

United Way Dickinson Manna House

On-Site Security Plan

1. Purpose

The purpose of this security plan is to ensure the safety and security of all residents, staff, volunteers, and visitors at United Way Dickinson's Manna House. This plan outlines the measures and procedures in place to prevent, respond to, and manage security incidents while supporting the facility's low-barrier, trauma-informed model.

2. Security Personnel

- Manna House will maintain staff presence 24/7, including overnight supervisory coverage.
- A designated staff member will be responsible for safety oversight during each shift.
- If necessary, contracted security professionals may be brought in during peak hours or incidents of increased risk.
- All staff will receive basic de-escalation, crisis intervention, and trauma-informed care training.

3. Access Control

- All entry doors will remain secured and accessible via staff keycard or keypad.
- Guests and new residents must check in at the designated entry point with staff present.
- Identification is not required for residents at check-in, but an internal log is kept to track occupancy and ensure safety.
- Visitors must be pre-approved, sign in at the front desk, and remain in common areas unless otherwise authorized.

4. Surveillance and Lighting

- Security cameras are installed at all entry points, hallways, and common areas.
- Live footage is viewable by staff during their shift in all public areas.
- Exterior lighting will be maintained around all building access points and walkways to discourage loitering and enhance visibility.

5. Incident Reporting and Response

- All security incidents are logged in the facility's Incident Report Log within 24 hours.
- Staff are trained to de-escalate conflicts using trauma-informed practices prior to removal or exclusion of individuals.
- Immediate threats to safety will result in a 911 call and coordination with Dickinson Police Department.
- A staff member will accompany individuals asked to leave the premises and offer resource referrals when possible.

6. Coordination with Law Enforcement and Community Partners

- Manna House maintains open lines of communication with the Dickinson Police Department, Sheriffs Department, Fire Department, and local EMS.
- On site visits by Community Police officers will be encouraged to build positive relationships.
- When criminal activity occurs, law enforcement is contacted immediately.
- Residents will not be criminalized for poverty-related circumstances unless there is imminent risk to others.

7. Resident Safety Monitoring

- Regular headcounts are conducted during intake and curfew hours.
- Hourly wellness checks are conducted overnight, particularly for individuals under the influence or with health concerns.
- Gender-affirming placements are respected, and any roommate concerns are addressed immediately to ensure psychological safety.

8. Emergency Contacts

- Emergency: 911
- Dickinson Police Department
- United Way Dickinson Emergency Line