

FAC Sweet Home Sleep Center Policy Manual

Policy and Procedures Manual

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Policy No.: FAC-001 Date Approved: Updated Draft 10/01/2021

Policy Title: [Sweet Home Sleeping Center Rules](#)

Date Revised: Updated Draft 10/01/2021

Family Assistance and Resource Center Group (FAC) and The City of Sweet Home have established these rules for the Sleeping Center by ordinance. Failure to obey the rules may result in trespass. Serious or multiple violations may result in extended trespass. Each client is required to acknowledge receipt of these rules by signing at the bottom of the list.

A. The following rules apply to use of both the sleeping area and the property storage area:

1. No one may commit any crime;
2. No one may willfully hinder, delay, or obstruct a city employee in the discharge of his or her official powers or duties;
3. No one may unreasonably disturb others by knowingly engaging in loud or raucous behavior;
4. No one may, with intent to harass, intimidate, or torment any other person, use any lewd, lascivious, indecent or obscene words or language, or suggest the commission of any lewd or lascivious act;
5. No one may possess or use illegal drugs;
6. No one may open or possess an open package containing alcohol or marijuana.
7. No one other than City employees, contractors, and public safety personnel, and the designees of each, may enter or remain during closure hours.

B. The following rules additionally apply to use of the sleeping area:

1. Users may enter only between 9:00 a.m. and 10:00 p.m. daily except for emergencies;
2. Users must upon entry meet with the City, a security contractor, or a designated camp supervisor and agree to abide by all applicable rules;
3. Users who exit between the hours of 10:00 p.m. and 9:00 a.m. may not reenter except for emergencies;
4. Users must remove their personal property from the sleeping area once each week for MAJOR inspection, and any items left in the sleeping area shall be deemed abandoned and may be removed by the City, a security contractor, or a designated camp supervisor;
5. MINOR inspections will be conducted at least 3 times a week for violations against camp rules.
6. No user may do an act, omit to act, engage in a course of activity, or create or maintain a condition which unreasonably:
 - a. interferes with the comfort, solitude, health, or safety of others;
 - b. offends common decency;
 - c. offends common sensibilities and senses by way of extreme noise, light, or odor; or
 - d. obstructs or renders hazardous for public passage any public way or place.
7. No guests shall be allowed in the sleeping area (the sleeping area may be used only by persons who are approved to spend the night);
8. **No minor** shall be allowed in the sleeping area.
9. No weapons may be possessed, displayed, or used except by public safety personnel and security contractors;
10. No fires or open flames are allowed;
11. No unopened packages containing alcohol or marijuana may be possessed or consumed;
12. Users shall not willfully hinder, delay, or obstruct any security contractor or designated camp supervisor in the discharge of their official powers or duties;
13. Users shall keep and confine their personal property to the area assigned to them by a designated camp supervisor, and designated walkways and paths shall be kept clear;
14. Camping areas shall be kept clean and free of junk, litter, and debris, and users must deposit their trash and garbage in receptacles designated by the City for waste disposal;
15. Users shall not take, use, or possess the personal property of other users without their express permission;
16. Users shall not take, use, or possess property belonging to the City, its security contractor, or any designated camp supervisor without the express permission of the owner of the property;
17. Pets shall not be allowed if they are dangerous, diseased, or aggressive toward persons or other animals;

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18. Pets must be kept on a leash or kept in a kennel, and users must immediately clean up after their pets and dispose of any waste in receptacles designated by the City for waste disposal;
 19. Users may urinate and defecate only in bathrooms, portable restrooms, porta-potties, or sani-cans designated by the City for that purpose;
 20. Users shall not engage in sexual intercourse, sexual contact (meaning any touching of other intimate parts of another person for the purpose of gratifying sexual desire of either party or a third party), or masturbation;
 21. Users shall not cause or create any sound or noise that unreasonably disturbs or interferes with the peace, comfort and repose of other users;
 22. Users shall not use instruments or other devices, between the hours of 10:00 p.m. and 9:00 a.m., that generate or make sound that can be heard beyond the user's assigned area;
 23. With the exception of perishable food, users may not possess or bring any of the items prohibited from the storage area into the sleeping area.
- C. The following rules additionally apply to use of the storage area:
1. Users must agree to abide by all applicable rules;
 2. Users may enter and remain in the storage area only while storing or retrieving property and for no longer than fifteen (15) minutes in any hour;
 3. Users are limited to one (1) storage container per person;
 4. Users may not store:
 - a. Illegal drugs,
 - b. Marijuana,
 - c. Alcohol,
 - d. Flammable or combustible liquids or materials;
 - e. Toxic liquids or materials,
 - f. Corrosive liquids or materials,
 - g. Weapons,
 - h. Ammunition or other explosive materials,
 - i. Stolen property,
 - j. Perishable foods,
 - k. Putrid materials, or
 - l. Garbage, litter, or debris;
 5. Property may be stored for no longer than seventy-two (72) consecutive hours, and any property left in the storage area longer than seventy-two (72) consecutive hours shall be deemed abandoned and may be removed by the City, a security contractor, or a designated camp supervisor;
 6. All property must be stored in a container designated by the City for that purpose, and any property left outside of a designated container shall be deemed abandoned and may be removed by the City, a security contractor, or a designated camp supervisor; and
 7. Property may be stored at the sole risk of its owner, and the City shall not be responsible for theft, loss, destruction, or damage of stored property.

By signing below I understand and affirm that I have read and understand the camping and storage area rules and agree to abide by all applicable rules. I also understand and affirm that if I violate the rules I may be ordered to immediately leave and not return to the designated camping area.

.

Signature Date

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Policy No.: FAC-002 Date Approved: Updated Draft 10/01/2021

Policy Title: [Sleeping Center Admission Requirements](#)

Date Revised: Updated Draft 10/01/2021

- Admission is open to all adults who require emergency shelter and obey the Sleeping Center rules.
- Minimum age is 18 years.
- The Sleeping Center is low barrier. Although the sleeping Center prohibits alcohol, marijuana, and illicit drugs on site we do not test for use off site.
- Admission is behavior based. If you are peaceful and obey the rules, you are admitted.
- The Sleeping Center is an emergency shelter and should not be considered a permanent home.

Our mission is to provide a temporary safe place for clients until they can arrange more permanent housing. FAC and the City of Sweet Home does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.

Those who cannot follow the rules may be trespassed. Multiple or serious violations of the rules may result in extended trespass.

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Policy No.: FAC-003 Date Approved: Updated Draft 10/01/2021

Policy Title: [Opening the Sleep Center](#)

Date Revised: Updated Draft 10/01/2021

How to Open the Sleep Center:

1. Unlock the padlock on the emergency-exit gate.
2. Unlock the padlock on the main gate. Unlock the gate and tie it back to the fence.
3. Open the gatehouse and set out the check-in book.
4. Swab down the outside serving areas if necessary.
5. Set out the hot-water urns (residents will fill these with water) and any available foods.
6. In winter, set up the propane heaters in the Big Tent and/or the reception booth.
7. Empty the wastebaskets in the gatehouse and beside the gatehouse steps.
8. Check the office phone for messages; relay any messages when guests arrive.
9. Check Security's log; file any reports and other documents left on the desk in the gatehouse.

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Policy No.: FAC-004 Date Approved: Updated Draft 10/01/2021

Policy Title: [Dealing with Police Inquiries](#)

Date Revised: Updated Draft 10/01/2021

Sleep Center Protocol for Dealing with Police Inquiries

Police officers often drop in at the Sleep Center to check on our general welfare.

Sometimes, though, they are looking for a person or persons in order to serve a summons or make an arrest. So when an officer appears at the gate, we usually ask, "Are you looking for someone in particular?"

If the answer is **yes**, the officer will give a name. In this case, we should say whichever of the following applies:

- A. "That person has never registered at the Sleep Center."
- B. "That person registered in the past but no longer stays here."
- C. "That person stays here but is not in camp at this moment."
- D. "That person is present in camp right now. Would you like me to ask them to come to the gate, or shall I show you where they live?"

However, if the officer asks to look at the check-in book, that is, at the whole list of current residents, then privacy issues arise. On the one hand, since the Sleep Center is on City property, the police have a good right to know who is here. On the other hand, citizens have rights to freedom from surveillance without cause and freedom of association.

So if the officer asks to see the book, we can say, "We have concerns about privacy and freedom of association, so we would rather not show you our book. But we'd be glad to look up and write down for you any information we have, in the check-in book and elsewhere, about specific individuals."

If this does not satisfy, and the officer insists on seeing the book, then it is not worth injuring our relationship with the Police Department to require him to get a search warrant. At that point, we should show him the book.

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Policy No.: FAC-005 Date Approved: Updated Draft 10/01/2021

Policy Title: [How to Register a New Guest](#)

Date Revised: Updated Draft 10/01/2021

How to Register a New Guest:

1. Assemble for each person:
 - a. A manila folder
 - b. A double brad
 - c. A registration form
 - d. For a pet-owner, Rules about Pets and Pet Registration forms
 - e. For a couple, Rules about Sharing Huts forms
 - f. An HMIS release-of-information form
2. Gather the laminated large-print rules plus the laminated photo of an inspection-ready hut-interior.
3. Determine the next Sleep Center ID number (check the most-current list on the bulletin board to the left of the Sleep Center desk). Print each registrant's first and last name and ID number on the identification tongue of their folder.
4. With each registrant, fill out the registration form. Read over the laminated rules (and the pet forms and/or hut-sharing forms if applicable) and point out details of the inspection-ready hut. Get signatures on all applicable forms. If the registrant is willing to sign the HMIS form, make sure the printed name is legible and add the registrant's date of birth.
5. Explain "unwritten rules," ie curfew and curfew exceptions; daily check-in responsibility; two-nights-out for huts and first-come-first-serve for overflow beds; volunteer, staff, and security hours; shower service; device-charging slots.
6. Mention items usually available from the office: personal hygiene items, first aid supplies and common OTC medications, toilet paper, tissues, and cleaning supplies, and the office phone for calls out and messages in.
7. Use the two-hole punch and the brad to fasten each new guest's forms (except the HMIS form) inside their folder at the top edge. Leave all folders on the desk in the Sleep Center cubicle. Place the HMIS form in the Executive Director's inbox.
8. Walk new guests around the camp, pointing out the common room with coffee-service area, sink, and restrooms, the trash-bins around the Square, the door to the showers, and the fire gate.
9. Provide new guests with clean bedding and show them to their bed-places.
10. Assign each new guest a Barrel-bin from among the empty ones stored alongside the Office-building ramp. Note the number of each bin assigned. Supply a Combo lock for each bin; Note Combo and Place in clients file. Leave a note of the assigned bin numbers on the desk in the Sleep Center cubicle for the record-keeper.

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Policy No.: FAC-006 Date Approved: Updated Draft 10/01/2021

Policy Title: [Rules about Pets](#)

Date Revised: Updated Draft 10/01/2021

Only **one pet per hut**. **No diseased or aggressive pets, pregnant animals, litters of puppies, or dogs younger than 6 months. Don't acquire a new pet** while at the Sleep Center.

- Provide **detailed descriptions** of pets, even those that are microchipped.
- **Service animals** are recognized only if trained to perform work directly related to the owner's disability. Pets whose function is to provide comfort or emotional support do not qualify as service animals under the ADA.
- Owners of dogs must show **proof of their pets' vaccinations** for rabies, parvovirus, and distemper **within 14 days** of registering at the Sleep Center. In Washington, rabies vaccine must be administered by a licensed veterinarian, not by the animal's owner, to be recognized.
- Pick up and **dispose of feces** in the trash bins.
- **Never leave pets alone** in the Conestoga huts **or assign** them to someone else without permission of staff.
- Pets must be **leashed, tethered, or kenneled** at all times when they are inside the Sleep Center.
- The owners of **pets that damage property** by urinating or defecating in Conestoga huts or by clawing or chewing parts of the huts may be trespassed from the Sleep Center. This rule includes persons with disabilities.
- Dogs that **bark excessively** may be trespassed from the Sleep Center.
- **Cruel or abusive treatment or neglect** of any animal will result in the owner being trespassed from the Sleep Center and reported to Animal Control.

Finally, be aware of the cost of owning a pet. It costs money to feed and provide veterinary care for an animal. Pet ownership also makes it more difficult to access services like free lunches, ride a bus, seek medical care, or meet with social service providers. Most landlords either charge a substantial damage deposit or simply will not rent to someone with a pet.

I understand and agree to abide by these pet rules

Signature _____ Date _____

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Policy No.: FAC-007 Date Approved: Updated Draft 10/01/2021

Policy Title: [Standard Trespass Procedure](#)

Date Updated Draft 10/01/2021

City policy: Guests not following Sleeping Center rules may be trespassed.

Procedure:

1. Volunteers, staff, and security personnel (collectively “staff”) are authorized to trespass any guest for 24 hours for violating the rules of the Sleep Center.
2. When a guest violates Sleep Center rules, staff will give the guest verbal notification that they are trespassed. The rule violator will be asked to gather their things and exit the Sleep Center within ten minutes. If the guest is non-compliant or defiant, staff will remain with the guest as needed to maintain the peace of the Sleep Center and call the police to trespass the guest.
3. Staff will complete an Incident Report describing the behavior that led to the trespass. If an extended trespass is being requested, check the box accordingly and notify the guest that we are asking for more than 24 hours.
4. If time and situation allow, staff will give the guest a copy of the Incident Report. If the guest refuses to accept the Incident Report that will be noted as “refused” on the report.
5. If an Incident Report is available when police arrive, the police may review it for accuracy and may take the original.
6. Copies of the Incident Report will be provided to the security staff, placed in the Sleep Center’s 7-day folder and in the guest’s file
7. If requesting more than 24 hours, then approval is requested from the Deputy City Manager (or the City Manager). If an extended trespass is approved the incident report is delivered to the police Department with a copy of the authorizing email from the Deputy City Manager for their records.

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INCIDENT REPORT -- TRESPASS REQUESTED

The following person has been instructed to gather his/her things and be ready to leave the FAC – Sweet Home Sleeping Center at the listed date and time by the person in charge who completed this report. The police have been contacted in order to implement a trespass of 24 hours or longer.

Person to be trespassed: _____ **DOB:** _____

Date and time: _____ **Reporter/Issuer:** _____

Recommended length of trespass: ___ 24 hours ___ Longer (specify): _____

Trespass Distance from the Sleep Center: ___ 300 Feet ___ May only come to Exit Appointments

The reporter/issuer determined that the person being told to leave has violated one or more of the following rules (check any applicable boxes):

Unauthorized or improper entrance

- The person failed to meet and agree to abide by applicable rules.
- The person was a minor who was unaccompanied by his or her parent or legal guardian.
- The person allowed an unauthorized guest into the sleeping area.
- The person was an unauthorized guest in the sleeping area.
- The person entered the sleeping area without permission between the hours of 10:00p.m. and 6:00 p.m. of the next day.

Failure to exit

- The person failed to peaceably exit the sleeping area by 9:00 a.m.

Failure to maintain hut or site

- The person failed to leave his/her sleeping area in a safe, sanitary, and uncluttered state or left items other than bedding in his/her hut.
- The person started or maintained a fire or open flame in the sleeping area.
- The person littered or failed to properly use a waste disposal receptacle.
- The person failed to keep and confine his or her personal property to the area assigned.

Disturbing the peace of the center

- The person unreasonably disturbed the peace, comfort, and repose of others by knowingly engaging in loud or raucous behavior.
- The person failed to remain quiet during quiet times of 10:00 p.m. to 7:00 a.m.
- The person used an instrument or other devices between the hours of 10:00 p.m. and 7:00 a.m. that generated or made audible sound beyond the person's assigned area.

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Failure to respect staff, volunteers, or other guests

- The person willfully hindered, delayed, or obstructed a city employee, security contractor, or designated camp supervisor in the discharge of his or her official duties.
- The person intentionally harassed, intimidated, or tormented another person by using lewd, lascivious, indecent or obscene words or language, or suggesting the commission of a lewd or lascivious act.
- The person unreasonably interfered with the comfort, solitude, health, or safety of others, offended common decency, offended common sensibilities and senses by way of extreme noise, light, or odor, or obstructed public passage through any public way or place.

Lewd conduct

- The person urinated or defecated somewhere other than a bathroom, portable restroom, porta-potty, or sani-can.
- The person engaged in sexual intercourse, sexual contact, or masturbation in the sleeping area within sight or hearing of others.

Possession or use of banned substance or item

- The person possessed, displayed, or used a weapon in the sleeping area.
- The person possessed or used illegal drugs, marijuana, alcohol, or another banned substance in the sleeping center.
- The person brought one or more of the following listed prohibited items into the sleeping area: flammable or combustible liquids or materials, toxic liquids or materials, ammunition or other explosive materials, stolen property, putrid materials, garbage, litter, or debris.

Failure to control pet

- The person brought a dangerous, diseased or aggressive pet into the sleeping area.
- The person failed to keep his or her pet on a leash or in a kennel.
- The person failed to clean up after his or her pet.

Theft

- The person took, used, or possessed the property of another without express permission of its owner.

Other criminal activity: _____

Narrative of violation(s): _____

Witness(es) to violation(s): _____

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Policy No.: FAC-008 Date Approved: Updated Draft 10/01/2021

Policy Title: [Voluntary Exit for Rule Violations](#)

Date Revised: Updated Draft 10/01/2021

Minor violations of Sleeping Center rules may sometimes be handled with a Voluntary Exit instead of a formal police-enforced trespass. Using the Voluntary Exit process avoids paperwork and also does not result in a police record. It should not be used for repeat offenses by the same client, but is often easier than the formal process when the violation is minor. Voluntary Exits should never be used in cases where physical altercations have occurred or where criminal laws have been broken.

The Voluntary Exit form is completed and signed by both the client and the staff member. A copy is placed in the client's file and the daily check-in roster should note that they took a voluntary exit.

Voluntary Exit for Rule Violations

(instead of trespass served by a police officer)

Person exiting: _____ **Date & Time:** _____

Staff member(s) enforcing rules: _____

Camp rule violations:

___ **Alcohol, pot, drug paraphernalia inside the center**

___ **Failed hut inspection(s) – unsanitary, unclean, unsafe, food, substances, damage**

___ **Messing up or damaging sleeping center site or property**

___ **Failure to supervise or care for pet**

___ **Disrespect toward security staff, volunteers, or guests**

___ **Failure to leave by 9 a.m.**

___ **Other:** _____

Detailed account of unruly behavior:

This exit is in effect until _____.

Note: Return while exit in effect may lead to involuntary trespass by police.

Signature of security guard or volunteer: _____

Signature of Sleeping Center client/guest: _____

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Policy No.: FAC-009 Date Approved: Updated Draft 10/01/2021

Policy Title: [Warning/Trespass Guidelines](#)

Date Revised Updated Draft 10/01/2021

Behavior First Time Second Time Third Time Fourth-Additional

Behavior First Time Second Time Third Time Fourth-Additional

Behavior	First Time	Second Time	Third Time	Fourth-Additional
Loud arguing, disturbing the peace.	Oral Warning	Oral or written warning.	24-hour trespass.	24-hour trespass/escalating consequences
Threat to another guest.	Oral or written warning or 24-hour trespass depending on severity	written warning or 24-hour trespass depending on severity	24-hour trespass/possible escalating consequences	72-hour trespass/escalating consequences
Physical fighting with another guest.	72-hour trespass.	72-hour or more trespass	72-hour or more trespass	72-hour or more trespass
2 Night Rule (must be in hut 5 nights per week)	Oral warning when pattern is noticed. May Lose hut.	Lose hut. Welcome to return.	Lose hut. Welcome to return.	Lose hut. Welcome to return.
Weapon in the Center	Oral or written warning	Written warning or 24-hour	24-hour trespass	72-hour trespass/escalating consequences
Possess/use alcohol or illegal drugs/pot	Written warning or 24-hour trespass	24-hour trespass	72-hour trespass	72-hour trespass/escalating consequences
Theft or crime not against a person	24-hour trespass	24-hour trespass	72-hour trespass	72-hour trespass/escalating consequences
Using unassigned tent or hut.	Oral or written warning	Written warning or 24-hour trespass.	Written warning or 24-hour trespass.	24-hour trespass/escalating consequences
Hut violations-minor Stuff and cleanliness	Oral Warning	Oral or written warning	Written warning or 24-hour trespass.	24-hours trespass/ possible escalating consequences
More than one bike	Oral warning	Written Warning	24-hour trespass	24-hour trespass and escalating consequences.
Hut violation-major Damage to property	24-hours trespass/ possible escalating consequences	72-hour trespass/ possible escalating consequences	72-hour trespass/ possible escalating consequences	72-hour trespass/ possible escalating consequences

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Hut violation- Smoking or open flame	Written warning or 24-hour trespass	24-hour trespass	24- to 72-hour trespass	72-hour trespass, escalating consequences
Disrespect of common spaces. (Gatehouse, reception, ally)	Oral Warning	Oral or written warning	Written warning or 24-hour trespass.	24-hour trespass/ possible escalating consequences
In after 9:00am.	Oral warning	Oral or written warning.	Written warning or 24-hour trespass.	24-hour trespass / possible escalating consequences
Missing curfew	Oral warning	Written warning or refuse entrance	Refuse entrance	Refuse entrance
Respect for volunteer/staff directions.	Oral Warning	Oral or written warning.	Written warning or 24-hour trespass	24-hour trespass/ possible escalating consequences
Verbal threat to volunteers/staff	Written warning or 24-hour trespass	24-hour trespass	24/72-hour trespass	72-hour trespass and escalating consequences.
Physical harm to other clients, volunteers, or staff	72-hour trespass. Consult city.			
Pets not on leash, cleanliness, anti- social behavior	Oral warning	Oral or written warning	Written warning or 24-hour trespass	24-hour trespass / possible escalating consequences and/or pet out
No pet vaccination	Oral warning	Oral or written warning	Written warning	Pet out.

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Policy No.: FAC-010 Date Approved: Updated Draft 10/01/2021

[Policy Title: Assignment of Conestoga Huts](#)

Date Revised: Updated Draft 10/01/2021

Conestoga huts are assigned as they become available:

- First, to a couple or a single woman currently occupying an overflow space
- Second, to a couple or a single woman newly registered at or newly returning to the Sleep Center
- Third, to a male regular overflow occupier, in order of length of occupation (exception: individuals who have been previously trespassed.)

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Policy No.: FAC-011 Date Approved: Updated Draft 10/01/2021

Policy Title: [Domestic partners Trespass Guidelines](#)

Date Revised: Updated Draft 10/01/2021

If domestic partners who occupy a single hut disturb the peace of the Sleep Center:

- On the first offense, warnings are served on both parties
- On the second offense, trespasses of 24 hours are requested for both parties
- On the third offense, trespasses of 72 hours or more are requested for both parties; the hut is forfeit; and on return, the parties may be sheltered as single persons in accordance with the Policy on Assignment of Conestoga Huts

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Policy No.: FAC-012 Date Approved: Updated Draft 10/01/2021

Policy Title: [Volunteer Duties](#)

Date Revised: Updated Draft 10/01/2021

Evening Volunteer Duties at the Sleep Center

Under the normal operating hours of the Walla Walla Sleep Center, the center opens in the evening and closes at 9am the following morning. Clients may check-in to the Sleep Center for the night between opening time and 10pm. Entry after 10pm requires prior approval and pre-notification of the night Security Officer.

Hours:

Volunteers serve in shifts each evening at the Sleep Center during check-in time:

- check-in hours are 7a-10 p.m.

Other volunteers serve in the mornings, helping clients to leave on time, inspecting huts, and doing necessary cleaning and organizing.

Roles and Responsibilities:

Especially early in the evening, it is helpful to divide roles into gate volunteer and office volunteer. Some nights a shower volunteer is also needed. However, roles may change and overlap, and it is good for folks to work as a flexible team as the flow of people, the weather, and various issues change.

Volunteers may change roles from one time to another and are encouraged to do so. We want as many folks "cross-trained" as possible. Below is a description of the volunteer duties in these 3 categories:

Gate Volunteer Duties:

Check with the office to see if anyone has been trespassed and is therefore not allowed entry. The gatehouse is available to volunteers monitoring the gate. Mark people coming through the gate as present, write the time they arrived next to their name on the list. Make note of people who leave throughout your shift and if they return. Check the previous night's list for available overflow space in the 8 bed room for males and the 2 bed hut for women, which are provided on a first-come-first served basis. If no one was assigned a bed in the men's overflow space the night before, then another person can be assigned that bed. Otherwise, an overflow bed is given first to the occupant who stayed in a bed the night before. If that person is not at the gate at 6pm, then the bed can be given to someone else. Write the names of those in overflow as they are assigned a bed.

The yellow tents are also provided on a first-come-first-serve basis and can be used for single women, single men or couples as needed. It is OK to have clients wait until their space is assigned or a hut is ready or you are sure there is space for them. They can wait either by the gate or in the meeting room but should not move around the center. A turn-over of space occurs at 6pm. When the gate opens at 5pm or 4pm, a person without an assigned space will have to wait until 6pm if all beds in the overflow space were full the night before. If at 6pm, the previous night's occupant has not arrived, then the turnover can occur.

There are often many people at the gate at opening time. If someone comes through that is not on the previous night's list, ask that person to step aside until you have finished with those waiting at the gate.

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If there is an open bed in the overflow, then the person waiting may be able to fill it. Ask those waiting if they have been clients previously and have therefore been registered. If yes, assign an open bed. If no, write their name on the list and then take them to the office for an intake interview.

If overflow beds are full, other clients can wait for an “overnighter” hut that is not going to be occupied on a given night by someone who would regularly be there. Those are usually assigned at 9:30, so someone told that an overflow bed is not available can always call or come back at that time.

If someone comes to the gate to visit a client of the sleep center, ask them to wait outside the gate while you check to see if the client is in. It is best not to tell the visitor whether or not the client is in until you get an OK from the client. The client can choose whether or not to greet the visitor outside the gate. Client visitors are not allowed entry into the sleep center.

During lulls in people entering, you may assist other volunteers in cleaning out huts, dealing with used bedding, etc. And don't hesitate to walk around and talk to clients. Just keep monitoring the gate. If the weather is bad, you can go into the office and keep an eye on the gate through the window.

Office Volunteer Duties:

Register new clients and go over the Sleep Center Rules with them. (Note whether or not they have a pet. A pet requires signature on the Pet Rules form.) Tell them what is available to them while they are staying at the center. Walk them to their sleeping space.

If registrant is in need of a bin, set up a bin assignment.

Monitor office window for requests.

Check dinner calendar and meeting room for preparedness. If a dinner is scheduled, ask if help is needed serving. (There are some who bring dinner but do not stay to serve. In this case, help serve or assign someone to help serve. Use gloves.)

After 6pm, check with the Gate Volunteer to see if there are new people staying in the overflow bed or in a hut. If yes, then they will need fresh bedding. Check if there is used bedding in the space. If so, that bedding will need to be transferred to the service building. To do that, retrieve gloves from the office and move the bedding to the laundry room. Then get clean bedding from the laundry room for the person who will sleep on that space tonight. In summer, provide one sleeping bag, 2 blankets and a pillow. In winter, two sleeping bags, at least 2 blankets and a pillow may be needed, depending on conditions.

If a hut is available because someone has been out the past two nights, then at 6 pm, that hut will be turned over to 1) a woman who stayed the previous night in the women's overflow hut or 2) the longest continuous person in the men's overflow room. Check the past check-in sheets to figure out who can move into the open hut. Check the newly open hut for condition. With gloves on, take bedding in the hut to the laundry room. If there are any personal belongings in hut, transfer them to that person's bin. If space is available in their bin, empty contents of tub on porch in the bin as well. Move the bin to the front of the office building. Sweep hut. Notify the next person that they can move their bedding and bin to the hut. If they do not have a bin, assign them an available bin.

Other duties include keeping a list of needed office items, including items made available for clients, empty/fill dishwasher, wipe down tables in common room, restock bathroom and common room with supplies as needed, answer the phone, talk with people in the meeting room, etc. If someone calls the office asking for a client, ask them to hold while you check on whether the client would like to accept the call. Do not confirm the presence of a client directly to the caller. Record a message if unsure. If a

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community member brings a donation to the sleep center, ask them for contact information and record the donation in the donation folder on the FAC desk.

Note that clients are not allowed in the office without an appointment.

Shower Volunteer Duties:

Shower days are decided in advance. A third volunteer will cover supervising the showers when showers are available.

- Unlock the shower doors in the service building.
- Check showers for soap/shampoo/conditioner (extras may be under the sink in the hallway).
- Check stack of towels/washcloths in hallway (more can be found in the laundry room.)
- Clothes hamper in the hallway is for used towels.
- Check that the laundry room door is locked.
- Check for gloves.
- Check the previous night's shower list.
- Check spray bottle of bleach solution (1 TBSP bleach per quart water).

Go to meeting room with signup sheet for the showers and begin filling in names for showers in 15min time slots (10 minutes for shower and 5 minutes for undressing/dressing).

Priority will be given to people who did not shower most recently.

Spray the floor of shower between each person with bleach solution. After the last shower, spray down the entire shower and wipe the walls and floor dry (wear gloves). Lock the shower doors and return the list of shower takers to office so that the next volunteer can reference it if needed. Access to the bathrooms in the service building is until 10pm, so the service building door remains unlocked until then.

While the showers are occupied, you may go around the center to remind people next on list that their turn is almost up.

A Word about Rule Enforcement:

All volunteers are responsible for rule enforcement as needed. If an argument starts among clients, it is best to head it off. Ask instigator(s) to back away or take a walk. If they refuse, then you may ask them to leave for the night on a trespass. If this is the case, fill out an Incident Report form. If safety is a concern at any time, call 911. For non-emergency police support, call the non-emergency dispatch number 541-367-5181

Amendment for Extended Opening Hours

During the COVID-19 pandemic, the Sleep Center is open 24/7. The FAC-Sweet Home Exit Homelessness staff work on site between the hours of 7am and 6pm.

Volunteer hours during this time remain from 6pm to 10pm. Since people are allowed to stay at the Sleep Center throughout the day, check-in is not required. The gate to the Sleep Center remains closed at all times. Volunteers open the gate for people returning to the Sleep Center if they go out during the day. They are allowed to enter only if they are on the list from the previous night.

If they are not on the list, then beginning at 6pm, give them a spot according to the Gate Volunteer Duties instructions above. Note that during the pandemic, there are no "overnighter" loans of

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unoccupied huts for a night. Before 10pm, a volunteer takes attendance in the Sleep Center for the night. This may require a walk around the Sleep Center to confirm and place a check mark by the name of all people staying at the Sleep Center. This attendance list is transferred to an Excel spreadsheet on the office computer and printed out for 1) the night Security Officer at 10pm and 2) the morning Exit staff. Attendance data is also distributed by email to the Executive Director, Sleep Center Manager and a few other FAC Sweet Home Board members.

Because of the tight space in the common room, people are only allowed to enter for access to the bathroom, sink, coffee table, and cellphone lockers, and pass through window. No loitering in the common room is allowed and social distancing is expected. Entrance to the building requires wearing a face covering. Lunch and dinner are served through the pass-through window. For the winter, 2 yellow warming tents with propane heaters are set up outside for people to warm up. Please check with the office for rules concerning the warming tents.

The office is often busy and it helps to have two people to assist. Among the tasks are cleaning and sanitizing the common room, answering the gate, serving people through the pass through window with food or other items, supplying the bathroom and common room with supplies as needed (soap, paper towels, toilet paper), answering the phone, etc. Please see a list on the bulletin board in the office for suggestions of chores that can be done.

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