation will be discussed at the Safety Steering Committee to ensure awareness by Catholic Charities Leadership of safety issues and for appropriate guidance, response, support, resourcing, and action.
- Each representative will be given time during the meeting to update actions from the previous meeting or present new items to the committee.

Reporting

- Minutes from each meeting will be recorded by the designee of the Site Safety Committee Chairperson:
- Any emergency concerns that have not been brought to leadership must immediately be brought to the attention of the appropriate Director.

All Program Managers facilitating program meetings will be expected to have safety as a standing agenda item for discussion at all team meetings and supervisory sessions. Committee members are expected to bring all safety concerns to the meeting. Program

Managers-are expected to report these safety concerns to the Operations Manager and/or report safety maintenance items using the Limbo work order request.

Risk Management Committee

The Risk Management Committee safeguards the safety of all CCNWC staff members and program participants through the promotion of best practice safety procedures and training across the organization.

The Risk Management Committee membership includes the Chief Administrative Officer, Operations Manager, Directors, the IT Manager, and other staff members selected by the Committee. The Operations Manager will be the Chairperson.

The Risk Management Committee oversees the Site Safety Committees, reviews major safety issues identified by the Site Safety Committees and from other sources, assigns an accountable person or group to address safety issues, and follows up on implementation plans for addressing safety concerns and issues to improve safety and manage risk.

Minutes will be published for each meeting indicating Action Items and persons responsible for completion and sent to all committee members and the Executive Team.

Meeting Frequency and Timing: Quarterly on the fourth Friday of March, June, September and the first Friday of December.

SAFETY INSPECTIONS

Safety Inspections will be implemented by the Operations Manager and Chief Administration Officer.

CRISIS RESPONSE

CCNWC Leadership will determine the process to initiate Crisis Management for emergencies to maintain critical functions. The top priorities are always life, safety, injury prevention, treatment, and health.

Essential Services

In the case of an extended crisis, the Executive Team will determine which positions are critical for operations and to maintain safety for our clients. Considerations will be made for those with specific personal needs to be able to leave during a crisis.

Tier 1 Services are essential services. At any time, staff coverage is needed for a Tier 1 service, Tier 2 and/or Tier 3 programs may be reduced, and staff may be reassigned to cover a Tier 1 program.

The Chief Program Officer (CPO) is responsible for coordinating all program resources, including staff allocation and deployment, during emergencies to ensure continuity of services and the safety of clients and employees. This role is critical to maintaining effective operations and providing timely support during crisis situations.

Tier 1 Programs	Tier 2 Programs	Tier 3 Programs
• Sam Jones Hall • SR Safe Parking Program • Nightingale (Sonoma and Napa) • Caritas Family Center • Rainbow House • Palms Inn Office • Food Access and Distribution • Caring Voices	• Housing Navigation & Location • Housing Stabilization ○ PSH Palms ○ PSH Caritas Homes ○ RRH • HOST • Caritas Drop-In Center • Disaster Services	• Immigration • Caring Rides

• inRESPONSE	• CalFresh Outreach and Nutrition Education • Youth and Family Services	
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CATHOLIC CHARITIES INCIDENT COMMAND CENTER

Incident Commander						
(1) CEO (2) CAO						
Safety and Security Officer (1) CPO (2) Division Director, Shelter and Outreach	Operations Team (1) Operations Manager (2) CAO	Planning Team (1) Operations Manger (2) COA	Logistics Team (1) Assistant Controller (2) Operations Manager	Liaison Officer (1) CEO (2) CDO	Finance and Admin (1) CFO (2) Controller	Public Information Officer (1) CDO (2) CEO

Duties:

- **Incident Commander:** Appoints and empowers team leaders; sets tone and standards for response. Encourages teamwork and communications. Usually, the most senior employee is on site and able to respond.
- **Safety and Security Officer:** Focuses on the safety of all staff and clients.
- **Operations Team:** First aid, search and rescue, fire suppression, and securing the site.
- **Planning Team:** Gathers information, thinks ahead, and keeps all team members informed and communicating.
- **Logistics Team:** Finds, stores, and distributes resources (supplies and people)
- **Liaison Officer:** Links to external partners and organizations to seek and offer support.
- **Finance/Admin Team:** Tracks expenses, claims, and activities; is the record keeper for the incident.
- **Public Information Officer:** Communicates with clients and the public.

APPENDICES

Appendix I: Site Evacuation Map



8/14/2024 3:52:31 PM, Ledger, 1:1

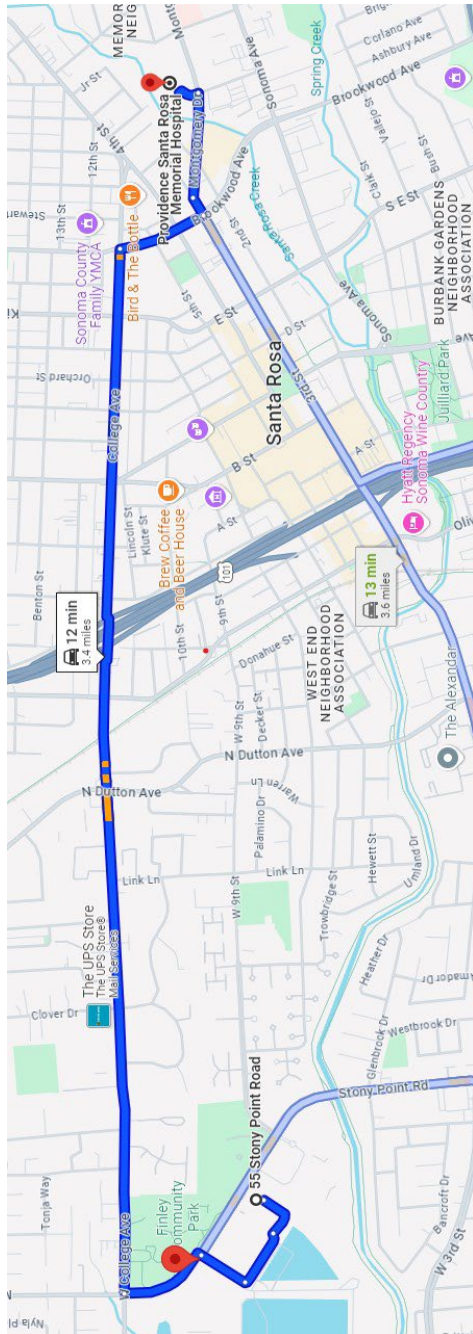
8/14/2024

55 STONY POINT ROAD

SCALE: 1"=30' FOR 11X17 PRINT

Appendix II: Map to Nearest Hospital

Providence Santa Rosa Memorial Hospital



55 Stony Point Rd

Santa Rosa, CA 95401

➤ Continue to Stony Point Rd

2 min (0.4 mi)

➤ Drive along W College Ave

10 min (3.0 mi)

↶ Turn left

 Destination will be on the right

1 min (259 ft)

Providence Santa Rosa Mem Hospital

1165 Montgomery Dr, Santa Rosa, CA 95405

Appendix III: Severe Wind Response and Tent Removal Plan

Severe Wind Response and Tent Removal Plan Safe Parking Program 12' x 20' QwikTop Tent

Purpose

This plan establishes procedures for monitoring weather conditions, suspending use of the tent, evacuating occupants, and safely dismantling the tent during severe wind events. The engineering documents state that the tent should be disassembled or the area evacuated when wind gusts of 50 mph or greater are anticipated.

Weather Monitoring

The Site Manager or designated staff member shall monitor National Weather Service forecasts daily, monitor real-time wind conditions during adverse weather events, subscribe to local weather alerts, and track forecasted sustained winds and gusts.

Action Thresholds

Level 1 (30-39 mph gusts): increase monitoring, inspect ballast and tie-backs, remove loose items, notify staff.

Level 2 (40-49 mph gusts): suspend non-essential use, remove lightweight furnishings, prepare dismantling crew, notify occupants of potential closure.

Level 3 (50+ mph gusts): immediately cease occupancy, evacuate all occupants, close the area to public access, and begin dismantling if conditions permit safe removal.

Emergency Evacuation Process

1. Announce tent closure.
2. Direct occupants to an approved indoor shelter.
3. Verify the tent is vacant.
4. Establish a safety perimeter.
5. Prohibit re-entry until approved by management.

Tent Dismantling Process

Minimum Crew: Site Supervisor plus two trained staff members.

Step 1: Secure area and remove furnishings.

Step 2: Remove side attachments, signage, lighting, and accessories.

Step 3: Release fabric tension gradually and remove the tent top from the leeward side. Fold and secure fabric immediately.

Step 4: Disassemble frame members in a controlled sequence and lower sections progressively.

Step 5: Remove tie-backs and ballast only after the frame has been dismantled.

Step 6: Secure and store all materials.

Safety Requirements

Do not dismantle when winds make ladder use unsafe or components cannot be handled safely. If winds are already severe, evacuate, establish an exclusion zone, and wait for safer conditions before removal.

Responsibilities

Site Supervisor: monitor weather, initiate closure, direct evacuation, and authorize dismantling.

Staff: assist with evacuation, establish the safety perimeter, remove furnishings, and assist with dismantling and storage.

Documentation

Record the date and time of activation, forecasted wind conditions, time of closure, time dismantling began and ended, and any damage or unusual conditions.

Appendix IV: Staff trained to help with rescue or emergency Medical Aid

Position	Name	Phone Number	Email

Appendix V: CCNWC list of Policies and Procedures for Safety

Administration and Service Environment Policy and Procedures

Appendix VI: Controlled Substance Disposal Process

Controlled Substance Disposal Process

The safe and appropriate disposal of pills, sharps, and controlled substances is of high importance for the staff and participants.

NOTE: Always use latex/nitrile gloves when handling/disposing of any hazardous materials.

Medical waste disposal will be picked up, treated, and disposed by a responsible provider.

Sharps Disposal: When sharps are located or a client needs to dispose of sharps, they will be safely disposed of in a sharp's container. Whenever possible, avoid coming into direct contact with the sharp. Either have the client place the sharp directly into the container or use a "trash grabber" to pick up the sharp and place it in the container.

Note: Even though a sharp may appear to be capped and not dangerous, the needle may still be exposed.

When the sharps container is full, close the lid. Once closed, the sharps container cannot and should not be opened again. Another container should always be available.

Appendix VIII: Naloxone Administration and Distribution

ASE 5.0214: Naloxone Administration and Distribution Procedure

Appendix IX: Continuity of Operations

Continuity of Operations Plan 2026

Appendix X: CCNWC Injury and Illness Prevention Program

CCNWC Injury and Illness Prevention Plan 2026

Appendix XI: Workplace Violence Prevention Plan

CCNWC Workplace Violence Prevention Plan