

EVOLVIE

Homelessness

IMPORTANCE OF TRANSITIONAL HOUSING

Transitional housing refers to a supportive – yet temporary – type of accommodation that is meant to bridge the gap from homelessness to permanent housing by offering structure, supervision, support (for addictions and mental health, for instance), life skills, and in some cases, education and training.

Achieving the Federal goal of ending homelessness includes the use of evidence-based models and approaches like permanent supportive housing, using Housing First, and rapid re-housing, to help people quickly reconnect to permanent housing. Some models of time-limited or transitional housing may also facilitate connecting people to permanent housing effectively and efficiently. This may include transitional housing programs that primarily function as short-term, crisis or “interim” housing, and those that utilize a scattered-site housing approach, such as using transitional housing funds to provide temporary rent subsidies and transition-in-place housing models.

The majority of people experiencing homelessness do not require lengthy stays in transitional housing in order to successfully acquire and sustain permanent housing. People whose primary barrier to housing stability is economic in nature do not require transitional housing, nor do people with serious mental illnesses who may be better served in other program models, such as permanent supportive housing. Long-term stays in congregate transitional housing programs should therefore be reserved for those individuals with severe or specific needs who choose transitional housing over other services that would help them more quickly reconnect to permanent housing. Programs serving these populations should have as few barriers as possible to program entry (e.g. sobriety requirements) and to continuation in the program.

REFERENCES

The role of long-term, congregate transitional housing. National Alliance to End Homelessness. (2016, October 25). Retrieved September 26, 2021, from <https://endhomelessness.org/resource/the-role-of-long-term-congregate-transitional-housing/>.

Transitional housing. Transitional Housing | The Homeless Hub. (n.d.). Retrieved September 26, 2021, from <https://www.homelesshub.ca/solutions/housing-accommodation-and-supports/transitional-housing>.

HOMELESSNESS

GEORGIA HOMELESS STATISTICS

As of January 2020, Georgia had an estimated 10,234 experiencing homelessness on any given day, as reported by Continuums of Care to the U.S. Department of Housing and Urban Development (HUD). Of that Total, 864 were family households, 764 were Veterans, 504 were unaccompanied young adults (aged 18-24), and 1,374 were individuals experiencing chronic homelessness. Public school data reported to the U.S. Department of Education during the 2018-2019 school year shows that an estimated 38,891 public school students experienced homelessness over the course of the year. Of that total, 642 students were unsheltered, 2,675 were in shelters, 7,632 were in hotels/motels, and 27,942 were doubled up.

EVOLVE: *Transition Housing* expects funding from local, state and federal governments in order to be successful in our mission. We have listed different funding options below:

- Taxes from Lottery winnings
- US Department of Housing & Urban Development (HUD)
- Continuums of Care (CoC)
- Emergency Shelter Grants Program / Emergency Solutions Grant
- The Georgia Department of Community Affairs
- Department of Health and Human Resources (HHS)

SERVICES TO BE FUNDED

- Emergency Shelter
- Operating Costs
- Victim Advocacy
- Individual & Group/Family Counseling
- Legal Advocacy
- Medical Accompaniment
- Transportation
- Community Education & Training
- Partnership & Collaboration
- Prevention Services
- Services for Children
- Outreach Materials
- Staffing (Staff & Volunteer Retention, Training & Development)

REFERENCES

Georgia Homelessness Statistics. Homeless in Georgia Statistics 2019. Homeless Estimation by State | US Interagency Council on Homelessness. (n.d.). Retrieved September 26, 2021, from <https://www.usich.gov/homelessness-statistics/ga/>

POSSIBLE PARTNERING AGENCIES

GA Alliance to end Homelessness (gahomeless.org)

Gateway Center (gatewayctr.org)

Homeless Resource Network (homelessresourcenetwork.org)

EVOLVE ADMISSION GUIDELINES

- We do not accept persons under the influence of alcohol or illegal drugs.
- We do not accept anyone who has a history of severe criminal acts or violent offense(s).
- We do not accept registered sex offenders.
- We do not accept persons who have a history of physical or mental health needs beyond the scope of our services.
- Residents must be able to live independently and adhere to shelter rules.
- If residents have a history of alcohol or substance abuse, they must be sober for six months prior to applying.

*Residents are only allowed to stay for a **six-month** period unless approved for an extended stay.*

EVOLVE INTAKE PROCESS

1. Applicants must complete our Admissions Form with partnered emergency shelters.
2. Applicants must have two forms of identification - required; one must be a photo ID.
(See Attachment A for acceptable forms of ID.)
3. Staff will meet with shelters to co-conduct interviews, which also includes a breathalyzer test.
4. Staff will conduct assessments via collective Screening Meeting.
5. Staff will perform a criminal records background check, a check of the national sex offender registry.
6. All admissions are tentative, until approved by the shelter director

ATTACHMENT A – Acceptable Forms of ID

Adults:

- Valid Driver's License or State Identification Card
- Social Security Card
- Valid Passport
- Birth Certificate.
- Permanent Resident Card
- School ID
- Social Services Information/Food Stamp Card/ Social Services Paperwork
- DD214
- VA Identification Card
- Bank Card as long as a Photo is located on the card
- Outdated ID, ALONG with receipt from DMV stating they have applied and are going to be receiving their new ID.

Children (Infancy – 17 years old):

- School Photo ID
- Shot Record
- Social Security Card
- Birth Certificate
- Social Service Identification papers stating parents and children

SWOT ANALYSIS

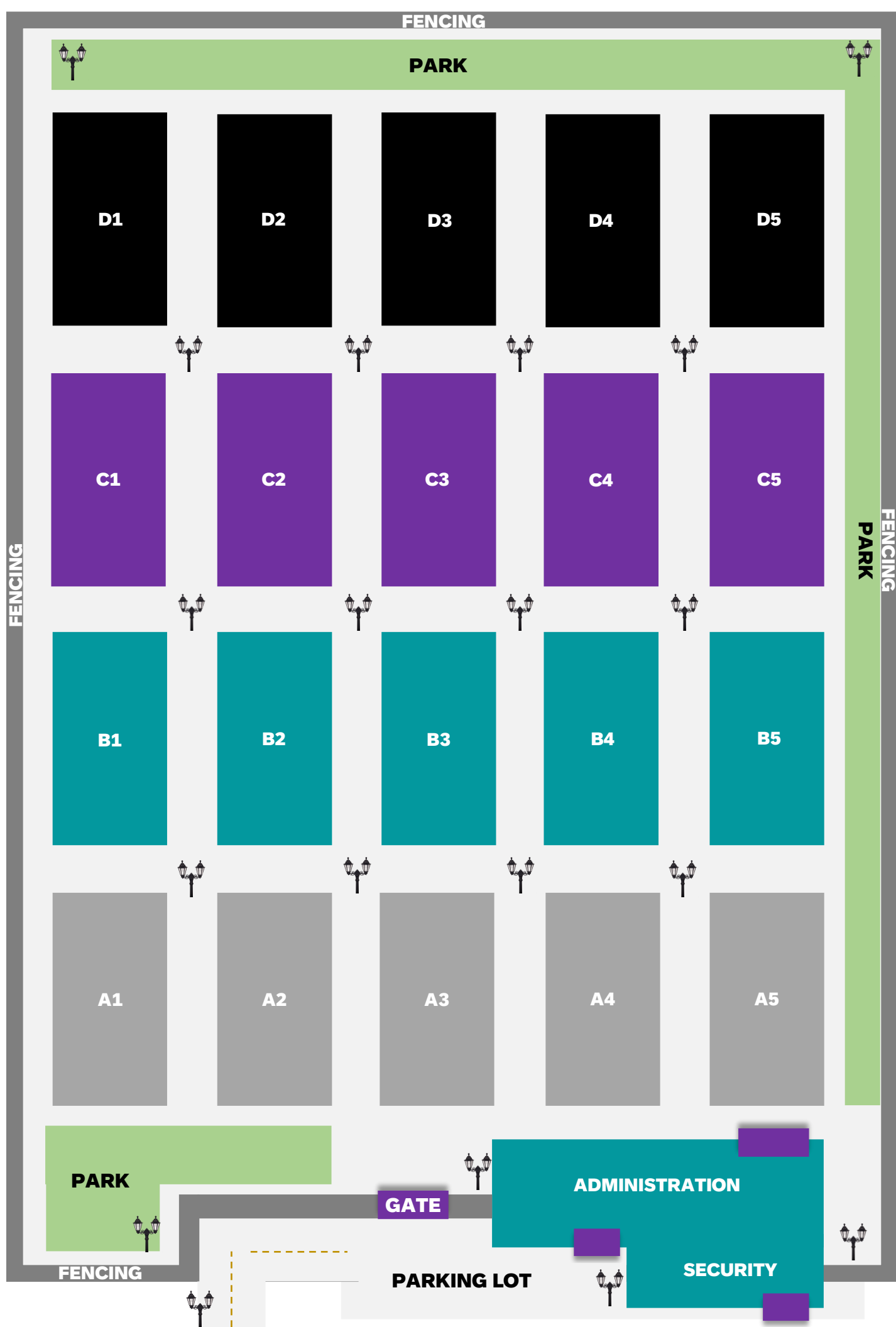
The **EVOLVE: *Transition Housing*** program under BrickTwentyTwo Productions, Inc. presents the current situation, a SWOT analysis, which depicts Strengths, Weaknesses, Opportunities and Threats facing the project.

STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
Diversity & quality of services available	Lack of unrestricted funds	Leverage a giving community	Barriers to affordable housing & employment
Diversity of viewpoints		Expand housing first model	Sustainable Funding
Committed and knowledgeable staff		Marketing to the community	
Willingness to cooperate		Build relationships with business community	
Great probability of partnerships with existing agencies		Market the need for larger facility with city/county key players	

EVOLVIE

Floor Plans

EVOLVE: TRANSITION HOUSING

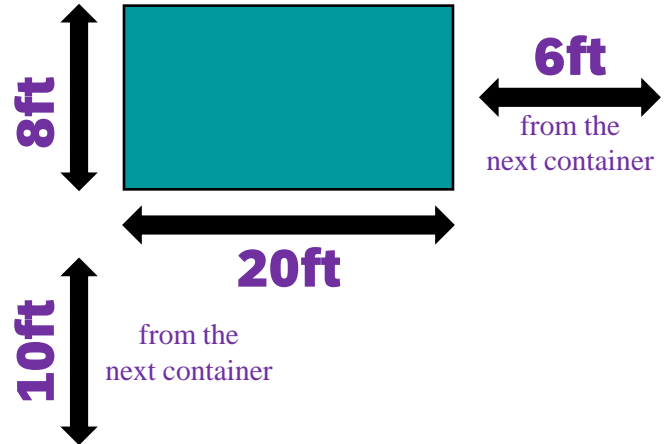


HOUSING FLOOR PLANS

Shipping Container Homes

Containers are painted grey, teal, purple and black.

EVOLVE: TRANSITION HOUSING



RESIDENTS

(20) 20'x 8' x 8.6" Shipping Containers
(5 x 4 Rows)

Average Land Cost for (1) Acre: **\$80,000**

Cost per 20' "USED" Shipping Container: \$3,000 x 21 = **\$63,000**

Cost per 40' "USED" Shipping Container: \$4,000 x 3 = **\$12,000**

Construction Costs per SF: \$75 x (21 x 160 + 3 x 320) = **\$324,000**

Concrete Foundation per SF: \$7 x 11,820 = **\$82,740**

Streets Lights: \$2,000 x 19 = **\$38,000**

TOTAL
\$599,740

OFFICE FLOOR PLANS

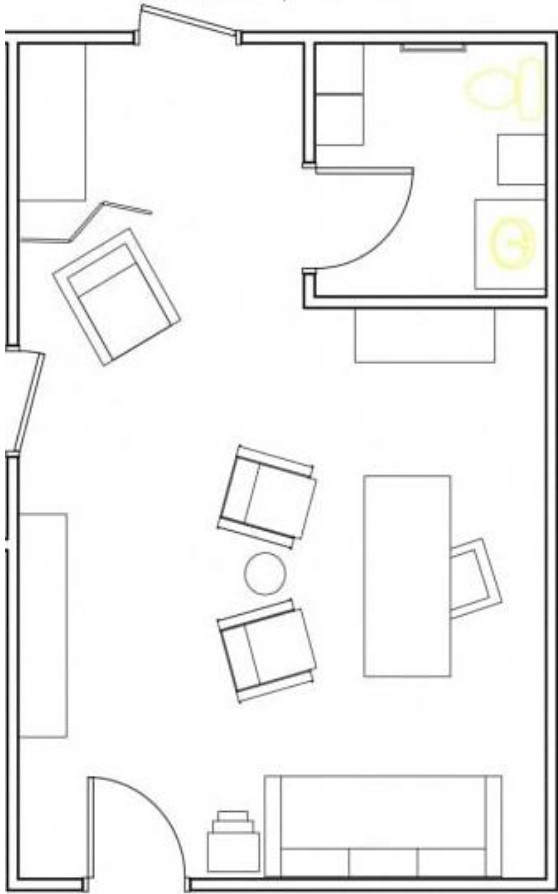
Shipping Containers

(3) 40' x 8' x 9.6' & (1) 20' x 8' x 8.6' Shipping Containers
(Combined)

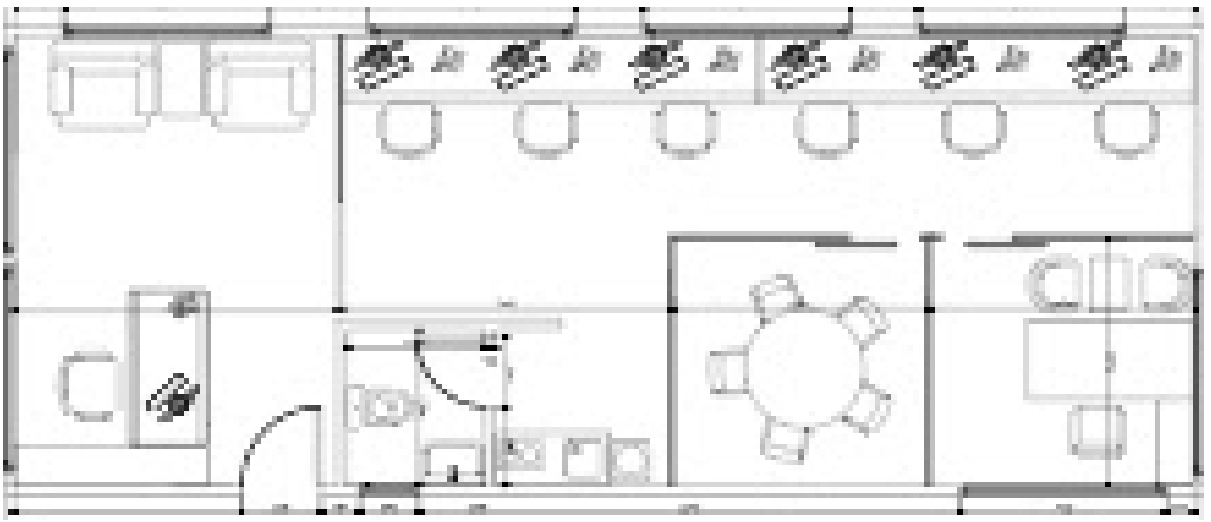


EVOLVE: TRANSITION HOUSING

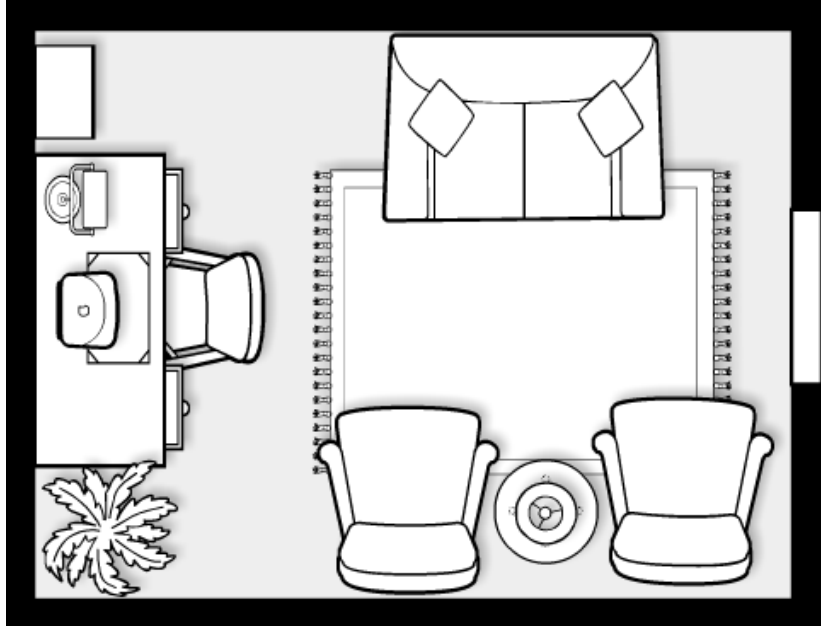
EVOLVE: TRANSITION HOUSING



CEO, CFO, COO

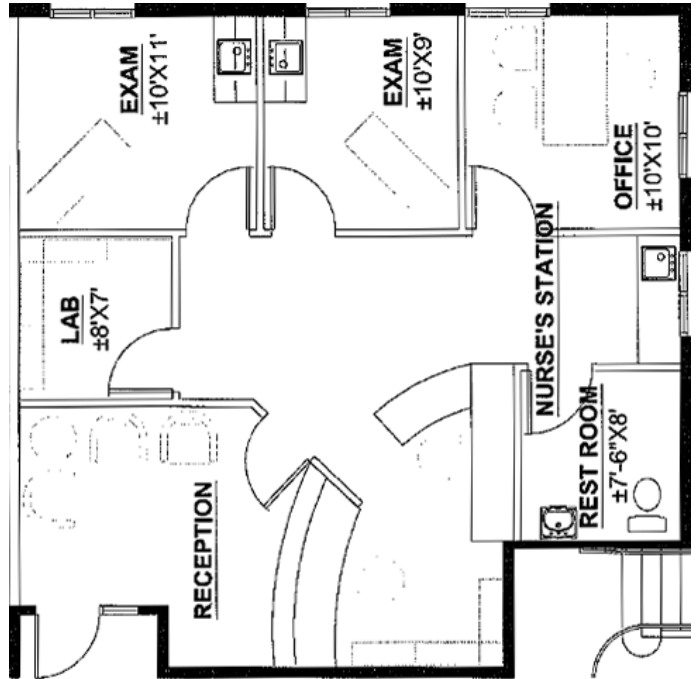


COMPUTER LAB & WORKSHOP



SR VP, HR, SOCIAL WORKER, REHAB COUNSELOR

NURSE STATION

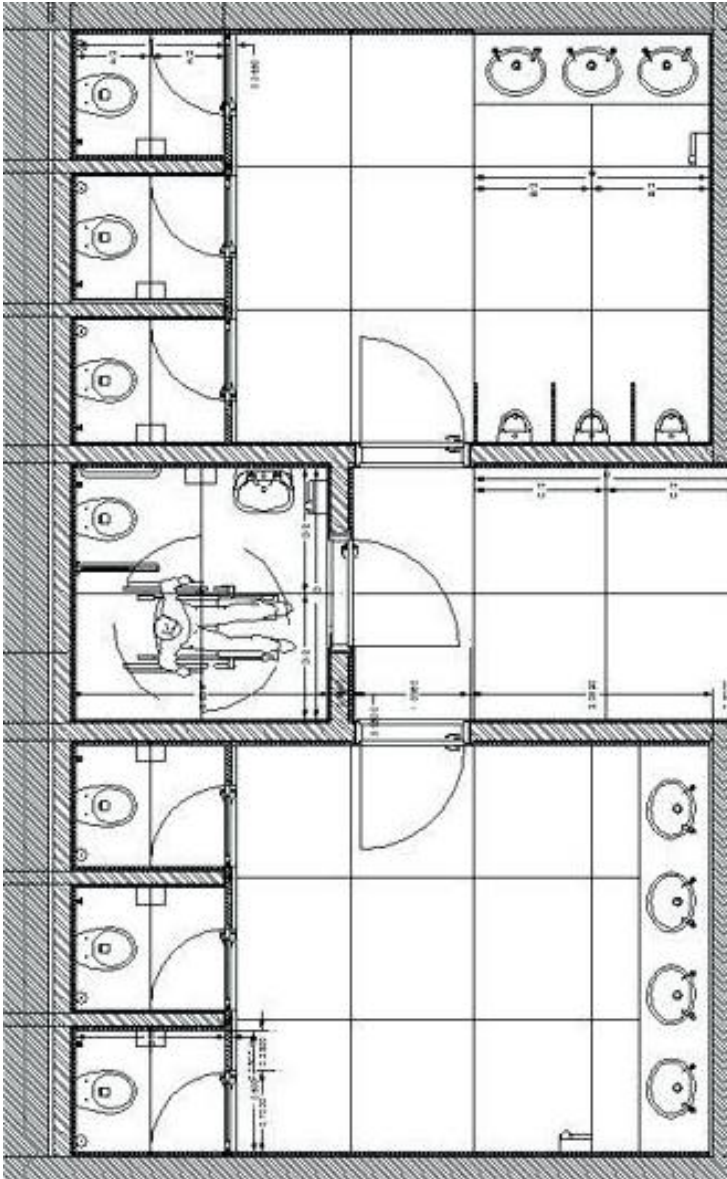


NURSE STATION

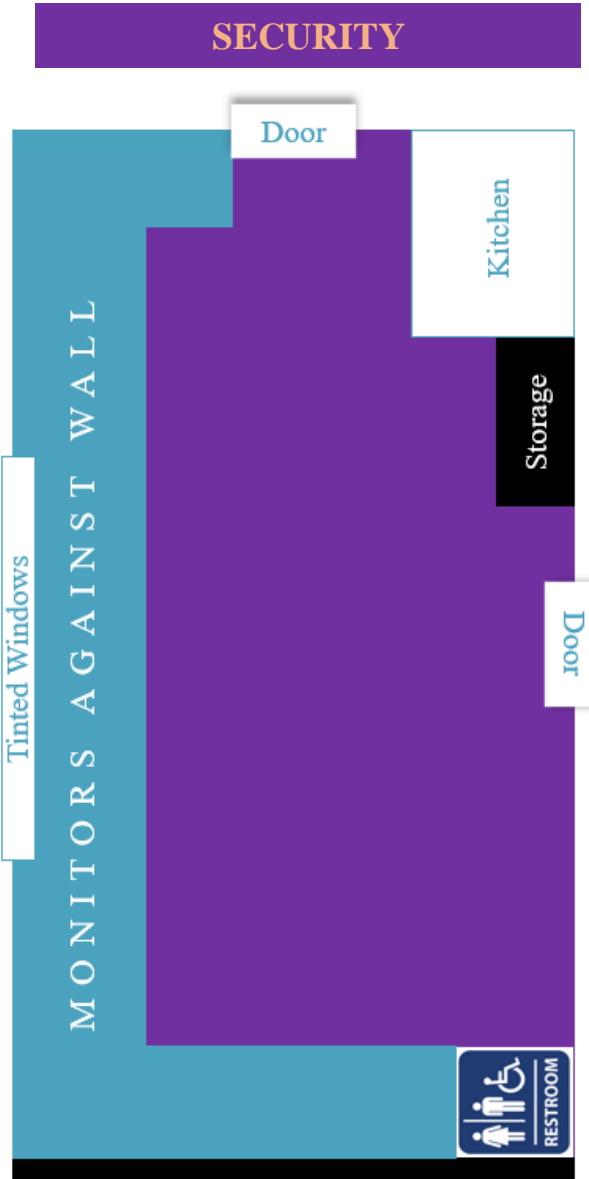
EVOLVE: TRANSITION HOUSING



KITCHEN



RESTROOMS



SECURITY

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Resident Transportation



MERCEDES-BENZ SPRINTER

Used to transport residents to appointments, interviews, employment, stores.

MSRP From **\$36,355**

Estimated Gas: **\$3,600/year**

Estimated Maintenance: **\$500/year**



THE ONWARD 6 PASSENGER

Used to patrol campus and help transport residents, food, and resources.

MSRP From **\$14,599 x 2 = \$29,198**

Estimated Maintenance: **\$500/year**

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Cost Summaries

INCLUDED IN EACH HOME

REPLACE EVERY SIX MONTH WITH NEW RESIDENT

Full Bed		\$130
Bedding: Mattress top, Fitted, Flat, Comforter, Pillowcase		\$35
Twin/Full Mattress		\$120
Pillow		\$5
Dresser		\$80
Nightstand		\$20
Futon Couch		\$100
Plastic Plates/Bowls/Cups/Utensils		\$40
5 Sets of Towels/Wash Cloths		\$30
Broom		\$5
Mop/Bucket		\$12
Cleaning Towels/Wash Cloths		\$10
Proof Safe Lock Box w/Key		\$35
Funds for initial clothing		\$100
SmartKey Security Re-Key Kit		\$12
Telephone		\$50
Supplies: Bookbag, Bookbag Tag, Folders, Loose Papers, Legal Pads, USB, Binder, Pens, Pencils		\$79
TOTAL		\$853

GIVEN ON A MONTHLY BASIS x (6 MONTHS)

Laundry Detergent		\$90
Dish Detergent		\$12
Toiletries: Soap/Body Wash, Toothpaste, Toothbrush, Mouthwash, Razor, Shaving Cream, Lotion, Shampoo/Conditioner, Deodorant, Comb, Brush		\$600
First Aid Kit		\$60
Groceries		\$1,200
Safe Cleaning Supplies		\$150
TOTAL		\$2,112

RESIDENT TOTAL PER SIX MONTHS **\$2,975**

20 homes x 2 resident per year per home = 40 residents x \$2,975	\$119,000
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SALARY

ADMINISTRATION

Chief Executive Officer	1	\$80,000
Chief Financial Officer	1	\$75,000
Chief Operations Officer	1	\$70,000
Senior Vice Present & Fundraising Coordinator	1	\$60,000
HR & Vice President	1	\$55,000
Registered Nurse	4	\$70,000
Social Worker	2	\$53,000
Rehabilitation Counselor	1	\$57,000
Payroll Costs		\$24,000

SECURITY

Security	8	\$40,000
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INVENTORY

Office Supplies & Inventory		\$10,000
Equipment & IT Maintenance		\$20,000

SERVICES

Services to be Funded (pg.)		\$100,000
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TOTAL		\$1,257,000
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UTILITIES

Electricity		\$37,632
Water		\$9,660
Trash/Sewer		\$7,176
Cable & Internet		\$2,609.04
Pest Control (Inventory from Home Depot)		\$3,000
Renter's Insurance		\$4,800
Maintenance Reserve		\$20,000
Miscellaneous Reserve		\$20,000

TOTAL		\$104,877.04
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AVERAGE UTILITY COSTS:

Electricity: \$0.80/sf/month, Water: \$35/month, Trash: \$14/month, Sewage: \$12/month, Cable & Internet: \$217.42, Renter's Insurance: \$20/month

PROPOSED GRANT BUDGET

YEARLY COSTS

Salary		\$1,257,000
Utilities		\$104,877.04
Resident Costs		\$119,000
Transportation		\$4,600
Barbers & Beauticians (Bi-weekly)		\$4,200
TOTAL		\$

ONE-TIME COSTS

Construction		\$599,740
Transpiration		\$65,553
TOTAL		\$
GRAND TOTAL		\$

5-YEAR FUNDING

Year 1 (Yearly & One-Time Costs)		\$
Year 2	2%	\$
Year 3	3%	\$
Year 4	4%	\$
Year 5	5%	\$
TOTAL		\$

EVOLVIE

Vacancies

OPEN VACANCIES

REGISTERED NURSE (4)

JOB SUMMARY

The Registered Nurse (RN) is responsible for managing the individualized patient care by promoting and restoring patients' health through the nursing process; collaborating with physicians and multidisciplinary team members; providing physical and psychological support to patients, friends, and families; and supervising assigned team members. The RN is responsible to the Clinical Manager for the assigned Department.

QUALIFICATIONS

- Graduate of an accredited school of nursing.
- Current licensure in good standing in the state of practice, and all other states where license is held.
- Evidence of 1 year of nursing experience in specialty within the past two years.
- Evidence of BLS and all additional required credentials specific to nurse specialty and as designated by health care organization.

RESPONSIBILITIES

- Conducts an individualized patient assessment, prioritizing the data collection based on the patient's immediate condition or needs within timeframe specified by client facility's policies, procedures or protocols.
- Conducts ongoing assessments as determined by patient's condition and/or the client facility's policies, procedures or protocols and reprioritizes care accordingly.
- Develops plan of care that is individualized for the patient reflecting collaboration with other members of the healthcare team.
- Performs appropriate treatments as ordered by physician in an accurate and timely manner.
- Performs therapeutic nursing interventions as established by individualized plan of care for the patient and his/her family.
- Delivers care with appropriate age and cultural competence to specific patient populations according to individualized needs.
- Provides individualized patient/family education customized to the patient and his/her family.
- Documents patient assessment findings, physical/psychosocial responses to nursing intervention and progress towards problem resolution.
- Initiates emergency resuscitative measures according to adult resuscitation and advanced life support protocols.
- Maintains confidentiality in matters related to patient, family and client facility staff.
- Provides care in a non-judgmental, non-discriminatory manner that is sensitive to the patient's and family's diversity, preserving their autonomy, dignity and rights.
- Reports patient condition to appropriate personnel during each shift.
- Maintains current competency in nursing specialty by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

OPEN VACANCIES

SOCIAL WOKER (2)

JOB SUMMARY

We are looking for a compassionate social worker to help serve the communities that we have a presence in by assisting our clients that are affected by issues such as neglect, child abuse, domestic violence, mental health, and parental substance abuse. Cases will be handled by phone or in person. You will oversee assessing clients and gathering relevant information about their cases, providing crisis intervention, and contacting and making referrals to other agencies and services. A key to succeeding in this role is the ability to stay calm and empathize with clients when they are upset. You should also be aware of others' reactions and understand why they react as they do.

QUALIFICATIONS

- Bachelor's degree in psychology, social work, or related field.
- Experience working with clients that are affected by issues including neglect, child abuse, domestic violence, mental health, and parental substance abuse.
- Ability to give full attention to what social service clients are saying, understand the points being made, ask questions, and not interrupt inappropriately.
- Awareness of others' reactions and understanding why they react as they do.
- Ability to judge the relative costs and benefits of potential social service and health care actions and choose the most appropriate one.
- Comfortable using a computer for various tasks.
- Proficient in word, excel, outlook, and PowerPoint.
- Ability to stay calm and empathize with clients when they are upset.
- Licensed clinical social worker.
- Able to develop a treatment plan.
- Knowledge of crisis intervention.
- Valid driver's license.

RESPONSIBILITIES

- Assisting clients in receiving services by telephone and in person.
- Getting clients involved in beneficial activities.
- Assessing clients and gathering relevant information.
- Offering information and supporting clients and their families.
- Contacting and making referrals to other agencies and services.
- Maintaining accurate records and preparing reports.
- Participating in training, supervision, and meetings.
- Watch for signs of child abuse.
- Provide crisis intervention.

OPEN VACANCIES

REHABILITATION COUNSELOR

JOB SUMMARY

We are seeking a compassionate and committed rehabilitation counselor to help our clients manage debilitating conditions and improve their quality of life. In this role, you will be responsible for developing rehabilitation plans and strategies and assisting patients to manage their conditions. You may also provide your expertise during personal injury or workers' compensation cases. To ensure success, rehabilitation counselors should possess exceptional insight into the medical and psychological aspects of physical and emotional disabilities and have demonstrable rehabilitation experience. Outstanding candidates determine clients' strengths and goals and develop rehabilitation plans based on them and consult with caregivers to better manage the conditions of their clients.

QUALIFICATIONS

- Good organizational skills
- High level of interpersonal skills
- Ability to work independently within the community
- Possess good time management skills
- Ability and desire to work as part of an interdisciplinary team
- High level of written and oral communication skills
- Knowledge of behavioral techniques and developmental disabilities to assist in the care of individuals
- Knowledge of current literature and trends related to the profession
- Knowledge of computer and ability to utilize word processing programs
- Familiarity with applicable standardized/non-standardized tests and assessment tools
- First Aid and SCIP training will be provided upon hire
- **Preferred:** Master's Degree in Social Work, Psychology, Rehabilitation Counseling or other closely related developmental disabilities or human services field, PLUS one year full-time paid direct service experience with developmentally disabled adults. **Minimum:** Bachelor's Degree in Social Work, Psychology, Rehabilitation Counseling, Special Education or other closely related developmental disabilities field, PLUS three years full-time paid direct service experience with developmentally disabled adults.

RESPONSIBILITIES

- Organizes and conducts team meeting to make recommendation to Senior Rehabilitation
- Counselor on individuals receiving services ("individuals") appropriateness for services and level and type of care.
- Assures that assessment of individual functioning and potential for vocational, social and daily living skills is carried out to identify individual needs, including social network, and supportive services needs.
- Coordinates with MSCs (Medicaid Service Coordinators), family and care providers to assess and determine services and to develop specific service plan; may perform evaluation duties, as necessary.
- Collects previous assessment data from other agencies, as necessary.
- Based on assessment, develops specific service plan for individuals needing social and vocational training, including priorities, objectives, methods, techniques, time frames, alternatives, determination of supportive services required and extent of social network.
- Provides direct services as indicated in specific service plan including individual and group counseling, supportive and behavioral consultation to individual's family for referral and linkage; work related skill development and activities of daily living skills.
- Determines need for additional services outside the Agency in consultation with Senior Rehabilitation Counselor Services and provides recommendations for referral and linkage to other services as needed.
- Provides assessment data and records to other agencies, as requested, and gives signed consents, assuring adherence to confidentiality, regulations and policies.
- Maintains required service, statistical and administrative records for assigned individuals, including semi-annual production rates and earnings in accordance with Agency and regulatory standards.
- Participates in staff meetings, group conferences and in-service training and community educational activities.
- Participate in the intake process of new referrals.
- Schedules and participates in multi-disciplinary meetings and participates in initial, annual, semi-annual or as needed Individual Service Plan ("ISP") meetings and maintains communication with family, care providers, ACCES - VR counselors, MSCs and other service and care providers as applicable to individual's service plan.
- Develops and regularly assesses rehabilitation service plan and progress through program observation and team meetings in order to reach decision on revision of service plan, intervention strategies, termination of service, or referral to other program, for approval by Senior Rehabilitation Counselor Services.
- Recommends assignment of rehabilitation programs based on general service plan, for approval by Senior Rehabilitation Counselor Services, consistent with individual's ISP.
- Reviews ISP, vocational, pre-vocational and ACCES-VR sponsored plans and integrates all components in rehabilitation services plan, including skill acquisitions, staff supports, methods, time frames, and alternatives.
- Recommends to Production Supervisor/Habilitation Specialist the appropriate level and type of activities based on service plan.
- Implements skill acquisitions and staff supports according to the individual's valued outcomes as indicated in the ISP.
- Works with Production Supervisors and Habilitation Specialist to monitor implementation of rehabilitation service plan, revises service plan as needed and monitors implementation of all service activities for assigned individuals.
- Provides in a timely manner, all documentation for Pre/Voc, and Day Habilitation programs in accordance with Agency and regulatory requirements, including case notes as events occur, monthly notes, program plans and safeguards.
- In Conjunction with the Records Clerk, maintains individual case files for assigned individuals and documents individual's work and program performance including productivity, skill development, ADLs, behavioral, social and personal concerns. Assures records are kept current for ISPs, medical, Pre/Voc, Day Habilitation, and other services.

OPEN VACANCIES

SECURITY OFFICER (8)

JOB SUMMARY

We are looking for an experienced and professional Security Guard to join our team. As a Security Guard, you will undertake the surveillance of our premises and the protection of our clients, staff and visitors. In addition, you will be responsible for detecting any suspicious happenings and preventing vandalism, thefts or any other criminal behavior.

QUALIFICATIONS

- High school diploma or equivalent.
- Registered security officer.
- Proven experience as security officer.
- Helpful, courteous attitude.
- Certification in first aid, CPR/BLS, and self-defense.
- MMPI - Psychological testing, if armed or otherwise required.
- Proficiency with computers, and aptitude to learn new software and systems.
- Experience with security equipment and surveillance systems.
- Law enforcement experience.
- Valid driver's license.
- Valid license to carry.

RESPONSIBILITIES

- Ensure a safe environment through a team effort of diligent active patrol, strict access control, monitoring, and equipment control.
- Be always visible and observant, greeting staff, guests, and vendors in a courteous and attentive manner.
- Respond immediately to distress calls, panic alarms, and emergency calls for disorderly conduct, disruptive persons, and incidents swiftly and appropriately.
- Maintain the company's reputation with professionalism and legal compliance.
- Collaborate with other security officers for effective protection and coverage.
- Patrol property on foot, securing personnel, assets, buildings, gates, and fence perimeter are secure in all weather conditions.
- Investigate and take the appropriate lawfully action as authorized by the corporate policy on accidents, incidents, trespassing, suspicious activities, safety and fire incidents.
- Control and monitor surveillance equipment, and perform building and equipment inspections
- Guard access points, permitting or refusing entry, restraining trespassers, and direct heavy traffic during start and end of business hours.
- Complete daily reports, including relevant information, observations, surveillance footage, and signatures.
- Secure all doors, windows, and exits, depending on shift.

STAFF DUTIES & RESPONSIBILITIES

1. Staff will read Resident Duties and Responsibilities and place a signed copy in the residents' file.
2. Inform residents of community resources that that might help their situation.
3. Inform residents of their responsibility to search for employment and housing and the need to submit daily documentation of their efforts.
4. Make bed assignments.
5. Give resident a tour of the facility; identifying areas that are off limits.
6. Provide clothing, towels, and personal hygiene products, if needed.
7. Inspect residents' personal belongings for weapons, alcohol or illegal drugs.
8. Monitor all phone calls and ensuring long distance calls are not made.
9. Check-in with the shelter director or executive director when reporting for work.
10. Make sure breakfast, lunch and dinner are had by each resident.
11. Staff members shall not have any personal outside relationships with residents anytime or exchange personal information. Doing so will result in termination of employment.
12. Supervise resident chores.
13. Conduct exit interviews or exit residents out of the shelter.
14. Make sure the shelter is clean and properly locked and always secured.
15. Participate in a debriefing at the beginning/end of shifts.
16. Wear appropriate clothing, including a staff uniform shirt.
17. Review and update the activities log-book at the end of each shift.

WORK SCHEDULE

ADMINISTRATION

POSITION	M	T	W	TH	F	SA	SU
Chief Executive Officer	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	OFF	OFF
Chief Financial Officer	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	OFF	OFF
Chief Operations Officer	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	OFF	OFF
Senior Vice Present & Fundraising Coordinator	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	OFF	OFF
HR & Vice President	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	OFF	OFF
Registered Nurse #1	8:00a – 7:00p	8:00a – 7:00p	8:00a – 7:00p	8:00a – 7:00p	OFF	OFF	OFF
Registered Nurse #2	OFF	OFF	OFF	8:00a – 7:00p	8:00a – 7:00p	8:00a – 7:00p	8:00a – 7:00p
Registered Nurse #3	7:00p – 6:00a	7:00p – 6:00a	7:00p – 6:00a	7:00p – 6:00a	OFF	OFF	OFF
Registered Nurse #4	OFF	OFF	OFF	7:00p – 6:00a	7:00p – 6:00a	7:00p – 6:00a	7:00p – 6:00a
Social Worker #1	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	OFF	OFF
Social Worker #2	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	OFF	OFF
Rehabilitation Counselor	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	8:00a – 4:30p	OFF	OFF

SECURITY

Security Officer #1	8:00a – 7:00p	8:00a – 7:00p	8:00a – 7:00p	8:00a – 7:00p	OFF	OFF	OFF
Security Officer #2	8:00a – 7:00p	8:00a – 7:00p	8:00a – 7:00p	8:00a – 7:00p	OFF	OFF	OFF
Security Officer #3	OFF	OFF	OFF	8:00a – 7:00p	8:00a – 7:00p	8:00a – 7:00p	8:00a – 7:00p
Security Officer #4	OFF	OFF	OFF	8:00a – 7:00p	8:00a – 7:00p	8:00a – 7:00p	8:00a – 7:00p
Security Officer #5	7:00p – 6:00a	7:00p – 6:00a	7:00p – 6:00a	7:00p – 6:00a	OFF	OFF	OFF
Security Officer #6	7:00p – 6:00a	7:00p – 6:00a	7:00p – 6:00a	7:00p – 6:00a	OFF	OFF	OFF
Security Officer #7	OFF	OFF	OFF	7:00p – 6:00a	7:00p – 6:00a	7:00p – 6:00a	7:00p – 6:00a
Security Officer #8	OFF	OFF	OFF	7:00p – 6:00a	7:00p – 6:00a	7:00p – 6:00a	7:00p – 6:00a

SCHEDULING – ROW A

REGISTERED NURSE	M	T	W	TH	F	SA	SU
A1	8:00a	X	X	X	OPEN	OPEN	OPEN
A2	9:00a	X	X	X	OPEN	OPEN	OPEN
A3	10:00a	X	X	X	OPEN	OPEN	OPEN
A4	11:00a	X	X	X	OPEN	OPEN	OPEN
A5	12:00p	X	X	X	OPEN	OPEN	OPEN
SOCIAL WORKER	M	T	W	TH	F	SA	SU
A1	X	8:00a	X	X	OPEN	OFF	OFF
A2	X	9:00a	X	X	OPEN	OFF	OFF
A3	X	10:00a	X	X	OPEN	OFF	OFF
A4	X	11:00a	X	X	OPEN	OFF	OFF
A5	X	12:00p	X	X	OPEN	OFF	OFF
REHABILITATION COUNSELOR	M	T	W	TH	F	SA	SU
A1	OPEN	X	8:00a	X	X	OFF	OFF
A2	OPEN	X	9:00a	X	X	OFF	OFF
A3	OPEN	X	10:00a	X	X	OFF	OFF
A4	OPEN	X	11:00a	X	X	OFF	OFF
A5	OPEN	X	12:00p	X	X	OFF	OFF
COMPUTER TIME	M	T	W	TH	F	SA	SU
A1	1:00p	X	X	X	OPEN	OFF	OFF
A2	1:00p	X	X	X	OPEN	OFF	OFF
A3	1:00p	X	X	X	OPEN	OFF	OFF
A4	1:00p	X	X	X	OPEN	OFF	OFF
A5	1:00p	X	X	X	OPEN	OFF	OFF

SCHEDULING – ROW B

REGISTERED NURSE	M	T	W	TH	F	SA	SU
B1	X	8:00a	X	X	OPEN	OPEN	OPEN
B2	X	9:00a	X	X	OPEN	OPEN	OPEN
B3	X	10:00a	X	X	OPEN	OPEN	OPEN
B4	X	11:00a	X	X	OPEN	OPEN	OPEN
B5	X	12:00p	X	X	OPEN	OPEN	OPEN
SOCIAL WORKER	M	T	W	TH	F	SA	SU
B1	8:00a	X	X	X	OPEN	OFF	OFF
B2	9:00a	X	X	X	OPEN	OFF	OFF
B3	10:00a	X	X	X	OPEN	OFF	OFF
B4	11:00a	X	X	X	OPEN	OFF	OFF
B5	12:00p	X	X	X	OPEN	OFF	OFF
REHABILITATION COUNSELOR	M	T	W	TH	F	SA	SU
B1	OPEN	X	X	8:00a	X	OFF	OFF
B2	OPEN	X	X	9:00a	X	OFF	OFF
B3	OPEN	X	X	10:00a	X	OFF	OFF
B4	OPEN	X	X	11:00a	X	OFF	OFF
B5	OPEN	X	X	12:00p	X	OFF	OFF
COMPUTER TIME	M	T	W	TH	F	SA	SU
B1	X	1:00p	X	X	OPEN	OFF	OFF
B2	X	1:00p	X	X	OPEN	OFF	OFF
B3	X	1:00p	X	X	OPEN	OFF	OFF
B4	X	1:00p	X	X	OPEN	OFF	OFF
B5	X	1:00p	X	X	OPEN	OFF	OFF

SCHEDULING – ROW C

REGISTERED NURSE	M	T	W	TH	F	SA	SU
C1	X	X	8:00a	X	OPEN	OPEN	OPEN
C2	X	X	9:00a	X	OPEN	OPEN	OPEN
C3	X	X	10:00a	X	OPEN	OPEN	OPEN
C4	X	X	11:00a	X	OPEN	OPEN	OPEN
C5	X	X	12:00p	X	OPEN	OPEN	OPEN
SOCIAL WORKER	M	T	W	TH	F	SA	SU
C1	X	X	X	8:00a	OPEN	OFF	OFF
C2	X	X	X	9:00a	OPEN	OFF	OFF
C3	X	X	X	10:00a	OPEN	OFF	OFF
C4	X	X	X	11:00a	OPEN	OFF	OFF
C5	X	X	X	12:00p	OPEN	OFF	OFF
REHABILITATION COUNSELOR	M	T	W	TH	F	SA	SU
C1	OPEN	X	X	X	8:00a	OFF	OFF
C2	OPEN	X	X	X	9:00a	OFF	OFF
C3	OPEN	X	X	X	10:00a	OFF	OFF
C4	OPEN	X	X	X	11:00a	OFF	OFF
C5	OPEN	X	X	X	12:00p	OFF	OFF
COMPUTER TIME	M	T	W	TH	F	SA	SU
C1	X	X	1:00p	X	OPEN	OFF	OFF
C2	X	X	1:00p	X	OPEN	OFF	OFF
C3	X	X	1:00p	X	OPEN	OFF	OFF
C4	X	X	1:00p	X	OPEN	OFF	OFF
C5	X	X	1:00p	X	OPEN	OFF	OFF

SCHEDULING – ROW D

REGISTERED NURSE	M	T	W	TH	F	SA	SU
D1	X	X	X	8:00a	OPEN	OPEN	OPEN
D2	X	X	X	9:00a	OPEN	OPEN	OPEN
D3	X	X	X	10:00a	OPEN	OPEN	OPEN
D4	X	X	X	11:00a	OPEN	OPEN	OPEN
D5	X	X	X	12:00p	OPEN	OPEN	OPEN
SOCIAL WORKER	M	T	W	TH	F	SA	SU
D1	X	X	8:00a	X	OPEN	OFF	OFF
D2	X	X	9:00a	X	OPEN	OFF	OFF
D3	X	X	10:00a	X	OPEN	OFF	OFF
D4	X	X	11:00a	X	OPEN	OFF	OFF
D5	X	X	12:00p	X	OPEN	OFF	OFF
REHABILITATION COUNSELOR	M	T	W	TH	F	SA	SU
D1	OPEN	8:00a	X	X	X	OFF	OFF
D2	OPEN	9:00a	X	X	X	OFF	OFF
D3	OPEN	10:00a	X	X	X	OFF	OFF
D4	OPEN	11:00a	X	X	X	OFF	OFF
D5	OPEN	12:00p	X	X	X	OFF	OFF
COMPUTER TIME	M	T	W	TH	F	SA	SU
D1	X	X	X	1:00p	OPEN	OFF	OFF
D2	X	X	X	1:00p	OPEN	OFF	OFF
D3	X	X	X	1:00p	OPEN	OFF	OFF
D4	X	X	X	1:00p	OPEN	OFF	OFF
D5	X	X	X	1:00p	OPEN	OFF	OFF

RESIDENTS' SIMPLIFIED SCHEDULING

ROW A	M	T	W	TH	F
A1	Nurse 8:00a Computer 1:00p	Social Worker 8:00a	Rehabilitation Counselor 8:00a	OPEN	OPEN
A2	Nurse 9:00a Computer 1:00p	Social Worker 9:00a	Rehabilitation Counselor 9:00a	OPEN	OPEN
A3	Nurse 10:00a Computer 1:00p	Social Worker 10:00a	Rehabilitation Counselor 10:00a	OPEN	OPEN
A4	Nurse 11:00a Computer 1:00p	Social Worker 1:00a	Rehabilitation Counselor 11:00a	OPEN	OPEN
A5	Nurse 12:00p Computer 1:00p	Social Worker 12:00p	Rehabilitation Counselor 12:00p	OPEN	OPEN
ROW B	M	T	W	TH	F
B1	Social Worker 8:00a	Nurse 8:00a Computer 1:00p	OPEN	Rehabilitation Counselor 8:00a	OPEN
B2	Social Worker 9:00a	Nurse 9:00a Computer 1:00p	OPEN	Rehabilitation Counselor 9:00a	OPEN
B3	Social Worker 10:00a	Nurse 10:00a Computer 1:00p	OPEN	Rehabilitation Counselor 10:00a	OPEN
B4	Social Worker 11:00a	Nurse 11:00a Computer 1:00p	OPEN	Rehabilitation Counselor 11:00a	OPEN
B5	Social Worker 12:00p	Nurse 12:00p Computer 1:00p	OPEN	Rehabilitation Counselor 12:00p	OPEN
ROW C	M	T	W	TH	F
C1	OPEN	OPEN	Nurse 8:00a Computer 1:00p	Social Worker 8:00a	Rehabilitation Counselor 8:00a
C2	OPEN	OPEN	Nurse 9:00a Computer 1:00p	Social Worker 9:00a	Rehabilitation Counselor 9:00a
C3	OPEN	OPEN	Nurse 10:00a Computer 1:00p	Social Worker 10:00a	Rehabilitation Counselor 10:00a
C4	OPEN	OPEN	Nurse 11:00a Computer 1:00p	Social Worker 11:00a	Rehabilitation Counselor 11:00a
C5	OPEN	OPEN	Nurse 12:00p Computer 1:00p	Social Worker 12:00p	Rehabilitation Counselor 12:00p
ROW D	M	T	W	TH	F
D1	OPEN	Rehabilitation Counselor 8:00a	Social Worker 8:00a	Nurse 8:00a Computer 1:00p	OPEN
D2	OPEN	Rehabilitation Counselor 9:00a	Social Worker 9:00a	Nurse 9:00a Computer 1:00p	OPEN
D3	OPEN	Rehabilitation Counselor 10:00a	Social Worker 10:00a	Nurse 10:00a Computer 1:00p	OPEN
D4	OPEN	Rehabilitation Counselor 11:00a	Social Worker 11:00a	Nurse 11:00a Computer 1:00p	OPEN
D5	OPEN	Rehabilitation Counselor 12:00p	Social Worker 12:00p	Nurse 12:00p Computer 1:00p	OPEN

ADMINISTRATION SIMPLIFIED SCHEDULING

REGISTERED NURSE	M	T	W	TH	F
8:00a	A1	B1	C1	D1	OPEN
9:00a	A2	B2	C2	D2	OPEN
10:00a	A3	B3	C3	D3	OPEN
11:00a	A4	B4	C4	D4	OPEN
12:00p	A5	B5	C5	D5	OPEN
2:00p – 4:00p	OPEN	OPEN	OPEN	OPEN	OPEN
SOCIAL WORKER	M	T	W	TH	F
8:00a	B1	A1	D1	C1	OPEN
9:00a	B2	A2	D2	C2	OPEN
10:00a	B3	A3	D3	C3	OPEN
11:00a	B4	A4	D4	C4	OPEN
12:00p	B5	A5	D5	C5	OPEN
2:00p – 4:00p	OPEN	OPEN	OPEN	OPEN	OPEN
REHABILITATION COUNSELOR	M	T	W	TH	F
8:00a	OPEN	D1	A1	B1	C1
9:00a	OPEN	D2	A2	B2	C2
10:00a	OPEN	D3	A3	B3	C3
11:00a	OPEN	D4	A4	B4	C4
12:00p	OPEN	D5	A5	B5	C5
2:00p – 4:00p	OPEN	OPEN	OPEN	OPEN	OPEN
COMPUTER TIME	M	T	W	TH	F
1:00p	Row A	Row B	Row C	Row D	OPEN
2:00p – 4:00p	OPEN	OPEN	OPEN	OPEN	OPEN

EVOLVIE

Record Keeping

PHYSICAL & DIGITAL RECORD KEEPING



**STAPLES 4 FILE DRAWERS VERTICAL FILE CABINET
LOCKING, BLACK, LETTER, 26.5"D**

\$310.00 x 11 offices = **\$3,420.89**

Each drawer represents a Row (A, B, C, D) on campus.
Every office, including security, must have AND maintain.

Only **red** (*Rejected or Dismissed*), **green** (*Accepted*), **grey** (*Row A*),
teal (*Row B*), **purple** (*Row C*) and **black** (*Row D*) folders.

DROPBOX

Used for file sharing amongst team.

SALESFORCE

Used for digital record keeping. Only certain licenses granted to those whose position aligns with certain document access. Software is made easy for transferring a resident's information.



ADMISSION & DISCHARGE

POLICIES & PROCEDURES

ADMISSION POLICY

Approved:

Approved By:

Policy No.:

Policy

The **EVOLVE: *Transition Housing*** program promptly and responsively screens applicants' eligibility for services. To be eligible for services, clients must be homeless and cannot have consumed alcohol or drugs on the day they are seeking entry into the shelter.

Once a client is admitted to the Shelter, if Shelter staff become aware of further information or observations that the client is unable to participate effectively in the Shelter programs (including consuming alcohol or drugs), they should contact the Program Supervisor for direction to ensure the client is referred for appropriate services.

ADMISSION PROCEDURE

Approved:

Approved By:

Policy No.:

Procedure

Clients are informed of the purpose, scope and contents of services offered at the **EVOLVE: Transition Housing** at the outset of service delivery. Clients are informed that service use is voluntary. A person becomes a client at the **EVOLVE: Transition Housing** when both staff and the client have mutually agreed upon service and a file has been opened.

The Client must be able to convince staff that they know where they are, are willing to participate with the admissions procedure. If they do not, staff may use their discretion about admission. If they are not “received”, a referral may have to be made to another agency for help. If any behavioral problems occur, police may be called.

The following admission procedure is followed for all clients:

- Ask clients to identify themselves and provide date of birth (check ID if available).
- Determine if the person is barred.
- Ask if the person has any weapons or medication to turn in.
- Administer shelter questionnaire and client intake forms.
- Present the Charter of Rights and Responsibilities.
- Assign home.

The orientation of those being served begins at intake. Each new client will receive a copy of “House Rules” and will be asked to sign the statement of agreement. Orientation will be conducted in a way that is clear, consistent, understandable and will include:

1. Identification of the shelter worker and their role.
2. Information about how the program operates.
3. Mission, program and services of the **EVOLVE: Transition Housing** program.
4. Clear communication regarding clients' rights and responsibilities.
5. Information regarding complaint procedures.

This information will be provided to all people who become clients, however, the worker will assess to what depth the information for new clients will be delivered. Shelter staff will use **EVOLVE: Transition Housing's** intake document as a guide during intake and orientation to ensure all procedures are in place and are followed consistently with each client.

CHARTER OF CLIENT RIGHTS AND RESPONSIBILITIES

Approved:

Approved By:

Policy No.:

Policy

The **EVOLVE: Transition Housing** respects the rights and dignity of the people it serves and treats them in a non-coercive manner. Shelter programs have procedures in place to facilitate a respectful workplace. This Charter establishes the rights and responsibilities for clients accessing services at the **EVOLVE: Transition Housing**. The rights and responsibilities include:

RIGHTS

- The right to feel safe in the **EVOLVE: Transition Housing** and associated programs;
- The right to progress through the shelter programs at your own level of comfort and understanding
- The right to be considered for accommodation and housing based on fair policies;
- The right to receive help finding and staying in suitable housing on a long-term basis;
- The right to be treated with respect regardless of your race, status, gender, sexual orientation, age, religion, or beliefs;
- The right to be informed of your human, legal, and civil rights, and to speak up when you feel they have been violated;
- The right to be informed about the policies of the Society that have a direct impact on you;
- The right to be informed and included in the decisions made about you and your family;
- The right to confidentiality in accordance with the Private Information Protection Act and the Freedom of Information and Protection of Privacy Act;
- The right to receive help when applying for income assistance, employment and health services, educational opportunities and other support services; and,
- The right to make a complaint or appeal a decision you do not agree with and receive an answer that makes sense to you.

RESPONSIBILITIES

- The responsibility to respect the rights of others to feel safe;
- The responsibility to respect the cultural backgrounds and privacy of others;
- The responsibility to follow schedules and rules of the **EVOLVE: Transition Housing** and its programs;
- The responsibility to let program staff know if you are unable to keep an appointment and need to reschedule;
- The responsibility to inform staff if you feel that any staff member has breached the code of ethics, confidentiality or has treated you unfairly.

Procedure

Upon intake into the shelter clients are advised of their rights and responsibilities and provided with the information in writing. Copies of the Charter will also be posted in high visibility locations throughout the shelter.

DISCHARGE POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

The **EVOLVE: Transition Housing** Society ensures that when service is terminated, either voluntarily or involuntarily, employees follow an orderly and respectful process.

Discharge may occur when the client:

- Achieves his/her goals and is ready to discontinue service.
- No longer wants to stay at the Shelter and receive service.
- Refuses to adhere to the policies and procedures of the shelter (e.g. violent behavior or weapons possession);
- Has needs that exceed the resources and expertise of the shelter.

Procedure

Discharge Checklist

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

- Wrap up case planning with the client
- Complete a discharge/aftercare plan with the client
- Have the client complete a Client Satisfaction Survey prior to leaving;
- Record the reason for discharge
- Make appropriate referrals where external after care is required
- Ensure all personal property in the client file is returned to the client
- Enter a closing summary in the client file within two days of discharge.

Closing Summary

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

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

DISCHARGE POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

Involuntary Discharge

In some cases, the Shelter may require a client to be discharged on an involuntary emergency basis. The Shelter Manager must sign off on the decision to ask a client to leave. Employees have an obligation to assist such clients in linking to other appropriate services prior to leaving the shelter. This may include, among other things, making referrals or providing the clients with resources to self refer. Staff should always remain non-judgmental in their approach to the client. Be honest with the client about why s/he is being asked to leave. The client may react angrily to the involuntary discharge and staff may be the target of that anger. If there are concerns that this may happen, staff should ensure that they are not alone during the procedure.

Appeal Process

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

1. The client should discuss the matter fully with the Shelter Manager, who will make a decision on any corrective action required within the boundaries of his/her authority. The Manager will notify the Executive Director of the client's concerns and the action taken.
2. If the client is still unsatisfied with the outcome, the client may submit a request for intervention to the Executive Director, who will acknowledge receipt within five days. The Executive Director will take any corrective action required within 10 days and inform the client, in writing, of the resolution.
3. Clients have the right to ask assistance of another person to speak on their behalf, or help fill out a grievance form.
4. Client grievances are reported in the Shelter Manager's Quarterly and Annual Reports. The Board of Directors reviews all grievances quarterly and annually, providing a level of review that does not involve the person about whom the complaint was made or the person who reached the decision.
5. Copies of all documents are placed in the client file.

**SERVICE RESTRICTIONS
SUBSTANCE USE, WEAPONS
AND VIOLENCE
POLICIES & PROCEDURES**

SUBSTANCE USE

Approved:

Approved By:

Policy No.:

Policy

EVOLVE: *Transition Housing* does not accept clients who are currently using drugs and alcohol. The shelter does not have the expertise to admit individuals who are currently using and/or are severely intoxicated. Clients must agree to be sober while staying at the shelter. Any client suspected of using any non-approved drugs or concealing syringes will be required to leave the shelter.

Procedure

Admission

- Clients are questioned about their current drug and alcohol use at admission.
- Clients are asked to commit to remaining drug and alcohol free during their stay at the shelter.
- All medication, syringes, and drug paraphernalia are to be turned in upon admission to the shelter.
- Prescribed medications are stored in the office and staff will assist clients to take timely dosages of the medication.

Severe Intoxication

- If an individual seeks admission to the shelter while in a state of severe intoxication, staff should not assign a bed for the person.
- The individual should be monitored while the police are called.
- The police will be able to provide the care and monitoring required to safely look after the individual.

WEAPONS

Approved:

Approved By:

Policy No.:

Policy

Weapons will not be accepted for check-in or allowed in the facility. Shelter staff will make the determination as to what constitutes a weapon. Attempts to bring weapons into the facility will result in an immediate denial of service. Work tools and any other devices, which may be used in a manner that could cause serious bodily injury, must be checked in at the front desk and appropriately stored, before the client is allowed in other areas of the shelter.

Procedure

- Items which require check-in must be tagged with the client's name and date of check-in. All check-in items must be immediately stored in a locked box, closet or cabinet, which is to be located in a secure area of the facility.
- Clients may retrieve the items whenever they are ready to leave the facility.
- Upon check-in of an item, clients will be provided with a Property Log Agreement Form, used to log receipt and return of the item. This form will also explain the rules of the Shelter Safety Policy. The client must sign this agreement and turn the item(s) over to shelter staff, before continuing to any area of the shelter.
- When a client requests the return of his/her item(s), the client's name and date the item was returned will be entered in the Property Log Agreement Form. The client will confirm the return of their item(s) by signing in the appropriate column. The shelter will keep the original copy of the Property Log Agreement Form and provide the client with a copy of the signed document. This procedure will be done each time an item is returned to a client. Only the Shelter Supervisor or Site Manager may return an item.

BANNED WEAPONS	ITEMS REQUIRING MANDATORY CHECK-IN
<ul style="list-style-type: none">• Guns (including zip guns and BB guns)• Knives (other than those specifically designated for legitimate vocational purposes-see list of items for check-in)• Spears and swords• Clubs, sticks and staves• Explosive devices• Martial arts weapons• Brass knuckles• Pepper spray/mace• Stun guns• Tasers• Razors (including straight razors and razors with removable blades)• Slingshots	<ul style="list-style-type: none">• Work Tools (hammers, screwdrivers, crowbars, box cutters, etc.)• Sports Equipment (golf clubs, baseball bats etc.)• Camping equipment (hatchets, tent spikes, etc.)• Knives which are used for legitimate vocational purposes (culinary knives for clients employed as chefs/cooks)• Heavy flashlights (such as police style Maglite flashlights)• Canes (must be checked-in by clients who are not mobility impaired)• Large metal crosses• Jewelry with studs, spikes and/or other protrusions• Scissors

PLEASE NOTE: *This is not meant to be a comprehensive list of banned items/items requiring check-in. Shelter staff and security personnel are fully authorized to make determinations regarding such items on a case-by-case basis.*

VIOLENT BEHAVIOR POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

A client will be told to leave the shelter when staff has witnessed the person, or s/he has admitted to, being violent or physically intrusive inside the shelter, or s/he has repeatedly targeted another individual. This includes:

- Hitting, kicking, slapping, pushing
- Throwing objects at someone
- Any unwanted physical contact
- Being verbally abusive repeatedly to the same person

Procedure

1. Staff will intervene in a conflict in the shelter and encourage those involved to work things out respectfully, offer to mediate, and name abusive behavior.
2. Staff will prioritize being in common areas with clients when tensions are high.
3. Whenever possible, the decision to tell a client to leave should be discussed with the manager or another support worker.
4. When a client has assaulted anyone in the shelter or been physically intrusive, aggressive (including unwanted touching) and staff have seen it, or the person has admitted it, s/he must leave.
5. Staff should be honest with the client about why s/he is being asked to leave. If possible, help the person with their plans and provide him/her with alternatives. Staff should remain non-judgmental.
6. The client may react angrily, and staff may be the target of that anger. If a staff member is concerned about personal safety and s/he is on shift alone, call in another staff person before talking with the client and, if necessary, notify the police.
7. Notify the Shelter Manager immediately and complete a Critical Incident Form.

DEALING WITH INAPPROPRIATE BEHAVIOR POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

At the **EVOLVE: Transition Housing**, our primary concern is housing and assisting clients who are in crisis. We do our best to help clients live within the guidelines that are necessary for maintaining the communal environment of the shelter. If at all possible, we want clients to be able to continue their stay at the shelter. This can sometimes be a difficult task, especially when clients act out in loud, rude or aggressive ways towards staff or other clients. It is up to staff on shift to find a balance between ensuring the safety of the shelter (staff and clients) and finding ways to assist the client in maintaining a certain level of appropriate behavior, so that s/he can remain a client.

Procedure

If a client has repeated instances of inappropriate behavior that jeopardizes the safe and communal atmosphere of the shelter, a client may be given warnings; placed on daily assess or evicted; or barred for a period of time.

Warnings

If a client disregards a shelter policy, and is not receptive to being told by staff that it is unacceptable behavior, s/he will be given a warning. It is important that the client be made clearly aware of why s/he is being given the warning. If the client receives too many warnings about the same unacceptable behavior s/he may be asked to leave. However, if a client has several warnings on file, but on different topics, then this does not lead to him/her being asked to leave.

Daily Assess

This indicates that there were significant issues that arose during the current or recent previous stay of a client. If the incidents occurred during his/her previous stay, the client should be made aware that s/he needs to closely monitor his/her behaviors related to the daily assess, as a condition of the shelter offering him/her space. (If for example, there was drug paraphernalia found in the client'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 intake. As well, it means that the client 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 shelter.

Evictions

A series of warnings, followed by a final warning for threatening or unsafe behavior will lead to an eviction. A clear time limit for the client to leave the building is given at this time. Extremely threatening behavior towards staff or another client will result in immediate eviction. If a client is too aggressive, angry or out of control to leave the shelter on their own, the police can be called to escort the client from the premises.

Barrings

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

COMPLAINTS

POLICIES & PROCEDURES

COMPLAINTS POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

Feedback is important. Shelter clients must be provided with an opportunity to express their concerns and/or complaints. Staff have a duty to listen to and consider what is being said and provide the client with a response.

Procedure

To ensure that client concerns/complaints are handled in a consistent and responsive way the following procedure should be followed:

1. Whenever possible, the staff person first hearing the concern/complaint must attempt to resolve it using active listening and conflict resolution skills.
2. If the client remains angry or concerned, staff may refer the client to the program manager or designate, who may then refer him/her to the Executive Director.
3. Clients also have the right to access the Board of Directors. In these cases, provide the client with the mailing address of the **EVOLVE: *Transition Housing*** Society.

CONFLICT RESOLUTION POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

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 clients. As part of our commitment to providing safe shelter, we require all clients who stay in the shelter to participate in mediated conflict resolution with a Support Worker when they are having a conflict with a roommate or anyone in the shelter. This is also effective for preventing violence in the workplace.

Procedure

1. As a first step, clients 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 need to come into the office so that the Support Worker can mediate.
2. Clients need to agree to abide by the conditions of the solution of this process or acknowledge they will be moved to another shelter.
3. Each person should have a chance to tell their side of the story in a respectful way without interruptions from the other person.
4. The Shelter Worker should encourage the clients to suggest compromises that could solve the situation. If they are unable to come up with constructive solutions, Shelter Workers should put forward compromises that might work for all involved.
5. Sometimes, the clients 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 others' business, for the duration of their stay. It must be made clear that if the people involved cannot follow these guidelines, and continue to engage in behavior that is aggressive, threatening or too disruptive to other clients, then one or both people may be asked to leave. If possible, an alternate space in another shelter will be found.

**PRIVACY AND
CONFIDENTIALITY**
POLICIES & PROCEDURES

PRIVACY & CONFIDENTIALITY POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

EVOLVE: *Transition Housing* values and protects confidentiality of client information. For the shelter to work effectively, clients must have confidence that information they provide will be safeguarded appropriately.

Procedure

Shelter staff

1. Treat as confidential all discussions about clients, all client case records, and all other material containing information about clients;
2. Inform all clients that concerns or questions on why their personal information is being recorded or what is done with it can be directed to the Executive Director who is **EVOLVE: *Transition Housing*** information privacy officer;
3. Keep client files secure and locked;
4. Limit access to client files to authorized persons; and,
5. Do not leave clients or other people unattended with confidential material.

Access to Client Files

Access to client files is only permitted to appropriate, authorized persons. These include clients; parents or legal guardians, where appropriate; employees authorized to see specific information on a “need-to-know” basis; and others outside the Shelter whose access is permitted by law.

Working Notes and Off-Site Documentation

In programs where client contact is off-site or where client working notes must be secured outside of the Shelter’s regular office, it is important to ensure confidentiality is respected both verbally and in written form. To achieve this, the following additional procedures are required:

1. Whenever possible, off-site information will have minimal identifying information (initials).
2. If confidential material is kept in a vehicle during working hours, the vehicle must be locked at all times and the material stored out of view. No confidential material is to be left in a vehicle overnight.
3. Any confidential information kept at an employee’s home must be secured. No confidential information is to be stored on home or personal computer hard drives. Computer disk files must be password protected.
4. Working notes must be brought into the office and securely stored or destroyed every three months.
5. Upon client discharge, all written information/notes on the client kept outside of the office must be returned for secured filing.

**INFORMATION
TECHNOLOGY**
POLICIES & PROCEDURES

INFORMATION TECHNOLOGY POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

EVOLVE: *Transition Housing* protects the confidentiality of client and business data by maintaining computer security that meets or exceeds industry standards. The security includes hardware and software applications as well as limited 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 and 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.

Procedures

Access Codes and Passwords

- The confidentiality and integrity of data stored on **EVOLVE: *Transition Housing*** computer systems is 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 IT staff).
- Each 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.
- Where possible, passwords must be a minimum of seven characters in length and be comprised of a combination of letters, numbers and special characters. The use of proper names, dates, phone numbers and words that can be found in a dictionary must be avoided.
- Passwords must be changed at least every 90 days, if not prompted automatically by the system.
- Some systems provide the ability to save a password so that it does not need to be entered the next time the application is run. This can provide easy access to systems for an unauthorized user. Under no circumstances should passwords to **EVOLVE: *Transition Housing*** systems be saved in an unencrypted format.
- 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 of time.
- All users acknowledge their reading and understanding of computer security issues each time they log on to an **EVOLVE: *Transition Housing*** computer system.

INFORMATION TECHNOLOGY POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

Computer Viruses

Computer viruses are programs designed to make unauthorized changes to programs and data. Therefore, viruses can cause destruction of **EVOLVE: Transition Housing** 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.

- Users must not knowingly introduce a computer virus into Society computers.
- Users must not load diskettes, CD-ROM's, USB memory devices or other portable media of unknown origin.
- All incoming diskettes, CD-ROM's, USB memory devices and other portable media must be scanned for viruses before the files that they contain are opened.
- Any user who suspects that his/her **EVOLVE: Transition Housing** laptop or workstation has been infected by a virus must immediately power off the workstation and contact IT Department.

Bypassing or breaching security measures

- Attacks against **EVOLVE: Transition Housing** systems come from many sources both internal and external to **EVOLVE: Transition Housing** computer networks. Security measures, such as a firewall and intrusion detection system, have been put in place to protect Safe Shelter Society from breaches that originate from outside sources.
- Any activity that bypasses or is intended to bypass the security measures that are in place to protect **EVOLVE: Transition Housing** networks is in contravention of this policy and may lead to disciplinary action.

Inappropriate use

Inappropriate use of **EVOLVE: Transition Housing** information technology includes, but is not limited to:

- Unauthorized access, alteration, destruction, removal, and/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 and/or access devices or information for accounts, equipment, and telephone voice mail;
- Unauthorized use of **EVOLVE: Transition Housing** facilities and resources for commercial purposes;
- Theft of resources;
- Malicious or unethical use; and
- Use that violates provincial or federal laws.

Monitoring system use

- The Manager of Information Technology is responsible for monitoring the system for security. In the course of monitoring individuals improperly using the system, or in the course of system maintenance, the Manager of Information Technology may also monitor the activities of authorized users.
- Anyone using **EVOLVE: Transition Housing** system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel may provide the evidence of such monitoring to law enforcement officials or the Executive Director for disciplinary action.

**CRITICAL INCIDENT
RESPONSE**
POLICIES & PROCEDURES

CRITICAL INCIDENTS POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

All critical incidents must be documented. These include, but are not limited to, incidents where the **EVOLVE: *Transition Housing*** has been exposed to potential liability, where outside intervention has been sought (police, fire, emergency services, etc.) where staff have refused to dispense a client's prescribed medication, an act of physical violence has occurred or been threatened.

Procedure

- 1) Inform the shelter manager or delegate 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 Shelter Manager or delegate by the end of your shift.
- 2) The Shelter Manager, in cases where deemed appropriate and necessary, will initiate a critical incident stress debriefing session with the staff members present.

Exceptions

- In routine situations (e.g. a client 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 client is impaired), it is not necessary to contact the Shelter Manager or designate at home, unless staff is seeking input/support.

FIRE POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

In Case of Fire

1. Pull the fire alarm if it is not already sounding; the Fire Department monitors the alarm and will respond immediately.
2. Do not attempt to extinguish a fire yourself.
3. Alert all clients, staff and visitors and immediately evacuate the shelter. Direct clients to the safe mustering station outside.
4. Do not use the elevator.
5. Staff should collect the daily log, the visitor book and admission log as well as the extra staff keys.
6. At the mustering station confirm that all clients, staff and visitors have evacuated the building.
7. When the Fire Department arrives, speak to the officer in charge. If required give the officer a set of staff keys.
8. Contact the Shelter Manager or his/her delegate as soon as possible.
9. If the weather is inclement and if the evacuation will not be short, request the Fire Department provide buses for immediate short-term shelter.
10. Contact other agencies in the community, inform them of the situation and ask for assistance in providing temporary shelter for the clients.
11. For a false alarm or other short-term evacuation, direct occupants back into the building once the Fire Department has authorized an all clear. Complete a Critical Incident Form.

Smoke Alarm

In the shelter there are smoke alarms in every bedroom, in the hallways, common room, laundry room, and kitchen and in the main office.

Fire Extinguishers

There are fire extinguishers located at each end of the main hallway. They can be used for any type of fire, but are only to be used when the fire is small and contained (e.g. stove fire). In all other situations, staff are expected to inform clients and evacuate the house immediately.

Fire Exit Procedures

The fire exit procedures for clients are posted visibly in each bedroom, and are as follows:

- Roll out of bed.
- Touch back of hand to the door, if the door is cool, open it a crack; if you do not smell smoke, open the door and leave the building.
- If the door is hot, DO NOT OPEN IT – leave by the window. If necessary, use a chair to break the window.
- If the fire alarm is not sounding, pull the nearest fire alarm (located beside the elevator and in the main hallway).
- Check to see if everyone is out but DO NOT GO BACK IN THE BUILDING.
- Follow the directions of Shelter Staff.

EARTHQUAKE POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

In Case of an Earthquake

1. In the event of an earthquake, direct all persons including staff to seek protection under tables, counters, door frames and other protected areas.
2. 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.
3. Evacuate the building 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.
4. To evacuate—alert all clients, staff and visitors and immediately leave the shelter. Direct clients to the safe mustering station outside.
5. Do not use the elevator.
6. Staff should collect the daily log, the visitor book and admission log as well as the extra staff keys. Do not enter any unsafe or hazardous areas.
7. At the mustering station confirm that all clients, staff and visitors have evacuated the building.
8. Contact the Shelter Manager or his/her delegate as soon as possible.
9. If the evacuation is going to be for an extended period of time, the Shelter Manager will make arrangements for alternate meals and accommodation.

FIRST AID POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

The **EVOLVE: *Transition Housing*** provides required First Aid assistance in compliance with applicable requirements. Wherever possible we will respect a client's decision not to go to the hospital. If however, the shelter worker believes the client to be in need of hospitalization, s/he will call for an ambulance.

Procedure

- The **EVOLVE: *Transition Housing*** requires sufficient employees to have recognized Level One First Aid training in order to meet WCB regulations.
- Documentation of the training is kept in the employee's personnel file.
- First Aid kits and manuals are readily available in a designated place on each floor of the shelter and at the front desk. The list of contents for the First Aid kit is kept in or attached to the First Aid kit.

Applying First Aid

If an injury requiring First Aid occurs, employees should:

- Immediately administer First Aid as prescribed in training.
- 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 Program's First Aid Record log.
- Report First Aid to a parent or guardian where applicable.

Calling an Ambulance

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

SHELTER CLIENT DEATH PROCEDURE

Approved:

Approved By:

Policy No.:

Procedure

In case of client death staff should:

1. Call 911.
2. **DO NOT** move the client or touch anything in the vicinity of the body.
3. Call a second staff member for support.
4. Call the Shelter Manager.
5. The Shelter Manager will initiate Critical Incident Debriefing for staff and clients as and if required.
6. The Shelter Manager will notify, the Executive Director, Board of Directors of death as soon as possible.

THREAT AND ASSAULT TO STAFF AND CLIENTS POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

EVOLVE: *Transition Housing* encourages a team approach, whenever possible, to defining, assessing and acting on violence and the potential for violence in the workplace. Violence is defined as physical or verbal actions that result in another person feeling intimidated, uncomfortable, unsafe, threatened or harassed. As many of the people we serve live with mental illness and addictions, the cause of violent behavior may be complex. Using the staff and volunteer team is helpful in assessing each on a case-by-case basis.

EVOLVE: *Transition Housing* makes staff and client safety a top priority in several ways. These include:

- Critical Incident Report binder
- Staff journal to track important issues, trends and clients with a violent history
- Safety issues as a regular component of weekly team meetings
- Regular checks on the environment (e.g. office layout and natural surveillance sights)
- Staff orientation
- Non-violent communication training

Procedure

Factors to consider before taking action 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 own capability for handling the situation. Know your own limits, triggers and your tendency to under- or over-react.
- Ask yourself what has happened: Who, what, when, where, how and why?

THREAT AND ASSAULT TO STAFF AND CLIENTS POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

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

- Danger to yourself or others
- Property is being damaged
- Your feelings of personal safety have been violated
- You have exhausted all other options
- You are no longer in control of the situation
- The person is fixated on you
- Things appear to be escalating.

Before taking any direct action, assess your own personal safety and possible escape routes. Ensure that you have involved another co-worker 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 shelter. If the individual will not leave, explain that the police will be called if they do not comply. If the person will still not leave, do not hesitate to call police.

Post-Violent Incident Procedure

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

- Ensure the person has left the building
- Call police, if you have not already done so
- Ensure the assaulted person is in a safe place
- Call for an ambulance if someone has been physically assaulted
- Administer First Aid if necessary
- Support the injured person
- Support other clients in the area
- Communicate with all staff on site and off site

Other important procedures that may follow include:

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

INFECTIOUS DISEASE OUTBREAK POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

Staff are responsible for protecting the clients' receiving services through the shelter from risk, including from infectious diseases. 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, staff are to immediately refer the individual to medical services. 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 implemented 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 **EVOLVE: Transition Housing** without direction from a trained medical professional. Staff are 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 are to make sure that all symptoms and actions are clearly documented and communicated to medical professionals.

Procedure to reduce/eliminate risk from infections and infectious diseases:

1. All staff are to wash hands frequently. Appropriate reminder signs are to be posted in kitchens, washrooms and other areas deemed appropriate.
2. Where more than two people have cold/flu symptoms within a 48-hour period, the Manager is to be informed.
3. Where any serious risk of infection/disease is identified or suspected, and it cannot be assessed by a medical professional immediately, isolate the individual including, as appropriate, their eating utensils. Where this is impractical (e.g. Drop In), temporary restriction from the service may be required.
4. At the earliest possible time, have the individual assessed by a trained medical professional and request the medical personnel provide an appropriate medical plan within the context of the shelter services.
5. When an individual is referred to **EVOLVE: Transition Housing**, ask questions regarding the person's exposure to communicable disease/infection and their condition.
6. Be alert to any emerging signs or symptoms of illness, such as diarrhea, fever, general malaise, excessive tiredness, changes in behavior, etc.
7. If symptoms are noted, refer at once to medical services. Notify the Manager and maintenance staff and ensure detailed documentation to ensure that future shifts become aware and continue observing the situation.
8. Communication is the key to prevention and timely management of these challenges. Make sure that all appropriate parties are aware of the situation and that all actions are clearly documented. Ensure that confidentiality and privacy are respected.

INFECTIOUS DISEASE OUTBREAK POLICY AND PROCEDURE

Approved:

Approved By:

Policy No.:

Procedure for an Outbreak

1. Notify clients and post signs.
2. Extra hand sanitizer will be left at the front desk to ensure an adequate supply is available to everyone.
3. The following contact surfaces are to 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 mouth pieces
 - Toilet seats and flush handles
 - All taps and areas around sinks
 - Beverage container taps and condiments or food containers
4. Where an outbreak is declared by a medical professional, the 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.
5. Cleaning is to be done as often as possible especially during times when people are using common areas.
6. All clients and staff are to wash their hands before eating.
7. Staff may need to have extra fluids available for ill clients.
8. Dining areas are to be cleaned between sittings with a bleach solution; consider closing the dining area between meals.
9. Screen kitchen staff and volunteers before allowing them in the kitchen.
10. Deliver food to clients if a quarantine is established.
11. Monitor/coordinate movement of individuals in and out of quarantine areas.
12. Keep up-to-date records of individuals who present with symptoms using illness tracking form and quarantined persons sheet.
13. Designate and apply signage to “sick” washroom. Where this is not possible, staff will need to clean as often as possible or have client report usage for cleaning.
14. Document and discuss the situation at each shift and update the Manager.
15. Email other community facilities with updates and information.

PEST CONTROL POLICY & PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

The **EVOLVE: *Transition Housing*** is committed to maintaining a pest free environment in the shelter. All staff receive appropriate training for the identification of common pests as well as prevention and control measures. In the event that pests are reported, the following control procedures will be initiated as promptly as possible. Other service and shelter providers in the community will be notified of serious outbreaks.

Procedure

Lice

Lice are small insects that feed on human blood and lay their eggs on body hairs, or on clothing fibers. Bites cause a mild irritation and a purplish spot. To control the spread of lice, clients should be encouraged not to share hats, helmets, brushes, combs, towels and linens etc.

- When lice are detected on a client, remove all items of clothing and bedding and wash separately in hot water and dry in a hot dryer.
- Provide the client with fresh bedding and clean clothing.
- Treat with non-prescription shampoo/medication as per directions on the packaging.
- Clean the client's room by vacuuming any upholstered furniture, rugs and the floor.
- 24 hours later repeat actions.
- Notify other shelter staff.

Scabies

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

- When scabies are detected on a client, remove all items of clothing and bedding and wash separately in hot water and dry in a hot dryer.
- Provide the client with fresh bedding and clean clothing.
- Treat with non-prescription shampoo/medication as per directions on the packaging.
- Occasionally antibiotics may be prescribed if there is secondary infection.
- 24 hours later repeat actions.
- Notify other shelter staff.

PEST CONTROL POLICY & PROCEDURE

Approved:

Approved By:

Policy No.:

Bed Bugs

Bed bugs are parasitic reddish-brown, oval, flattened insects about a quarter of an inch long that feed on human blood. Their bites produce itchy bumps. When bed bugs are detected in the Shelter the following procedure is to be followed:

- Immediately contact a licensed Pest Control Company to eradicate the bed bugs.
- Follow the Pest Control Company's instructions for how to prepare the shelter for bedbug treatment.
- Ensure the Pest Control Company treats all crevices, baseboards, windowsills, bed frames, mattresses, box springs, furniture and closets. Garbage storage rooms, hallways, laundry rooms and common rooms should also be treated.
- Bed bug infested materials designated for disposal should not be removed from the shelter until after being treated by the Pest Control Company.
- Clothes and linens to be laundered may be removed in sealed plastic bags and washed in hot water and dried on the hottest setting of the dryer.
- Small non washable items are to be put in a freezer for a period of 48 hours to kill eggs.
- All discarded clothing or other materials should be enclosed in plastic bags and marked "bed bug infested" for disposal.
- All vacuumed refuse in bed bug infested rooms should be double bagged in plastic bags and given to the pest control company for appropriate treatment and disposal.
- All furniture and mattresses for disposal should be treated and if possible labelled as bed bug infested before placing in a dumpster. Such materials should not be recycled or allowed to be picked up from the sidewalk or dumpster.
- Continue Pest control treatments every two weeks until there are no new signs of bed bugs (minimum two treatments).

WORKPLACE SAFETY

POLICIES & PROCEDURES

WORKPLACE SAFETY HOUSEKEEPING, HYGIENE & HAZARDOUS MATERIALS POLICY & PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

The **EVOLVE: Transition Housing** understands the importance of maintaining hygienic, sanitary environments for the well-being of clients and staff. The Shelter maintains a consistent and high standard of housekeeping. Staff are provided with WHIMS training and education for any hazardous materials they may come into contact with when carrying out their assigned work tasks.

Procedure

The Shelter maintains written, standardized housekeeping procedures, trains employees in them, and monitors their implementation and effectiveness. Client participation in housekeeping tasks follows the Shelter guidelines. Program supervisors are responsible for ensuring household tasks are assigned and completed. Particular attention is paid to the primary sources of household biohazards, kitchens and bathrooms. Programs take steps to prevent the spread of infection in bathrooms, bedding, and food. To prevent cross-contamination, clients are required to store personal toiletries in their bedrooms when not in use. Clients are assigned a set of linens at intake for their use while in the shelter. The client is responsible for washing their linens. At discharge, linens are laundered by an employee in hot water with bleach.

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 stored separate from the shelter and programming area and are kept in a locked and ventilated space such as an outside shed. Flammable or combustible materials may not be stored longer than one year. Upon opening the container, staff will clearly mark the discard date on the container. Disposal takes place at a legally recognized depot site. Staff are trained in the reading of WHIMS labels and Material Safety Data Sheets for safely using the hazardous material and responding to a spill, release, fire or poisoning. on any hazardous material found at the shelter.

An up-to-date inventory of hazardous materials (as defined by WHIMS) kept at the shelter is maintained. The hazards of the 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/or updated when new products are received or new hazard information becomes available.

Poison Control

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

WORKING ALONE POLICY & PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

All shifts will have two staff on duty. Maintaining the safety and security of clients and staff is paramount at the **EVOLVE: Transition Housing**. The Shelter Manager will ensure that staff do not work alone; however, in the event that a set of circumstances leads to a staff person working alone the following procedure will be used.

Procedure

When a staff person is working alone, especially during late night hours, the following procedures will be implemented:

1. A second staff person, shelter manager or the Society's Executive Director must check in with the staff person working alone, three times during the shift (beginning, mid-shift and at the end of the shift).
2. The staff person working alone will wear a personal emergency call device on a lanyard around the neck and use to call for help in the event of a personal security or emergency issue.
3. This procedure will be reviewed with staff on an annual basis to incorporate any required revisions.

EMPLOYMENT

POLICIES & PROCEDURES

STAFF TRAINING POLICY & PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

The **EVOLVE: *Transition Housing*** provides or arranges for a staff training and development program that enhances employee skills and abilities to ensure employees are qualified to fulfill their job responsibilities and to promote awareness and sensitivity to cultural backgrounds and needs.

Procedure

- The **EVOLVE: *Transition Housing*** maintains a Staff Development Fund for the training and development needs of regular employees.
- Training is provided on an ongoing basis through direct monthly supervision and through bimonthly training events staff are required to attend.
- The **EVOLVE: *Transition Housing*** documents attendance at the required training. No exemptions are granted. If an employee is unable to attend the training, s/he will be scheduled for the next available opportunity. The **EVOLVE: *Transition Housing*** keeps a record of pre- **EVOLVE: *Transition Housing*** employment training and in-service training (documents of attendance and completion) in employee personnel files.
- The Shelter Manager is responsible for ensuring that employees have appropriate and current training in all required areas (health and safety, policies and procedures, universal precautions, first aid, and non-violent communication).
- Annually in their Program Annual Reports, the Manager evaluates the Shelter's training requirements.

New Employees

- All new employees complete staff orientation within their first two months of employment. All other required training must be completed within the first year of employment.
- Training that an employee is directed to take by her/his immediate supervisor or that is required by the **EVOLVE: *Transition Housing*** (e.g. First Aid) is funded by the **EVOLVE: *Transition Housing***, including the cost of the employee's wages and any relief coverage necessary. The Manager must clearly identify all applications for funds for directed training.

BUILDING MAINTENANCE

POLICIES & PROCEDURES

BUILDING MAINTENANCE POLICY & PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

The **EVOLVE: *Transition Housing*** takes all necessary steps to keep its property and premises well maintained and in a state of good repair. It complies with all legal requirements and acts promptly when repairs are necessary.

Procedure

The Shelter Supervisor, or designate, is responsible for property upkeep and maintenance, including:

- Maintaining facility safety and security;
- Conducting monthly Shelter Manager's inspections using the Shelter Manager's Monthly Inspection Checklist and sending completed inspection reports to the Health and Safety Committee;
- Conducting a nightly site tour, a perimeter/security check that includes checking motion detector lights and visually inspecting the fire alarm system;
- Conducting required preventive work site maintenance, and keeping records of maintenance work performed and inventory (including equipment and tools);
- Ensuring all required current business licenses are maintained;
- Keeping copies of all building keys and a list of security codes used in the facility; and,
- Regularly maintaining vehicles as required.

Repairs & renovations

- Emergencies, hazards, and critical health issues must be addressed immediately, more routine work must be addressed within one week.
- Regular maintenance is allowed for in the annual budget and must be completed as quickly after the damage is noticed as possible.
- Repairs and renovations in excess of \$1,000 must be referred to the Executive Director.
- For work over \$500 three estimates must be solicited.
- Staff are required to report any damage or loss of property to the Shelter Manager.

MISCELLANEOUS

POLICIES & PROCEDURES

HANDLING CLIENT'S MONEY POLICY & PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

While staying at the **EVOLVE: *Transition Housing***, clients may want to keep their money or valuables in a secure location. To avoid theft and any resulting conflict, shelter staff should urge clients to lock up anything of value.

Procedure

Clients may have their money locked up in the shelter's safe, located in the downstairs administrative office. As only administrative staff have access to the safe, clients will only be able to access their money during business hours, Monday – Friday from 8:00 am to 4:30 pm. In addition, shelter workers should only accept cash from a client during these hours.

- If the Shelter Manager is on site, give the client an envelope to store his/her money.
- Have the client record his/her name and balance on the envelope, both the Shelter Manager and client will initial to indicate the balance is correct.
- Notify the Shelter Manager when a client would like to access his/her money.
- The Manager will give the envelope to the client.
- The Manager and the client will record the new balance on the envelope, and both will initial the new balance.

MEDICATION POLICY & PROCEDURE

Approved:

Approved By:

Policy No.:

Policy

This policy outlines the guidelines for self-administration of prescription medications for clients of the shelter. The shelter has a responsibility to keep all prescription drugs that are prescribed to clients in a locked cabinet. These medications should only be made available to the client to whom they are prescribed. Clients are responsible to administer their own medications. The following procedure is intended to provide a safe and consistent approach to medication storage and distribution to clients.

Procedure

Medications are the property of the client and therefore the administration of the medication is the responsibility of the client.

- Medications will be in either a vial or dose format, properly labelled with the client's name, pharmacy, and physician.
- Each client's medication will be stored in an individual labelled bin within a locked cupboard/drawer in the front office.
- There will be access to a refrigerator for storage of medications that require refrigeration.
- Medications for a shelter client will be returned to the pharmacy marked "for disposal" when a client has not booked into the shelter for a period of one week and has not returned for their medications.
- If staff or client notices errors to the dose, return dose to pharmacy immediately.
- Vials of multiple mixed pills will be accepted for storage until the pharmacy can be contacted for proper dispensing and packaging of medications. The mixed pills will be returned to the pharmacy for proper disposal.
- Staff are not responsible for ensuring clients' adherence to the medication regimen. However, good judgment and common sense should be used, and the Shelter Manager notified if a client has not been taking their medication or taking too much or too little of their medication.

Client Guidelines for Self Administration:

- The client will administer the medication according to the time, route and frequency of the prescription.
- The client is entitled to take a day's worth of medication. You may put the day's dose in an envelope and label with client's name, date, and medication.
- Clients may be permitted to keep the following medications on their person while residing in the shelter, providing fellow client safety is not compromised and medications are properly labelled:
 - Nitro-glycerine spray/tablets
 - Epi-pen
 - Skin creams
 - Inhalers

MEDICATION POLICY & PROCEDURE

Approved:

Approved By:

Policy No.:

Staff Guidelines for Self Administration:

- Staff will provide the client with any materials required to self administer medications, and if required, a private place to administer medications.
- Staff are expected to either add a pharmacy-printed medication administration record (MAR) to the medication binder when a client books into the shelter or, if this is not available, to create a MAR using the “medication administration record” form.
- The MAR requests that staff ask clients for their physician's name, pharmacy, and allergies.
- Initial that medications have been taken.
- A signature sheet will be kept current with new staff who initial for medication.
- MAR sheets and medication administration records must be kept for one month before being properly destroyed.

DUTIES & RESPONSIBILITIES

POLICIES & PROCEDURES

RESIDENTS' DUTIES & RESPONSIBILITIES

1. Residents are limited to two large or three small bags/ luggage. All personal items must fit in the dresser drawers provided. The Shelter is not responsible for any personal items left during the day. Personal belongings will be disposed of 24 hours after a resident leaves the shelter.
2. Residents must enter using the security gate and any other designated door on the premises. They may never open the door for anyone, including other residents of the shelter.
3. Residents may check into the shelter Monday - Sunday between 8:00 A.M. to 10:00 P.M. There is an 8:00 P.M. curfew in effect each day. Missing curfew is a rule violation. Exceptions must be approved 24 hours in advance by the Director. Working resident must provide a copy of their job schedule to the shelter director.
4. No weapons of any kind are permitted into the shelter.
5. No sexual activity is allowed. At no time are women to be in the men's dorm, or men to be in women's dorms. No public display of affection will be tolerated.
6. No fighting, foul or abusive language, arguing, or petty bickering is allowed.
7. No smoking – smoke-free environment.
8. Residents are not permitted to use or possess alcohol or illegal drugs on or off the property for the length of their stay. Anyone under the influence of alcohol or drugs will not be admitted. If it is suspected that they have been drinking a breathalyzer test will be administered and staff reserves the right to exit them from the program. One alcohol or drug violation constitutes immediate exit from the shelter.
9. All prescription and over the counter medications (including vitamins) are to be given to the staff. It is their responsibility to tell the supervisor when they need to take their medication.
10. Residents will shower every day. They must always wear appropriate street attire including when sleeping. Appropriateness is at the discretion of the staff. Shoes, socks, or sandals are to be always worn.
11. Residents are assigned chores; this includes their bed and the area under and around it; they are to be neat and clean in the morning before they leave. Nothing wet may be left on the headboards, beds or the dressers.
12. Lights go out at 10:00 P.M. daily and all activities will cease. No cell phones are to be used after lights out and must be turned on vibrate or silent. Lights come on at 6:00 A.M.
13. Residents must get permission from staff to use the telephone and the laundry facilities. Laundry must be finished prior to 5:00 P.M.
14. No loitering permitted around the building before or after hours.

RESIDENTS' DUTIES & RESPONSIBILITIES

continued

15. Residents must provide themselves breakfast, lunch and dinner. Food and drinks are not allowed in the training classes and computer rooms.
16. The computer is for employment or housing searches only. If residents are taking online classes, they may get permission from the staff to do course work. If they are found using the computer for other purposes their privileges will be taken away or they may be asked to leave.
17. BrickTwentyTwo Productions' Staff is not responsible for child-care. Children aged 17 and under must be always cared for by their guardian.
18. Residents are allowed one night out per month during their stay. All nights out need to be cleared with the Shelter Director 24 hours beforehand.
19. Unemployed residents are required to seek employment daily and/or permanent housing Monday - Saturday. It is recommended they do not go job hunting with other residents. Residents who do not turn-in a job sheet or housing sheet per the required timeline (as stated on the job/housing sheets) will be exited from the program.
20. The shelter is for short term stays only; up to 180 days. Families with children and veterans maybe approved for extended stays - up to 240 days - justified by their progress toward self-sufficiency. A person may stay in the shelter no more than (3) three times in a two-year period. There must be at least (4) four months in between stays.
21. Violation of any rule may result in disciplinary action up to and including dismissal from the shelter. Residents who are dismissed for violation of any rule may not be able to return.
22. The policies and regulations of the shelter may be changed at any time by BrickTwentyTwo Productions Board of Directors or their designees.
23. If a resident would like to speak to the Shelter Director during nonresident hours, they may schedule an appointment with her. They are required to review their plans and goals with her at least once a week.

STAFF DUTIES & RESPONSIBILITIES

1. Staff will read Resident Duties and Responsibilities and place a signed copy in the residents' file.
2. Inform residents of community resources that that might help their situation.
3. Inform residents of their responsibility to search for employment and housing and the need to submit daily documentation of their efforts.
4. Make bed assignments.
5. Give resident a tour of the facility; identifying areas that are off limits.
6. Provide clothing, towels, and personal hygiene products, if needed.
7. Inspect residents' personal belongings for weapons, alcohol or illegal drugs.
8. Monitor all phone calls and ensuring long distance calls are not made.
9. Check-in with the shelter director or executive director when reporting for work.
10. Make sure breakfast, lunch and dinner are had by each resident.
11. Staff members shall not have any personal outside relationships with residents anytime or exchange personal information. Doing so will result in termination of employment.
12. Supervise resident chores.
13. Conduct exit interviews or exit residents out of the shelter.
14. Make sure the shelter is clean and properly locked and always secured.
15. Participate in a debriefing at the beginning/end of shifts.
16. Wear appropriate clothing, including a staff uniform shirt.
17. Review and update the activities log-book at the end of each shift.