

# Overnight Safe Parking

Overnight Safe Parking 2022 – POLICY & PROCEDURE MANUAL



# Overnight Safe Parking

## *POLICY AND PROCEDURE MANUAL*

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## I Introduction

Welcome Home Skagit (hereafter “WHS”), a registered, public benefit, non-profit Washington Corporation, operates the Overnight Safe Parking Program under a Memorandum of Understanding (MOU) with the Hosting Church Congregation (hereafter “Host”) and funding provided by WHS donor base.

The Policies and Procedures described in this manual are intended to guide the operation of the Overnight Safe Parking Program and are subject to change without notice by WHS.

## 2 Essential Services - Admission and Discharge

### 2.1 Shelter Admission Policy – Low Barrier

#### 2.1.1 Policy

The Overnight Safe Parking Program provides temporary overnight parking space for unsheltered individuals living in their vehicles from a low barrier perspective — meaning that we do not require that people be sober or compliant with mental health or addiction treatment plans to receive services and overnight safe parking support from us. Instead, we welcome them to a community of people experiencing similar challenges, meeting them where they are.

However, the possession or use of illegal drugs or alcohol while utilizing the Safe Parking Program and its services are prohibited.

The goal is not merely to give people a safe place to park overnight but to provide support services that assist people in achieving stability, which allows them to move forward with their lives. By providing a safe place to park and ongoing support services in a guest-centered environment, the Overnight Safe Parking Program engages guests to create an atmosphere of trust where they can discover opportunities for change.

The Overnight Safe Parking Program welcomes all people who are homeless living in their vehicles unless they have previously been banned due to violence towards the site manager or volunteers (hereafter “staff”) sponsor (hereafter “care coordinator”) or other guests, dealing drugs or using drugs or alcohol while on Host church property.

#### 2.1.2 Procedure

Staff will inform each guest of the purpose, scope, and contents of services offered at the Overnight Safe Parking Program at the outset of service delivery and that service use is voluntary. A person becomes a guest of the Overnight Safe Parking Program when both staff and the guest have mutually agreed upon service. Staff will open a guest file for each guest if one does not already exist.

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The Guest must be able to convince staff that they know where they are and are willing to participate with the admissions procedure. If they do not, staff may use their discretion about admission. If they are not “received,” the staff may make a referral to another agency for help. Staff will call law enforcement if any behavioral problems occur.

The following admission/intake procedure applies to all guests:

- Ask guests to identify themselves by providing their full name and date of birth.
- Ask the guest for identification if available. Lack of ID alone will not prevent acceptance into the Overnight Safe Parking Program.
- Administer screening assessment by trained staff at the Overnight Safe Parking Program office.
- Perform required background checks. Background checks shall be run through the Washington State Patrol and shall include outstanding warrants, and registered sex offenders, Guests with active warrants or listed on the National Sex Offender Registry will not be approved for admission into the Overnight Safe Parking Program.
- Finalize criteria for selection, such as if the person was barred previously, and determine how to notify guests.
- Ask if the person has any medication to turn in for safekeeping.
- Present the Guest Rights and Responsibilities and have them sign.
- Ask the guest if they have personal possessions needing a lockbox – provide as needed.
- Assign a parking space
- Issue guest ID

Guest orientation begins at the “safe parking screening” (aka “intake”). Each new guest will receive a copy of the “Safe Parking Rules” and must sign the statement of agreement. Orientation will include:

- Identification of the safe parking staff and their role,
- Information about how the program operates,
- Information about the mission, program, and services of the Overnight Safe Parking Program,
- Clear communication regarding guest rights and responsibilities,
- Information regarding complaint procedures, and
- An explanation of the Guest Agreement Form.

The guest will acknowledge their agreement by signing the Guest Agreement Form.

Providing this information is required for all guests. However, the staff will assess to what depth the information for new guests will be delivered based on the guest’s ability to comprehend the materials at the time of admission. If the

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guest's condition prevents a full briefing and acknowledgment, the person conducting the assessment will document the reason for an abbreviated orientation and sign and date the form. If the guest's condition improves to allow a full assessment and briefing before departure, the staff person will complete the process and have the guest sign the form.

## 2.2 Guest Rights and Responsibilities

### 2.2.1 Policy

The Overnight Safe Parking Program respects the rights and dignity of the people it serves and treats them in a non-coercive manner. Procedures are in place to facilitate a respectful environment.

This Charter establishes the rights and responsibilities for guests accessing services at the Overnight Safe Parking Program.

#### 2.2.1.1 RIGHTS

Each guest has the right to:

- Feel safe in the Overnight Safe Parking Program and associated programs.
- Be considered for accommodation based on fair policies.
- Receive help from a care coordinator in finding and staying in suitable housing on a long-term basis.
- Receive help from a care coordinator when applying for income assistance, employment and health services, educational opportunities, and other support services.
- Be treated with respect regardless of your race, status, gender, sexual orientation, age, religion, or beliefs.
- Be informed of your rights as they pertain to the Overnight Safe Parking Program, and to speak up if you feel your rights have been violated.
- Be informed about the policies of the Overnight Safe Parking Program that directly impacts you.
- Be informed and included in the decisions made about you.
- Expect that your confidentiality is maintained subject to applicable information privacy law.
- Make a complaint or appeal a decision you do not agree with and receive an explanation of the decision.

#### 2.2.1.2 RESPONSIBILITIES

Each guest has the responsibility to:

- Respect the rights of others to feel safe.
- Respect the cultural backgrounds and privacy of others.
- Follow the schedules and rules of the Overnight Safe Parking Program and your care coordinator.
- Let the care coordinator know if you are unable to keep an appointment and need to reschedule.

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- Let staff know if you plan to be absent from spending the night.
- Inform the care coordinator if you feel that any staff has breached confidentiality, the code of ethics, or has treated you unfairly.

### 2.2.2 Procedure

Upon intake into the Overnight Safe Parking Program, guests are advised of their rights and responsibilities and provided with this information in writing. Copies of the charter of rights and responsibilities will be posted on the site manager's office door.

## 2.3 Discharge Policy and Procedure

### 2.3.1 Policy

The Overnight Safe Parking Program ensures that should service be terminated, either voluntarily or involuntarily, staff members follow an orderly and respectful process.

Discharge of a guest may occur when the guest:

- Is continuously absent from the Overnight Safe Parking Program for two (2) or more days with no contact,
- No longer wants to participate in the Overnight Safe Parking Program or receive services,
- Refuses to adhere to the policies and procedures of the Overnight Safe Parking Program (e.g., violent behavior, weapons possession, using drugs or alcohol while on church property), or
- Has needs that exceed the resources and expertise of the Overnight Safe Parking Program.

### 2.3.2 Procedure

#### 2.3.2.1 Discharge Checklist

As a guest prepares for discharge, staff should use the following checklist to ensure an orderly and comprehensive discharge and file closing process:

- Record the reason for the discharge,
- Return all personal property to the guest at the time of discharge,
- Inform the guest that any unclaimed property will be disposed of after 48 hours,
- Have the guest sign the discharge form or enter “REFUSED” if the guest refuses, and
- Enter a closing summary in the guest file within two days of discharge.

#### 2.3.2.2 Closing Summary

A closing summary entered into the guest record must be written by staff within two (2) days of guest departure. The closing summary includes:

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- The reason for discharge,
- Service goals and planned outcomes,
- Plans for follow-up, and
- Other summary comments as appropriate.

### 2.3.2.3 Involuntary Discharge

In some cases, it may be necessary to discharge a guest on an involuntary emergency basis. The Site Manager must sign off on the decision to ask a guest to leave. If the Site Manager is unavailable, the on-duty staff shall make decisions that are in the best interest of the remaining guests as well as the guest in question.

Staff may make referrals or provide the guest with resources to self-refer to other programs or services. Staff will always remain non-judgmental in their approach to the guest, and be honest with the guest about why s/he is being asked to leave.

The guest/s may react angrily to the involuntary discharge, and staff may be the target of that anger.

If guests refuse to leave upon request or there is a risk of the guest presenting a danger to themselves or others, the staff will call 911 and request law enforcement response for assistance with the guest.

#### 2.3.2.3.1 Appeal Process

If a guest expresses a concern or makes a complaint concerning their involuntary discharge, s/he can take the following steps:

- The guest should discuss the matter fully with the Care Coordinator, who will decide on any corrective action required within the boundaries of his/her authority. The Care Coordinator will notify the Site Manager of the guest's concerns and the action taken.
- If the guest is still unsatisfied with the outcome, the guest may submit a request for intervention to the Site Manager, who will acknowledge receipt within five days. The Site Manager will take any corrective action required within ten (10) days and inform the guest, in writing, of the resolution.
- Guests have the right to ask for the assistance of another person to speak on their behalf or to help fill out a grievance/complaint form.
- Guest grievances are to be included in the Site Manager's Reports. The WHS Director reviews all grievances, providing a level of review independent of the person that is the subject of the complaint or the person who resolved the complaint.
- Copies of all documents become part of the guest file.



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## 3 Service Restrictions – Substance Use, Weapons, Violence, and Inappropriate Behavior

### 3.1 Substance Use – Low Barrier Policy and Procedure

#### 3.1.1 Policy

While participating in the Overnight Safe Parking Program, there shall be a prohibition on the possession or use of illegal drugs or alcohol.

While drugs and alcohol are not allowed on the premises, we do admit guests who are actively using these substances away from the Host Church property. We offer a non-judgmental approach that attempts to meet guests “where they are at” with their substance abuse. Instead of denying services to guests who are using, we try to give opportunities for the guests to minimize the harms associated with substance abuse so long as the guests do not represent a danger to themselves or others while participating in the Overnight Safe Parking Program.

#### 3.1.2 Procedure

Each guest receives and acknowledges a copy of the Overnight Safe Parking Program Agreement as part of the guest screening/intake process. Signage indicates that the Overnight Safe Parking Program is drug, alcohol, and weapon free. At the daily check-in, Staff:

- Shall inform guests that the use of drugs or alcohol while on Host Church property is prohibited and that onsite use may lead to discharge.
- Shall inform guests that mere possession of any prohibited item while on Host Church property may lead to discharge and will offer safe storage options to the guest. (See “Safe Storage Options”).
- Will recognize that the realities of poverty, class, racism, social isolation, past trauma, sex-based discrimination, and other social factors affect guests’ vulnerability to and capacity for effectively dealing with substance use.

#### 3.1.2.1 Practicing Harm Reduction

Staff will support guests with their harm reduction plans. Examples of this include:

- Encouraging a guest who has decided to reduce the amount of substance s/he consumes in a day,
- Listening to and honoring a guest’s story about how s/he became dependent on prescription medication,
- Helping a guest to get past the shame of being addicted so that s/he can make conscious choices about what s/he wants to do about it.

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- When addressing paraphernalia found on the property, staff will dispose of it in the provided sharps container, or dispose of it in an appropriate manner, log the incident and address the guests, if appropriate.

## 3.2 Weapons Policy and Procedure

### 3.2.1 Policy

Weapons will not be allowed on the property except for law enforcement. Staff will determine what constitutes a weapon. Attempts to keep weapons while on Host Church will result in *an immediate denial of service*.

#### Banned Weapons

- Guns (including zip guns and BB guns)
- Knives
- Spears and swords
- Clubs, Nunchucks
- Explosive devices
- Martial arts weapons
- Brass knuckles
- Pepper spray/mace
- Stun guns
- Tasers
- Razors (including straight razors and razors with removable blades)
- Slingshots

Please Note: This list is not a comprehensive list of banned items. Staff are fully authorized to make determinations regarding such items on a case-by-case basis.

### 3.2.2 Procedure

During both the “intake” and “daily check-in” processes, staff will inform each guest that the Host Church is a weapons-free zone, and any guest found in possession of any prohibited item will be subject to immediate discharge and being banned from future participation in the Overnight Safe Parking Program.

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## 3.3 Safe Storage Options

### 3.3.1 Policy

Lack of storage should not be a barrier to admission. Therefore, the staff will offer options for the safe storage of items not allowed on the Host Church property.

### 3.3.2 Procedure

During the “intake” and “daily check-in” processes, staff will inform each guest that the storage of any prohibited items is the responsibility of the guest. However, staff will assist the guest by providing the following options for storage of the guest’s prohibited items:

- Guests may request the loan of a small Overnight Safe Parking Program locking box for valuables and personal items, including items not allowed on the Host Church property. Lockboxes must be stored in the site manager's office overnight and reclaimed each morning. If items are not claimed within a period of 48 hours staff will open any unclaimed lockboxes and appropriately dispose of the contents. Lockboxes must be returned to the staff each morning.

## 3.4 Violent Behavior Policy and Procedure

### 3.4.1 Policy

Staff will ask a guest who is violent or physically intrusive on the Host Church property, or s/he has repeatedly targeted another individual to leave the encampment. Violent behavior includes, but is not limited to:

- Hitting, kicking, slapping, spitting, or pushing
- Throwing objects at someone
- Any unwanted physical contact
- Repeatedly bullying or being verbally abusive to the same person

### 3.4.2 Procedure

#### 3.4.2.1 Intervention

In the most serious cases of aggressive, threatening, or on-going assaultive behavior, staff will immediately call 911 and request immediate police response before attempting to contain the situation.

In less serious cases, staff will intervene when conflict occurs in the encampment using the following as guidelines:

- Encourage those involved to work things out respectfully,
- Offer to mediate, remaining neutral in the conflict,
- Name abusive behavior, and

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- Prioritize being in and remaining in common areas with guests when tensions are high.

### 3.4.2.2 Act

Once the staff has intervened and de-escalated the immediate conflict, it is time to decide on the appropriate action to prevent further conflict. Staff will use the following guidelines in deciding what action to take.

- The best decisions are made as a team. Staff involved in the conflict should discuss any decision to be made with the Site Manager, or Care Coordinator.
- When a guest has assaulted anyone in the Overnight Safe Parking Program or been physically intrusive/aggressive (including unwanted touching) and the assault was witnessed by staff, or the guest has admitted to the behavior, s/he must leave the Host Church Property.
- If Staff has not witnessed the behavior in question, Staff should isolate and interview the parties, including witnesses. If the guest admits to the behavior or staff determines that sufficient evidence exists, then the guest will be asked to leave the Host Church Property. If insufficient evidence exists, Staff should closely monitor the behaviors of all involved.
- Staff will be honest with the guest about why s/he is being asked to leave. If possible, help the person with their plans and provide him/her with alternatives. Staff will remain non-judgmental.
- The guest may react angrily, and staff may be the target of that anger. If a staff member is concerned about personal safety s/he should call 911 and wait for law enforcement to arrive before talking with the guest.
- Notify the Site Manager immediately and complete a Critical Incident Form to be put in the guest's file.

## 3.5 Inappropriate Behavior Policy and Procedure

### 3.5.1 Policy

The Overnight Safe Parking Program's primary concern is housing and assisting guests who are in crisis. We do our best to help guests live within the guidelines that are necessary for maintaining the communal environment of the Overnight Safe Parking Program. If possible, we want guests to be able to continue their stay within the program. Continued stay can sometimes be a difficult task, especially when guests act out in loud, rude, or behave in aggressive ways towards staff or other guests. It is up to the staff on shift to find a balance between ensuring the safety for (themselves and the other guests) and finding ways to assist the guest in maintaining a certain level of appropriate behavior, so that s/he can remain a guest.

### 3.5.2 Procedure

If a guest has repeated instances of inappropriate behavior that jeopardizes the safe and communal atmosphere of the Overnight Safe Parking Program, staff may use an escalating series of techniques to help manage guest behavior. These

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include issuing warnings, placing a guest on a day-to-day assessment, expulsion, or bar for a period. All behavioral issues requiring the use of one or more of these techniques shall be documented in the guest's file.

### 3.5.2.1 Warnings

A warning is appropriate when a guest disregards the Overnight Safe Parking Program policy and is not receptive to being told by staff that it is unacceptable behavior. The guest must be clearly aware of why s/he is receiving the warning. Multiple warnings about the same unacceptable behavior s/he may result in being expelled. However, if a guest has several warnings on file, but on different topics, then this does not necessarily lead to being expelled.

### 3.5.2.2 Day-to-Day Assessment

Day-to-Day Assessment may result from multiple warnings or significant issues that arose during the current or recent previous stay of a guest. The guest shall be made aware that s/he needs to closely monitor his/her behaviors related to the daily monitoring, as a condition of the shelter offering him/her space. (If, for example, there was drug paraphernalia found in the guest's things when s/he moved out, s/he needs to have the alcohol and drug policy emphasized to her when s/he calls for space and during the screening.) Day-to-Day Assessment means that the guest will be given fewer warnings about his/her behavior during this stay and may be asked to leave sooner than if s/he did not have a history of being unable to follow the guidelines of the Overnight Safe Parking Program.

### 3.5.2.3 Expel

Being expelled may result from a series of warnings followed by a final warning for inappropriate behavior. Extremely threatening behavior towards staff or another guest will result in immediately being expelled.

When asking a guest to leave (i.e., "expelling a guest"), set a clear time limit for the guest to leave the Host Church property.

If a guest is too aggressive, angry, or out of control to leave the Host church property on their own, law enforcement should be called to escort the guest from the premises.

### 3.5.2.4 Barring

If a guest is unable to comply with the behavioral requirements of the Overnight Safe Parking Program, especially if s/he cannot/will not follow conflict resolution procedures or is violent, s/he will be barred for some time. Once a guest has been expelled, his/her file is assessed by staff to determine if a barring is necessary, and if so, how long it will be in place.

## 3.6 Open Flames

Guests participating in the Overnight Safe Parking Program shall be prohibited from having open flames anywhere on the Church Host property.

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## 3.7 Trespassing

Guests participating in the Overnight Safe Parking Program shall be prohibited from trespassing onto private property in the surrounding neighborhood and must stay within the boundaries of the Overnight Safe Parking area.

## 3.8 Quiet Hours

Guests participating in the Overnight Safe Parking Program shall maintain quiet hours between the hours of 9:00 pm and 5:00 am.

## 4 Conflict Resolution

### 4.1 Conflict Resolution Policy and Procedure

#### 4.1.1 Policy

Living in a communal environment is always challenging, whatever the current life circumstances are for the people involved. Because of this, conflict does happen between guests. As part of our commitment, we require all guests who stay in the encampment to participate in mediated conflict resolution with a Staff member (i.e., listener, volunteer, care coordinator, etc.) when they have a conflict with anyone in the Overnight Safe Parking Program. Mediated conflict resolution is also effective for preventing violence in the workplace.

#### 4.1.2 Procedure

- As a first step, guests should resolve conflict with each other by talking calmly and directly with the other person involved to find some resolution. If this does not resolve the conflict, then both people involved request assistance so Staff can mediate.
- Guests need to agree to abide by the conditions of the solution of this process or acknowledge they will be asked to leave the Overnight Safe Parking Program.
- Each person should have a chance to tell their side of the story, respectfully, without interruptions from the other person.
- The staff should encourage the guests to suggest compromises that could solve the situation. If they are unable to come up with constructive solutions, Staff should put forward compromises that might work for all involved.
- Sometimes, the guests are just not able to compromise, and it may be necessary to have the two people involved stay away from each other, and out of each other's business, for the duration of their

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stay. It must be made clear that if the people involved cannot follow these guidelines, and continue to engage in aggressive behavior that is threatening or too disruptive to other guests, then one or both people may be asked to leave.

## 5 Complaints

### 5.1 Complaints Policy and Procedure

#### 5.1.1 Policy

The Overnight Safe Parking Program maintains a guest grievance procedure to ensure that guests' complaints are dealt with promptly and in an unbiased manner.

The grievance procedure and a Guest Grievance Form provided to each guest upon request. The staff is responsible for advising guests of their rights and the grievance procedure, including that a volunteer will assist them in completing the form and file the grievance if needed.

#### 5.1.2 Procedure

If a guest expresses a concern or makes a complaint regarding their admission to or stay in the Overnight Safe Parking Program, s/he can take the following steps:

- The guest will discuss the matter fully with the Care Coordinator, who will decide on any corrective action required within the boundaries of his/her authority. The Care Coordinator will notify the Site Manager of the guest's concerns and the action taken.
- If the guest is still unsatisfied with the outcome, the guest may submit a request for intervention to the Site Manager, who will acknowledge receipt within five (5) days. The Site Manager will take any required corrective action within ten (10) days and inform the guest, in writing, of the resolution.
- Guests have the right to ask for the assistance of another person to speak on their behalf and help fill out the grievance form.
- Guest grievances are reported in the Site Manager's Reports. The Overnight Safe Parking Program Director reviews all grievances, providing a level of review that does not involve the subject of the complaint or the person who initially investigated the complaint.
- Copies of all documents are placed in the guest's file.

## 6 Privacy and Confidentiality

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## 6.1 Privacy and Confidentiality Policy and Procedure

### 6.1.1 Policy

The Overnight Safe Parking Program values and protects the confidentiality of guest information. For the Overnight Safe Parking Program to work effectively, guests must have confidence that the information they provide will be safeguarded appropriately.

### 6.1.2 Procedure

Staff shall:

- Treat as confidential all discussions about guests, all guest case records, and all other material containing information about guests,
- Inform all guests for the reasons why personal information is required and how it is used,
- Inform all guests that concerns or questions regarding the use of personal information can be directed to the Care Coordinator,
- Keep guest files secure and locked,
- Limit access to guest files to authorized persons, and
- Not leave guests or other people unattended with confidential material.

#### 6.1.2.1 Access to Guest Files

Access to guest files is only permitted to appropriate, authorized persons. These include guests, parents, or legal guardians, where appropriate; staff authorized to see specific information on a “need-to-know” basis; and others outside the Overnight Safe Parking Program whose access is permitted by law.

#### 6.1.2.2 Working Notes and Off-Site Documentation

In programs where guest contact is off-site, it is important to ensure confidentiality is respected both verbally and in written form. The following additional procedures apply to off-site guest contact:

- All confidential material is to be stored in locked containers for storage at Welcome Home Skagit offices.
- No confidential information is to be stored on home or personal computer hard drives. Computer disk files and Google Docs must be password protected.
- Working notes must be brought into the office and securely stored or destroyed every three months.
- Upon guest discharge, all written information/notes on the guest kept outside of the office must be returned for secured filing.



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## 7 Information Technology

### 7.1 IT Policy and Procedures

#### 7.1.1 Policy

The Overnight Safe Parking Program protects the confidentiality of guest and business data by maintaining computer security that meets or exceeds industry standards. Computer security includes hardware and software applications, as well as limiting security access using usernames and passwords.

Information handled by computer systems must be adequately protected against unauthorized access, modification, disclosure, or destruction. Effective controls for logical access to information resources minimize inadvertent employee error and negligence as well as reduce opportunities for computer crime.

Fulfillment of security responsibilities is mandatory, and violations of security requirements may be cause for disciplinary action, up to and including dismissal, civil penalties, and criminal penalties.

#### 7.1.2 Procedure

##### 7.1.2.1 Access Codes and Passwords

- The confidentiality and integrity of data stored on Welcome Home Skagit's computer system are protected by access controls to ensure that only authorized users can gain access. Access privileges are restricted to only those capabilities that are appropriate to each user's job duties (this includes limiting the installation of software to designated staff.
- Each licensed user is responsible for the security of his or her assigned passwords. Passwords should not be written down. Users must not disclose passwords to others and must immediately change passwords if it is suspected that they have become known to others.
- Passwords should be changed at least every 90 days, if not prompted automatically by the system. Under no circumstances should passwords to HMIS systems be saved in an unencrypted format nor stored in a browser. When a user walks away from a computer they are logged on to, they must either log off or lock the computer. This applies even if the user is only leaving the computer unattended for a short period.

##### 7.1.2.2 Computer Viruses

Computer viruses are programs designed to make unauthorized changes to programs and data. Therefore, viruses can destroy the Overnight Safe Parking Program resources and are much easier to prevent than cure.

Defenses against computer viruses include protection against unauthorized access to computer systems, using only trusted sources of data and programs, and maintaining virus-scanning software.

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- Users must not knowingly introduce a computer virus into computers.
- Users must not load diskettes, CD-ROMs, USB memory devices, or other portable media of unknown origin.
- All incoming diskettes, CD-ROMs, USB memory devices, and other portable media must be scanned for viruses before opening the files they contain.
- Any user who suspects that his/her Overnight Safe Parking Program computer has been infected by a virus must immediately power off the computer and contact the Site Manager.

### 7.1.2.3 Inappropriate use

Inappropriate use of the Overnight Safe Parking Program information technology includes, but is not limited to:

- Unauthorized access, alteration, destruction, removal or disclosure of data, information, equipment, software, or systems,
- Deliberate over-extension of the resources of a system or interference with the processing of a system,
- Disclosure of confidential passwords or access devices or information for accounts, equipment, and telephone voice mail,
- Unauthorized use of the Overnight Safe Parking Program and resources for commercial purposes,
- Theft of resources,
- Malicious or unethical use, and
- Use that violates State or federal laws.

### 7.1.2.4 Monitoring system use

The Overnight Safe Parking Program Director is responsible for monitoring all IT systems for security. In the course of monitoring individuals improperly using the system, or in the course of system maintenance, the Overnight Safe Parking Program Director may also monitor the activities of authorized users.

## 8 Critical Incident Response

### 8.1 Critical Incident Policy and Procedures

The Overnight Safe Parking Program policy for critical incident responses which, at a minimum will include fire and other emergency evacuations (e.g., earthquake), loss of essential services (e.g., power failure), medical emergencies, guest deaths, outbreaks of infectious disease, and pest control and treatment plan.

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### 8.1.1 Policy – Generally applicable to all Critical Incidents

All critical incidents must be documented. These include, but are not limited to, incidents where the encampment is exposed to potential liability, where outside intervention is sought (police, fire, emergency services, etc.) and where an act of physical violence occurs or is threatened.

### 8.1.2 Procedure – Generally applicable to all Critical Incidents

Any staff member shall take the following steps for any critical incident they witness or become aware of (e.g., via guest report):

- Inform the Site Manager as soon as possible.
- Complete the Critical Incident Form in as much detail as possible, ensuring you stick to factual information and stay away from judgments/opinions.
- Provide the form to the Site Manager, by the end of your shift. Note the Critical Incident in the Daily Shift Log.
- The Site Manager will initiate a critical incident stress debriefing session with the staff members present in cases where deemed appropriate and necessary.
- The Site Manager shall initiate a critical incident review, document the outcome, and forward the results to the WHS Sitting Executive Director for final review and action.
- The WHS Sitting Executive Director will take whatever actions are required, document the final resolution, and close the file.

#### 8.1.2.1 Exceptions

In routine situations (e.g., a guest refuses to go to the hospital, but staff determine s/he requires hospitalization and calls an ambulance, a routine call to after-hours mental health, refusal to dispense prescribed medication because a guest is impaired), it is not necessary to contact the Site Manager at home, unless staff is seeking input/support. Document all such situations and forward them to the Site Managers during normal working hours.

## 8.2 Fire Procedures

### 8.2.1 Fire Procedure

#### 8.2.1.1 In Case of Fire

- Alert all guests, staff, and visitors and immediately evacuate the designated Overnight Safe Parking area, directing guests to a designated safe meeting station. The safe meeting station for the Host Church shall be identified by the Site Manager, a minimum 50 feet away from all structures, vehicles, etc.
- If it is safe to do so, staff should collect the daily log, the visitor book, and admission log.
- As soon as it is safe to do so, CALL 911 and notify the fire department.

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- At the meeting station, confirm that all guests, staff, and visitors have evacuated the designated Overnight Safe Parking area.
- When the Fire Department arrives, staff will speak to the officer in charge.
- Contact the WHS Sitting Executive Director or his/her delegate as soon as possible.
- If the weather is inclement and if the evacuation will not be short, request that the Fire Department assist with providing immediate short-term shelter.
- For a false alarm or other short-term evacuation, direct occupants back into the designated Overnight Safe Parking area once the Fire Department has authorized an all clear.
- Complete a Critical Incident Form for all alarms, including false alarms.

### 8.2.1.2 Fire Extinguishers

There is a fire extinguisher located in the Overnight Safe Parking office. It can be used for any type of fire but is only to be used when the fire is small and contained (e.g., Cigarette butt container). In all other situations, the staff is expected to inform guests and evacuate the designated Overnight Safe Parking area.

### 8.2.1.3 Fire Exit Procedures

The fire exit procedures for guests are posted visibly on the Overnight Safe Parking office door, and are as follows:

- Alert others to the fire.
- Check to see if everyone is out, but **DO NOT GO BACK IN THE DESIGNATED OVERNIGHT SAFE PARKING AREA.**
- Follow the directions of Staff.

## 8.3 Earthquake Procedures

### 8.3.1 Procedure

In Case of an Earthquake:

- In case of an earthquake, direct all persons, including staff, to stay in their vehicle.
- When the earthquake has subsided, assess the situation, and if there are injuries, damage, fire, a natural gas leak, or a natural gas odor or a heavy water leak, contact 911.
- Evacuate the designated Overnight Safe Parking area if there is a fire, a natural gas leak or odor, hot water or steam leak, or other hazardous objects or obstacles. Be aware that aftershocks could occur.
- To evacuate – alert all guests, staff, and visitors and immediately leave the designated Overnight Safe Parking area – direct guests to the safe meeting station.
- If safe to do so, staff should collect the daily log, the visitor book, and admission log. Do not enter any unsafe or hazardous areas.

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- At the meeting-station, confirm that all guests, staff, and visitors have evacuated the designated Overnight Safe Parking area.
- Contact the Overnight Safe Parking Program Director or his/her delegate as soon as possible.
- If the evacuation is going to be for an extended period, the Site Manager will post arrangements for future services.

## 8.4 First Aid Policy and Procedures

### 8.4.1 Policy

The Overnight Safe Parking Program provides basic First Aid assistance.

Wherever possible, we will respect a guest's decision not to go to the hospital. If, however, staff believe the guest needs hospitalization, s/he will call for an ambulance.

### 8.4.2 Procedure

First Aid kits and manuals are readily available in the Overnight Safe Parking office. The list of contents for the First Aid kit is kept in or attached to the First Aid kit.

#### 8.4.2.1 Applying First Aid

If an injury requiring First Aid occurs, staff should:

- Immediately administer First Aid if trained.
- Wear disposable latex/vinyl gloves or use disposable airways for resuscitation, to minimize the risk of contact with pathogens.
- Record all incidents requiring First Aid in the First Aid Record log.
- Report First Aid to the Site Manager if severe.

#### 8.4.2.2 Calling an Ambulance

- Call 911.
- Complete a Critical Incident Form detailing your observations and reasons for calling the ambulance.
- Call the Site Manager or designate if you need support.

## 8.5 Death Procedures

### 8.5.1 Procedure

In the case of guest death staff should:

- Call 911.
- DO NOT move the guest or touch anything in the vicinity of the body.

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- Call the Site Manager.
- The Site Manager will initiate Critical Incident Debriefing for staff and guests as and if required.
- The Site Manager will notify the appropriate authorities and the WHS Sitting Executive Director as soon as possible.

## 8.6 Threat or Assault to Staff and Guests Policy and Procedures

### 8.6.1 Policy

The Overnight Safe Parking Program encourages a team approach, whenever possible, to defining, assessing, and acting on violence and the potential for violence. Violence includes physical or verbal actions that result in another person feeling intimidated, uncomfortable, unsafe, threatened, or harassed. Involving staff helps assess each situation on a case-by-case basis.

The Overnight Safe Parking Program makes staff and guest safety a top priority in several ways. These include:

- Critical Incident Report binder
- Staff journal to track important issues, trends and guests with a violent history
- Safety issues as a regular component of regular staff meetings
- Regular checks on the environment (e.g., parking area layout and natural surveillance sights)
- Staff orientation

### 8.6.2 Procedure

#### 8.6.2.1 Think first

Factors to consider before acting include:

- Body language of the person in question
- Understanding the background of the person in question (cultural background, history of violence, mental illness, drug or alcohol use or intolerance of authority)
- Conduct an environmental scan (is there an unobstructed escape path, possible weapons)
- Assess your capability for handling the situation. Know your limits, triggers, and your tendency to under or over-react.
- Ask yourself what has happened: Who, what, when, where, how, and why?

#### 8.6.2.2 Action

When possible, staff should use practiced words and phrases to redirect aggressive/violent behavior to create respect and empathy. However, at times direct action and intervention may be required.

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Although there is no specific formula for when to take direct action, there are certain circumstances when it becomes necessary to act. These may include:

- The guest presents a danger to yourself or others,
- Property damage is involved,
- You feel your safety is threatened,
- You have exhausted all other options,
- You are no longer in control of the situation,
- The person is fixated on the other party in the situation, or
- Things appear to be escalating, and de-escalation is ineffective.

Before taking any direct action, assess your safety and possible escape routes. Ensure that you have involved the trusted monitor assistant (guest who has demonstrated to be trustworthy for the peer role) either to assist you or to act as another set of eyes ready to act. Ask the person who is acting out violently to leave the MTVSDA Church property. If the individual does not leave, explain that law enforcement will be called if they do not comply. If the person will still not leave, call 911 and request law enforcement assistance.

### 8.6.2.3 Follow-up

The following outlines procedures to follow immediately after an act of violence in. Procedures may vary depending on the nature of the incident and will be discussed and carried out as a team.

- Call law enforcement, if you have not already done so,
- And if it is safe ensure the person has left the property,
- Ensure the assaulted person is in a safe place,
- Request paramedic (EMS) response if a physical assault occurred – paramedics will assess the need for transport by ambulance to the hospital,
- Administer First Aid, if necessary, pending paramedic response,
- Support the injured person,
- Support other guests in the area, and
- Communicate with all staff.

### 8.6.2.4 Document

- Complete a Critical Incident Report Form,
- Note the incident in the staff logbook,
- Debrief the incident with Site Manager, and
- Follow-up with a discussion in team meetings.

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## 8.7 Infectious Disease Outbreak Policy and Procedures

Staff are to be diligent in observing visible symptoms of infections/diseases and asking questions to identify whether individuals may have infections or other communicable diseases.

Staff are to err on the side of caution if a person's condition is questionable and take preventative actions. Where serious infection or communicable disease is suspected, the staff is to refer the individual to medical services immediately. Where the infection/disease is determined to be a reduced risk, staff are to provide clear instructions to the individual about any restrictions that may be temporarily necessary to reduce the spread of disease (e.g., flu, colds).

At no point is staff to put any individual (including employees) at risk by placing a person with an infection or communicable disease in the designated Overnight Safe Parking area without direction from a trained medical professional. Staff is to exercise extreme caution and err on the side of protection where a person has a severely compromised immune system (e.g., persons living with HIV/AIDS). Staff is to document all symptoms and actions, including communications with medical professionals.

On-duty staff will immediately notify the Site Manager and the WHS Sitting Executive Director in the case of a suspected infectious disease outbreak. The WHS Sitting Executive Director will engage Skagit County Public Health officials to develop a mitigation plan which could include temporarily closing the Overnight Safe Parking Program.

### 8.7.1 Procedure - General

The primary goal of the procedure is to reduce the risk of infections and infectious diseases in the Overnight Safe Parking Program.

#### 8.7.1.1 Prevention at the intake assessment and daily check-in

The staff member performing the intake assessment or daily check-in is responsible for performing an initial assessment of a guest's physical condition.

- Staff will ask questions regarding the person's exposure to communicable disease/infection and their condition.
- Staff will be alert to any emerging signs or symptoms of illness, such as diarrhea, fever, general malaise, excessive tiredness, changes in behavior, etc.
- Staff must make an admission determination based on the severity of the observed symptoms, and the person's assessed exposure. Admission does not require guests to be symptom-free.
- The staff performing the assessment may refer the guest to medical services for further assessment/treatment before allowing admission into the encampment. Paramedic response should only be used for emergent cases and not to resolve admission disputes.



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- Communication is the key to prevention and timely management of these challenges. Make sure to document all decisions and actions, and that all parties are aware of the situation.
- Ensure that confidentiality and privacy are respected.

### 8.7.1.2 Covid Pre-Screening

- Have you or anyone you have had close contact with had any of the following symptoms in the last 7 days: sore throat, cough, chills, body aches for unknown reasons, shortness of breath for unknown reasons, loss of smell, loss of taste, fever at or greater than 100 degrees Fahrenheit?
- Have you or anyone you have had close contact with cared for an individual who is in quarantine or is a presumptive positive or has tested positive for COVID-19?
- Do you have any reason to believe you or anyone in your household has been exposed to or acquired COVID-19?
- To the best of your knowledge have you been in close proximity to any individual who tested positive for COVID-19?

### 8.7.1.3 Prevention

- Guests exhibiting cold or flu symptoms will be kept as isolated as possible.
- On-duty staff will indicate any suspected illnesses in the Daily Shift Log.

### 8.7.1.4 Reacting to a Suspected Outbreak

- Notify the Site Manager and ensure detailed documentation to ensure that future shifts become aware and continue observing the situation.
- Where staff identifies or suspects any serious risk of infection/disease, and a medical professional cannot immediately assess the guest, staff will isolate the individual. Where this is impractical (e.g., Drop-in), temporary restriction from the service may be required.
- At the earliest possible time, staff will have the individual assessed by a trained medical professional and request an appropriate medical plan, within the context of services, from the medical provider.

### 8.7.2 Procedure for an Outbreak

If an outbreak occurs, decisions about the continued operation of the Overnight Safe Parking Program will be made in conjunction with the Host Church and, if necessary, the Public Health Authority.

If an outbreak occurs, staff will:

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- Notify guests and post signs.
- Extra hand sanitizer will be available to ensure an adequate supply is available to everyone.
- The following contact surfaces will be cleaned with bleach and water (three tablespoons to one liter of water (1:45 strength)). Gross contamination may require a bleach solution of 1:10 strength, including:
  - All door knobs
  - Phone keypads and mouthpieces
  - Toilet seats and flush handles
  - All taps and areas around sinks
  - Beverage container taps and condiments or food containers
- Where a medical professional declares an outbreak, the Site Manager may authorize additional cleaning staff to intensify the cleaning regime. Staff should consider wearing a mask when cleaning to avoid the inhalation of contaminants.
- Cleaning is to be done as often as possible, especially during times when people are using common areas.
- All guests and staff are to wash their hands before regularly.
- Staff may need to have extra fluids available for ill guests.
- Keep up-to-date records of individuals who present with symptoms using an critical incident form
- Document and discuss the situation at each shift and update the Site Manager.
- Provide other community facilities with updates and information.

## 8.8 Pest Control Policy and Procedures

### 8.8.1 Policy

The Overnight Safe Parking Program is committed to maintaining a pest-free environment within the program.

If pests are reported or discovered, the staff will initiate the following control procedures as promptly as possible. Site management will notify the Host Church, Guests, and Staff of serious outbreaks.

### 8.8.2 Procedure

#### 8.8.2.1 Lice

Lice are small insects that feed on human blood and lay their eggs on body hair or clothing fibers. Bites cause mild irritation and a purplish spot.

Guests should be encouraged not to share hats, helmets, brushes, combs, towels or linens, or other personal items.

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- When a guest is found with lice, instruct the guest to wash all clothing and bedding, in hot water and dry in a hot dryer. and if necessary arrange for financial assistance.
- Assist the guest with fresh bedding and clean clothing if needed.
- Repeat all actions 24 hours later.
- Notify other staff and document in the logbook.

### 8.8.2.2 Scabies

Scabies is a skin condition caused by microscopic mites that burrow under the skin, causing itchiness and inflammation.

- When a guest is found with scabies, instruct the guest to wash all clothing and bedding, in hot water and dry in a hot dryer. and if necessary arrange for financial assistance.
- Instruct guest to seek medical attention immediately.
- Assist the guest with fresh bedding and clean clothing if needed.
- Secondary infection may be a concern with scabies. Occasionally, antibiotics may be prescribed if there is a secondary infection. Recommend the guest seek medical care if a secondary infection is a concern.
- Repeat all actions 24 hours later.
- Notify other staff and document in the logbook.

## 9 Workplace Safety

### 9.1 Workplace Safety Policy and Procedures

#### 9.1.1 Policy

The Overnight Safe Parking Program understands the importance of maintaining hygienic, sanitary environments for the well-being of guests and staff. The program maintains a consistent and high standard of housekeeping.

#### 9.1.2 Procedure

The Overnight Safe Parking Program maintains standardized housekeeping procedures, trains employees in them, and monitors their implementation and effectiveness. Guest participation in housekeeping tasks follows the program guidelines.

Staff are responsible for ensuring household tasks are assigned and completed, paying particular attention to the primary sources of household biohazards, bathrooms. Staff will take steps to prevent the spread of infection in bathrooms.

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### 9.1.2.1 Hazardous Material

All hazardous materials (household cleaners, solvents, etc.) must be stored in a designated locked and secured location.

All highly flammable or combustible materials are kept in a locked space. Flammable or combustible materials may not be stored for longer than one year. Upon opening the container, the staff will mark the discard date on the container. Disposal takes place at a legally recognized depot site.

An up-to-date inventory of hazardous materials kept in the staff office and maintained. The hazards of controlled products are identified and evaluated on an ongoing basis. Whenever possible, less hazardous materials will be substituted. Procedures for using hazardous materials will be developed. Protective equipment and clothing will be provided as required.

Basic instruction and emergency procedures for dealing with hazardous materials will be provided to staff and updated when new products are received, or new hazard information becomes available.

### 9.1.2.2 Poison Control

The phone number for the local Poison Control Center is included in the front of the Emergency/Fire Safety Plan. Current information on poison control is also circulated regularly to staff.

## 10 Overnight Safe Parking Workers

### 10.1 Recruitment Policy and Procedures

#### 10.1.1.1 Volunteer staff

- Volunteer applicants must complete a volunteer form.
- The Site Manager will conduct the required background checks and arrange any required interviews.
- Upon successful completion, the volunteer Site Manager will facilitate an introduction between the staff.

#### 10.1.1.2 Resolving staff conflict – Open Door/Non-retaliation

Conflicts between volunteers do occur. When they occur, the involved parties are encouraged to use the conflict resolution steps outlined elsewhere in this manual to resolve the conflict between themselves without involving others.

However, there are times when staff feel the need to raise issues to management. WHS practices an “open door,” “non-retaliation” policy. Any staff member may raise issues involving guests, or other staff, to either the Site Manager or the WHS Sitting Executive Director at any time, including nighttime hours in the case of urgent issues. Any staff

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member who retaliates against another staff member for reporting concerns to management will be subject to disciplinary action, including termination.

### 10.1.1.3 Suspension/Termination

If an incident involving a staff member occurs that would require their temporary suspension (i.e., being sent home early before the end of their shift), the Site Manager or WHS Sitting Executive Director will immediately be informed, and a Critical Incident Report completed that documents the incident leading up to the suspension.

The Site Manager and WHS Sitting Executive Director will investigate the incident leading to the suspension. Upon completion of that investigation, decisions made in regards to continued involvement of the staff member will be made within five (5) workdays,

## 10.2 Staff Training Policy and Procedures

### 10.2.1 Policy

The Overnight Safe Parking Program provides or arranges for a staff training and development program as needed that enhances staff skills and abilities to ensure staff are qualified to fulfill their job responsibilities and to promote awareness and sensitivity to cultural backgrounds and needs.

### 10.2.2 Procedure

Training occurs on an ongoing basis through orientations, and weekly staff meetings related to guests. Additional training events will be offered based on interests and needs.

The Site Manager is responsible for ensuring that staff background checks and required training are up-to-date based on the staff member's role.

#### 10.2.2.1 New Staff

All new staff complete an orientation.