Hope Harbor

CoVid SIP Shelter

Operations Manual

A ministry of the Lake Ministerial Association (LMA)

Fiscal Sponsor: Kelseyville United Methodist Church

Updated March 30, 2020

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Overview of Project

Homelessness in Lake County

The 2020 Continuum of Care “Homeless Assistance Programs Homeless Populations and Subpopulations” report for Lake County, CA counted 572 people who were identified as unsheltered homeless in a January 2020 Point In Time (PIT) survey. 29 of these were children 17 and younger. The youngest was 5 months old and the oldest among those counted was 94.

- Lower Lake: 9 people
- Nice: 18 people
- Kelseyville: 18 people
- Upper Lake: 31 people
- Clearlake Oaks: 33 people
- Middletown: 37 people
- Lucerne: 85 people
- Lakeport: 100 people
- Clearlake: 241 people

These numbers, while heart breaking, do not even begin to approach the numbers of students our schools have reported as experiencing homelessness, nor our health care providers. Partnership Health Plan reports that 3,370 of their covered patients in Lake County, who sought health care in 2019, identified as couch surfing, camping, living in their car, moving place to place, or being homeless.

There are no homeless shelters in Lake County. There is one Warming Center which has transitioned to serving as a full tie congregate shelter during the COVID epidemic.

In 2015, when the Lake Ministerial Association first operated the Warming Center, there was one program that provided limited aid for unsheltered teenagers (since closed) and a transitional shelter for survivors of domestic violence (Lake Family Resource Center’s Freedom House, still serving!). Since then NCO’s Rapid ReHousing program has served families through New Digs, and Project Restoration has opened serving our neighbors with complex medical needs and inadequate housing to heal. Thule House has opened in Upper Lake (serving women with infants in need of safe shelter for substance abuse recovery), and other projects are on the horizon. Even with the addition of these wonderful programs, we still have 572 people who are homeless and not a single low-barrier, open-population homeless shelter in the entire county.

There is not enough public housing available in Lake County to meet the need. What is available often comes with significant restrictions such as age and disability. Section 8 (federal housing subsidies) is closed and when it reopens later in 2020 there will be a wait list.

The PHP numbers above represent individuals and are unduplicated.

<table>
<thead>
<tr>
<th>Age</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
<th>Percent</th>
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<td>0 - 5 y.o.</td>
<td>124</td>
<td>106</td>
<td>230</td>
<td>7%</td>
</tr>
<tr>
<td>6 - 12 y.o.</td>
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<td>114</td>
<td>227</td>
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<tr>
<td>12 - 18 y.o.</td>
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<td>115</td>
<td>213</td>
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<tr>
<td>19 - 21 y.o.</td>
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<td>99</td>
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<td>22 - 44 y.o.</td>
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<td>667</td>
<td>1629</td>
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<td>45 - 64 y.o.</td>
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<td>1906</td>
<td>1464</td>
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<td>100%</td>
</tr>
</tbody>
</table>
Our available housing has also been depleted by relentless fires.

- July 29, 2015 **THE ROCKY FIRE** began – by the time it ended August 14 it took 43 homes, and 53 other buildings.
- August 9 **THE JERUSALEM FIRE** began – by the time it ended August 25, 2015 it took 6 homes and 21 other buildings.
- September 12 **THE VALLEY FIRE** began – by the time it ended October 15, 2015 it took a total of 1,955 structures including; 1,281 homes, 27 multi-family structures, 66 commercial properties (including a school and two churches: Hidden Valley Community Church and Cobb Mountain Fellowship), and 581 other minor structures. And four lives.
- August 13, 2016, 10 months and 2 days after the full containment of the Valley Fire – an arsonist started what we call **THE CLAYTON FIRE**. 299 buildings destroyed; including 189 single- family homes, 8 commercial structures, and 102 other structures such as sheds and smaller outbuildings. And the sanctuary of the Lower Lake Community United Methodist Church.
- October 8, 2017, **THE SULPHER FIRE** began and destroyed another 162 homes in Lake County.
- June 23, 2018, the **PAWNEE FIRE** started and burned through 15,185 acres destroying 22 more homes.
- On July 27, 2018 the **RANCH FIRE** began. It would become the largest fire in terms of acreage in California history scorching 410,203 acres and destroying 157 homes with one fatality. This same day the **RIVER FIRE** started destroying 146 residences and 118 other buildings.

These seven fires represent the loss of more than 2000 homes in our community in just three years. It doesn’t include any other smaller fires, nor persistent poverty which has led to additional home loss. It also doesn’t include the number of “off the grid” homes.

The Warming Center has operated 24/7 evacuation shelters for most of these fires, some floods which we haven’t mentioned, as well as “The Warming Center” for our neighbors experiencing homelessness. Homelessness comes in many shapes, sizes and experiences. The November 2018 Camp Fire, in which 85 people died and the entire town of Paradise was destroyed, led to a series of Public Safety Power Shut-Offs (PSPS). Even people who were housed found themselves in need of additional shelter with electricity. On November 20, 2019 Supervisor Moke Simon opened the first overnight “PSPS Warming Center” in Lake County.

Now we are facing another crisis in the form of the Corona Virus.
**CoVid-19 and the Shelter In Place (SIP) Order**

The Corona Virus appears to have begun on November 17, 2019 in Wuhan, China. According to the South China Morning Post (SCMP), although they have not identified a “person zero,” November 17 is when a 55-year-old from Wuhei in the Wuhan province went to the hospital with symptoms and became the first “reported” case. The World Health Organization (WHO) says the first “confirmed” case was December 8, also in Wuhan.

By the end of December SCMP reported there were 266 confirmed cases and on January 1, there were 381 confirmed diagnoses.


On Jan 18 in the Wuhan province 40 THOUSAND people gathered in a record breaking potluck to celebrate the lunar New Year. It was not believed that the virus could be transferred person to person.

Jan 20 Dr. Zhong Nanshan of China announced CoVid-19 could be transferred person to person.

On January 21 the United States Center for Disease Control (CDC) announced the first case in the United States.

As of Monday, March 23, there were 332,935 confirmed cases of the Corona Virus in the world and 14,510 deaths. 189 countries had reported confirmed cases.

By Thursday, June 11 there were 7,273,958 worldwide confirmed cases, 413,372 deaths.

Since these numbers will be outdated by the time you read this, you can view a daily update on the WHO website here: https://experience.arcgis.com/experience/685d0ace521648f8a5beeeee1b9125cd

Another website where you can check daily numbers is https://www.worldometers.info/coronavirus/. An advantage of this website over others is that it also tracks the number of those who contracted the Corona Virus and recovered. As of June 11, 2020 that number was 3,810,713.

On March 23, 2020 in the United States there were 33,404 confirmed cases and 400 deaths according to the CDC website.


By June 11 that USA number had grown to 1,973,797 confirmed cases and 112,133 deaths.

As of March 28 on 69 people had been tested in Lake County; none had tested positive.

By June 11, 2020 we had 2,886 tests completed with 30 persons testing positive. 4 required hospitalization.

**Homelessness during the fires versus the pandemic: what we’ve learned and how it’s different.**

The fires felt like our trauma even though they seemed so huge the whole word must be watching. Indeed they were! I think the furthest fire team that
responded to Lake County came from Australia in 2018. California returned the favor in 2020. When we were in need they came to us and when they were in need we returned the favor. In Disaster Response this often happens through reciprocity agreements. I remember one day in 2015 when I was writing up a report on the Valley Fire and there were more than 20 fire fighting agencies responding that day alone. It’s different than in a pandemic and that’s why it’s important to “flatten the curve.” When our resources were overwhelmed other agencies could respond. In a pandemic they cannot because we are all being impacted at the same time. We are in a pandemic. The whole world is struggling to overcome the Corona Virus.

By practicing things like “spatial distancing” we can slow the rate of spread giving our bodies, hospitals, health care professionals and first-responders time to catch up. Perhaps you have noticed the use of the word “novel” before Corona Virus or CoVid 19. In this sense “novel” means “new and original, not like anything seen before.” There are other corona viruses, flus and colds, but nothing like THIS ONE. It is novel.

JUST BECAUSE WE ARE UNPREPARED DOES NOT MEAN THAT WE CAN’T GET THAT WAY. We CAN slow the rate of transmission. By slowing the rate of transmission, we flatten the spike of those being impacted so everyone and every health care provider is not impacted at the same time. We also give researchers and doctors time to develop a possible vaccine and some of us will most likely develop some natural resistance on our own.

Another way to think of it could be simple flu (which not only feels like death is at your door but for thousands it is). When I had the flu, my husband helped take care of me. When he had it I helped take care of him. When our son had it we both helped care for him. The experience of flu is bad enough but if everyone gets it at the exact same time, there is no one left to take care of the others. Usually not everyone will get the flu at the same time. Many will get the vaccine, others already have a resistance built up. Flu might go through a home, or office, but not every person at the same time. Because of the quick transmission rate of the novel Corona Virus whole communities can be impacted at exactly the same time.

So what can we do? And what does this have to do with the Warming Center? First, we can comply with the current Shelter In Place order. We are including the entire order here.

ORDER OF THE HEALTH OFFICER No. C20-3

ORDER OF THE HEALTH OFFICER OF THE COUNTY OF LAKE DIRECTING ALL INDIVIDUALS LIVING IN THE COUNTY TO SHELTER AT THEIR PLACE OF RESIDENCE, EXCEPT THAT THEY MAY LEAVE TO PROVIDE OR RECEIVE CERTAIN ESSENTIAL SERVICES OR ENGAGE IN CERTAIN ESSENTIAL ACTIVITIES AND WORK FOR ESSENTIAL BUSINESS AND GOVERNMENT SERVICES; EXEMPTING INDIVIDUALS EXPERIENCING HOMELESSNESS FROM THE SHELTER IN PLACE ORDER BUT URGING THEM TO FIND SHELTER; DIRECTING ALL BUSINESSES AND GOVERNMENTAL AGENCIES TO CEASE NON-ESSENTIAL OPERATIONS AT PHYSICAL LOCATIONS IN THE COUNTY; PROHIBITING ALL NON-ESSENTIAL GATHERINGS OF ANY NUMBER OF INDIVIDUALS; AND ORDERING CESSION OF ALL NON-ESSENTIAL TRAVEL
DATE OF ORDER: March 18, 2020

Please read this Order carefully. Violation of or failure to comply with this Order is a misdemeanor punishable by fine, imprisonment, or both. (California Health and Safety Code §120295, et seq.; California Penal Code §§ 69, 148(a)(1); Lake County Administrative Code Article I, Section 1-10.

Summary: The virus that causes Coronavirus 2019 Disease (“COVID-19”) is easily transmitted, especially in group settings, and it is essential the spread of the virus be slowed, to protect the ability of public and private health care providers to handle the influx of new patients and safeguard public health and safety. Because of the risk of rapid spread of the virus, and the need to protect all residents of the two cities and unincorporated areas within the boundaries of the County of Lake, particularly those most vulnerable to the virus and healthcare providers, this Order requires all individuals anywhere in the County of Lake to shelter in place—that is, stay at home—except for certain essential activities and work to provide essential business and government services or perform essential public infrastructure construction, including housing. This order begins at 12:01 a.m. on March 19, 2020 and will continue through 11:59 p.m. on April 10, 2020, subject to the limited exceptions and under the terms and conditions more particularly set forth below.

Gatherings of individuals outside the home are generally prohibited, with certain exceptions for essential activities or essential travel or to perform work for essential businesses and government agencies or to perform essential infrastructure work. Consistent with the directive issued by Governor Gavin Newsom on March 15, 2020, all bars and nightclubs are ordered closed. Restaurants and cafes that serve food—regardless of their seating capacity—are ordered closed, except solely for provision of takeout and delivery service. Additionally, all gyms and recreation facilities are ordered closed. Homeless individuals are not subject to the shelter in place order, but are strongly urged to find and then shelter in place.

Under any of the limited circumstances in which individuals are allowed to interact in person outside their residence, the Health Officer orders individuals to abide by the following requirements: (i) maintain at least six feet from other individuals, wash hands with soap and water for at least 20 seconds, or use hand sanitizer, as frequently as possible, cover coughs or sneezes, and not shake hands; (ii) for people with medical conditions, regardless of age, putting them at higher risk of serious complications should they be infected with COVID-19, other than health care workers and other essential service providers, avoid leaving their homes to the extent possible; and (iii) for employers in Lake County that do not provide essential business or government services, take all steps necessary for employees to work from home, to the extent possible. These requirements build on the California Department of Public Health and United States Centers for Disease Control and Prevention guidelines issued March 11, 2020, extended as necessary to address the health emergency affecting the Lake County. No individual who is sick may go to the workplace or be outside the home, except as necessary to seek or receive medical care in accordance with guidance from public health officials. The Health Officer may revise this Order as the situation evolves, and all service providers and managers of facilities subject to this Order must stay updated by regularly checking the Public Health website (http://health.co.lake.ca.us/Coronavirus.htm).

This Order revokes and replaces Public Health Orders C20-1, issued March 16, 2020, and C20-2, issued March 16, 2020. That is, as of the effective date and time of this Order, those Orders are no longer in

UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND SAFETY CODE SECTIONS 101040, 101085, AND 120175, THE HEALTH OFFICER OF THE COUNTY OF LAKE (“HEALTH OFFICER”) ORDERS:

1. The intent of this Order is to ensure the maximum number of people self-isolate in their places of residence to the maximum extent feasible to slow the spread of COVID-19 to the maximum extent possible, while enabling essential services to continue. When people need to leave their places of residence, whether to obtain or perform vital services, or to otherwise facilitate authorized activities necessary for continuity of social and commercial life, they should at all times feasible comply with Social Distancing Requirements as defined in Section 10, below. All provisions of this Order should be interpreted to effectuate this intent. Failure to comply with any of the provisions of this Order constitutes an imminent threat and creates an immediate menace to public health.

2. All individuals currently living, including those who are staying at a hotel, motel or other temporary place of residence, within the incorporated and unincorporated areas of the County of Lake (the “County”) are ordered to shelter at their place of residence. To the extent individuals are using shared or outdoor spaces, they must at all times reasonably possible maintain social distancing of at least six feet from any other person when outside their residence. All persons may leave their residences only for Essential Activities, Essential Governmental Functions, or to operate Essential Businesses, all as defined in Section 10. Individuals experiencing homelessness are exempt from this Section, but are strongly urged to obtain shelter and then shelter in place, and to the maximum extent practicable to use COVID-19 risk mitigation practices.

3. All businesses with a facility in the County, except Essential Businesses as defined below in Section 10, are required to cease all activities at facilities located within the County except Minimum Basic Operations, as defined in Section 10. For clarity, businesses may also continue operations consisting exclusively of employees or contractors performing activities at their own residences (i.e., working from home). All Essential Businesses are strongly encouraged to remain open. To the greatest extent feasible, Essential Businesses shall comply with Social Distancing Requirements, as defined in Section 10 below, by maintaining six-foot social distancing for both employees and members of the public, including, but not limited to, when any customers are standing in line.

4. All public and private gatherings of any number of people occurring outside a single household or living unit are prohibited, except for the limited purposes expressly permitted in Section 10. Nothing in this Order prohibits the gathering of members of a household or living unit.

5. All travel within populated areas, including, but not limited to, travel on foot, bicycle, scooter, motorcycle, automobile, or public transit, except Essential Travel and Essential Activities as defined below in Section 10, is prohibited. People must use public transit only for purposes of performing Essential Activities or to travel to and from work to operate Essential Businesses or maintain Essential Governmental Functions. People riding on public transit must comply with Social Distancing Requirements as defined in Section 10 below, to the greatest extent feasible.

6. This Order allows travel into or out of the County to perform Essential Activities, operate Essential Businesses, or maintain Essential Governmental Functions. This Order is issued based on evidence of
increasing occurrence of COVID-19 throughout the Bay Area and neighboring counties, scientific evidence and best practices regarding the most effective approaches to slow the transmission of communicable diseases generally and COVID-19 specifically, and evidence the age, condition, and health of a significant portion of the population of the County places it at risk for serious health complications, including death, from COVID-19. Due to the outbreak of the COVID-19 virus in the general public, which is now a pandemic according to the World Health Organization, there is a public health emergency throughout the County. Making the problem worse, some individuals who contract the COVID-19 virus have no symptoms or mild symptoms, and may not be aware they carry the virus. Because even people without symptoms can transmit the disease, and because evidence shows the disease is easily spread, gatherings can result in preventable transmission of the virus. The scientific evidence shows, at this stage of the emergency, it is essential to slow virus transmission as much as possible to protect the most vulnerable and to prevent the health care system from being overwhelmed. One proven way to slow transmission is to limit interactions among people to the greatest extent practicable. By reducing the spread of the COVID-19 virus, this Order helps preserve critical and limited healthcare capacity in the County.

7. This Order is issued based on evidence of increasing transmission of COVID-19 in neighboring areas to the county and in light of the existence of 598 known cases and 13 deaths of COVID-19 in California, along with over 11,900 individuals self-monitoring across 49 counties, as of 6:00 p.m. on Tuesday March 17, 2020. There are a significant and increasing number of suspected cases of community transmission, indicating further significant increases in transmission are probable. Widespread testing for COVID-19 is not yet available but is expected to increase in the coming days. This Order is necessary to slow the rate of spread, and the Health Officer will reevaluate it as further data becomes available.

8. This Order is issued in accordance with, and incorporates by reference, the March 4, 2020 Proclamation of a State of Emergency issued by Governor Gavin Newsom, the March 9, 2020 Declaration of a Local Health Emergency Regarding Novel Coronavirus 2019 (COVID-19) issued by the Lake County Health Officer, ratified by the Board of Supervisors on March 10, 2020, the Proclamation by Sheriff Martin Declaring the Existence of a Local Emergency on March 13, 2020 which was ratified by the Board of Supervisors on March 17, 2020, and guidance issued by the California Department of Public Health, as each of them have been and may be supplemented.

9. This Order is also issued in accordance with, and incorporates by reference, the March 12, 2020 Executive Order (Executive Order N-25-20) issued by Governor Gavin Newsom. Executive Order N-25-20 expressly orders “[a]ll residents are to heed any orders and guidance of state and local public health officials, including but not limited to the imposition of social distancing measures, to control the spread of COVID-19.” This Order is also based on statements by Governor Newsom during a press conference on March 15, 2020, indicating the guidance of the State of California that all nightclubs, bars, wineries, and brewpubs close, and that persons 65 years old and older isolate at home.

10. Definitions and Exemptions.
   a. People at high risk of severe illness from COVID-19, and people who are sick, are urged to stay in their residence to the extent possible, except as necessary to seek medical care. For purposes of this Order, individuals may leave their residence only to perform the following “Essential Activities.”
   i. To engage in activities or perform tasks essential to their health and safety, or to the health and safety of their family or household members (including, but not limited to, pets), such as, by way of example only and without limitation, obtaining medical supplies or medication, visiting a health
ii. To obtain necessary services or supplies for themselves and their family or household members, or to deliver those services or supplies to others, such as, by way of example only and without limitation, canned food, dry goods, fresh fruits and vegetables, pet supply, fresh meats, fish, and poultry, and any other household consumer products, and products necessary to maintain the safety, sanitation, and essential operation of residences.

iii. To engage in outdoor activity, provided the individuals comply with Social Distancing Requirements as defined in this Section, such as, by way of example and without limitation, walking, hiking, or running.

iv. To perform work providing essential products and services at an Essential Business or to otherwise carry out activities specifically permitted in this Order, including Minimum Basic Operations.

v. To care for a family member or pet in another household.

b. For purposes of this Order, individuals may leave their residence to work for or obtain services at any “Healthcare Operations” including hospitals, clinics, dentists, pharmacies, pharmaceutical and biotechnology companies, other healthcare facilities, healthcare suppliers, home healthcare services providers, mental health providers, or any related and/or ancillary healthcare services. “Healthcare Operations” also includes veterinary care and all healthcare services provided to animals. This exemption shall be construed broadly to avoid any impacts to the delivery of healthcare, broadly defined. “Healthcare Operations” does not include fitness and exercise gyms and similar facilities.

c. For purposes of this Order, individuals may leave their residence to provide any services or perform any work necessary to the operations and maintenance of “Essential Infrastructure,” including, but not limited to, public works construction, construction of housing (in particular affordable housing or housing for individuals experiencing homelessness), airport operations, water, sewer, gas, electrical, oil refining, roads and highways, public transportation, solid waste collection and removal, internet, and telecommunications systems (including the provision of essential global, national, and local infrastructure for computing services, business infrastructure, communications, and web-based services), provided they carry out those services or that work in compliance with Social Distancing Requirements as defined this Section, to the extent possible.

d. For purposes of this Order, all first responders, emergency management personnel, emergency dispatchers, court personnel, law enforcement personnel and private patrol officers on duty performing services within their employing housing development (HVL security), and others working for or to support Essential Businesses are categorically exempt from this Order. Further, nothing in this Order shall prohibit any individual from performing or accessing “Essential Governmental Functions.” Essential Governmental Functions means all services needed to ensure the continuing operation of the government agencies and provide for the health, safety and welfare of the public. All Essential Governmental Functions shall be performed in compliance with Social Distancing Requirements as defined this Section, to the extent possible.

e. For the purposes of this Order, covered businesses include any for-profit, non-profit, or educational entities, regardless of the nature of the service, the function they perform, or its corporate or entity structure.

f. For the purposes of this Order, “Essential Businesses” means:

i. Healthcare Operations and Essential Infrastructure;
ii. Grocery stores, certified farmers’ markets, farm and produce stands, supermarkets, food banks, convenience stores, and other establishments engaged in the retail sale of canned food, dry goods, fresh fruits and vegetables, pet supply, fresh meats, fish, and poultry, and any other household consumer products (such as cleaning and personal care products). This includes stores that sell groceries and also sell other non-grocery products, and products necessary to maintaining the safety, sanitation, and essential operation of residences;

iii. Food cultivation, including farming, livestock, and commercial fishing that does not include tournaments or guide services;

iv. Businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals;

vi. Newspapers, television, radio, and other media services;

vi. Gas stations and auto-supply, auto-repair, vehicle towing service (excluding repossession activities), and related facilities;

vii. Banks and related financial institutions;

viii. Hardware stores;

ix. Plumbers, electricians, exterminators, and other service providers who provide services that are necessary to maintaining the safety, sanitation, and essential operation of residences, Essential Activities, and Essential Businesses;

x. Businesses providing mailing and shipping services, including post office boxes;

xi. Educational institutions—including public and private K-12 schools, colleges, and universities—for purposes of facilitating distance learning or performing essential functions, provided that social distancing of six-feet per person is maintained to the greatest extent possible;

xii. Laundromats, dry cleaners, and laundry service providers;

xiii. Restaurants and other facilities that prepare and serve food, but only for delivery or carry-out. Schools and other entities that typically provide free food services to students or members of the public may continue to do so under this Order on the condition that the food is provided to students or members of the public on a pick-up and take-away basis only. Schools and other entities that provide food services under this exemption shall not permit the food to be eaten at the site where it is provided, or at any other gathering site;

xiv. Businesses that supply products needed for people to work from home;

xv. Businesses that supply other essential businesses with the support or supplies necessary to operate;

xvi. Businesses that ship or deliver groceries, food, goods or services directly to residences;

xvii. Airlines, taxis, and other private transportation providers providing transportation services necessary for Essential Activities and other purposes expressly authorized in this Order;

xviii. Home-based care for seniors, adults, or children;

xix. Residential facilities and shelters for seniors, adults, and children;

xx. Professional services, such as legal or accounting services, when necessary to assist in compliance with legally mandated activities;

xxi. Childcare facilities providing services that enable employees exempted in this Order to work as permitted. Children of non-essential work employees should remain with their families. To the extent possible, childcare facilities must operate under the following mandatory conditions:

1. Childcare must be carried out in stable groups of 10 or fewer (“stable” means the same 10 or fewer children are in the same group each day).
2. Children shall not change from one group to another.
3. If more than one group of children is cared for at one facility, each group shall be in a separate room. Groups shall not mix with each other.
4. Childcare providers shall remain solely with one group of children.

g. For the purposes of this Order, “Minimum Basic Operations” include the following, provided employees comply with Social Distancing Requirements as defined in this Section, to the extent possible, while carrying out such operations:
   i. The minimum necessary activities to maintain the value of the business’ inventory, ensure security, process payroll and employee benefits, or for related functions.
   ii. The minimum necessary activities to facilitate employees of the business being able to continue to work remotely from their residences.

h. For the purposes of this Order, “Essential Travel” includes travel for any of the following purposes. Individuals engaged in any Essential Travel must comply with all Social Distancing Requirements as defined in this Section.
   i. Any travel related to the provision of or access to Essential Activities, Essential Governmental Functions, Essential Businesses, or Minimum Basic Operations.
   ii. Travel to care for elderly, minors, dependents, persons with disabilities, or other vulnerable persons.
   iii. Travel to or from educational institutions for purposes of receiving materials for distance learning, receiving meals, and any other related services.
   iv. Travel to return to a place of permanent residence from outside the jurisdiction. (It seems probable we cannot legally preclude people from accessing a vacation home in Lake County when they more permanently reside in another location, but this was brought up during the Board’s discussion yesterday as potentially increasing risk to Lake County, so thought it worth bringing up).
   v. Travel required by law enforcement or court order.
   vi. Travel required for non-residents to return to their place of residence outside the County. Individuals are strongly encouraged to verify that their transportation out of the County remains available and functional prior to commencing such travel.
   i. For purposes of this order, residences include hotels, motels, shared rental units, and similar facilities.
   j. For purposes of this order Social Distancing Requirements includes maintaining at least six-foot social distancing from other individuals, washing hands with soap and water for at least twenty seconds as frequently as possible or using hand sanitizer, covering coughs or sneezes (into the sleeve or elbow, not hands), regularly cleaning high-touch surfaces, and not shaking hands.

11. Pursuant to Government Code sections 26602 and 41601 and Health and Safety Code section101029, the Health Officer requests the Sheriff and the Chiefs of Police in the County ensure compliance with and enforce this Order. The violation of any provision of this Order constitutes an imminent threat and creates an immediate menace to public health.

12. This Order shall become effective at 12:01 a.m. on March 19, 2020 and will continue to be in effect until 11:59 p.m. on April 10, 2020, or until it is extended, rescinded, superseded, or amended in writing by the Health Officer.
13. The County must promptly provide copies of this Order as follows: (1) by posting on the County Administrator's website (Lakecountyca.gov) and the Department of Public Health website (health.co.lake.ca.us); (2) by posting at the County Courthouse and Administration Office building, located at 255 N Forbes St, Lakeport Ca 95453; (3) by posting at City Offices and (4) by providing a copy to any member of the public requesting a copy. In addition, the owner, manager, or operator of any facility that is likely to be impacted by this Order is strongly encouraged to post a copy onsite, and to provide a copy to any member of the public asking for a copy.

14. If any provision of this Order or its application to any person or circumstance is held to be invalid, then the remainder of the Order, including the application of such part or provision to other persons or circumstances, shall not be affected and shall continue in full force and effect. To this end, the provisions of this Order are severable.

IT IS SO ORDERED:
Gary Pace, MD, MPH
Dated: March 18, 2020
Health Officer, County of Lake

Hope Harbor Congregate COVID Shelter operates within the context of this order.

The challenge for our neighbors experiencing homelessness is that they have no place to shelter in PLACE. Hope Harbor Warming Center is increasing capacity to meet this need. We are an essential service. We remain an essential service only as long as we follow this mandate, serve our neighbors and comply with best practice protocols in this pandemic.

From the HUD Exchange: “People who are unsheltered, including those living in encampments during public health emergencies, such as the COVID-19 outbreak, need targeted support to avoid becoming sick and to continue receiving life-sustaining supplies like food and water. Adequately providing safe environments and reducing risks of infections may not be fully achievable in many outdoor settings. Therefore, Continuums of Care (CoCs) should work in close consultation with their local/state public health agencies and their local/state emergency management offices to develop the strongest possible approaches to protect the health and well-being of people who are currently unsheltered. Such strategies are vitally important both to better protect the people who are unsheltered themselves, many of whom have underlying health conditions and are therefore at higher risk of becoming very sick or of dying, but also to reduce community spread of infections, to help “flatten the curve” of infections, and to support the capacity of local health care systems to meet local needs.”

The CoVid Shelter operations of Hope Harbor are funded by the state allocation to our CoC through State Assembly Bill SB 89. We are operating in close consultation with Public Health as this aligns with our mission.

Our Mission Is:

The mission of the Hope Harbor Warming Center is to provide a warm and safe place to sleep for unsheltered individuals during intemperate weather. We aim to create a space that is physically and emotionally safe for all, regardless of race, ethnicity, nationality, religion, gender, gender identity, or
sexual orientation.

**Our Goals Are:**

- To connect individuals with ongoing appropriate and available Continuum of Care (CoC) services
- To gather information, through the intake process, that may help improve the County’s development and implementation of interventions addressing homelessness
- To engage community partners, churches and agencies in this mission
- And in this time of pandemic, to help flatten the curve, providing education and a safe place for our neighbors experiencing homelessness to survive and thrive

**Hope Harbor Partners**

There are many churches, community civic clubs, non-profits and businesses who have historically provided needed resources for the Warming Center. We are aware we do not operate in a vacuum or silo. The nature of the pandemic requires some aspects of these partnerships to change and we commit to finding new paths. Lake Transit has provided bus passes to the Center and then a return bus pass each morning for each guest. During the CoVid Shelter operations these passes will be provided only for “essential services.”

The following churches have historically participated, providing staffing and volunteer recruitment, as well as dinner and breakfast for our Center guests. In some cases, a church will be responsible for a single night, in other cases two or more churches will combine to supply the needed volunteers for their night. We will continue to seek collaboration among our historic partners as we expand capacity.

- Kelseyville United Methodist Church (our fiscal sponsor)
- Galilee Lutheran Church
- United Christian Parish (UCP)
- Upper Lake United Methodist Church
- New Hope Fellowship Lakeport
- Clearlake Oaks Community United Methodist Church
- Lakeport Community Seventh-day Adventist Church (LCSDA)
- St. John Episcopal Church
- New Hope (NHCOC) in Lucerne
- Lake County Bible Fellowship
- Middletown Community United Methodist Church

Many volunteers from other churches and civic clubs have also participated. This year we have received incredible support from the following agencies and businesses:

- Adventist Health
- Worldwide Healing Hands
- Sutter Lakeside Hospital
- North Coast Opportunities
- The Gleaners
- Konocti Christian Academy
- Our Tiny Diner
- Fresh and Bangin’
Red’s
Jimmy's Deli
O'Meara's
Judy's Junction
Park Place
The Yard
Rosey Cooks Catering
The Law Office of Mary Heare Amodio

We offer this list of partners as an acknowledgement of the diverse parts of our community that care about this work, this mission.
Additionally, members of our board meet regularly with members of city and county governance. It takes a village. Welcome to the village!

Manual
This Manual shall provide the repository of our rules, policies and procedures. It may be updated as needed at the leadership meeting. It is our intent to be guided by Lake County Laws and Ordinances, specifically for providing Emergency Center (see Ord. No. 3021, 12/16/2014) and emerging CoVid pronouncements.
Policies & Procedures of Hope Harbor CoVid Shelter

Leadership

Our leadership team has the duty and responsibility to follow the rules and regulations set forth by county, city and public health ordinance. Our Board currently consists of the following members:

- Rev. Shannon Kimbell-Auth, Board Chair and founding member
- Pastor Claudia Listman, Vice Chair and Fiscal Sponsor
- Mary Heare Amodio, Finance Secretary
- Nathan Maxman, Team Leader Chair
- Lacey Deas, Hiring Committee Chair
- Jacie Castell, At Large Community Member
- Bob Hamilton, Lake Ministerial Association Liaison and founding member
- Judy Conard, Member at Large
- James Campbell, shelter guest representative to the board
- Joey Luiz, staff representative to the board

Staff

Hope Harbor On-Site Manager, Gary Deas
tbd, reports to Board

Hope Harbor Administrative Manager, Michael Kimbell-Auth
Michael Kimbell-Auth, reports to Board

Hope Harbor Support Staff

Environmental Staff, maintain hygiene requirements for shower facilities
Social Determinant of Health, Asst. Manager, works long form referrals
Chore Asst Manager, assigns and facilities guest daily chores, cleaning, etc
Food Asst. Manager, Coordinates on site meals (breakfast and lunch daily) and work with evening meal dinner team (sponsors)
General Staff, provide safety and security for guests and employees, sign guests in and out, front desk etc.

Location

The Hope Harbor CoVid Shelter is located at 2150 S Main Street in Lakeport.
CoVid-19 Protocols

It is understood that non-congregate approaches to sheltering individuals is the ideal in our present circumstances. It is also understood that Lake County does not have adequate low-income housing to shelter each person experiencing homelessness in their own home and encampments provide greater threats to the health and wellness of individuals. Therefore, we shall observe the following protocols:

- **Rigid Spatial Distancing**
  Arrange all sleeping areas (including beds/cots) so that individuals are separated by putting a minimum of 6 feet between individual sleeping surfaces to prevent the spread of infections. Spaces of common interaction (intake, announcements etc) shall be marked with tape to indicate 6 feet separation. No groups shall congregate for spatially close conversations. Dining places shall be six feet apart. Spatial distancing shall be observed on site and off when absent for essential purposes. Guests observed to eschew spatial distancing shall be banned from the shelter.

- **Robust Hand Washing**
  Staff, volunteers and guests shall wash hands when:
  - Hands are visibly soiled
  - After using the bathroom
  - After wiping or blowing nose or sneezing in your hands
  - Before eating, handling food, drinking or smoking
  - After handling garbage or contact with contaminated surfaces such as garbage bins, cleaning cloths
  - Before entering any new room
  - Before preparing or taking medications
  - Before sitting at the common table

- **Cleanliness & Hygiene Practices**
  Regular cleaning schedules shall be maintained. All staff, volunteers and guests shall shower regularly, and wash clothes and bedding at least weekly. Cots and surfaces shall be sanitized daily. Floors and surfaces shall be cleaned three times per day. Staff shall post CoVid-19 updates regularly to encourage adherence to protocols. Individuals exhibiting symptoms of CoVid-19, including fever or cough, shall be screened and public health notified if signs of CoVid-19 are exhibited.

- **Shelter in Place order**
  Any guest found to be in violation of the SIP shall be banned from the shelter for the remainder of the order.
How the Shelter Works

First Come, First Served
The Shelter has a first come-first served policy. It transitioned from evenings only to full time at 5:30 p.m. on Monday March 30. Initially we had room for only 24. Since that time we have expanded to 40 inside cots and 10 outside “safe parking slots.” Guests should not “drop in” after the first day, but call to see if space is available. 707-533-0522. Agencies can also refer guests via this number. We coordinate with law enforcement that they will go over guest agreement with persons they are referring so they know what will be required of them if they come to the shelter. This is to avoid an influx of persons experiencing homelessness in the City of Lakeport that do not wish to abide by the rules. As long as participants are not disruptive and/or visibly intoxicated, they may remain. All participants must check-in and out. Any guest leaving the facility must explain that it for an “essential purpose” or risk losing their space.

Lights out/quiet time is from 10pm to 6am. Shelter rules are posted near the entrance. Participants are asked to review, accept and sign a form acknowledging the posted rules and policies. Violation of the rules will result in a request that the participant leave the Shelter. Guests may sleep in their car if they prefer and have completed registration. No person shall be allowed to sleep outside not in a vehicle. There have been a few exceptions made for Mental Health reasons for persons in a tent. Persons sleeping in their vehicles may use the shower, but will not have in and out privileges inside the building.

Intake Procedure
A 100 square foot area near the door shall be sectioned off for Intake Process and Management. The waiting area shall be marked with six-foot increments to maintain spatial distancing. Guests will not be permitted past this point before completing Intake Procedure. Guests may keep with them only what fits within the provided bin. Any additional belongings must be checked. Guests will not have frequent access to checked belongings. This is for the safety of all guests and volunteers of Hope Harbor and to enhance our capacity for deep cleaning. It is also to ensure that the rules of the Center are being upheld. Pocket knives and other such items will be checked in with belongings and put into the checked bag room. NO ONE is to access his/her checked belongings without staff present.

All medications must be checked in with staff. Staff can create a minder sheet of times medications are needed to ensure guests have appropriate access, but in no case shall a guest be allowed to retain opiates. There shall be a women’s and a men’s dorm. Guests may not fraternize in a dorm room to which they are not assigned.

There shall be a common area large enough for guests to relax and maintain 6-foot spatial distancing. A separate dining area shall be maintained where guests may eat in shifts while observing the six-foot spatial distance requirement.
Monitors and Volunteers
The shelter will be monitored by two staff present at all times. In case of emergency Managers and Board Members can be called. Contact numbers are located at the back of the manual.
People who volunteer have been the backbone of the Shelter however during COVID we have sought to limit the number of people in and out of the shelter so have limited access to guests and employees for the most part.
As SIP restrictions loosen we may begin utilizing more volunteers again.
Staff in the Shelter provide individuals with basic human needs—shelter and safety—with a spirit of warmth and hospitality. We hope that in this environment, guests feel welcome and are able to maintain their dignity. The kindness of staff is vital to helping guests feel welcome rather than helpless. Working in a shelter is a challenging yet rewarding experience. You will meet all kinds of people from all walks of life. Most participants will be easy to work with and grateful. Only a handful might present concerns. React with a combination of friendliness and common sense. In all encounters be mindful of our Principles of Care, specifically Trauma Informed Care and Harm Reduction. You can read more about these later in this manual.

Transportation
In the past we have supplied FREE transit for homeless men and women. We will no longer offer daily bus passes as the intent of the shelter is to shelter IN PLACE. Bus passes can be made available for essential needs such as doctor appointments. Guests must follow all Lake Transit rules or will be banned from the bus. Guests must observe spatial distancing and robust hand washing if they travel on public transit.

Security and Loitering
We will hire two Support Staff for each shift, each working an 8-hour shift that will overlap by one half hour with the next or previous shift. Each staff person shall be required to take a 30-minute lunch break. Staff must be awake throughout their shift. They shall perform a perimeter check once per hour. Loitering is prohibited on the shelter property. Any person on the shelter property not checked-in in as a volunteer or guest shall be asked to leave immediately. If they refuse to leave, law enforcement will be called. Registered guests may walk about the back side of the property if observing spatial distancing in groups of 3 or less.

Environmental Services: Daily Cleaning of facility
It is critically important that the facility operate on time and be cleaned within hours of operation. Every guest will be assigned a daily cleaning chore. This may include but shall not be limited to mopping the floors twice per day, sanitizing cots twice per day, cleaning tables during meals, or cleaning bathrooms. All guests must wash their sleeping bag one time per week. This time shall be assigned to them and they may include personal clothing in the load as well.
We will have Environmental Services Staff to operate the shower trailer.

Reporting Procedures
If any situation or incident needs to be reported: staff, volunteers or guests may use an Incident Report Form which shall be turned into the Manager. The Manager shall inform the Board of any event leading to an
incident report. A summary of any incidents should also be entered in the Passbook. Each shift the Team Leads and Support Staff must assure all daily reports are completed. This includes but is not limited to the Daily Logs for Volunteers and Guests, number of meals served, number of persons sleeping in shelter and in parking lot.

Pets
The Hope Harbor Warming Center understands that pets are important companions. Small pets may be allowed if under 20 lbs and kept in a kennel provided. Under no circumstances shall a pet be allowed to roam outside of the kennel in the building. If the client says their pet is a service animal, we will ask what the animal is trained to do; we cannot require certification before allowing them in. However, if the animal behaves IN ANY WAY outside of appropriate service animal behavior we will require that they leave; this includes but is not limited to barking at other guests, staff or volunteers and leaving the side of owner. We are willing to arrange an alternative wherever possible, e.g. we may be able to find a foster for pets. If a guest is sleeping in their car they may keep a pet with them. Any mess from the pet must be cleaned up by the owner of said pet.

Vehicles
Guests & Volunteers with vehicles must register their vehicles during the intake process. They will be given a parking pass, which should be clearly displayed on the dash of their vehicle. Cars left at the shelter or not registered will be towed at owner’s expense.
Violence & Harassment Policy
This policy applies to all employees, volunteers and guests of the Shelter. All workers, at every level, will be subject to discipline, up to and including discharge, for any violation of this policy. Volunteers and guests in violation of the policy will be barred from entry to the Shelter. Employees are prohibited from harassing others both on and off the employer premises and during or outside of work hours.

Defining Sexual Harassment
Sexual harassment is unwelcome conduct of a sexual nature that is persistent or offensive and interferes with an employee's job performance or creates an intimidating, hostile or offensive work environment. Sexual harassment is defined by the federal Equal Employment Opportunity Commission as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when, for example: a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment can be physical and psychological in nature. An aggregation of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

Examples Of Prohibited Conduct
Though sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include the following:

- Physical assaults of a sexual nature, such as rape, sexual battery, molestation or attempts to commit these assaults, and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, grabbing, brushing against another employee's body or poking another employee or guest's body.
- Unwelcome sexual advances, propositions or other sexual comments, such as sexually oriented gestures, noises, remarks, jokes, or comments about a person's sexuality or sexual experience.
- Preferential treatment or promises of preferential treatment to an employee or guest for submitting to sexual conduct, including soliciting or attempting to solicit any employee, volunteer or guest to engage in sexual activity for compensation or reward.
- Subjecting, or threats of subjecting, any employee, volunteer or guest to unwelcome sexual attention or conduct or intentionally making performance of the employee's job more difficult because of that employee's sex or threatening a guest's safe placement.
- Sexual or discriminatory displays or publications anywhere in Hope Harbor's shelter.
- Retaliation for sexual harassment complaints.
Responding to Conduct in Violation of Policy:

**Employees, Volunteers and Guests**
If any employee, volunteer or guest feels that he or she is being subjected to sexual harassment he or she may immediately inform the harasser that the conduct is unwelcome and needs to stop. If the inappropriate conduct does not cease, or if the employee is unable to or uncomfortable with addressing the alleged harasser directly, he or she should report the incident to his or her own Team Leader or Asst. Manager on Duty, whichever they are more comfortable with. The Asst Manager or Team Leader shall provide a written record of the date, time and nature of the incident(s) and the names of any witnesses and give this report to the Administrative Manager. The Administrative Manager shall bring the complaint to the Board Chair.

It is important to report all concerns of sexual harassment or inappropriate sexual conduct to the Manager or Board Chair as soon as possible. Management must be made aware of the situation so that it can conduct an immediate and impartial investigation and take appropriate action to remediate or prevent the prohibited conduct from continuing.

**Managers and Supervisors**
Managers and supervisors must deal expeditiously and fairly when they have any knowledge of sexual harassment within the shelter, whether or not there has been a written or formal complaint. They must:
- Take all complaints or concerns of alleged or possible harassment seriously no matter how minor or who is involved.
- Report all incidents to Director or Board Chair so that a prompt investigation can occur.
- Take any appropriate action to prevent retaliation or prohibited conduct from recurring during and after any investigations or complaints.

Managers and supervisors who knowingly allow or tolerate sexual harassment or retaliation, including the failure to immediately report such misconduct to Director or Board Chair, are in violation of this policy and subject to employment termination.
Intake
Intake (Arrival) Processing begins at 5:30pm on March 30. If we are not at capacity we will allow additional intake if a guest is brought by law enforcement or discharged from hospital after hours. Guests with a fever above 101.4 will be quarantined and not welcomed into the general population.

- Greet guests in a friendly, but businesslike manner.
- Once guest has completed forms, make name/number tags – 1 for the person, 1 for each bag to be checked in. Each guest is allowed only what fits in their assigned bin. Suitcases, bags, etc. are not allowed in the dorm but they may be checked. Checked items do not come with a guarantee of access.
- Intake volunteers will require all guests to empty their pockets, take off jackets and check for contraband items. Have guests place all items in plastic bags provided. Any item that would not be allowed in a courtroom is not allowed into the sleeping/dining area and must be placed in the checked bag room. Use small plastic baggies to keep loose/small items together. Ensure that all bags have a name-tag attached.
  All volunteers should use gloves in this process.
- Give any items to be checked to the bag room volunteer (or a volunteer runner). Guests should not handle their bags, after they have been checked in, except for change of clothes for shower.
- Intake should be done one by one so as to not overwhelm intake volunteers, and ensure protocol is being followed. We will provide a place for guests to wait in line that is marked in six-foot increments.

Shelter Rules
Everyone must go through the intake process.
We will only accept guests who are not disruptive and/or visibly intoxicated.
NO alcohol/drugs or alcohol/drug use on the premises.
NO sexual activity on the premises.
NO violence or threats of violence. This is a Zero Tolerance policy.

Everyone must remain on the property throughout the Shelter In Place order. Guests may leave for essential purposes only and check out with estimated return time. If a guest leaves the shelter for a non-essential purpose they will lose their place in the shelter.
One significant change in 24/7 operations is that guests may keep their tobacco and lighters. However, any smoking inside the building will result in immediate dismissal.
Smoking is ALLOWED outside. Smokers observed to leave butts on the ground will be dismissed from the shelter.
Please act respectfully towards all fellow guests, the people who are donating their time, and the property. Disrespectful or destructive behavior towards other guests, volunteers, or the property will result in immediate dismissal from the shelter.
These agreements make the center safe for everyone and ensure that it can continue to be open. Breaking any of the agreements will be dealt with immediately and may result in removal from the Warming Center. These rules are also listed on the Guest Agreement. Guests will be asked to read and sign the agreement form during the intake process. Guests are to be treated as partners in ensuring compliance within the community at large.
**Sick Guests & Staff**

Temperatures are checked when all person enter the building. Guests of the shelter will be quarantined if temp is above 101.4 and sick protocols followed. Staff or visitors will not be given entry if they have a temp above 101.4

**NOTE:** Staff- If you feel sick or have a fever, **STAY HOME**, and attempt to call a coworker to cover your shift. Please do not compromise the well-being of the guests or volunteers. Please notify the On-Site Manager as early as possible that you are not feeling well so that he/she is aware and can make other arrangements.

Avoid unnecessary contact with symptomatic people and keep spatial distance of at least six feet.

Staff and volunteers are asked to wear masks any time they are within 6 feet of another person. Masks will be provided.

We will have informative signage demonstrating how to slow the spread of germs (cover a cough, use hand sanitizer, etc.).

Volunteers and guests should be encouraged to wash hands often, for at least 20 seconds, especially after sneezing, coughing or contact with people who are sneezing and/or coughing.

Avoid giving out aspirin, ibuprofen, or other over-the-counter medications. However, if guests request these over the counter meds they should be allowed to take medications for themselves. French doctors have reported Ibuprofin can exacerbate CoVid-19. This has not been confirmed by the FDA which recommends ibuprofen over acetaminophen for heavy drinkers.

Use common sense or enlist the help of someone with first aid experience to determine if a person's illness is serious enough to warrant calling an ambulance. If a participant is ill, always ask “Do you need to go to the Emergency Room?” If the participant asks to go to the ER, inform Warming Center Manager and if appropriate, they will make arrangements to get the person there. **Document in the pass book any signs of illness or medical response**, for example, if a guest chooses to go to the ER.

**Do not hesitate to call 911 for an ambulance if someone is:**

- Unresponsive
- Having a seizure
- Exhibits signs of stroke or heart attack Appears to have a blocked airway
- Cannot be awakened or is unconscious Has irregular, shallow, or slow breathing Has irregular, weak, or slow pulse
- Has cold, clammy, pale, or bluish skin or is continually vomiting
- Shows signs of a possible head injury (e.g., talking incoherently)
- Has delirium tremens — a state of confusion and visual hallucinations

If an individual needs urgent care but is not sick enough to require emergency transportation, inform the Team Leader. They may be able to arrange for alternative transportation.

If a participant returns from the emergency room, s/he must show the emergency room discharge papers to be re-admitted into the Warming Center. **Do not re-admit if you suspect that the person has been drinking, or has a fever.**

**Potential Problems**

At the Warming Center you may be interacting with people with a diversity of backgrounds and problems. It is important to understand that most guests are very willing to follow the Warming Center’s rules and
policies. A few guests, however, may be disruptive for a variety of reasons. The following pages discuss possible problems and suggestions for resolution.

**Guest Agreement Violations**

Hope Harbor takes guest agreement violations very seriously. If rules are violated notify the On-Site Manager. They will determine if it can be resolved, if the issue should be immediately reported to the police, or merely recorded on the Incident Report form. If an incident is violent or threatening, the participant will be asked to leave or the police can be called (911) to remove the participant. Team Leader should follow reporting procedures.

**Smoking**

Smoking is allowed in designated areas only. Guests with a medical marijuana recommendation from their doctor and in possession of a valid 215 card will be allowed a medical break. No other cannabis, alcohol or mind-altering substances shall be allowed on site.

The time shall be set in cooperation with On-Site Manager when another volunteer or staff is present.

**Children**

Children must be with their parent or guardian at all times. Parents are responsible for their children and are expected to bring all the supplies that will be needed for their child. Staff shall work to refer guests with children to Department of Social Services for temporary hotel placement as soon as possible.

**Managing “Unusual” Behaviors**

We ask that volunteers who are uncomfortable managing any of the following behaviors to inform the Warming Center Team Leader and let the Team Leader manage the situation.

**Intoxicated Guests**

The Warming Center accepts people even if they appear intoxicated, but ONLY if they are not disruptive or a danger to themselves or others. If a guest is removed because of disruptions caused by drugs or alcohol it may be determined that they may not return for the rest of the season. This decision shall not be made lightly and must be agreed to by the On-Site Manager and Administrative Director. The following are guidelines on how to communicate and manage a person who is intoxicated.

**Stay calm**

Be guided by the Warming Center’s policies, rules, and your personal boundaries.

**Communicate appropriately**

- Use active listening skills
- Keep appropriate space between you and the person
- Try to listen without judging him or her as bad or immoral Avoid expressing moral judgments about his or her drinking
- Show you are concerned for his or her well-being

**Do NOT**

- Be critical of the person
- Label the person or accuse him or her of being “an addict” or “an alcoholic” Express your frustration at the person for having these problems
• Join in drinking with the person Bribe, nag, or threaten
• Take on the person’s responsibilities
• Feel guilty or responsible for enacting the Warming Center policies

**Monitor for danger**
There are four main crises associated with problem drinking:
• Intoxication with alcohol poisoning or severe withdrawal
• Aggression
• Suicidal thoughts and behaviors
• Non-suicidal self-injury

Ensure the person’s safety by asking if the injury is serious. If the injury is not serious, assist Warming Center monitor or the person to manage the injury.

**If the person is unconscious while waiting for the ambulance, assist Warming Center Team Leader in placing the person in the ‘recovery’ position:**
• Kneel next to the person.
• Place arm closest to you straight out from the body.
• Position far arm with the back of the hand against near cheek. Grab and bend the far knee.
• Protecting the head with one hand, gently roll the person toward you by pulling the far knee over and to the ground.
• Tilt the head up slightly so that the airway is open, making sure the hand is under the cheek.

**If There Are Signs That A Guest Is Suicidal**
It may be possible that someone may approach you and state they feel like s/he wants to kill her/himself or you may hear someone talk about wanting to commit suicide. If you hear of someone talking about suicide, report it to the On-Site Manager or Warming Center Team Leader and complete an incident report.

The following are guidelines on how to talk to someone who is potentially suicidal:
• Let the person know you are concerned and are willing to help Discuss your observations with the person
• Do not express a negative judgment Appear confident, as this can be reassuring
• Ask if the person is feeling like killing him/herself without dread

The following questions assess how developed a plan is:
• Do you have a plan to kill yourself?
• Have you decided how you would kill yourself?
• Have you decided when you would do it?
• Have you taken steps to secure the things you would need to carry out your plan?

If the person gives you an affirmative answer to the fourth question that means the plan is well-developed and the person needs immediate help. If the person states s/he wants to commit suicide immediately, call 911 and do not leave the person alone.

**Check for Two Other Risks**
• Has the person been using alcohol or other drugs?
• Has he or she made a suicide attempt in the past?

**Keeping the Person Safe**
If the person has an emergency contact number reach out to their emergency contact. Help the person
identify past supports. Involve them in decision-making.
Call law enforcement if the person has a weapon or is behaving aggressively.

Do NOT

• Leave an actively suicidal person alone
• Use guilt and threats to try to prevent suicide, such as: “You will go to hell”, or “you will ruin other people’s lives if you kill yourself”
• Do not agree to keep their plan a secret

**Guests having a Psychotic Experience**
The HUD 2015 Continuum of Care Homeless Assistance Programs Homeless Populations and Subpopulations report for Lake County, CA (dated October 29, 2015) listed 288 people who were identified as unsheltered, of these 157 were identified as being “Severely mentally Ill.” With limited resources for people affected by mental illness, it is reasonable to assume we will have guests who are mentally ill and a participant may experience a psychotic episode while at the Warming Center.

**What is Psychosis?**
Psychosis is a condition in which a person has lost some contact with reality. The person may have severe disturbances in thinking, emotion, and behavior. The person may be experiencing hallucinations or delusions. Psychosis usually occurs in episodes and is not a constant or static condition.

**How to Help**

• Approach the person in a caring and nonjudgmental way Choose a private time and place, free from distractions
• Let the person know you are concerned and want to help; state the specific behaviors that concern you
• Be sensitive to the way the person is behaving
• Let the person set the pace and style of interaction; do not touch the person without permission and only if absolutely necessary
• Respect the person’s privacy and confidentiality
• Invite them to sleep in the designated sick area to limit disruption for other guests

Try NOT to

• Confront the person or criticize or blame Take delusional comments personally Use sarcasm or patronizing statements
• State any judgments about the content of the beliefs and experiences

**When Communication is Difficult**

• Talk in a clear, concise way using short, simple sentences; speak quietly in a nonthreatening tone at a moderate pace; answer questions calmly
• Comply with reasonable requests Maintain your safety and access to an exit Do not do anything to agitate the person Call 911 if the person does not calm down.

**Conflict/Anger between Guests**
Living closely with new people can be difficult. We hope that most guests will support and care for one another, but anger and tensions may mount and conflicts can occur between individuals and/or families. Anger is a natural -- although sometimes unwanted or irrational -- emotion that everybody experiences from time to time. Conflicts may arise as a result of two or more people having a difference of ideas, beliefs or
goals. If intervention is required, the Team Leader should talk to both parties individually, and act as mediator. The following are some guidelines about managing anger and conflict:

**Defusing Anger**
Keep in mind that the needs of an angry speaker are:
- To vent and release anger
- To get the listener’s attention
- To be heard and to be understood

**Tips for De-escalating the Situation**
- Treat the person with respect and dignity; be attentive and patient
- Speak slowly and confidently with a gentle, caring tone of voice; offer emotional support and understanding
- Use positive words instead of negative words
- Stay calm and avoid nervous behavior
- Try to be aware of what may exacerbate the person’s fear and aggression If asked for, provide practical help and other information.
- If necessary, take a break from the conversation

**Tips for Managing Conflict**
- Take some time to acquaint yourself with what is happening
- Acknowledge that a difficult situation exists
- Let individuals express their feelings; help to define the problem
- Determine if there is an underlying need that is not being met
- Find common areas of agreement, no matter how small
- Try to find solutions to satisfy needs
- List consequences of inappropriate behavior as institutional rather than personal

**Do NOT**
- Argue or challenge or threaten the person
- Raise your voice or talk too fast
- Restrict the person’s movement
- Make promises that you cannot keep
- Adopt a patronizing attitude or talk down to the person
- Tell people how they should feel
- Trivialize a person’s problems, worries, or concern

If a conflict becomes physical, ask the participant to leave the premises. Do not put yourself, another volunteer, or a participant in harm’s way. At no time should anyone, guests, or volunteers, be subjected to physical or verbal abuse. If the participant does not leave, call the Warming Center Team Leader for advice or call the police directly. Complete an incident report with the details of the incident.

**Sexual Offenders**
Both the Volunteer Form and the Intake Form for guests ask the following question:
Are you required by law to register with any state or local government agency for any reason?
- ☐ Yes (if yes, you MAY STILL STAY, but On-Site Manager must be alerted)  ☐ No
If a guest or volunteer answers yes to this question, alert the On-Site Manager immediately. The On-Site Manager will then have the following conversation:

- Acknowledge that you are aware they have been mandated to register with law enforcement but that this does not necessarily mean they cannot stay at the center.
- Explain they must sleep in common area.

**Volunteers and Staff shall wear a name tag at all times to identify them as a volunteer or staff.**

**When you don’t know what to do because it is not covered in the manual CALL FOR HELP.**

Your first call should be to the On-Site Director, next the Administrative Director and finally the Board Chair. These phone numbers are listed on the back page of the manual. Do not share these phone numbers with anyone outside of the leadership team.
Referral Plan

After a brief INTAKE process and completing the mandatory one-page GUEST AGREEMENT guests may enter the Shelter for a hot meal and a cot to sleep on where they are warm and safe for the duration of the SIP. Those that choose to participate in a more in-depth interview process to identify needs and barriers across multiple social determinants of health will be assigned a referral volunteer. Guests wishing these additional services must complete the HMIS RELEASE OF INFORMATION and the VI-SPDAT with their referral volunteer. Volunteers who wish to work with referrals will receive additional training around 16 domains of care and service providers in Lake County. The domains include:

**SHELTER**
- Identify what constitutes a safe place to live
- Find housing client can afford either on their own or with a roommate
- Identify housing programs for which client may qualify

**TRANSPORTATION**
- Find ways to get to and from medical appointments
- Help client complete application forms for local transportation programs

**LEGAL**
- Help identify legal issues and potential assistance

**ADVOCACY ACTIVISM**
- Would client like to get involved with/organize a local interest group
- Be empowered to articulate story to raise awareness of issues, causes and needs of people who are currently experiencing homelessness

**FAMILY, PERSONAL & PEER RELATIONSHIPS**
- Are there family members the client would like assistance to reconnect with?
- Do they need help to find a faith community?

**REPRODUCTIVE HEALTH**
- Assistance with finding appropriate birth control
- Plan for client’s sexual health

**OFFICIAL ID & VITAL RECORDS**
- Get a photo CA ID or driver’s license
- Get a Social Security card
- Get a birth certificate
- Establish proof of income

**EDUCATION & EMPLOYMENT**
- Further education, complete GED, high school or enroll in community college
- Job assistance, résumés, application

**MENTAL HEALTH**
- Would they like assistance finding a particular support group or mental health counselor
FOOD & NUTRITION
• Get access to healthy food
• help find free meals and/or food pantries around the lake

PROVIDER RELATIONSHIPS
• Feel at ease in health care providers office
• do they want someone to accompany them to a medical appointment because they don’t feel comfortable or understand some aspect of their health care

MEDICATION & MEDICAL SUPPLIES
• get medical equipment that will help manage chronic conditions

HEALTH MANAGEMENT
• Do they have health insurance or a primary-care provider
• World Wide Healing Hands will come and give flu shots in December and follow up in February and March
• assistance making doctor appointments

SUBSTANCE USE DISORDER
• Learn more about how drug or alcohol may affect chronic conditions
• Help find someone they can talk to about alcohol or drug use
• Addiction, Assessment & Connection

BENEFITS & ENTITLEMENTS
• Apply for assistance
• Apply for health insurance
• Figure out if they qualify for additional income
• Would using a payee help with sustainable housing

OTHER: IDENTIFY WHAT ELSE DO THEY NEED TO MOVE FORWARD
Principles of Care

The mission of the LMA Community Warming Center is to provide a warm and safe place to sleep for unsheltered individuals during intemperate weather. We aim to create a space that is physically and emotionally safe for all, regardless of race, ethnicity, nationality, religion, gender, gender identity, or sexual orientation.

One aspect of creating a place that is safe emotionally is recognizing that many of our guests have experienced significant trauma that has contributed and/or been caused by their lack of adequate shelter. Therefore we practice Trauma Informed Care and Harm Reduction.

Trauma Informed Care
According to the Substance Abuse and Mental Health Services Administration (SAMSHA), trauma-informed care “organizations, programs, and services are based on an understanding of the vulnerabilities or triggers of trauma survivors that traditional service delivery approaches may exacerbate, so that these services and programs can be more supportive and avoid re-traumatization.” Trauma-informed care also can be viewed as an overarching philosophy and approach, or even as a set of universal precautions, designed to be both preventive and rehabilitive in nature, in which the relationship among environment, triggers, and perceived dangers is noted and addressed. It is highly recommended that Asst. Managers and Team Leaders become familiar with the principles of Trauma Informed Care. A free curriculum is located here: https://camdenhealth.org/trauma-informed-care/

Harm Reduction
Occasionally we are asked why we allow guests to show up drunk or high if we do not allow alcohol or drugs. Why not require sobriety first? One piece of the answer is our commitment to Harm Reduction. Harm Reduction refers to a set of principles or strategies aimed at reducing harm which are not solely focused on eradicating consumption or behavior. Harm reduction can be defined broadly as acceptance of an individual and meeting that person “where they are at” regardless of their behavior or lifestyle and practice. Critics sometime refer to this cynically as “anything goes” but it is much more strategic than it may appear. Each relapse is an opportunity for increased engagement and motivational intervention. To learn more about Harm Reduction go here: https://camdenhealth.org/harm-reduction/

On Religion
We are a program of the Lake Ministerial Association. This does not mean our guests are required to be Christian. Nor do we have any religious litmus test they must pass or participate in. All are welcome. It is acceptable to invite guests to join any of our partner congregations for worship, Bible Study or prayer as long as it is an invitation and in no way a requirement or makes them feel emotionally unsafe. Community announcements are each night at 6:30pm and you are welcome to announce groups or events at your church to which they would be welcome.
Using AIDET

AIDET® is an acronym that stands for Acknowledge, Introduce, Duration, Explanation, and Thank You.

AIDET® is a communication framework that:

- Improves perception of client care for outreach and service they receive
- Helps reduce their anxiety (thus improving outcomes)
- Builds safety, security and sense of being part of this community
- Ensures that all Warming Center Partners, staff and volunteers are delivering consistent measures of empathy, concern, and appreciation for our guests.

### A1DET Communication Framework

<table>
<thead>
<tr>
<th>Acknowledge</th>
<th>Introduce</th>
<th>Duration</th>
<th>Explanation</th>
<th>Thank you</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acknowledge each person by making eye contact, with a smile, and/or verbal acknowledgement for each {staff, volunteer or guest}.</td>
<td>Introduce yourself, and your role at the Warming Center. If you don’t know their name, ask.</td>
<td>Give an accurate duration of their wait time to the best of your ability.</td>
<td>Explain step by step what will happen, answer questions, and who they can speak with if they have a question or need (for example who is the Asst. Manager on duty).</td>
<td>Thank them for their patience and cooperation.</td>
</tr>
</tbody>
</table>

### A1DET Sample at Warming Center

<table>
<thead>
<tr>
<th>Acknowledge</th>
<th>Introduce</th>
<th>Duration</th>
<th>Explanation</th>
<th>Thank you</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hello, welcome! I’m glad you are here tonight.</td>
<td>My name is Michael and I am the Director of the Warming Center this year. What is your name? (assume answer if John)</td>
<td>Nice to meet you, John. This first part won’t take very long but everyone needs to compete the registration process before they can proceed.</td>
<td>You can have a seat and someone will call you to come to the table. After you have completed your Guest Agreement, which is basically about how we want to make this a safe and secure place for everyone you will check your belongings and be welcome to get a hot meal.</td>
<td>Thank you for being patient with us. We will get faster as we go along.</td>
</tr>
</tbody>
</table>
Daily Schedule

8am  Morning Wake Up
8-9am  Breakfast
9am  Morning Chores
10am-3pm  Showers and laundry are available by appointment only
12:30-1:30  Lunch
1:30  Afternoon Chores
6pm  Dinner
7pm  announcements
8pm  Evening Chores
10pm-6am  Quiet Time

If a guest needs to leave for essential purposes it must be between the hours of 10:00am and 3:00pm.

- They must sign in and out at the front desk
- They must bring proof of purpose (for example if they say groceries, they must show groceries or receipt).
- It is acceptable for guests to go to work and to doctor appointments outside of the 10-3 timeline.
- Guests returning after the designated time, or who fail to show the essential nature of their absence may potentially be refused entry.
Staff Roles and Job Descriptions

HOPE HARBOR ADMINISTRATIVE MANAGER (AM), *reports Board*

The Administrative Manager (AM) will provide leadership to maintain the health, safety and operations of Hope Harbor in Lake County. The AM shall administer and promote Hope Harbor. This will include, but is not limited to:

1. **Management, training, scheduling and supervision of the Center Staff, Interns and Volunteers:**
   - Will work with hiring committee to recruit Center staff.
   - Will recruit volunteers and team leaders by participating in local ministerial association and communicating with other agencies and services groups as appropriate.
   - Will recruit staff and volunteers by participating in local meetings for homeless service providers.
   - Will conduct trainings for all staff, interns and volunteers before they begin serving. (This might move to On-Site Manager if we have an onsite manager that has done this work before)
   - Will review and approve time cards for staff.
   - Will work with Treasurer to ensure compliance for tax reporting.
   - Will maintain schedule of employees.
   - Will have a minimum of one touch point for each employee and board member, at least one time per month, this may include but is not limited to, checking in during shift, rounding or commendation letters.
   - Will connect with community college “Human Service” programs to recruit interns.

2. **Communication and coordination with the Warming Center Committee and Site Requirements:**
   - Will work with committee to secure/maintain site for Warming Center. This includes landlord relations, utilities and civic relations (communicating regularly with police chief and city manager).
   - Participate in all possible calls on COVID-19 for homeless service providers and public health calls
   - provide weekly reports on Hope Harbor census
   - Will provide regular reports on Hope Harbor activity to Committee including general information on ministry provided and list of local contributing partners (eg, which restaurants or service groups have donated so committee members can thank them)

3. **Maintenance of statistical data and other required documentation:**
   - Initiate/continue participation in federally-mandated Homeless Management Information System (HMIS)
   - Monitor California HMIS requirements
   - Ensure client information is kept up-to-date in HMIS
   - Maintain Warming Center Operations Manual
   - Ensure current operations comply with all current laws/rules/regulations
   - Participate in all Homeless Service provider calls mandated by any funding source we are presently, or hope to, utilize.

4. **Represent and advocate for the Warming Center at appropriate community meetings, service clubs, churches and committees, coordinate outside agency services**
   - Make presentations to City Councils and Board of Supervisors on regular basis
   - Create online funding streams
   - Coordinate fundraising
   - Thank you letters to all donors & volunteers
• PSA radio and cable announcements
• Participate in Continuum of Care (This is critically important!)
• One article or radio appearance per week to media outlets
• Manage Facebook page
• Actively pursue speaking opportunities with community organizations
• Attend Board of Supervisor Meetings to bring issues of homelessness to the front at every opportunity
• Engage opportunities to impact Housing Element

HOPE HARBOR ON-SITE MANAGER (OSM), reports to Board
The On-Site Manager (OSM) will provide leadership to maintain the health, safety and operations of Hope Harbor in Lake County. The OSM shall ensure that the day to day operations of Hope Harbor are covered. This will include, but is not limited to:

(1) Management, training, scheduling and supervision of the Center Staff, Interns and Volunteers:
• Will work with Administrative Manager (AM) and hiring committee chair in hiring process for Center Staff.
• Will conduct trainings for all staff, interns and volunteers before they begin serving.
• Will review and approve timecards for staff and ensure they are submitted to AM in a timely manner to ensure payment.
• Will work with AM to ensure staffing of employees and volunteers is sufficient.
• Supervise and direct staff and guests.

(2) Communication and coordination with the Warming Center Committee and Site Requirements:
• Will work with facilities volunteer, Gary Deas, to identify any safety, plumbing, electrical issues. Gary Deas is the primary contact with landlord.
• Participate in all possible calls on COVID-19 for homeless service providers and public health calls
• Will provide weekly reports on Hope Harbor census to AM
• Will provide regular reports on Hope Harbor activity to AM. (eg, which restaurants or service groups have donated so committee members can thank them)

(3) Maintenance of statistical data and other required documentation:
• Ensure client information is kept up-to-date and relay to AM
• Ensure current on-site operations comply with all current laws/rules/regulations

(4) On-Site Daily Operations Duties:
• Create and maintain inventory and needs list
• Ensure “Daily Announcements” on CoVid and shelter news
• Ensure “Daily Announcements” are posted, in writing, for guests, volunteers and staff to read and be referred to
• Maintain routine inspections (are tables being cleaned, are cots being sanitized, are people washing hands before entering common areas etc)
• Weekly cleaning schedule (every guest must wash sleeping bag and clothes one time per week, create schedule for them to do it)
• Ensure staff, volunteers and guests are observing CoVid protocols
• Create and maintain daily log of inspections, interactions with Law Enforcement, etc..
• Create and maintain daily chore chart for guests to participate in (dumping garbage, extra wipe down duties)
• Create and maintain a check in/out sheet for guests who leave to do “essential” tasks
• Create and maintain a process for smoking time (ex: only 4 people out on steps to smoke at a time and there is “pass” process)
• Work with AM on setting up and hosting on-site AA meetings, haircuts, and activities
• Ensure staff are taking breaks, communicating appropriately with guests and following COVID protocols
• Ensure daily temperature checks of all staff and visitors

(5) Important general expectations:
• Must have some understanding of this population
• Must have clear communication skills
• Must be able to work/cover any position/shift when someone calls off
• Must ensure all labor laws are being followed by staff
• Must have knowledge, skills and abilities to be a leader who leads by example.
• Other duties as assigned / identified

HOPE HARBOR Support Staff (SS), reports to On-Site Manager
The primary role of Support Staff is to ensure safety and security of the guest, staff, volunteers, and facility. They will need to be familiar with all roles and tasks being carried out during the shift, should they need to provide direction and assistance.
Support staff will arrive and read reports from previous shift. They will know who is on site and names of guests on site. Support staff will assess if any beds are available and complete intake process if new guests arrive.
There will be two support staff on site at all times. They will be stationed at different areas of the facility and interact with guests as appropriate.
Support staff will be familiar with current Covid-19 protocols (which will be included in training) and reinforce them on site with all staff, volunteers and guests.
Support staff will interact with guests to deescalate high tension incidents and diffuse tension.

5:00pm to 1:30am Shift
Duties include, but are not limited to
• Making certain all guests staying onsite, inside or in a vehicle, have been recorded in log and each individual client file.
• Hourly perimeter check
• Evening announcements
• Help with dinner as needed
• Oversee evening chores
• Enforce quiet time beginning at 10pm
• Check with On-Site Manager if there are guests who will require medication during shift
• Prepare laundry and shower schedule for following day

1:00am to 9:30am Shift
Duties include, but are not limited to
• Hourly perimeter check
• Wash Towels from Shower Trailer
• Prepping for Breakfast
• Enforce quiet time until 6am
• Check with On-Site Manager if there are guests who will require medication during shift
• Wake all guests at 8am
• Remind guests who have laundry duty that day

9:00am to 5:30pm Shift
Duties include, but are not limited to
• Hourly perimeter check
• Help with lunch as needed
• Oversee 10am Chores
• Interact with guests in a calm and pleasant matter
• Manage sign in and out log

Each shift will be provided a more detailed check list for each day.

HOPE HARBOR Environmental Services (ES), reports to On-Site Manager
The primary role of Environmental Service is to ensure safety and security of the Shower Trailer Operations. Please see the Pop-Up Care Shower Trailer Manual for more details.
ES staff may be asked to help inside as needed as well.

Volunteer Opportunities
Because of the rapidly changing nature of the shelter these roles have not yet been redefined, but are areas where volunteers may serve.
  Team Leader Intake
  Volunteer Referrals
  Meals
Community Support, City Regulations

It is our desire to follow county regulations as good partners in our community. We are trying to engage best practices using our experience, as well as the experience of other successful shelters. The following regulations come from the City of Lakeport Municipal Code, specifically Emergency Shelters: (LMC 17.28.010:EE).

LMC 17.28.010
EE. Emergency Shelters in a C-3 Service Commercial District.

1. Purpose. The purpose of these regulations is to establish standards to ensure that the development of emergency shelters (shelters) does not adversely impact adjacent parcels or the surrounding neighborhood and that they are developed in a manner which protects the health, safety, and general welfare of the nearby residents and businesses. These performance standards shall apply to shelters. A use permit is required to establish a shelter that does not meet the location, development, and/or operational standards of this section or that would provide more beds than allowed by this section.

2. Location. A shelter may be established in any "C-3" service commercial district; provided, that the property boundaries are located more than three hundred feet from any other shelter (measured from property line to property line) unless it is separated therefrom by a state highway.

3. Maximum Number of Beds. A maximum of twenty-four beds may be provided.

4. Property Development Standards. The development shall conform to all property development standards of the C-3 zoning district (Chapter 17.11), as well as Chapters 17.23 (Parking, Access and Loading), 17.27 (Architectural and Design Review), 17.28 (Performance Standards), and 17.52 (Signs).

5. Length of Stay. The maximum length of stay at the facility shall not exceed one hundred twenty days in a three-hundred-sixty-five-day period.

6. Hours of Operation. Shelters shall establish and maintain set hours for client intake/discharge. Hours of operation must be prominently posted on site. Clients shall be admitted to the facility between six p.m. and eight a.m. during Pacific Daylight Time and five p.m. and eight a.m. during Pacific Standard Time. All clients must vacate the facility by eight a.m. and have no guaranteed bed for the next night.

7. On-Site Parking. On-site parking shall be provided in the ratio of one space for every six adult beds or one-half space per bedroom designated for family units with children. One space shall be provided for each manager/staff member. Bike rack parking shall also be provided by the facility.

8. Lighting. Adequate exterior lighting shall be provided for security purposes. The lighting shall be stationary and shielded/downlit away from adjacent properties and public rights-of-way.

9. Required Facilities. Shelters shall provide the following facilities:
   a. Indoor client intake/waiting area of at least one hundred square feet. If an exterior waiting area is provided, it shall not be located adjacent to the public right-of-way and shall be visually separated from public view by minimum six-foot-tall visually screening mature landscaping or a minimum six-foot-tall decorative masonry wall. Provisions for shade/rain protection shall be provided.
   b. Interior and/or exterior common space for clients to congregate shall be provided on the
property at a ratio of not less than fifteen square feet per client, with a minimum overall area of one hundred square feet. Common space does not include intake areas.

10. Optional Facilities/Services. Shelters may provide one or more of the following types of common facilities for the exclusive use of residents:
   a. Central cooking and dining room(s) subject to compliance with county health department requirements.
   b. Recreation room.
   c. Counseling center.
   d. Child-care facilities.
   e. Other support services intended to benefit homeless clients.

11. Shelter Management. The shelter provider or management shall demonstrate that they currently operate a shelter within the state of California or have done so within the past two years and shall comply with the following requirements:
   a. At least one facility manager shall be on site and awake at all times the facility is open. The manager’s area shall be located near the entry to the facility. Additional support staff shall be provided, as necessary, to ensure that at least one staff member is provided in all segregated sleeping areas, as appropriate.
   b. An operational and management plan (plan) shall be submitted for review and approval by the community development director. The approved plan shall remain active throughout the life of the facility, and all operational requirements covered by the plan shall be complied with at all times. At a minimum, said plan shall contain provisions addressing the following issues:
      i. Security and safety: addressing both on- and off-site needs, including provisions to ensure the security and separation of male and female sleeping areas, as well as any family areas within the facility.
      ii. Loitering/noise control: providing specific measures regarding operational controls to minimize the congregation of clients in the vicinity of the facility during hours that clients are not allowed on site and/or when services are not provided.
      iii. Management of outdoor areas: including a system for daily admittance and discharge procedures and monitoring of waiting areas with a goal to minimize disruption to nearby land uses.
      iv. Staff training: with objectives to provide adequate knowledge and skills to assist clients in obtaining permanent shelter and income.
      v. Communication and outreach with objectives to maintain effective communication and response to operational issues which may arise in the neighborhood as may be identified by city staff or the general public.
      vi. Adequate and effective screening: with the objectives of determining admittance eligibility of clients and providing first service to Lakeport area residents.
      vii. Litter control: with the objective of providing for the regular daily removal of litter attributed to clients within the vicinity of the facility. (Ord. 903 §5, 2016; Ord. 893 §3(12), 2014; Ord. 887 §1(H), 2013; Ord. 880 §2(3), 2010; Ord. 868 §1(C), 2007; Ord. 821 §1(part), 2003; Ord. 796 Al. A(part), 1999)
History of Warming Center & What We Have Learned

Year One: 2015-2016

On January 4th, 2016 the Lake Ministerial Association (LMA) opened a Warming Center. Our final night last year was April 1st. We were open a total of 65 nights. Transportation to the Warming Center was provided by Lake County Transit free of charge from the corner of Third and Main in Lakeport to the Seventh Day Adventist Church. They did not operate on holidays but served the center a total of 62 days and offered a total of 1,210 rides for a total subsidy value of $1,513.

A small percentage of guests came in their own cars, three regularly rode their bikes and a few received rides from Good Samaritans or occasionally family members. At least two walked.

Who and how many have we helped? We welcomed a total of 85 guests. Of these 57% have family and/or close friends in Lake County. Some were raised here and went to school with the center volunteers. Others remember neighbors from years gone by. 20 were raised out of county and 16 guests reported no friends or family in any location.

One PIT survey revealed that 16% of unsheltered persons in Lake County are Veterans. The HUD 2015 Continuum of Care Homeless Assistance Programs Homeless Populations and Subpopulations report for Lake County, CA (dated October 29, 2015) listed 21 Veterans of out of 288 unsheltered persons or 7.29%. Of the 85 we served 11 reported being Veterans. This equates roughly to 13% so is consistent with the overall expectation. 6 of the 11 Veterans were ultimately prohibited from returning to the center for failure to follow the rules and causing disturbances that threatened the peace and safety of the center. Prohibiting a few made it much more peaceful for many. Of the 74 non-Veteran guests an additional 5 were banned. 66% of our guests were male and 34% female. 9 of the 10 guests prohibited from returning to the center were male.

Of the 2015 survey 157 of the 288 identified unsheltered persons were identified as severely mentally ill. While we experienced a variety of behaviors associated with mental illness only one episode is really worth mentioning in terms of this report. One guest with a multiple personality disorder was asked not to sleep in the area with other guests because he was arguing with himself in multiple voices which alarmed other guests. When he was asked to move to the main area away from the sleeping area, he hit a large hole in the wall. The hole was the size of a basketball. It was repaired and the man was asked not to return because this was not the first time he had hit the wall, though the damage was very minimal prior.

Nine of our guests were under the age of 14. Twelve guests were between the ages of 20-29. Twelve between the ages of 30-39. Fourteen between the ages of 40-49. The largest age group is among those from 50 to 59 years with 23 guests falling into this range. Nine guests were between 60 and 69. One guest was 70 years old. 5 are not listed in this age breakdown.

I did not compute our average daily census, but in the first few weeks it was not unusual to have less than a dozen guests each night. In the last month we had consistently between 20 and 24 (the upper limit we are allowed) each night. The census is generally lower the first few days of the month and higher towards the end.

Every night the center was open we had a minimum of 6 volunteers. Some nights we had significantly more.
5 guests found regular employment while staying with us. 8 found sustainable shelter. Two families moved to another community with the expectation of finding housing so this number may be higher.

We had two neighbors living in houses close to the center complain about the “homeless problem” they believed we were creating. One complained to me saying she had photos of homeless people on her property and that it was causing her son to have anxiety attacks. She sent me photos, but they showed only one homeless man walking his dog on the church property, not hers. Another neighbor complained to the church office. I believe it was this same neighbor who attacked one of the homeless men waiting for the center to open. Three center guests were standing in the Baptist Church parking lot across the street from the center waiting for it to open. The parking lot is adjacent to the driveway of the neighbor in question. Two of the center guests walked away when the neighbor started yelling at them but the third yelled back and things escalated quickly. The neighbor physically attacked the homeless man, trying to force him into his vehicle and hitting his head against the truck. When the neighbor started to walk back to his own property the homeless man followed him. This led to the neighbor being stabbed and the homeless man being arrested on the neighbor’s property.

After this event the Leadership Team discussed what we could have done differently to prevent both attacks; first the neighbor attacking the guest and then the guest stabbing the neighbor. Clearly it could have been prevented had the neighbor not started the altercation, but what could we have done to provide a climate where it was less likely? If there was a designated place for people to wait for the center to open this may not have happened. Guests cannot check in early because we weren’t actually open, but for those walking or driving it is difficult to judge the time it takes to get there. Of the three who were waiting, one was driving, one was on a bicycle and one was walking. Another center handles this difficulty by having a check in center during the day were everyone must pre-register and no walk ins are allowed, but they can check in to reserve their spot at any time during the day, still giving them time to get to the center. It would add a level of difficulty for the guests, but may have prevented this incident. Another center manager I spoke with this week said they have a day shelter with resources for the guests and the location of the night shelter rotates so everyone has to check in to the day shelter to learn the location.

Another comment we heard was that just having the center increased the number of homeless people in our community. We did not have a single person during intake who said they came to Lake County because of the center, although there was one from Middletown and a few from Clearlake. Each of these was already in the county however. It did become easier to identify homeless people in Lakeport. Community had been born where there was none. Our guests can be skilled at hiding in public, so as not to be seen, harassed or arrested for their homelessness. Now they are easier to spot because they were no longer alone and had formed friendships out of the safety of the center. The sense of community formed was not limited to our guests. The volunteers grew closer together as well; the churches and service groups who volunteered became better connected to our shared ministry in Jesus’ name.

At our final Leadership meeting for this year’s Warming Center we identified several other issues we would like to work on before the next attempt.

More community outreach before opening center explaining clearly that “having a homeless problem” does not mean you have a homeless problem because you can now see people who are homeless. Homelessness is a reality in our community. The question is, “what can we do to provide shelter for our homeless
neighbors?"

While we had originally thought to have all volunteers, the ability to have a paid security person provided critical continuity. We believe it would be ideal to have a single Center Manager who is also paid and present every night rather than rotating Team leaders.

We used a single intake form for each guest but we feel a file on each guest would be more efficient to track services and identify issues pertaining to them individually, for example church A provided this person clothes, church b talked to them about being quiet at night, etc.

Showers should be first come first served. We thought the sign up would allow folks the freedom to eat etc, but what it did was push the volunteers to stay later because there were long breaks when the showers weren’t used as guests tried to get the last shower for the night and after the smoke break

Instead of each Team Leader Coordinating their volunteers and the food, we feel that one person coordinating all of the food would be more useful

The community partners who did provide additional services were very appreciated. We would like to see support for wrap around services however such as county programs providing a staff person to sign guests up for Social Services, food stamps etc.

Other resources we felt would have helped the smooth operation of center:

- if Behavioral Health could have provided a counselor or staff person
- if there would have been a substance abuse volunteer to speak with guests about available services
- Guests need a place to receive mail, but the process for getting a mailbox requires two forms of id showing residence. Unsheltered people cannot provide this.

One question we have been asked often following the center is: “Was it successful?”

The mission of the LMA Community Warming Center was to provide a warm and safe place to sleep for unsheltered individuals during intemperate weather. We aimed to create a space that was physically and emotionally safe for all, regardless of race, ethnicity, nationality, religion, gender, gender identity, or sexual orientation. We believe we accomplished this mission. In fact, in some ways we exceeded the mission because we were able to help some find jobs and sustainable shelter.

-Respectfully Submitted, Pastor Shannon, President of the Lake Ministerial Association

Year Two & Three: 2016-2017, 2017-2018

Once again, the Lake Ministerial Association (LMA) and dedicated volunteers from around the lake met the needs of the homeless in Lakeport. On December 24, 2016 the warming center at the Lakeport Community Seventh-day Adventist church was opened. The danger had passed and the doors closed April 1, 2017. Open for a total of 99 days.

The process started much earlier with the county’s new requirement of a permit to open the facility. The LMA raised the required $2659 to pay for the permit, but we were given a emergency activation on Dec. 24.2016.

Again, this year’s transportation was generously provided by Lake County Transit free of charge from our new stop in front of the old Natural High school. They provided rides every weekday except for holidays to
the Lakeport Seventh-day Adventist church on Hill rd. They served the center for 71 days and offered a total of ____________________________ rides for a total subsidy value of ________.

While most came by bus a couple of our guests had their own vehicles, three rode their own bikes (one receiving a new bike from a donor), others still got rides from family members and "Good Samaritans", and at least three walk to the Warming Center.

Who do we help? These are members of our community that we help, people who were born and raised in Lake County. They have lived here a combined total of 1038 years and 7 months for a average amount of 11 years. The only reason the average is not higher is because several of them have lived here their entire lives which consisted of 5-6 months. We had a total of 103 registered Warming Center guests; our friends and neighbors, schoolmates, and co-workers.

Also, on February 20, 2017 thanks to already being open and staffed we were able to house the residents who were affected by the floods. While still running the Warming Center, we registered 127 additional guests. With 20 of those guests being fed only and having another place to stay. 3 families stayed in RV's that they were able to hook up at the church. They evacuees ranged from 87 years old to 3 months old.

We served a total of 7 vets. One PIT survey revealed that 16% of unsheltered persons in Lake County are Veterans. The HUD 2015 Continuum of Care Homeless Assistance Programs Homeless Populations and Subpopulations report for Lake County, CA (dated October 29, 2015) listed 21 Veterans of out of 288 unsheltered persons or 7.29%. Of the 85 we served 11 reported being Veterans. This equates roughly to 13% so is consistent with the overall expectation. 6 of the 11 Veterans were ultimately prohibited from returning to the center for failure to follow the rules and causing disturbances that threatened the peace and safety of the center. Prohibiting a few made it much more peaceful for many. Of the 74 non-Veteran guests an additional 5 were banned. 66% of our guests were male and 34% female. 9 of the 10 guests prohibited from returning to the center were male.

The rest of the numbers for the Center will include the time spent as an Evac Center (EC) and Warming Center (WC).

39 of our Guests were under the age of 17(30EC, 9WC), 36 guests were between the ages of 18- 29(21EC, 15WC). 25 of our guests between the ages of 30-39(13EC, 12WC). 43 between 40-49 years of age (21EC, 22WC). 32 of our guests were between the ages of 50-59(15EC, 17WC). We had 24 guests between 60-69(7EC, 17WC). 4 guests were between the ages of 70-79(2EC, 2WC). 1 of our evacuation center guests was in their 80's. 23 of our guests are not listed in this age demographic.

Every night the center was open we had a minimum of 6 volunteers. Some nights we had significantly more. We have people from all over the community willing to give of themselves to make this center a success. We had 62 registered volunteers. 39 of those volunteers represented 11 different church and community organizations and at least 3 county workers. 23 of them were unaffiliated, warm hearted people from the community at large.

While in operation Pastor Shannon helped one of the Warming Center guests get their FoodSafe certification and a job (After being without work or shelter for 6 years) which opened the door to others to find employment. 2 more of our guests found employment and are now looking for a place to rent. We also helped one of our guests return home to a family that wanted him to come back home.

A few draw backs of housing so many people at one time with the inclusion of the evacuees is that tensions
ran a little higher than last year especially when we were hitting 90+ guests a night. So, we witnessed a few more incidents than the previous year. Thankfully with the extra help and training everything was handled in a caring and professional manor. We had to summon the sheriffs a couple of times when things escalated. However, everyone still felt it was a safe and helpful environment in which to continue bringing their kids, and even law enforcement dropped of guest to the center on occasion.

With the recent PIT survey completed we hope to show a more accurate picture of the homeless in our community. With a portion of those people being vets, children, and able-bodied people looking for work, or trapped by circumstance, we should be doing all we can to help them. We have to educate our community that there is a problem with homelessness and not with the homeless. One of the issues identified last year was the need of paid security or Center Manager which we were able to accomplish this year. The employees Juan and Lyn were instrumental in making sure everything ran smoothly. When in need of something beyond their abilities they knew and had access to the people in charge who could help facilitate the need. Additionally, with these two managers we found that issues of consistency didn't occur as they were the constant for every leader and team to refer to.

In addition to having a single intake form we were also, with the guest’s permission, able to identify those who needed help through the continuum of care. Partnered with North Coast Opportunities (NCO) we were able to sign people up for Rapid Re-housing program, and further housing support. 34 of our homeless guests took advantage of this opportunity.

With the introduction of Red Cross to the facility we also gained the opportunity to see how they run their program. We were able to glean some of their ideas that we will be instituting next year but also found that for the majority of the time we had the same ideas and on occasion our way was the better.

This year our supporting community partners who helped with additional services are very appreciated and recognized. Groups/Businesses like Park Place, Kmart, Salvation Army, Wal-Mart, Little Caesar’s Pizza and the like were there when the call went out for support.

With the addition of the Red Cross’s nurses we felt we had a better onsite access to care but we would like continued support for mental health counselors to better streamline care.

This year were also able to provide AA meetings for those who wished it, and several of our guest took advantage of them.

Another needed program we were able to institute this year was the procurement of ID cards and the like. with these our guests are better armed to get employment and other services.

One question we have been asked often following the center is: “Was it successful?”

The mission of the LMA Community Warming Center was to provide a warm and safe place to sleep for unsheltered individuals during intemperate weather. We aimed to create a space that was physically and emotionally safe for all, regardless of age, ethnicity, nationality, religion, gender, gender identity, or sexual orientation. We believe we accomplished this mission. In fact, in some ways we exceeded the mission because we were able to help some find jobs and sustainable shelter. On top of that we were able to maintain our high standard of care while also helping those displaced by the floods. Also providing them with shelter without regard to age, ethnicity, nationality, religion, gender, gender identity, or sexual orientation. For this to be done under such circumstances does to show the quality and capability of our staff and volunteers. They being there when the community is in need.

-Respectfully Submitted, Seth Cantu, Shelter Co-Coordinator March, 2018
Year Four: 2018-2019

Hope Harbor Warming Center offers a place of respite for our unsheltered neighbors during the coldest and wettest season in Lake County. We seek to provide a warm meal and a safe, warm, and dry place to sleep for the night. We operate under the City of Lakeport’s Emergency Shelter ordinance, specifically LMC 17.28.010:EE - Emergency Shelters, which provides establishment standards and allows for 24 guests from around the county each night we are open.

Hope Harbor Warming Center opened its doors at our host facility New Hope Fellowship Church on December 10, 2018, and operated Monday through Friday each week through the morning of March 30, 2019 for a total of 82 days (including two weekend days – February 9 and 10, 2019 during a federally-declared weather emergency).

Our Daily Schedule

Each night the Center invited guests in from 5:45pm to 7:30pm. The Center could legally accommodate 24 guests, though we found that 20 was crowded for sleeping; the facility allowed us to serve a meal to additional guests that didn’t stay. The number of guests who stayed each night ranged from 3 to 22. Each new guest was asked a set of intake questions and logged in; returning guests were logged in. An evening meal was served to guests and volunteers from 6:00pm to 7:30pm. The tables and chairs in the common area, used for the meal service, allowed guests to sit and socialize, and volunteers to meet with guests as needed for more in-depth interviews for the purpose of connecting guests to needed services. Tables and chairs were cleared around 7:45pm to 8:00pm and cots set up, primarily in the common area, with overflow as needed in the church’s main room. Guests could then rest until 6:00am, when they were awoken by staff, provided a to-go bag of food each, and transit passes if requested for departure from and subsequent evening return to the Warming Center. Per the agreement with New Hope leadership, all Center guests departed by around 8:00am to allow staff to return the space to appropriate configuration for the church’s day activities.

Our Guests

We have served 140 individuals at Hope Harbor Warming Center this season: 55 females, 83 males, 2 non-binary persons; 5 were children (all under the age of 10), and 17 identified as veterans. Many guests returned to the Center a number of times during the season, and we served an average of 15 a night. These guests have called Lake County “home” for an average of 15 years each, some for over 20 years, a couple for much longer.

Transit For Our Guests

In November 2018, Hope Harbor Warming Center entered into an agreement with Lake Transit Authority to provide special bus passes each day for guests to have one trip to a needed destination after leaving the Center in the morning, and one trip to return to the Center the next night it was open, if needed. Fare costs were waived by Lake Transit Authority; LTA’s Mobility Programs tracked the number of passes used. Over the course of the season, 1416 Lake Transit bus passes were issued to guests, who took 1,212 rides either to or from the Center location in Lakeport. These rides, valued by LTA Mobility Programs at $1.25 each, represent a total transportation cost of $1,515. At the end of the season the Warming Center Director presented a check for that amount to the Lake Transit board, who publicly expressed their desire to “pay it forward” on behalf of the Lake County community.
Our Staff
Warming Center staff consisted of a Director, one full-time and two part-time on-site assistant managers (one at a time over the two consecutive work shifts the Center was open each night) who handled moment-by-moment activities, and a part-time environmental services staffer to finalize cleanup and facility arrangement each morning. Several staff had experienced homelessness at some point in their lives, or had worked in other shelters and were familiar with the types of circumstances in which our guests were living. In addition, Adventist Health Clear Lake (as well as providing a grant for center operations) generously funded internships for 4 previously-homeless clients as interns, 3 from Project Restoration and 1 from North Coast Opportunities.

Our Volunteers
Over 80 community members volunteered to serve at the Center over the course of the season, with an average of 7 volunteers each night of operation, providing the people power to handle guest intake, meal service and cleanup, and facility configuration (moving tables and chairs and cot setup after meals). Among volunteers were also a number of people who said they had experienced homelessness before and this was a way to “give back”.

Our Services
Hope Harbor, in addition to providing a safe and warm place to sleep for the night, provided warm meals and to-go bags to our guests. There were 1,822 meals served this season, with each night between 10-25 meals being provided; meals were scheduled and prepared off-site by volunteer teams and several area restaurants and caterers. An aspect of the hospitality and community-building we sought to offer was that all guests ate their meals together with other guests and the on-site volunteers. The Warming Center has worked to assist guests in a variety of different areas including helping to get medical appointments, providing job information, and, when requested, assist in reuniting guests with family members. A critical area of need was of course, safe shelter, and 19 guests of Hope Harbor this season have found housing (including both families with children).

Worldwide Healing Hands, a volunteer medical organization, came to the Center on three occasions and, having recruited the help of Lake County Department of Public Health, provided flu shots, medical evaluations, referrals for further care, and wellness advice.

Our Funding and Partnership
In addition to a starting balance of donated funds from previous seasons, Hope Harbor Warming Center received grants of Community Benefits funds from Adventist Health Hospital Clear Lake and Sutter Lakeside Hospital. Following presentations to a number of groups around the county as noted below, new donations have been received to fund the operational budget, both from those groups and individuals in the community. The Warming Center board applied for a grant of $100,000 in federal HEAP funds through the Lake County Continuum Of Care, and the grant was approved in January, 2019, and funding has been received to fund the 2019 calendar year of operation, $30,000 for this season and $70,000 for the next season (2019-2020). The work of Hope Harbor Warming Center in the 2018-2019 cold weather season would not have been possible without the amazing commitment of our community. We have partnered with New Hope
Fellowship in Lakeport (our host), Kelseyville United Methodist Church (our fiscal sponsor), Middletown United Methodist Church, Galilee Lutheran Church, United Christian Parish, Sutter Lakeside Hospital, Adventist Health Clear Lake, Park Place Restaurant, O’Meara Brothers Restaurant, Judy’s Junction Restaurant, Rosey Cooks Catering, Dancing Poly Farms, Worldwide Healing Hands, Strohmeier’s Auto, Lakeport Eagle Scout Hayden Eastham, Claudia at Konocti Computers, North- and South-shore business associations, Rotary Club, Lions Club, Kiwanis Club, Konocti Christian Academy students (especially Olivia Vartabedian, Serenity Smith, Hailey Walters, and Audrey Panella), anonymous donors of money and goods, and many on-site volunteers.

Observations
While we keep our guest’s circumstances confidential, there are some anecdotal observations regarding guests, Center operations, and staffing:
It was observed that among those guests who returned to the Center frequently, there was a marked difference in their observable health and demeanor over the course of the season: guests who may have been stooped, tired, and grumbly during their first visits became more open, upright, energetic, and with a more pleasant attitude, and socialized with staff and other guests much more frequently as the season went on.
One of the volunteer team leaders remarked on the large number of people reached by the Center’s operations: 140 guests is an appreciable percentage of the county’s unsheltered population -- 612 persons noted in the January 2018 federal “Point-In-Time” survey in Lake County.
Also remarked on were the volunteer team members, who served each night they were scheduled with commitment and energy, offering service and non-anxious presence to the guests. Of particular note were the large number of volunteers from New Hope Fellowship: for most, this mission field was new to them, and yet they embraced the opportunity to serve the community.

-Respectfully Submitted, Michael Kimbell-Auth, Warming Center Director April, 2019

Year Five: 2019-2020

Report is not yet available.
Appendix

This Appendix contains documents used by staff and/or posted for guest view.

Samples of forms used for Center operations:
- **Guest Agreement** (double-sided sheet)
  - Page 1
  - Page 2
- **Intake Form** (double-sided sheet)
  - Page 1
  - Page 2
- **Incident Report Form**
- **Incident Log** (allows for multiple entries for follow-up etc.)

Documents from external sources
- Coronavirus (COVID-19) Information for Homeless Shelters and Homeless Service Providers; from the National Health Care for the Homeless Council (NHCHC)
Hope Harbor CoVid Shelter

GUEST AGREEMENT

Please sign and date the following agreement

The purpose of the CoVid Shelter operated by Hope Harbor is to provide a PLACE for our neighbors experiencing homelessness to Shelter In Place. Once checked in guests may leave only for “ESSENTIAL” purposes as described in the SIP order. Failure to adhere to this policy will result in denial for re-entry.

Quiet time at the center is from 10:00pm to 6:00am.

Rigid Spatial Distancing

- Arrange all sleeping areas (including beds/cots) so that individuals are separated by putting a minimum of 6 feet between individual sleeping surfaces to prevent the spread of infections
- Spaces of common interaction (intake, announcements etc) shall be marked with tape to indicate 6 feet separation
- No groups shall congregate for spatially close conversations
- Dining places shall be six feet apart
- Spatial distancing shall be observed on site and off when absent for essential purposes
- Guests observed not following spatial distancing rules shall be banned from the shelter

Robust Hand Washing

Staff, volunteers and guests shall wash hands when:

- Hands are visibly soiled.
- After using the bathroom.
- After wiping or blowing nose or sneezing in your hands.
- Before eating, handling food, drinking or smoking.
- After handling garbage or contact with contaminated surfaces such as garbage bins, cleaning cloths.
- Before entering any new room.
- Before preparing or taking medications.
- Before sitting at the common table.

Cleanliness & Hygiene Practices

- Regular cleaning schedules shall be maintained
- All staff, volunteers and guests shall shower regularly, and wash clothes and bedding at least weekly
- Cots and surfaces shall be sanitized daily
- Floors and surfaces shall be cleaned three times per day
- Staff shall post CoVid-19 updates regularly to encourage adherence to protocols
- Individuals exhibiting symptoms of CoVid-19, including fever or cough, shall be screened and public health notified if signs of CoVid-19 are exhibited
Shelter in Place order
Any guest found to be in violation of the SIP shall be banned from the shelter for the remainder of the order. We welcome only guests who are not disruptive.

- NO alcohol/drugs or alcohol/drug use on the premises.
- NO sexual activity on the premises.
- NO violence or threat of violence.

Guests may keep with them only a sleeping bag, pillow and what fits completely in their assigned bin with the lid on.
Medical prescriptions must be checked in to staff with the exception of inhalers for asthma. They will place items in baggy with your name.
No food may be consumed outside of the Dining Area. Personal food items may be stored in bin.

Smoking ALLOWED in the following circumstances:
- It must be outside and cannot be during assigned chore times.
- Butts must be placed in appropriate receptacle.
- Any guest discovered leaving butt on the ground may choose between daily butt removal for the rest of the season or leaving the shelter.
- Any guests smoking inside the shelter will be banned for the remainder of the season.

Please act respectfully towards all fellow guests, the people who are donating their time, and the property. Disrespectful or destructive behavior towards other guests, volunteers, or the property will result in immediate dismissal from the shelter.
Everyone must go through the intake process in addition to this agreement.

**Silence is observed at the shelter from 10:00pm to 6:00am.** All staff, volunteers and guests should attempt to be as quiet as possible an hour before and after this time.

All medications must be checked in, as well as anything that you would not reasonably be able to take into a Court Room. You may store these items with your bag before we check it in. Please empty your pockets to show that you have no prohibited items.

**List all medications and items being checked in (include pocket knives etc):**

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

Guest Signature ___________________________ Date ____________
Intake Volunteer Name __________________________________________
Hope Harbor CoVid Shelter

INTAKE FORM

First Name __________________________________________ Last Name: __________________________

Preferred Nick Name (if any) ________________________ Birthdate: ________________________

Have you been in physical contact with anyone who has a confirmed CoVid diagnoses? If they answer yes, alert On Site Manager who will complete intake.

Do you have a cough or shortness of breath not associated with allergies? ______________________

Say: To ensure the health and safety of all guests at the shelter we will need to take your temperature now. If it is above 99 degrees I will need to alert a manager.

List temperature: ______________________

Have you completed the Guest Agreement? ☐ Yes ☐ No

(If yes, attach to file; if no, stop and go over agreement with guest, be sure to list all checked medications and items on guest agreement)

If you leave the shelter or violate the guest agreement and leave belongings behind, is there someone we can release your items to on your behalf, or an emergency contact (if they say no, inform them we cannot store any items and unclaimed items will be thrown away in 7 days).

Emergency Contact Information

Name __________________________ Relationship __________________________

Phone __________________________ City & State __________________________

Do you have family members in the Warming Center with you today? If so, please list names and ages:

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

How do you identify your Gender: ☐ Female ☐ Male ☐ Non-Binary ☐ Trans

How do you identify your Race or ethnicity:

☐ White/Caucasian ☐ Black/African American ☐ Hispanic/Latin ☐ Native American/Native Alaskan

☐ Asian ☐ Native Hawaiian/Pacific Islander ☐ Other __________________________

How long have you been in Lake County? ______________________

Do you have a particular city in Lake County you consider “home”? ______________________
Is this your first time experiencing homelessness? □ Yes □ No

Have you stayed with us before in a previous year? □ Yes □ No

How long have you been without secure shelter? ________________

Where do you usually sleep when you don’t have shelter? ______________________

Is there a family member that you would like the Warming Center to help you get in touch with?
□ Yes □ No  If they say yes, please let them know they will be assigned a referral volunteer to follow up with them.

Are you required by law to register with any state or local government agency for any reason?
□ Yes (If yes, they MAY STILL STAY, but Intake Person please alert Manager) □ No

Are you a veteran? □ Yes □ No

If yes to Veteran, ask if they would like to be connected with Veteran Resources □ Yes □ No

Do you have a vehicle with you tonight? □ Yes (If yes, must also receive Parking Pass) □ No

Description of vehicle (color, make model license plate) ________________________________

Is there medication that you will need tonight? □ Yes □ No

If yes, when do you need to take it? ________________

Thank you for being so patient. Please wait in the common area until we are ready to allow guests into the dorm area. We will work as quickly as we can.

List each additional date HERE for every night they stay at the shelter. Place an “I” for inside or “V” for outside vehicle after each date. e.g. 3/30/I or 4/1/V.

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Name of Intake Person ____________________________  Date ________________
HOPE HARBOR WARMING CENTER INCIDENT REPORT FORM

Incident date ____________________________ Time ____________

Name(s) of person(s) involved:

Detail description of the incident:

Outcome:

Were Volunteers involved? ☐ Yes ☐ No
If yes: names & contact info of volunteers involved:

Staff Signature___________________________________________
**HOPE HARBOR WARMING CENTER INCIDENT LOG**

<table>
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<tr>
<th>Date</th>
<th>Time</th>
<th>Incident Account</th>
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<th>Volunteer Name &amp; Contact</th>
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Emergency Numbers at a Glance

If you need to, CALL

911

If the lives and safety of our guests and volunteers are not threatened, call these numbers first: To be completed at TRAINING

Please, do not give out these phone numbers without direct permission. They are only for your use as it pertains to the Warming Center.