

SHELTER STANDARDS CLARIFICATION MANUAL

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TABLE OF CONTENTS

Ohio Basic Standards for Emergency Homeless Shelters	Gold
Requested Points of Clarification	Salmon
Administration	Yellow
Standard #8: Policy Manuel	
Standard #9: Evaluation of Services Offered	
Personnel	Green
Standard #1: Table of Organization of Staff, and Position Descriptions	
Standard #2: Selection of Staff/EEO Guidelines	
Standard #5: First Aid Training	
Facility	Blue
Standard #4: Sanitation of Linens	
Standard #5: Emergency Fire Procedures	
Fiscal Management	Tan
Standard #2: Accountability of Client Funds/Valuables	
Standard #4: Fiscal Control Procedures	
Food Service	Grey
Health	Pink
Standard #4: Referrals to Medical Providers	
Standard #5: Possession/Use of Controlled Substances, and Prescription Medications Standard	
#6: Infectious Disease Control	
Operations	Purple
Standard #2: Intake of Clients & Criteria for Admittance	
Standard #3: Attendance List	
Standard #4: Rules, Regulations & Procedures of the Shelter	
Standard #5: Rights & Responsibilities of Clients, and Grievance Procedure	
Standard #6: Requirements for Reporting Child Abuse	
Standard #11: Safe, Secure Environment	
Standard #12: Control of Weapons	
Standard #16: Consensual/Non-Consensual Searches	

OHIO BASIC
STANDARDS FOR
EMERGENCY HOMELESS
SHELTERS

OHIO BASIC STANDARDS FOR EMERGENCY HOMELESS SHELTERS

ADMINISTRATION

1. The shelter shall be operated by a non-profit organization, recognized under section 501(c)(3) of the Internal Revenue Code.
2. The shelter shall not require clients to participate in religious services or other forms of religious expression.
3. The shelter shall not discriminate on the basis of race, religion, or national origin. Shelters serving families with children shall also not discriminate on the basis of the sex or age of the children or the size of the family, except where limited by the facility.
4. The shelter's Board of Directors shall consist of voluntary (unpaid) members, with the possible exception of the agency's CEO or Director.
5. The shelter's Board of Directors shall meet at least on a quarterly basis and set overall policy for the shelter.
6. The shelter shall have a secure storage space for confidential documents relating to clients and personnel.
7. The shelter shall develop -and implement procedures to ensure the confidentiality of records pertaining to any individuals provided family violence prevention or treatment services.
8. The shelter shall have a policy manuel which includes the shelter's purpose, population served, program description, non-discrimination policy and confidentiality statement.
9. The shelter shall provide for an evaluation of the effectiveness of the services offered, at least annually.

PERSONNEL

1. The shelter shall have a table of organization of all paid staff working in the shelter. There shall be written position descriptions for each position type, which includes job responsibilities and qualifications.
2. The shelter shall have written policies for the selection of all paid personnel in conformance with the EEO guidelines.
3. The shelter shall have adequate, trained, on-site staff coverage during all hours the shelter is open to residents, unless individual secured units are provided.
4. All shelter staff shall receive training in at least the following:
 - a. emergency evacuation procedures;
 - b. agency operating procedures.
5. All relevant direct service staff shall receive additional training in at least the following:
 - a. non-violent crisis intervention techniques;
 - b. referral procedures to relevant community resources;
 - c. first aid procedures.

FACILITY

1. The shelter shall comply with applicable local fire, environmental, health, and safety standards and regulations.
2. The shelter shall be dean and in good repair.
3. The shelter shall have reasonable access to transportation services.
4. The shelter shall provide a bed or crib for each guest except in extenuating "overflow" conditions or unless the shelter has a Department of Development exemption based on size and/or type of shelter. The shelter shall make provision for clean linens for each client. There shall be procedures to provide for the sanitizing of all linens and sleeping surfaces.
5. The shelter shall provide sufficient showers/baths, wash basins and toilets which are in proper operating condition for personal hygiene. These should be adequate for the number of people served. Clean towels, soap and toilet tissue shall be available to each client.
6. The shelter shall have private space to meet with clients.

7. The shelter shall have laundry facilities available to clients or a system available for like services.
8. The shelter shall have a fire safety plan which includes at least the following:
 - a. posted evacuation plan;
 - b. fire drills, conducted at least quarterly;
 - c. fire detection systems which conform to local building and fire codes;
 - d. adequate fire exits;
 - e. adequate emergency lighting.
9. The shelter shall have adequate provision of the following services:
 - a. pest control services;
 - b. removal of garbage;
 - c. proper ventilation and heating/cooling systems;
 - d. to ensure that entrances, exits, steps and walkways are kept clear of garbage and other debris, ice and snow and other hazards.
10. The shelter shall provide adequate natural or artificial illumination to permit normal indoor activities and to support the health and safety of occupants. Sufficient electrical sources shall be provided to permit the use of essential electrical appliances while assuring safety from fire.

FISCAL MANAGEMENT

1. There shall be an accounting system, which is maintained in accordance with Generally Accepted Accounting Principles (GAAP).
2. The shelter shall have a record of accountability for client's funds or valuables the shelter is holding.
3. The shelter shall receive an annual independent audit or audit review.
4. The shelter shall have internal fiscal control procedures, which are reviewed and approved by the Board of Trustees.

FOOD SERVICE

1. Shelters providing food service shall make adequate provisions for the sanitary storage and preparation of foods.
2. Shelters providing food for infants, young children and pregnant mothers shall make provisions to meet their nutritional needs.

3. Shelters shall provide, or arrange food services to clients or make known the available services nearby.

HEALTH

1. The shelter shall have available at all times first aid equipment and supplies in case of a medical emergency.
2. All staff on duty shall have access to a telephone. Emergency telephone numbers shall be posted conspicuously near the telephone.
3. The shelter shall assure that at least one staff person on duty is trained in emergency first aid procedures.
4. The shall have a procedure for making referrals to appropriate medical providers.
5. The shelter shall have a written policy regarding the possession and use of controlled substances as well as prescription and over the counter medication.
6. The shelter shall have a written policy regarding the control of infectious diseases, such as HIV, tuberculosis, etc.
7. The shelter shall provide a locked place for the storage of medications.

OPERATIONS

1. In addition to sleeping arrangements and food, the shelter shall provide the following basic needs:
 - a. humane care which preserves the individual dignity;
 - b. a clean environment;
 - c reasonable security;
 - d. referrals to other agencies.
2. The shelter shall have written policies for intake of clients and criteria for admitting people to the shelter.
3. The shelter shall maintain an attendance list which includes, at least, the name and sex of each person residing in the shelter.
4. The shelter shall post and read, or otherwise make known, the rules, regulations and procedures of the shelter.
5. The shelter shall post and read, or otherwise make known, the

rights and responsibilities of shelter clients that shall include a grievance procedure for addressing potential violations of their rights.

6. The shelter shall report child abuse and endangerment as required by law.
7. The shelter shall only require clients to perform duties directly related to daily living activities within the shelter.
8. The shelter shall provide access to a public or private telephone for use by shelter clients to make and receive calls.
9. The shelter shall maintain records to document services provided to each client.
10. The shelter shall provide accommodations for shelter clients to store personal belongings.
11. The shelter shall provide a safe, secure environment and have policies to regulate access.
12. The shelter shall have a policy regarding the control of weapons.
13. The shelter shall encourage the involvement of clients in the decision making processes of the shelter. This can be accomplished in a variety of ways, including having resident advisory councils to give input into the operations of the shelter, or having homeless or formerly homeless people on the board, or having homeless or formerly homeless people trained and hired as staff, etc.
14. The shelter shall allow current clients to use the shelter as a legal residence for the purpose of voter registration and the receipt of public benefits.
15. The shelter shall maintain a daily log to record at a minimum all unusual or significant incidents.
16. The shelter shall have written policies for consensual and nonconsensual searches.

REQUESTED POINTS OF CLARIFICATION

Requested Points of Clarification

ADMINISTRATION

Clarification of Standards 4 & 5 - If a shelter is part of a parent organization (i.e. the Salvation Army, Community Action Program, etc.) it is not required to have a separate Board of Directors.

Clarification of Standard 6 - Client records should be kept on file for a period of three years from the time a client enters the shelter. Records for currently employed personnel should be kept on file for as long as the personnel are employed at the shelter. The length of time the records of former personnel should be kept on file is up to the discretion of the shelter's Board of Directors.

Clarification of Standard 8 - Shelter programs that are part of a parent organization are not required to have a policy manual separate from the parent organization's policies as long as those policies include policies relevant to the shelter's operation as well as the rights and responsibilities of the clients being served.

Clarification of Standard 9 - Examples of "an evaluation of the effectiveness of the services offered" should include client input that could take the form of:

- * Guest exit survey, or
- * House meetings

and may also include:

- * Board evaluation of programs/services
- * Staff evaluation of programs/services.
- * Assessment by other shelter providers (e.g. coalition of providers).

PERSONNEL

Clarification of Standard 3 - At a minimum, "trained, on-site staff" should be defined as persons having training in those areas listed in the Personnel section, standards 4 and 5 and in the Health section, standards 3 and 4.

Clarification of Standard 3 (cont.) - "Adequate, on-site staff coverage" - While the adequacy of staffing depends, in part, on the population being served, the physical layout of the facility and the time of day, a suggested staff to client ratio during awake hours is 1:25 (for family shelters) and 2:75 (for mass shelters). During sleeping hours, it is suggested that there be a minimum of one staff person on duty, more than this is at the discretion of the program's Board.

Clarification of Standard 4 - "Shelter staff" is defined as all employees (i.e. direct service, finance, maintenance, volunteers, etc.) of the shelter.

Clarification of Standard 5 - "Relevant direct service staff" is defined as those staff members, such as case workers and shelter managers, who have daily, direct contact with clients, and who may be assisting them in resolving their crisis of homelessness. All direct service staff should have updated training in non-violent crisis intervention techniques and first aid procedures every two years. No certain number of hours required. "Training" will be evaluated in the following manner:

- a. Review of direct service staff resumes
- b. Review of direct service staff records that document continuing education in the areas listed in Standard 5.
- c. Review of direct service staff performance appraisals for these areas.

FACILITY

Clarification of Standard 3 - The purpose of this standard is to urge shelters to make efforts in assisting their clients in accessing transportation to the services needed to resolve their crisis of homelessness. A client's access to transportation services will vary depending on the location of the shelter to the services needed. For programs whose location does not afford reasonable access (within walking distance) to services, "reasonable access to transportation services" could include one of the following:

- a. Bus fare, or gas money (when client lacks funds), for housing /employment /welfare appointments; to maintain a child's school attendance; for medical appointments as needed.
- b. Assistance via car/van, or coordinated transportation with another agency, to get clients to a bus stop or to the services that are needed by the client.

Clarification of Standard 6 - "Private space" is any space relatively free from constant interruptions and noise, which assures a client that her/his conversation will not be overheard by others in the shelter.

Clarification of Standard 7 - The purpose of this standard is to assist clients in having clean laundry as a means of preserving individual dignity as well as being presentable for appointments related to housing/welfare/employment. Programs that lack "in house" laundry facilities are asked to provide access to "like services" in order to be in compliance with this standard. "A system available for like services" could include one of the following:

- a. Transportation to a local laundromat (if not within walking distance)
- b. Cash assistance to do laundry (if client lacks income)
- c. Coordinated services with another agency/organization.

Clarification of Standard 8b. - Quarterly fire drills are not necessary in shelter programs where clients reside in individual

apartment-style units.

Clarification of Standard 8e. - Section 824 of the Ohio Basic Building Code requires that structures, such as shelters, housing individual families, have emergency lighting in all means of egress (i.e. common hallways leading to exits).

HEALTH

Clarification of Standard 3 - For shelters that do not have 24 hour staff coverage, this standard is void at those times where a staff person is not on duty.

Clarification of Standard 7 - If a client can secure prescription medication her/himself (at a minimum - her/his locked room that another client does not have access to), and shelter policies allow for this, then this standard is void. If a client cannot secure their prescription medication, then the shelter should provide a means to secure the medication (i.e. locked office, cabinet, etc.).

OPERATIONS

Clarification of Standard 8 - "Access to a public or private telephone" should include one of the following:

- a. Access to a phone in staff areas
- b. Installation of a private phone or pay phone for client use (In cases where a pay phone has been installed, change to conduct necessary business, employment / welfare / housing search, should be provided for those without income)
- c. Coordinated service with another agency/organization.

Clarification of Standard 10 - "Accommodations for shelter clients to store personal belongings" can be defined as any place (a client's room, a closet, a locker, etc.) that provides reasonable security from theft or damage. "Personal belongings" include items such as clothing, personal hygiene products, radio, clock that can be consolidated into limited storage space.

ADMINISTRATION

STANDARD #8

Policy Manual Including:

- Shelter purpose/mission
- Population served
- Program description
- Non-discrimination policy
- Confidentiality statement

DESCRIPTION OF BETHANY HOUSE SERVICES AS AN ORGANIZATION

MISSION STATEMENT

In response to the crisis of homelessness, Bethany House Services is a community of persons who are committed to quality emergency shelter, outreach advocacy, and transitional housing programs for women and children. Through comprehensive assistance programs, we seek to restore our participants' personal dignity and independence. We actively promote community response, legislative change, and the networking of resources which will provide creative solutions to the problems of homelessness in a holistic mode of empowerment.

HISTORY/OVERVIEW

Bethany House Services is an independent, non-profit 501(c)(3) organization which was founded in 1983 to offer emergency shelter for homeless women and children. The organization has continued to provide emergency shelter and has developed additional assistance programs. These comprehensive services are offered to families living in poverty and adversely affected by the housing crisis currently experienced throughout the country. Volunteers are a vital part of the history and day-to-day mission and hospitality of Bethany House Services. People seeking to be involved in service for homeless persons are active participants in Bethany House Services' child care, reception/clerical duties, meal preparation, adult education and enrichment activities, committee and board services. Bethany House Services received over 8000 hours of donated services in 1991.

DESCRIPTION OF PROGRAMS

Emergency Shelter Program provides a safe, secure environment, supervised meals, child care volunteers, enrichment programs and laundry facilities for over 1000 homeless women and children annually. Access to the shelter is through a 24-hour-a-day referral/intake hotline. Through individual case management, each guest in the shelter receives housing counseling, transportation assistance, referrals for employment, financial assistance and necessary social services. Access to physical and mental health care professionals is available on site.

Community Outreach Program includes comprehensive follow-up and outreach assistance annually for approximately 400 former guests who have successfully completed the Shelter Program. The Outreach Program is designed to help formerly homeless women build the necessary skills to prevent repeat episodes of homelessness. Telephone advocacy, home visits, and office appointments with social service workers are available to the women for up to one year as they develop long-term plans for security and independence.

Bethany Housekeeping Basics provides furnishings and essential household items to approximately 400 individuals and families who have successfully completed the Shelter Program. The program includes a community service component of two hours for each family receiving assistance since this is primarily a volunteer operation.

Housing Advocacy Project provides an opportunity to formerly homeless women to come together for education, action, support, and information about the issues of poverty and housing that they face. It serves as a forum for positive energy and action in the community.

Transitional Housing Program provides affordable housing, supportive services and individualized case management assistance to 12 families at risk of becoming homeless again. The program focuses on building independence and security through education and job training.

Child/Parent Program focuses on the special emotional, physical, and relational needs of over 600 homeless children in crisis annually. The program is designed to prevent neglect and abuse of the children through the implementation of the Parenting Plus curriculum with the mothers, weekly support groups, and children's enrichment sessions.

ADDITIONAL INFORMATION

The continued expansion of services and additions of new programs related to housing needs has been possible through the faithful support of many benefactors and a variety of funding sources: gifts of individuals, churches, schools, service organizations, corporations, and grants from foundations and from the city, state and federal governments.

The partnerships Bethany House Services has been able to develop have provided other dimensions of support through the use of buildings and facility space without charge or market-rate rental expenses:

The Emergency Shelter is housed at 1836 Fairmount Avenue in a 14-room residence owned by Church Women United. Two-parent families and overflow guests from the shelter are housed at a downtown hotel.

Outreach and Transitions Program offices are located in the Immanuel United Church of Christ building at 1520 Queen City Avenue.

Bethany Housekeeping Basics and the Upper Room utilize significant storage and operation area at St. Bonaventure's Parish located at 1798 Queen City Avenue.

St. Vincent de Paul Society owns and manages a five-unit apartment building in the Elmwood area which houses Bethany House Services' Transitions program participants and offers these living units at a discounted rental fee.

Tom Geiger House owns and manages an apartment building in the Walnut Hills area, and makes available six apartments at a discounted rental for Bethany House Services' Transitions participants.

Fath Management Corporation offers a reduced rental fee for participants of Phase II of Bethany House Transitions Program on apartments located in various areas of the city.

Beginning operation in 1983 with a grant of \$15,000 secured during the first year of service, Bethany House Services has grown in service capability and multiple programs to an annual operating budget of approximately \$600,000 for the year of 1992.

1991 SERVICE STATISTICS

The numbers reflect individuals served by the program and not the repeated instances of service.

Emergency Shelter: 1025
Transitional Housing: 52

Outreach Advocacy: 413
Housekeeping Basics: 392

MISSION STATEMENT

The Dayton District Council of the Society of St. Vincent DePaul established the St. Vincent Hotel for the homeless of the Dayton area and surrounding environs. Its mission is to provide emergency overnight shelter services to homeless men, women and dependent children during the period of their crises in order to assist them in regaining their rightful place in the community. All are served regardless of race, color, creed, age, or sex.

This mission springs from the values and criteria of the Gospel and it is intended that these values and criteria be promoted so that the St. Vincent Hotel might become a visible sign of Christ and give witness to His love which reaches out to all people and draws them to love one another through Him.

Therefore:

1. The Council, as a matter of policy, has chosen to staff the Hotel with a core staff of professional religious and laity in the specific expectation that they bring an added dimension - that of Christian love - to the guests of the Hotel who are so woefully in need of that love.

2. Staff and volunteers alike will treat the guests with the dignity and respect which is their due as children of God the Father and sisters and brothers in Christ in order to convince them of their importance as individuals and thereby to improve their self-image and restore their self-respect.

3. The physical plant is maintained at a clean, hygienic and orderly level in keeping with concepts of human dignity.

4. Ancillary services conducive to and supportive of physical and mental hygiene are provided. Among these are counseling, distributions of free clothing, limited medical attention offered by volunteer doctors and nurses and purchasing of prescription medicines.

NON-DISCRIMINATION POLICY IN PROVISION OF SERVICES

(A) Purpose.

The purpose of this policy is to provide a standard of non-discrimination regarding provision of services for individuals served in compliance with Civil Rights Acts of federal and state governments and pursuant to other agency policies and as acknowledged by all staff by signed statements of understanding and compliance with Civil Rights Laws.

(B) Definition.

"Ineligible for service" means for the purpose of this policy, that the individual presents a substantial risk of harm to self or others, or that the level of care required substantially exceeds the program or staffing capacity at the shelter.

(C) Friends of the Homeless, Inc. shall provide services to clients without regard to race, religion, color, national origin, handicapping condition, sex, age, or sexual preference.

(1) Exceptions.

Exceptions to this policy shall be limited to the following:

(a) Segregation of men and women shall be permitted at the shelter for obvious reasons;

(b) The men's floors are not readily accessible to the physically handicapped. Male clients whose physical disabilities prevent safe and functional use of the upper floors shall be - referred to other shelters having accessible space for male clients;

(c). Persons below the age of 18 are ineligible for services;

(d) Services to a client may be denied or curtailed if the individual is ineligible for services due to the client's physical or mental condition or behavior (see policy on Service, Requirements, and Expectations).

Effective: 01/12/89

Enacted by the executive director: 01/12/89



EQUAL OPPORTUNITY/DISCRIMINATION

Policy

The Mission will offer its services to all persons in need, regardless of their sex, religion, race, color, age, sexual preference or national origin.

Rationale

The Mission believes that discrimination on the basis of sex, religion, race, color, age, sexual preference or national origin is in direct conflict with the Mission's Judeo-Christian goals and purposes. Therefore, the Mission will endeavor to serve all persons who seek assistance and will establish and implement consistent policies and practices so that all types of discrimination are eliminated. It should be noted, however, that the Mission is not handicap-accessible nor is the Mission a hospital, nursing home or convalescent center. Hence, it may be necessary to refuse services to persons who are not ambulatory or who are too ill or infirm to care for themselves.

Implementation

1. The Mission will implement all its rules and policies in a consistent fashion.
2. Persons who feel that they have been discriminated against because of their sex, religion, race, color, age, sexual preference or nation origin can utilize the grievance procedure to redress their complaints. See the policy entitled "Grievances."



CONFIDENTIALITY

Policy

The Mission will respect the privacy of each client/guest who seeks services. Identifying information will be used for statistical purposes only, unless previously approved by the client/guest or in the event of an emergency.

Rationale

The Mission respects the right of every person, housed or unhoused, to have privacy. The Mission also understands funders need statistical information in order to provide financial assistance. Therefore, all information which may serve to identify a specific client/guest will be treated confidential information, unless previously released by the client/guest.

Implementation

1. Non-identifying demographic information will be provided to funders with or without the permission of the client/guest.
2. Other information will be released after the client/guest has given written permission. The Mission will likely request that all client/guest sign a general release of information upon their admission. The release will merely enable Mission staff to use the information in order to obtain services for the client/guest. The release will not permit the Mission to release the information to other client/guests or other individuals.
3. In the event of an emergency, the Mission will provide any information needed by medical personnel to treat a client/ guest.
4. If the police, the sheriff's department or another enforcement agency needs information on a client/guest who is suspected of committing a crime, the Mission will cooperate with these agencies so that a greater measure of safety is afforded to the other client/guests of the Mission.

CONDUCT

Employees are expected to conduct themselves in a manner consistent with the Judeo-Christian principles of Faith Mission/Faith Housing and to act in the best interests of the agency and its client/tenants.

Employees are expected to behave professionally while on agency property, in agency vehicles or while conducting agency business, regardless of whether they are "on duty." Any time an employee is on agency property, he/she is a representative of the agency and must abide by all employment and agency policies and practices. If an employee violates any agency or employment policy while on agency property but while "off duty," the disciplinary action will be the same as if the incident occurred when the employee was on duty.

CONFIDENTIALITY

Some employees will become privy to confidential information about client/tenants or about the agency. Such information is to remain confidential and should not be discussed with other employees or client/tenants. Any employee using confidential or sensitive information about client/tenants in an inappropriate or harmful manner will be counseled against future such behavior. Breach of confidentiality regarding agency business, finances, other sensitive information by an employee will result in the employee's termination.

CONTAGIOUS DISEASES

Employees who contract a communicable disease which can be transmitted through casual contact should and may be required to take a medical leave until the period of contagion passes and the employee can return to full employment. The agency President may require the employee to take such a leave in order to safeguard the health of other staff members and client/tenants. This decision will be based on medical information provided by the employee's physician or by another medical authority selected by the agency. Verification of the employee's restored health status will be required before the employee will be permitted to return to work.

Employees who contract a communicable disease which cannot be transmitted through casual contact will be permitted to remain on the job until and unless the condition renders them unable to perform required job responsibilities. When this occurs, the employee may request a medical leave. Prior to returning to work, the employee's physician (or other medical authority selected by the agency) must provide written verification of the employee's restored health status. If the condition renders the employee unable to perform his/her job responsibilities on a permanent basis, the employee must be terminated.

CRIMINAL ACTIVITY

Commission of a crime by an employee while on agency property, in agency vehicles or while on agency business will result in the immediate termination of the employee. This includes but is not limited to: possessing/using/selling drugs; theft of agency property, or that of other employees or client/tenants; assaulting another individual; carrying/using weapons; gambling.

CONFIDENTIALITY

POLICY:

In all circumstances, information about guests will be treated in a careful and confidential manner respecting the privacy and needs of the individual guest. Discussion among staff members regarding guests will be conducted with discretion and in an appropriate place.

It is a breach of guest confidentiality to discuss a guest's care (including identity, forwarding address, etc.) with persons outside Bethany House Services except law enforcement personnel, appropriate outside agency representatives or health care personnel unless a release to communicate such information has been obtained.

The name of another guest should not appear in a particular woman's file.

To protect the confidentiality of guests, when staff or volunteers answer the guests phone extensions, the greeting should be "hello" rather than the identification of the agency usually used when answering offices extension lines

PURPOSE:

- To reflect a continuing respect and concern for the dignity and well-being for each guest served by Bethany House Services Shelter

Approved _____

Title: Executive Director

Date: 6 / 19 /90

AGENCY CONFIDENTIALITY POLICY

(A) Purpose.

The purpose of this policy shall be to establish an agency-wide attitude of confidentiality for all staff, volunteers, and board members.

(B) Intent.

The intent of this policy is to protect sensitive information such as work-related issues and agency information of a confidential nature.

(C) "Confidential information" means information pertaining to any agency plans, decisions, business dealings completed, anticipated, or in process which are not made public intentionally or that would not reasonably be made public by either the administrative team, the board of trustees, or the agency public information committee. Confidential information may include, but is not limited to:

(1) Client records and information written or otherwise known as a result of a person's position of trust within the agency or accidentally discovered;

(2) Personal including personnel-related information such as salaries, disciplinary actions, garnishment and child support actions, and grievances;

(3) Agency contracts or projects in development that must be kept confidential until certain points in the development stage; and

(4) Agency financial affairs except matters of public record.

(D) Client confidentiality shall be kept pursuant to the "Confidentiality Policy" developed in 1989.

(E) No staff, volunteer, or board member shall reveal confidential information with family, friends, media, community leaders, or anyone outside of the agency, nor shall they reveal such information within the agency except with the persons charged with the responsibility for such information.

(F) Questions of confidentiality should be addressed with the executive director or the person the executive director identifies as appropriate for determining which issues are confidential matters

Effective: 02/22/89

Approved by the board: 02/18/89

Enacted by the executive director: 02/22/89

STANDARD #9

Evaluation of Services Offered

EXIT QUESTIONNAIRE

Was your stay at the shelter helpful to you? Why or why not?

After your stay at the shelter, has anything changed in your life? If so, what? Are there other changes you would like to make?

How can the shelter services be improved for future residents? We would appreciate your suggestions.

What community resources do you feel will be helpful to you as you leave?

What is your new address? Phone number?

Any other comments:

Thank you for your input. Good Luck!!

Signature _____

Date _____



ACCESS, Inc.

RESIDENT EXIT QUESTIONNAIRE

1. In what areas were you helped while at the shelter?

- ☐ Emergency clothing ☐ Emotional Support ☐ Legal assistance
- ☐ Child/parent skills ☐ Community referrals ☐ Job training/skills
- ☐ Other _____

2. In general, how would you rate the programs in which you participated while at the shelter?

Individual Conferences

- ☐ Excellent
☐ Good
☐ Fair
☐ Poor

Parenting (if applicable)

- ☐ Excellent
☐ Good
☐ Fair
☐ Poor

Nutrition/Cooking

- ☐ Excellent
☐ Good
☐ Fair
☐ Poor

Substance abuse (if applicable)

- ☐ Excellent
☐ Good
☐ Fair
☐ Poor

3. How helpful did you find the staff and/or volunteers?

- ☐ Very ☐ Somewhat ☐ Not very

4. In general is the atmosphere friendly and pleasant?

- ☐ Very ☐ Somewhat ☐ Not very

5. Would you recommend the shelter to a friend in need?

☐ Yes

☐ No (please explain: _____

6. Are there any suggestions you have to help improve the shelter?

☐ No

☐ Yes: Please explain: _____

7. What other programs would you like to see provided by the shelter?

8. Are there other comments you wish to make?

EXITING INFORMATION

I am moving out of the shelter as of: _____

I am moving to: _____

Phone: _____

I have cleaned my room, returned all linens, etc. to the appropriate area and have filled out the resident questionnaire. I have also filled out a change of address card and notified the welfare office/social security of my new address

All medications and valuables have been returned to me.

Resident signature

Staff signature

Date

PERSONNEL

STANDARD #1

Table of Organization of Staff

Position Descriptions

SUPERVISORY ORGANIZATIONAL CHART

Effective 1/6/92

Administrative Staff

EXECUTIVE DIRECTOR - Barbara Poppe

ASSOCIATE DIRECTOR - O'Vell Harrison

OFFICE MANAGER - Maria Taylor

HUMAN RESOURCES COORDINATOR - Duane Jager

FISCAL MANAGER - Mary Fulmer

Shelter Staff

Program Director - O'Vell Harrison

DSIII SUPERVISORS - Martha Edwards. Kark Grant. me McMillion

DIRECT SERVICE I

MENTAL HEALTH LIAISONS (2) - Shari Lymon, Vacant

DSII VOLUNTEER & DONATIONS COORDINATOS - Kem Evans

BUILDING & GROUNDS SUPERVISOR - Dan Doyle

Solutions & Possibilities Staff

PROGRAM DIRECTOR - Jerome McGhee

PROGRAM ASSISTANT - Vanitia Turner

Employment Connections Staff

Program Director - Barbara Poppe

SPECIAL PROJECTS COORDINATOR - Nancy Nikiforow

SOCIAL SERVICES SUPERVISOR - Carol White

CASE MANAGERS - Dana Stewart. Judy Penn. Janet Callison

EDUCATION COORDINATOR - Kristine Rose

PLACEMENT SPECIALIST - Rob Coffee

PLACEMENT ASSISTANT - Dwayne Coleman

Housing Staff

Program Director - Nancy Nikiforow

PROPERTY MANAGER - Sharon Dickens

SOCIAL SERVICES SUPERVISOR - Carol White

CASE MANAGERS - Victor King, Janet Callison, Dana Stewart

Program Advisor - Barbara Poppe

Administrative Support Staff

Supervisor - Maria Taylor

ADMINISTRATIVE ASSISTANTS

Transitional Services - Kimm Ratcliff

Emergency Services - Robyn Richards

Notes:

ALL CAPS = POSITION TITLE

Other = Program responsibilities

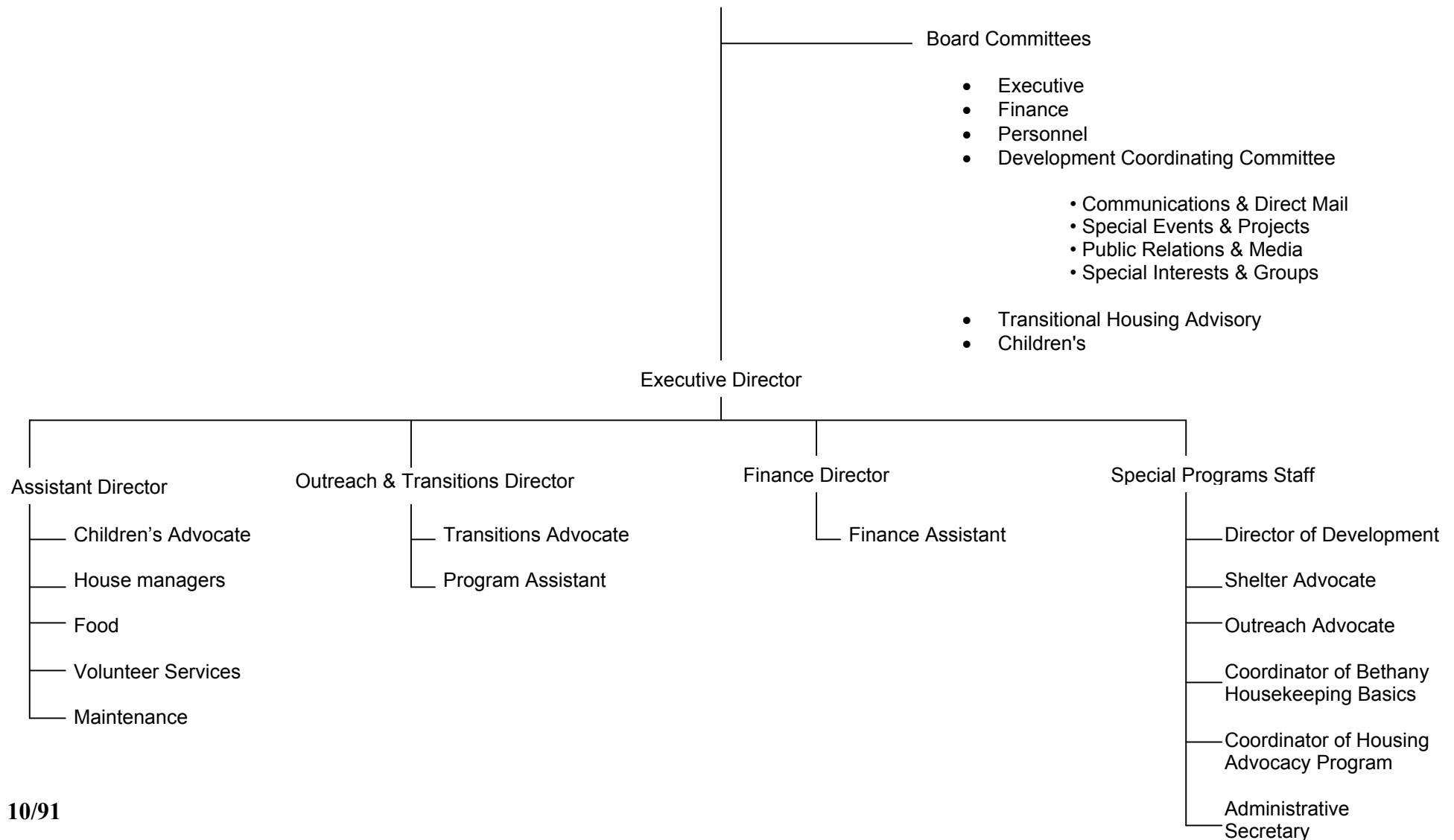
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BETHANY HOUSE SERVICES

1636 Fairmount Avenue
Cincinnati, Ohio 45214

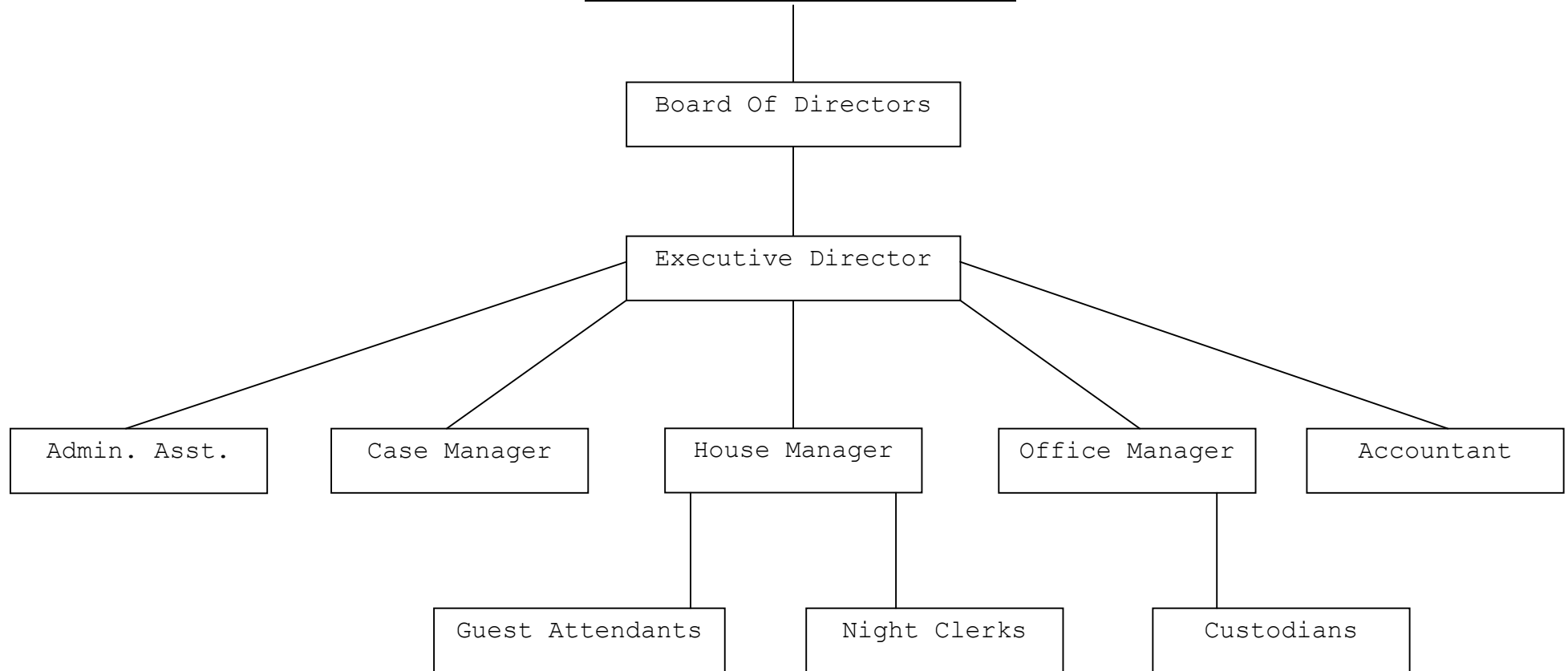
ORGANIZATIONAL CHART

BOARD OF TRUSTEES



ST VINCENT HOTEL

TABLE OF ORGANIZATION



FRIENDS OF THE HOMELESS, INC.
POSITION DESCRIPTION

EXECUTIVE DIRECTOR

A. PRIMARY PURPOSE OF THE POSITION

To develop, plan, implement and manage services and facilities for homeless persons in Central Ohio, carrying out the mission of the agency as defined by the Board of Trustees. To manage programs and lead staff in daily activities and long-term plans for the agency. To maintain sound financial practices including fundraising, budget development and implementation.

B. QUALIFICATIONS

This position requires excellent leadership and program planning skills with proficiency in social service administration, communication, public relations, fundraising, and media work. Strong financial management skills, an understanding of social issues impacting people who are homeless, and an ability to develop effective intervention strategies are also required.

These skills may be acquired through completion of a master's degree program in social work or business administration, or through administrative management and advocacy experience in a non-profit social service agency.

C. PRINCIPAL ACCOUNTABILITIES

1. Program development (10%) Oversee and develop all agency programs and facilities, including emergency, supportive and transitional services for the homeless.
2. Fund raising (40%) Investigate funding opportunities, write or supervise the writing of grant proposals, and direct other funding initiatives in conjunction with the Board.
3. Staff supervision and development (10%) Responsible for maintaining staff for all agency services and programs within positions authorized by the Board. Lead the management team in selecting candidates, providing in-service training and on-going supervision for all staff.
4. Budget controls and financial reporting (15%) Work with the finance committee to present a balanced budget for Board approval. Assure compliance with approved budgets. Account for all fiscal, professional, and volunteer services and assure accurate reporting procedures for all projects and programs.
5. Policy and procedure development and implementation (10%) Develop and implement agency policies in conjunction with the Board and administrative staff. Maintain a complete and accurate collection of all policies approved by the Board as well as all administrative procedures which may not require Board approval. Assure agency functioning in compliance with agency policy.
6. Community Relations (10%) Represent the agency to the public and on community coalitions and councils. Present seminars, speeches, and offer interviews to the media on the issue of homelessness. Link with city, state, and national efforts in the field. Educate homeless individuals about the services that are available to them in central

Ohio. Inform the public about the real causes and complications of homelessness. Recruit and effectively utilize volunteers.

7. Legal affairs (5%) Sign contracts as authorized by the Board. Assure compliance with all contracts. Maintain all agency records in compliance with Board approved budgets and policies.

D. ORGANIZATIONAL RELATIONSHIP:

The Executive Director reports directly to the Board of Trustees, and serves at the pleasure of the Board. All other staff report directly or indirectly to the Executive Director. The following positions presently report directly to the Executive Director: Associate Director, Executive Assistant, Office Manager, Special Projects Director, Education Coordinator, Employment Coordinator.

E. DIMENSIONS:

Agency staff size: 40 full-time
 5 part-time
 45 total staff

Annual budget: \$1.2 million

Primary service programs:

Emergency shelter
Substance abuse recovery
Education, training, and employment
Transitional housing
Permanent housing with supportive services

Hours: 40 hours per week minimum, as needed to fulfill duties

F. SUPERVISION RECEIVED

Supervision is provided primarily by the officers of the Board: President, Vice President, Treasurer and Secretary. These individuals are available for consultation on an ongoing basis. It is the goal of these officers that the Executive Director will meet monthly with the President and Vice President for monitoring the agency's state of affairs, current goals and recent achievements.

The Executive Director will also work with each of the committees of the Board as needed, seeking advice and support from committees for unusual or difficult developments requiring attention, and giving direction or assistance to committees as requested.

G. EVALUATION:

Formal evaluation of the Executive Director shall be done at least annually by the Personnel Committee of the Board.

H. COMPENSATION:

Salary and benefits commensurate with skills and experience.

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**FRIENDS OF THE HOMELESS
POSITION DESCRIPTION
DIRECT SERVICE I**

QUALIFICATIONS:

1. Associate Degree in human service field or equivalent work/life experience.
2. Previous experience with homeless and low income people preferred.
3. Good oral and written communication skills.
4. Ability to work effectively in an environment which is often stressful.
5. Sensitivity to the needs of people experiencing a crisis.

RESPONSIBILITIES;

1. Provide hospitality to shelter residents by:
 - a. create/maintain an atmosphere of respect, trust, calm and safety without the use of physical force.
 - b. facilitate access to food, personal hygiene supplies, telephones.
 - c. maintaining a clean environment by overseeing completion of chores.
 - d. supervise residents to ensure that program guidelines and procedures are respected.
2. Serve as Direct Service contact person for assigned residents:
 - a. orient new residents following proper procedures;
 - b. provide information and referral to agency and community services, and assist in development of personal goals, if requested by resident;
 - c. maintain at least weekly contact and offer support as needed;
 - d. discuss extension and re-entry procedures with resident to determine his/her plan;
 - e. present resident update and request for extension as appropriate at staff meetings;
 - f. address other staff concerns regarding behavior and progress toward goals with resident;
 - g. serve as liaison for direct service with other agency program staff.
3. Interact with volunteers and outside agencies in a helpful and respectful manner.
4. Communicate appropriately with staff through use of logs, files, and reports. Full-time staff are required to also attend bi-weekly staff meetings.
5. Complete other shift responsibilities as assigned by procedures and/or shift supervisor.
6. Observe code of ethics.

Reports directly to the Direct Service Supervisor or designated shift leader.

BETHANY HOUSE SERVICES
CINCINNATI, OHIO

JOB DESCRIPTION

POSITION TITLE: Executive Director

POSITION PURPOSE:

This position is accountable for the overall operation of Bethany House Services in provision of emergency shelter services, transitional housing and other assistance programs for homeless women and children. These services and programs are offered as a ministry to be carried out within a defined philosophy of Christian compassion and empowerment as established by the Board of Trustees and so stated in the Mission Statement of the organization.

DIMENSIONS:

Annual Operating Budget	\$600,000
Personnel	26

NATURE AND SCOPE:

This position reports directly to the Board of Trustees. The incumbent is in regular contact with all members of the internal staff. Board of Trustees, volunteers, administrative staff of other social service and governmental agencies, individual, corporate and -organization benefactors and represents Bethany House Services to the public at large.

This position has major challenges in the following areas:

Developing and directing programs that can meet the needs of shelter guests and program participants who are experiencing multi-faceted problems in securing basic necessities related to housing and financial resources.

Maintaining a staff capability to function consistently and effectively in an environment with frequent unexpected crises 24 hours a day, seven days a week.

Securing on-going funding for continued operation of the organization.

Expanding public awareness and support to meet the needs of people who are homeless and/or living in poverty.

The incumbent must have the proficiency and experience to direct a staff and service programs which require human relation skills, sensitivity to person in crises, commitment to overcome adversities in securing justice for the underserved and disenfranchised, the ability to direct the staff as a team and work cooperatively within a network of services to the homeless. A Master's degree in Social Work or related field is required.

The incumbent spend significant time planning and directing the programs and staff of the organization. The operating budget and major organizational policies are developed jointly with administrative staff and approved by the Board of Trustees. The position carries the authority to make operating decisions with reporting responsibility to the Board of Trustees on significant matters and activities.

PRINCIPAL ACCOUNTABILITIES:

1. Manage all aspects of Bethany House Services to assure provision of shelter, advocacy, transitional housing and other assistance programs through empowerment and in a cost effective manner.
2. Assure that through a process of shared dialogue with staff, Board and volunteers, all Bethany House Services objectives and policies are developed, implemented and communicated clearly to the appropriate parties.
3. Hire, develop and maintain a competent, highly motivated staff to insure the fulfillment of Bethany House Services mission and service programs.
4. Promote an atmosphere of hospitality that: nurtures acceptance, self-esteem and a sense of belonging, provides a structure for personal initiative and accountability and seeks to empower all persons.
5. Develop adequate operational plans and institute appropriate controls to assure judicious use of personnel, financial and facility resources.
6. Report the programmatic and financial performance of-Bethany House Services to the Board of Trustees and provide staff support to the Board.
7. Develop and implement, with Board director and participating, a strategic plan to further the mission of Bethany House Services and its involvement in meeting the needs of homeless families and persons living in poverty.
8. Provide leadership and support of the Bethany House Services team committed to fulfilling the mission of Bethany House Services in an atmosphere of hospitality that seeks to empower all persons.
9. Represents Bethany House Services locally, regionally and on the national level in promoting Bethany House Services and in development of programs and legislative advocacy to serve the homeless people.

BETHANY HOUSE SERVICES
CINCINNATI, OHIO

JOB DESCRIPTION

POSITION TITLE: Shelter Advocate

POSITION PURPOSE:

This position is accountable for coordinating with each shelter guest the individual action plan of personal goal setting related to obtaining necessary community resources and relocation to permanent, affordable housing.

DIMENSIONS:

Supervises a caseload of six to ten guests.

NATURE AND SCOPE:

This position reports directly to the Executive Director along with the Assistant Director, Outreach and Transitions Director, Finance Manager, Fund Developer, Administrative Secretary.

This position is in regular contact with the guests, all staff members, case workers and staff of social service agencies, and other groups working with the homeless.

The position has major challenges in the following areas:

Conveying a welcoming, helpful response to those seeking assistance and shelter from Bethany House.

Serving as the direct link with Bethany House Services Shelter guests to assist them in securing housing and the resources they need for themselves and their children.

Promoting the mission of Bethany House Services and expanding programs to meet the needs of the homeless.

The position requires practical experience in human services, basic counseling skills and an ability to work cooperatively in a network of services for the homeless. Commitment to and involvement in programs related to securing justice for the underserved are essential factors in fulfilling the requirements of this position. A Bachelor's degree in social services or related field is preferred.

The incumbent has the authority to accept new guests and counsel/direct the guests during their stay at Bethany House Services Shelter. The shelter advocate works under minimum supervision, consulting with the Executive Director regarding special concerns and difficult situations with guests. The incumbent spends the major portion of time working individually with guests to facilitate their efforts to resolve their immediate problems and secure housing.

PRINCIPAL ACCOUNTABILITIES:

1. Counsel and direct the individual guests in developing and implementing an action plan of personal goal setting to secure community resources, obtain permanent, affordable housing and begin re-establishing a pattern of self-sufficiency for themselves and their children.
2. Maintain awareness regarding current availability of housing and procedures to access other basic resources.
3. Provide guests with transportation and guest relocation funds as appropriate.
4. Communicate with other staff members to convey information in timely manner concerning guests and other house matters to assure continuity of services.
5. Work with the Outreach staff on follow-up contacts with former guests to further enhance their own self-development and living situation
6. Share in the 24 hour "On Call" schedule of Bethany House Services Shelter.
7. Participate in the Greater Cincinnati Coalition for the Homeless and in community activities related to the shelter ministry such as presentation of the ministry before groups, correspondence with legislators and government representatives urging support of programs that address the needs of the homeless, etc.
8. Serve as a member of the Bethany House Services ministry team committed to fulfilling the mission of Bethany House in provision of emergency shelter for women and their children in an atmosphere of hospitality that seeks to empower all persons.
9. Perform other duties as assigned by the Executive Director.

POSITION TITLE: House Manager

POSITION PURPOSE:

This position is accountable for overseeing the operation of the house particularly as it pertains to supervising guests, receiving new guests and assuring that the house schedule and policies are carried out. The house managers also perform specific functions as assigned, such as purchasing of supplies and food, planning of meals, coordination of linen services. etc.

DIMENSIONS:

While on duty, the house manager is responsible for the guests and house activities and initiates follow-up communication or action necessary to provide continuity between shifts and with other Bethany House staff members.

NATURE AND SCOPE:

This position reports directly to the Coordinator of House Services along with the Food Service staff, Maintenance staff and Volunteers.

This position is in regular contact with all members of the internal staff and volunteers. The incumbent deals directly with guests and handles all incoming telephone calls, and ordinarily handles initial requests for shelter.

The position has major challenges in the following areas:

Presenting a welcoming, helpful response to those seeking assistance or shelter.

Obtaining information from the prospective guest relative to the person's circumstances in order to determine the appropriateness of accepting or declining the request for shelter.

Coordinating with the Shelter Advocates, acceptance of guests and referral of persons to other resources as appropriate.

Supervising current guests to see that they meet their schedules, observe house policies and procedures and perform house tasks assigned to them.

Preparing of meals in the absence of the food service staff.

The incumbent must have good judgment and experience in working with groups of people in order to effectively supervise Bethany House guests and activities while on duty, handle emergencies, resolve minor difficulties and seek assistance when appropriate.

The duties of the House Manager vary with the shifts.

For example:

Day shift - handling incoming calls, welcoming and orienting new guests, monitoring guests' schedules and house assignments.

Evening shift - supervising evening meal with guests, coordinating evening activities, securing the house for the night.

Night shift - maintaining house security, cleaning areas not assigned to house guests, assuring that laundry and other house cleaning duties have been completed.

PRINCIPAL ACCOUNTABILITIES:

1. Coordinate daily activities of Bethany House to assure that services for guests are provided in a timely and appropriate manner.
2. Maintain ongoing awareness of pertinent house matters and needs of guests through regular review of house log, guests files, other communications and staff meetings in order to maximize service capability.
3. Organize shift duties to handle incoming calls in a helpful manner making referral to other resources when appropriate, taking pertinent information to determine acceptance of guests in consultation with shelter advocate or director as needed, provide welcome and orientation for new guests, and handle all other matters that occur on the shift.
4. Supervise guests, in collaboration with shelter advocates, to assure fulfillment of house policies and assignments.
5. Initiate communication and follow-up action for continuity of operations and availability of services and supplies.
6. Maintain the house in a clean, orderly and safe condition.
7. Supervise volunteers assigned perform duties within the scope of house manager responsibilities or special projects under the direction of the house manager.
8. Serve as a member of the Bethany House ministry team committed to fulfilling the mission of Bethany House in provision of emergency shelter for women and their children in an atmosphere of hospitality that seeks to empower all persons.
9. Perform other duties as assigned such as purchasing of supplies or food, planning of meals, coordination of linen services, etc.

CASE MANAGER

REQUIREMENTS: Minimum of Associate's Degree in related field with two years' work experience. License required.

BASIC FUNCTION OF THE POSITION: The Case Manager provides needs assessment and appropriate referral service directly to incoming guests of the Hotel and works in cooperation with other staff members to place guests in alternative shelters or refer to appropriate agencies. The Case Manager also develops and writes plans for programs that will impact the homeless cycles, giving priority to women and children.

A. GENERAL RESPONSIBILITIES:

1. Supervision of support staff and volunteers as necessary.
2. Participation in formulation of Hotel policies and procedures.
3. Participation in goal setting, planning and evaluation processes convened by Director.
4. Attendance at weekly staff/managers' meetings.
5. Participation in continued professional development as befits the position.
6. Public relations appearances as coordinated with Director.

B. SPECIFIC RESPONSIBILITIES:

1. Interviewing incoming guests to ascertain immediate shelter needs.
2. Complete goal oriented service plan with measurable objectives.
3. Maintain up-to-date file record on each client interviewed.
4. Refer guests to appropriate shelter and/or agency.
5. Coordinate activities during particular shift with guest attendants on duty.
6. Develop and maintain lists of alternative shelter resources.
7. Set up appointments for guests at various agencies.
8. Coordinate sheltering, feeding and transporting overflow women and children.
9. Oversee emergency overflow accounts such as Yellow Cab, motel reimbursement, RTA tokens, restaurant charges.
10. Coordinate sheltering overflow men during winter months.
11. Develop programs and contingency plans to deal with various situations that change and effect the Hotel's population, such as time changes and extreme weather.
12. Develop and utilize forms that will facilitate procedures.
13. Supervise assigned volunteers and practicum students.
14. Maintain accurate and complete records and reports.

LINE OF AUTHORITY

The Case Manager is responsible to and reports to the Executive Director. Assigned volunteers and practicum students report to Case Manager.

BASIS OF EVALUATION

Evaluation will be based on the fulfillment of the previously stated responsibilities as they reflect the goals of the St. Vincent Hotel. Other factors to be taken into consideration in this evaluation are the quality of hospitality extended to guests, the spirit of cooperation with other members of the staff and the volunteers.

Evaluation will be conducted annually by the Executive Director.

Decision of compensation will ordinarily be reviewed annually.

HOUSE MANAGER

REQUIREMENTS: Bachelor's Degree in related field preferred. Associate Degree and/or equivalent life and work experiences acceptable if applicant meets all other criteria for carrying out the mission of the Hotel.

BASIC FUNCTION OF THE POSITION: The House Manager supervises and coordinates the activities of the core staff, support staff, student interns and volunteers in providing services to the guests of the St. Vincent Hotel. He or she also oversees the Student Intern Program and the referral of guests to social service agencies. In addition to these duties, he or she also provides direct service to guests.

A. GENERAL RESPONSIBILITIES:

1. Supervision of support staff and volunteers as scheduled.
2. Participation in formulation of Hotel policy and procedures.
3. Participation in goal setting, planning, and evaluation processes convened by Director.
4. Chairs the weekly staff meetings.
5. Participation in continued education and professional development, as befits the position.
6. Conducting tours of Hotel.
7. Public Relations appearances at churches, schools and community groups as coordinated through Executive Director.
8. Maintenance of safety and order within facility and immediate surroundings.
9. Upkeep and cleanliness of facility including maintenance of hygienic standards.
10. Establishment and maintenance of good rapport with neighbors.

B. SPECIFIC RESPONSIBILITIES:

1. Staff Coordination
 - a. Coordinates training of core staff in guest care procedures.
 - b. Supervision of security service and night clerks.
 - c. Supervision of work and ministry development of student interns.
 - d. Assisting Director in staff hiring.
 - e. Developing agenda and convening meetings of core staff.
 - f. Meeting periodically with the Director to review overall operation of Hotel.
2. External Community Liaison
 - a. Coordinating contact of core staff with all emergency, medical and mental health agencies working with guests.
 - b. Being available to media for public relations, keeping the Director advised.
 - c. Maintaining contact with sponsoring institutions for student interns.
3. Supervision of Division
 - a. Maintaining order among guests within facility and immediate surroundings.
 - b. Responsible for the daily phone-in registration 3:00 - 4:00 PM.
Also responsible for the daily discharge of guests.
 - c. Assigning beds and dispensing pajamas and toilet articles to guests.

- d. Supervision of volunteers, security service, and night clerks on shift and on scheduled weekends.
- e. Awakening guests and serving breakfast.
- f. Remaining overnight at Hotel for on-call duty when scheduled.
- g. Cleaning dining room nightly.
- h. Setting up emergency beds in winter.
- i. Making sure all guests are out of building by 7:00 AM.
- j. Knowing and following written first-aid instructions for guests.

4. Individual Guest Care

- a. Referral of guests to appropriate social service providers (e.g. out-placement specialist, meal sites, day time mental health programs, etc.)
- b. Accompanying guests to social service agencies as necessary and appropriate.
- c. Assisting guests in completing forms required for needed services.
- d. Providing individual counsel for guests.
- e. Monitoring length of guests* stays and granting extensions as warranted during the time the Hotel is operating on Summer Hours.
- f. Making placement of overflow guests.
- g. Writing clothing vouchers for guests during 9:00 to 11:00 AM shift.

Line of Authority:

The House Manager is responsible to and reports to the Executive Director. Student interns, security service personnel, night clerks and Diversion workers are accountable to and report to the House Manager. Core staff are accountable to the House Manager for direct services to guests. Volunteers on his/her shift report to the House Manager.

Decision Making Authority

The House Manager is responsible for the overall operation and implementation of policies of house management at the Hotel, directing staff, volunteers, and student interns as necessary. He/she is also responsible for supervision of respective division, admitting and rejecting guests as appropriate, and for the coordination of staff referrals of guests to community medical and mental health facilities.

Basis of Evaluation

In addition to fulfillment of the previously stated responsibilities reflecting the goals of the St. Vincent Hotel, evaluation will be based on the quality of administrative and supervisory presence to staff and volunteers, quality of hospitality extended to guests and knowledge and skill in obtaining services for guests from outside social service providers.

Evaluation will be conducted annually by the Executive Director.

Decisions of compensation and contract renewal will ordinarily be made annually.

EXECUTIVE DIRECTOR

REQUIREMENTS: Bachelor's Degree in Business Administration, Liberal Arts or Social Service field. (Some college with "equivalent life/business experience" would be acceptable if applicant meets all other criteria.)

BASIC FUNCTION OF THE POSITION: The Executive Director is responsible for the over-all administration of the St. Vincent Hotel including finances, personnel matters, new venture research and public relations.

GENERAL RESPONSIBILITIES:

1. Direction of all staff.
2. Formulation of Hotel policy and procedures.
3. Goal setting, planning and establishing evaluation processes.
4. Public relations appearances.
5. Maintenance of safety and order within facility and immediate surroundings.
6. Establishment and maintenance of good rapport with neighbors.

SPECIFIC RESPONSIBILITIES:

1. Convene weekly meetings for all managerial staff.
2. Meet weekly with Chairman of the Board.
3. Prepare and monitor annual budget.
4. Oversee transfer of funds, accounts payable and receivable.
5. Prepare and file grant applications.
6. Prepare and submit required expenditure and activity reports.
7. Prepare articles and participate in publication of quarterly news magazine for the St. Vincent DePaul Society.
8. Speak on behalf of the Hotel at churches, civic, fraternal and service organizations.
9. Speak to representatives from the media as appropriate and/or necessary.
10. Meet with donors and/or potential donors.
11. Maintain working relationship with other social service, community and governmental groups.
12. Hire and terminate personnel as necessary.
13. Administer personnel benefits and salaries.
14. Facilitate personnel matters and problems when necessary.
15. Initiate new venture research.
16. Attend meetings, seminars and workshops as necessary.
17. Act as liaison with Board of Directors and attend quarterly meetings.
18. Negotiate contracts for services and insurance.

LINE OF AUTHORITY

The Executive Director is responsible to and reports to the Board of Directors. All Managers, the Accountant and the Administrative Assistant report to the Executive Director.

DECISION MAKING AUTHORITY Implements directives of Board of St. Vincent Hotel.

Decides day to day management operations within approved budgetary guidelines.

Reviews compensation and benefits guidelines with Chairman of Board prior to implementation.

Hires, dismisses and evaluates staff.

BASIS OF EVALUATION

Evaluation will be based on the fulfillment of the previously stated responsibilities as they reflect the goals of the St. Vincent Hotel.

Evaluation will be conducted annually by the Board of Directors.

Decision of compensation will ordinarily be reviewed annually.

STANDARD #2

Selection of Staff/EEO Guidelines

PART I

EMPLOYMENT PRACTICES

EQUAL OPPORTUNITY

Faith Mission, Inc. and Faith Housing, Inc. are equal opportunity employers and will not discriminate in employment policies or practices on the basis of sex, religion, race, color, age, national origin or disability.

FULL-TIME/PART-TIME EMPLOYEES

For the purposes of this handbook and its employment practices and benefits program, a full-time employee is defined as one who works at least 35 hours per week (excluding meal break).

A part-time employee is defined as one who works less than 35 hours per week. Part-time employees are not eligible for most benefits, but are expected to abide by all other established policies.

TRAINING/JOB DESCRIPTIONS

Faith Mission/Faith Housing is committed to employing quality people and providing them with adequate training. Supervisors will provide a new employee with sufficient on-the-job training to ensure proper understanding of the responsibilities of the position. This training will include provision of a copy of this Employee Handbook and access to other policy and operations manuals or documents. In addition, supervisors will provide a new employee with a written job description. Job responsibilities and work hours will be outlined in the description. In order to verify that proper training has been provided to an employee, he/she will be asked to sign a copy of the job description for the position, indicating his/her understanding and acceptance of the prescribed duties. The employee will also be asked to sign a statement verifying receipt of a copy of the Employee Handbook. These signed statements serve as verification that the new employee has been appropriately instructed in his/her responsibilities.

ACCESS INC.

Personnel Policies

Hourly Employees

I. AFFIRMATIVE ACTION

ACCESS is committed to the policy of equal employment opportunity for all people without regard to race, color, religion, sex, age, handicap or national origin and consistent with applicable federal, state and local laws. ACCESS will promote this affirmative action.

II. PURPOSE OF PERSONNEL POLICIES

In order for people to work efficiently and derive satisfaction from their work, they need to know the practices and procedures under which they are expected to perform. These policies have been designed to provide the employee with a clear understanding of conditions under which he/she has been employed and is expected to work and to acquaint the employees with their responsibilities to the organization.

III. CONDITIONS OF EMPLOYMENT

Personnel shall be hired on the basis of ability to meet the job requirements and willingness to work for the purpose and objectives of ACCESS. Each employee shall be provided a written job description outlining the specific duties and responsibilities of the position.

Each employee shall receive a written letter outlining job title, classification, beginning salary and beginning date. It shall be signed by the prospective employee and the Executive Director. One copy is given to the prospective employee and one copy is retained by the Executive Director.

ACCESS recognizes that it takes time for one to get acquainted with job duties and to function efficiently. For this reason, there is a trial period of three (3) months during which time the employee and employer can determine their mutual satisfaction. During this probationary period employment may be terminated at any time without prejudice to either party. (Regarding termination, refer also to Article XII & XIII). At the conclusion of probation, a written review will be made of the employee's performance and placed in his/her personnel file. A copy will be furnished to the employee upon written request.

EQUAL EMPLOYMENT OPPORTUNITY

(A) Purpose.

The purpose of this Equal Employment Opportunity policy is to guarantee the rights of all persons to work and to advance on the basis of ability. Employment, training and movement of minorities and women into supervisory and administrative positions is a legal requirement and is also a moral obligation assumed by the agency.

The ultimate goal of Equal Employment Opportunity is a balanced work force which accurately reflects the various elements of the community in which the agency is located.

(B) Resolution.

The Trustees of Friends of the Homeless have adopted the following resolution with respect to Equal Employment Opportunity effective March 24, 1992, which continues in force until amended or rescinded.

The agency shall implement the Equal Employment Opportunity policy within the agency without regard to race, color, sex, religion, national origin, marital status, sexual preference, political affiliation, veteran status and age or handicapping condition except where waived within the language of specific policy. The agency shall continue its present efforts to recruit, hire, train and promote persons in all job classifications, without discrimination. Further, the agency shall base decisions on employment so as to further the principles of Equal Employment Opportunity; and, in that respect, shall insure that promotion decisions are in accord with principles of Equal Opportunity by imposing only valid requirements for promotional opportunities. Finally, the agency shall insure that all personnel actions, such as compensation, benefits, transfers, terminations, layoff, return from layoff, in-service training, education and social and recreational programs, will be administered without discrimination.

The agency shall affirmatively communicate this policy to all persons concerned, including employees and trustees, and shall make every effort in its recruitment practices to make the philosophy of this resolution known to the community at large.

In order to monitor for full implementation of said resolution, the Executive Director or designee is hereby designated as Equal Employment Opportunity Coordinator, and as such, shall make

annual reports to the Board of Trustees with respect to the agency's Equal Employment Opportunity status.

Each supervisor or administrative level employee is responsible for implementation of the Equal Employment Opportunity policy within their respective administrative areas. This shall include but not be limited to:

Establishing a climate of understanding and support for Equal Employment Opportunity as may be necessary; providing work experience and encouragement in addition to training opportunities and recognition in a manner that all will be encouraged and equipped to take advantage of promotion opportunities; and reporting to the Executive Director or the EEO Coordinator any perceived violation of the principles of Equal Employment Opportunity.

(C) Equal Opportunity Complaint Procedure.

Any staff member who believes that they are subjected to discrimination by Friends of the Homeless, Inc., because of race, religion, color, sex, age, marital status, sexual preference, national origin, handicapping condition, political affiliation, or any other basis prohibited by law may file a complaint or a grievance according to agency policy.

Complaints may be made informally when the complainant wishes to solicit the advice or assistance of the Executive Director. The Executive Director may make whatever inquiry into the matter as is necessary and may seek a solution on an informal basis but shall not reveal the identity of the complainant without the person's authorization. An informal complaint shall not bar the subsequent submission of a formal complaint or grievance if available.

Approved by the Board:

HIRING PRACTICES

(A) The purpose of this policy is to establish practices for posting job vacancies, screening applicants, interviewing candidates, hiring and promoting staff in accordance with other agency policies and with civil rights, affirmative action, and equal employment opportunity (EEO) policies.

(B) Notice of position vacancies.

(1) All vacancies for new or vacant positions shall be posted internally in a location where all employees have access to the posting, except in the case described in paragraph (B) (3) of this policy.

(2) If the agency chooses to seek applicants from outside the agency, all external postings shall be made in accordance with Equal Employment Opportunity regulations and the agency's affirmative action plan.

(3) If a position becomes available due to vacancy by a probationary employee or if no suitable applicants are found through (B) (1) and (B) (2), the hiring supervisor, with the approval of the executive director, may return to the previous pool of applicants or candidates, without re-posting, to fill the position. With executive director approval, the hiring supervisor may also choose to seek new applicants by contacting employment agencies.

(C) Job Description

Each position at the agency will have a job description approved by the executive director.

(D) Selection of candidates.

Applicants shall be screened and determined eligible for interview according to selection criteria designed by the supervisor and approved by the executive director.

(E) Interview practices.

(1) Structured interviews will be used to screen candidates. Interviewers shall use a list of questions and considerations relevant to the position. This list is part of the interview instrument.

(2) The hiring supervisor should lead the interview and may select one or more additional persons to participate in the interview.

(3) Candidate responses will be recorded and presented to the executive director for approval of the proposed hire.

(F) -Role of the Hiring Supervisor. The hiring supervisor shall:

(1) Conduct a thorough background check including fingerprint analysis, review the candidate's suitability for employment, and shall obtain executive director approval before a position is offered;

(2) Provide orientation regarding work-related duties pursuant to the job description.

(G) Role of the Personnel Officer.

Immediately after a candidate has been hired, the Personnel Officer should:

(1) Provide salary and benefits confirmation plus additional information and clarification of agency policies and procedures.

(2) Set up personnel files and assure the completion of all forms and personnel records in accordance with agency policy and all legal requirements.

(H) Implementation.

(1) The agency will make these policies available to all employees, along with any other EEO materials as required by law.

(2) The logo "EEO/AA" shall appear in all job availability notices.

(3) The executive director shall be responsible for assuring compliance with this policy and the affirmative action plan.

Approved by the Board: September 19, 1991

STANDARD #5

First Aid Training

**AMERICAN RED CROSS CHAPTERS
IN OHIO**

ADA CHAPTER	35-004	419 634-4746
	115 W. BUCKEYE AVE	
ADA		OH 45810 1202
ATHENS COUNTY ARC	35-028	614 593-5273
	132 N.. CONGRESS ST.	
ATHENS		OH 45701
CLARK COUNTY ARC	35-076	513 399-3872
	1830 N. LIMESTONE ST.	
SPRINGFIELD		OH 45503
CHAMPAIGN COUNTY	35-068	513 653-7276
	133 EAST COURT ST.	
URBANA		OH 43078
COSHOCTON COUNTY	35-092	614 622-0228
	P.O. BOX 695	
COSHOCTON		OH 43812
CRAWFORD COUNTY	35-096	419 562-4357
	P.O. BOX 228	
BUCYRUS		OH 44820
CRESTLINE AREA	35-100	419 683-3772
907 S. THOMAN ST.		
CRESTLINE		OH 44827
DARKE COUNTY ARC	35-104	513 548-1002
813 EAST MAIN STREET		
GREENVILLE		OH 45331
DELAWARE COUNTY	35-112	614 362-2021
5 W. WINTER STREET		
DELAWARE		OH 43015
FAIRFIELD COUNTY	35-136	614 687-5585
121 W. MULBERRY STREET		
LANCASTER		OH 43130

FAYETTE COUNTY ARC P.O. BOX 315 WASHINGTON CH	35-140	614 335-3101 OH 43160
GALION CHAPTER 124 N. UNION ST. GALION	35-156	419 468-5611 OH 44833
HARDIN COUNTY ARC COURT HOUSE KENTON	35-188	419 674-2295 OH 43326
HOCKING COUNTY ARC 61 N. MARKET ST. LOGAN	35-208	614 385-3536 OH 43138
KNOX COUNTY ARC 112 EAST HIGH STREET MT. VERNON	35-228	614 397-6300 OH 43050
LICKING COUNTY ARC 196 S. FIFTH STREET NEWARK	35-240	614 349-9442 OH 43055
LOGAN COUNTY ARC P.O. BOX 449	35-244	513 592-1626
MARION COUNTY ARC 297 MT. VERNON AVE. MARION	35-260	614 387-8685 OH 43302
MIAMI COUNTY ARC 3130 N. DIXIE HWY TROY	35-284	513 332-7876 OH 45373
MORROW COUNTY ARC 37 WEST CENTER STREET MT. GILEAD OH 43338	35-308	419 946-2811
MUSKINGUM VALLEY 22 SOUTH SEVENTH ST. ZANESVILLE	35-312	614 452-2731 OH 43701

OHIO HILLS AREA 142 NORTH NINTH ST. CAMBRIDGE	35-321	614 432-3558	OH 43725
PICKAWAY COUNTY ARC 210 SOUTH COURT ST. CIRCLEVILLE	35-332	614 474-5736	OH 43113
ROSS COUNTY ARC 115 WEST MAIN ST. CHILLICOTHE	35-360	614 772-2014	OH 45601
SHELBY COUNTY 207 WEST WATER STREET SIDNEY	35-380	513 492-6151	OH 45365
UNION COUNTY ARC 112 E. FIFTH STREET MARYSVILLE	35-400	513 642-6651	OH 43040
WASHINGTON COUNTY 401 FOURTH STREET MARIETTA	35-420	614 373-0281	OH 45750
ALLEN COUNTY 610 S. COLLETT STREET LIMA COVERS ALL OF ALLEN COUNTY	35-012	419 227-5121	OH 45850
ALLIANCE CHAPTER 222 SOUTH ARCH AVENUE ALLIANCE	35-016	216 823-0660	OH 44601
ASHLAND COUNTY 432 CENTER STREET ASHLAND	35-020	419 289-3535	OH 44805
ASHTABULA COUNTY 433 CENTER STREET ASHTABULA	35-024	216 998-1020	OH 44004

BARBERTON CHAPTER 600 WEST PARK AVE. BARBERTON	35-040 OH 44203	216 753-7766
BELLEVUE CHAPTER 130 McKIM STREET BELLEVUE	35-044 OH 44811	419 483-5005
DEFIANCE COUNTY P.O. BOX 351 DEFIANCE	35-108 OH 43512	419 782-0136
EAST AUGLAIZE COUNY P.O. BOX 232 WAPAKONETA	35-122 OH 45895	419 738-3213
FOSTORIA CHAPTER P.O. BOX 406 FOSTORIA	35-144 OH 44830	419 435-5360
FULTON COUNTY P.O. BOX 156 WAUSEON	35-152 OH 43567	419 335-4636
HANCOCK COUNTY 125 FAIR STREET FINDLAY	35-184 OH 45840	419 422-9322
HENRY COUNTY W. WASHINGTON STREET NAPOLEON	35-196 OH 45750	419 592-4806 137
HOLMES COUNTY P.O. BOX 70 MILLERSBURG	35-212 OH 44654	216 674-5861
LAKE COUNTY 1016 BANK STREET PAINESVILLE	35-232 OH 44077	216 352-3171

MEDINA COUNTY 333 EAST SMITH ROAD MEDINA	35-272 OH 44256	216 723-4565
MERCER COUNTY ARC 101 1/2 S. MAIN ROOM 202 CELINA	35-280 OH 45822	419 586-6468
MINERVA CHAPTER 221 EDGWEOD BLVD. MINERVA	35-292 216 OH 44657	868-4620
MIUSKINGUM LAKES 1458 FIFTH ST NW NEW PHILADELPHIA	35-311 OH 44663	216 343-8633
N. COLUMBIANA CO. 667 N. ELLSWORTH AVE. SALEM	35-318 OH 44460	216 332-0028
PAULDING COUNTY 18813 TR 82 PAULDING	35-324 OH 45879	419 594-2904
PORTAGE COUNTY P.O. BOX 751 RAVENNA	35-344 OH 44266	216 296-9991
PUTNAM COUNTY 916 EAST FIFTH ST. OTTAWA	35-352 OH 45875	419 523-4810
SANDUSKY COUNTY 701 EAST STATE STREET FREMONT	35-368 OH	419 332-5574
SENECA COUNTY P.O. BOX 949 TIFFIN	35-376 OH 44883	419 447-1424

VAN WERT COUNTY 147 E. MAIN SWT J VAN WERT	35-404 OH 45891	419 238-9977
W. AUGLAIZE COUNTY 740 N. AUGUSTUS ST. ST MARYS	35-430 OH 45885	419 394-5018
W. STARK COUNTY 1527-F AMHERST CENTER MASSILLON	35-438 OH 44646	216 833-9943
WADSWORTH CHAPTER 116 MAIN STREET WADSWORTH	35-412 OH 44281	216 334-1983
WAYNE COUNTY 124 N. WALNUT ST. WOOSTER	35-424 OH 44691	216 264-9383
WILLIAMS COUNTY P.O. BOX 88 BRYAN	35-436 OH 43506	419 636-3449
WYANDOT COUNTY 206 S. SANDUSKY AVE UPPER SANDUSKY	35-444 OH 43351	419 294-1935
CANTON CHAPTER ARC 618 SECOND STREET NW CANTON	 OH 44703	216 453-0146
CINCINNATI AREA 720 SYCAMORE STREET CINCINNATI	 OH 45202	513 579-3000
CLEVELAND AREA ARC 3747 EUCLID AVENUE CLEVELAND	 OH	216 431-3010
COLUMBUS CHAPTER 995 EAST BROAD STREET COLUMBUS	 OH 43205	614 253-7981

1 800 338 8086

35-086

DAYTON AREA CHAPTER
370 WEST FIRST STREET
DAYTON

513 222-6711

OH 45402

FIRELANDS CHAPTER
414 SUPERIOR ST. P.O.BOX 835
SANDUSKY

419 626-1641

OH 44870 0835

LORAIN COUNTY ARC
2929 W. RIVER ROAD N
ELYRIA

216 324-2929

OH 44035

MAHONING COUNTY ARC
266 WEST WOOD STREET
YOUNGSTOWN

216 744-0161

OH 44502

RICHLAND COUNTY
39 NORTH PARK STREET
MANSFIELD

419 524-0311

OH 44902

SUMMIT COUNTY
501 WEST MARKET STREET
ARKON

216 535-6131

OH 44303 1898

TOLEDO AREA CHAPTER
2275 COLLINGWOOD BLVD.
TOLEDO

419 248-3331

OH 43620

TRUMBULL COUNTY
625 MAHONING AVE NW
WARREN

216 392-2551

OH 44482

FACILITY

STANDARD #4

Sanitation of Linens



LINENS

Policy

The Mission will provide clean linens, blankets, towels, washcloths, pillows and pillowcases to its client/guests.

Rationale

The Mission believes that all persons deserve the dignity of sleeping in a clean bed - and using clean bathing linen. Therefore, the Mission will supply those items to client/guests during their stay with the Mission.

Implementation

1. Bed linens will be changed at least three times per week
2. Bath linens are washed daily.
3. It should be noted that these items are lent to client/ guests during their stay are to be returned to the Mission prior to the client/guest's departure.

INFECTION CONTROL PROGRAM

POLICY:

Bethany House Services Shelter has established effective measures to prevent, identify and control infections and requires that all staff members, guests and volunteers comply with these policies and procedures. Orientation for all new staff, guests and volunteers will be carried out promptly. Periodic review of the Infection Control Program will be conducted to ensure continued compliance.

PURPOSE:

- To provide a clean and healthy environment,
- To minimize transmission of infection

PROCEDURES:

Specific procedures are established and maintained regarding:

- Preparation and handling of food, utensils and dishes
- Cleaning of bathroom facilities and all areas of the house and grounds
- Handling and cleaning of all clothing and linen
- Handling and disposal of trash
- All other items and activities that may relate to infection control

Approved: _____
Title: _____ Executive Director _____
Date: _____ 6/19/90 _____

Bethany HouseINFECTION CONTROL PROCEDURES FOR WASHING OF CLOTHES AND HANDLING OF LINEN

"Although soiled linen has been identified as a source of pathogenic microorganisms, the risk of actual disease transmission is negligible. Rather than rigid procedures, hygienic and common-sense storage and processing of soiled and clean linen are recommended." U.S. Department of Health and Human Services, Public Health Service, Centers for Disease Control, Atlanta, Georgia, April 1987.

1. Clothing and towels to be washed at Bethany House:

- Soiled clothing and towels should be handled as little as possible.
- All soiled clothing and towels should be bagged at the location where they were used.
- Towels or clothing soiled with blood or body fluids should be placed and transported in bags that prevent leakage.
- If hot water is used, towels and clothing should be washed with detergent in water at least 160 Fahrenheit for 25 minutes. If low temperature laundry cycles are used, chemicals suitable for low temperature washing at proper use concentration should be used.

2. Linen that is to be taken outside laundry service

- Soiled linen should be handled as little as possible to prevent gross contamination of the air and of persons handling the linen.
- All soiled linen should be bagged at the location where it was used; it should not be sorted or rinsed before being bagged. Linen soiled with blood or body fluids should be placed and transported in bags that prevent leakage.

STAFF PERSONS HANDLING SOILED CLOTHES AND/OR CARRYING OUT LAUNDRY PROCEDURES SHOULD WEAR LATEX RUBBER GLOVES AS AN ORDINARY INFECTION CONTROL PROCEDURE.

Bethany House

INFECTION CONTROL PROCEDURE FOR CLEANING OF BEDROOMS WHEN GUESTS
LEAVE

1. Bed linen and towels are to be turned in to the House Manager who will see that the linen and towels are taken to the laundry room.
2. The mattress(es) used by the guest and her family are to be sprayed with the bleach/water solution and wiped dry with a clean cloth. The cloth should then be placed in the soiled cloth container in the bathroom.
3. The bed(s) should then be made up with clean linen.
4. The room should be thoroughly swept and the furniture and flat surfaces (dresser, window sills, etc.) dusted by the exiting guest.
5. Any waste baskets in the room should also be emptied by the exiting guest.

Bethany House

Diaper Changing:

1. Diaper changing tables are located in the bathrooms on the second and third floors. All changing of diapers should be done using the diaper changing tables.
2. Diaper supplies such as wipes, powder, etc. are available by the changing tables. Diaper pails with lids are located under the diaper changing tables. All soiled diapers should be placed in the pails. The lid should always be placed on the pail. Plastic trash bags will be placed in the pails and should be removed when emptying the pail. A new plastic bag should always be placed in the pail when the used bag is removed for disposal. Soiled wipes should be placed in the diaper pail with the soiled diapers.
3. Disposable plastic gloves are available for use in the diaper changing area.
4. After each diaper change, the top of the table should be sprayed with the cleaning solution available at the table. A paper towel should be used to dry the table top after it has been sprayed. As a safety step, the top of the table should be sprayed with the solution and dried before the baby is placed on the table for changing.
5. Hands should be washed before and after changing diapers. Soap dispenser and paper towels are available for use in each bathroom.

STANDARD #8

Emergency Fire Procedures

APPENDIX B

FIRE ALARM - PROCEDURES

If the Fire Alarm is activated:

1. The staff persons on duty are in charge.
2. All other staff and auxiliary personnel in the Hotel must report to the front desk for instructions.
3. Night Clerk:
 - a. Stay at front desk
 - b. Call fire department if location of actual fire is known.
 - c. Use "Internal Page (#-1)" to inform staff which door to use for exit.
 - d. Take bed charts and stand at door to be used for exit.
 - e. Do not allow guests to re-enter the building.
 - f. Wait for further instructions from staff.
4. Male/Female Staff:
 - a. Get guests outside immediately.
 - b. If a phone call to the fire department is not necessary, check at front desk for location of problem.
 - c. Bring guests back into building only when both staff persons feel it is safe.
 - d. Inform administrative staff which alarm went
 - e. Log occurrence in black book at the front desk.
5. If the Fire Department is called:
 - a. Get guests out of the building and stay with them.
 - b. The Fire Department is completely in charge from the time they arrive.

IF IT IS A MAJOR FIRE, CALL DIRECTOR JIM BUTLER (298-3567)

If Jim Butler is not available, call Tony Staub (293-8568)

"I was a Stranger and you Welcomed me."

BETHANY HOUSE

FIRE DRILL REPORT

Date_____

Time_____

Fire Drill Coordinator/Supervisor_____

House Manger on Duty_____

Response of Staff_____

Response of Guests _____

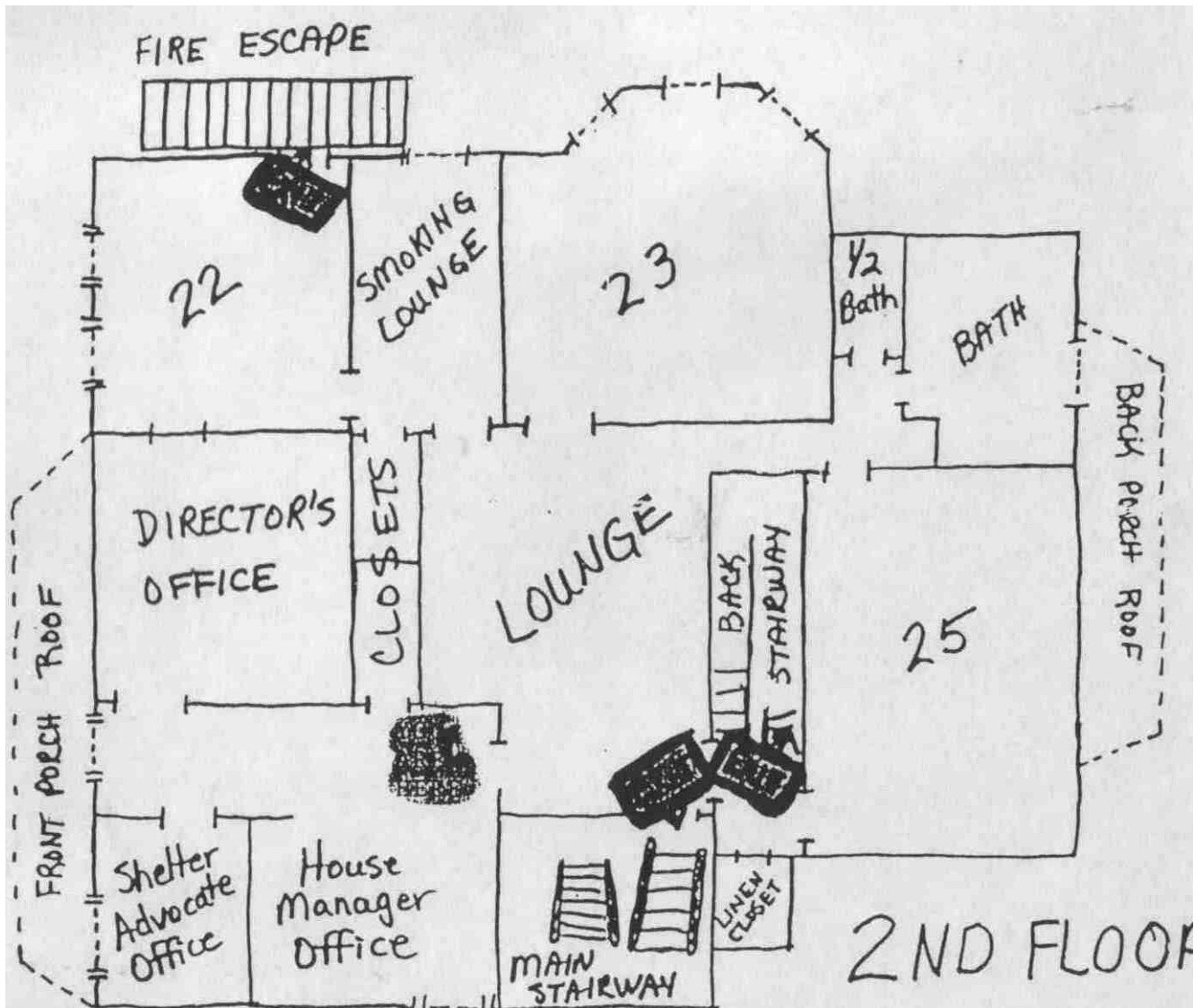
Comments/procedures or response that need to be corrected:

Follow-up action if necessary _____

Signature

***EXIT OFF LOUNGE AND DOWN MAIN STA WAY AND OUT FRONT OR SIDE DOOR.

***EXIT OFF LOUNGE AND DOWN BACK STAIRWAY AND OUT SIDE DOOR.



FISCAL MANAGEMENT

STANDARD #2

Accountability of Client Funds / Valuables

MONEY AND VALUABLES

POLICY:

It is strongly suggested that any amount of money, food stamps, or valuable property be turned in and locked securely in the main office. Specifics about this matter may be included in the Guest Contract as deemed necessary or appropriate.

Bethany House Services shelter is not responsible for lost or stolen property, per agreement and release form.

PURPOSE:

- To provide a means of safekeeping of guests' valuables that is secured at all times under of the supervision of Bethany House Services shelter staff and is convenient for guests. Providing door locks or locked cabinets in guest rooms is difficult to maintain because of key loss and failure to return keys when guests leave Bethany House Services shelter

PROCEDURE:

1. The policy of securing guests' valuables is explained to the guest at time of orientation and included in the release Agreement Form signed by the guest at time of arrival.

2. The signed form is maintained in the individual guest's file.

3. At any time while the guest is at Bethany House Services shelter and removes any money or valuable from the secured cabinet, a receipt form specifying the amount or item returned to the guest is prepared by the House Manager and signed by the guest and the House Manager. The original receipt is given to the guest. The copy is retained in the receipt book, which is kept with the guests' valuables.

1. An entry regarding return of money or valuables to a guest from the security cabinet is also made in the general log by the staff member handling the dispersal.

To assure the continued safety and well-being of all shelter guests and staff members with prompt action taken to correct or minimize any hazardous or harmful conditions

Approved: _____
Title: _____ Executive Director _____
Date: _____ 4/18/90 _____

STANDARD #4

Fiscal Control Procedures

FINANCIAL CONTROLS

POLICY

The agency shall utilize accepted financial controls as outlined on the following pages.

PURPOSE

To maintain the financial integrity of the agency.

CONTROLS AND PROCEDURES

A. Bank Accounts

1. Authorization

The Executive Director, Finance Director, and Finance Assistant are authorized to perform the necessary banking for the agency. This includes opening and closing accounts, purchasing investment instruments, and transferring funds as needed.

2. Check Signing

The Board of Directors has designated the Executive Director, Finance Director, and Finance Assistant as authorized check signers for the agency. Only one of these signature is required for each check valued under \$2000. Two signatures are required for checks over \$2000. All of the check signers are required to be bonded.

3. Monthly Reconciliations

Bank statements are reconciled monthly by the Finance Director to the check register, deposit file, and General Ledger.

4. Adjustments

All required adjustments to the General Ledger cash balance identified through the reconciliation procedure are posted promptly through the General Journal.

5. MC/VISA Merchant Policy

Bethany House Services is an established merchant for MC/VISA transactions. In order to ensure the integrity of the use of the imprinter/transaction advises, the equipment should be stored in the safe, and use should be limited to the Executive Director, Finance Director, Finance Assistant, or any person deemed responsible by these parties. Responsibility for settlement on transactions is assigned to the Finance Director.

6. Safe Deposit Box

A safe deposit box is maintained off-site to protect irreplaceable documents such as certificates of deposit, insurance policies and the Bethany House Inventory Report. The Executive Director, Finance Director and Finance Assistant have access to the box. A spare key is maintained in the safe.

Approved _____
Title: _____

Date: _____

FINANCIAL CONTROLS (continued)

B. Cash Receipts

1. Opening Mail

The Finance Assistant will open the mail and run a tape of all money received for the day.

2. Income Log

The Data Input Personnel processes grants and donations through Q & A and prepares a daily log of revenue which includes the date, name of the donor, the account to which the money is to be credited, and the amount. Reimbursements to expense accounts are logged weekly by the Finance Director.

3. Copies of Checks

A copy is made of each check received for a government grant and all donations over \$500.

4. Q & A

Donations are recorded on a computerized donor tracking system. Thank you notes are generated by the Data Input Personnel for all donations received by the agency. The Executive Director supervises this area.

5. Deposits

Deposits are prepared by the Finance Assistant from the daily income log and checks and cash received. Deposits are to be made in a timely manner, and are required to be deposited within 48 hours when income exceeds \$1000.

Approved _____

Title: _____

Date: _____

FINANCIAL CONTROLS (continued)

C. Purchasing

1. Purchase Orders

Purchase orders are required to be completed and signed prior to making a purchase according to the limitations outlined in C.2. Purchase orders must be approved by the Executive Director or designee before a check will be issued or before a purchase is charged to a Bethany House account. A purchase can be made by a staff member or responsible volunteer designated by the Administrative Team.

2. Limitations

A purchase order is required for all purchases over \$100, and for all purchases requested by non-administrative employees. Administrative employees are authorized to make purchases up to \$100 within their areas of budget responsibility without the approval of the Executive Director.

3. Capital & Special Projects

Capital purchases and contracts for capital improvements shall require approval by the Executive Director and the Finance Director. Approval shall be based upon availability of funds and compliance with Board approved budgets.

4. Sales Tax

Sales tax will not be paid or reimbursed, except in extraordinary circumstances. The agency's sales tax exempt number will be applied when a purchase is made.

5. Receipts

Staff members are responsible for securing legible, itemized receipts for all expenditures. Receipts shall be submitted promptly to the Finance Assistant.

6. Contracts

All contracts shall require the approval of the Executive Director and the Finance Director. Before approval, contracts will be reviewed for compliance with approved budgets, completeness, reasonableness, and enforceability. Legal review is required for contracts exceeding \$3000 in value and/or one year in length.

Approved _____

Title: _____

Date: _____

FINANCIAL CONTROLS (continued)

D. Cash Disbursements

1. Purchase Orders

A signed purchase order authorizes the Finance Director or Finance Assistant to release a check for a purchase. Credit purchases may also be charged to Bethany House accounts with a properly approved purchase order.

2. Guest Assistance

Expenditures for Guest Assistance require the approval of the guest's Shelter Advocate and/or the Executive Director. The signature of the guest is required for cash disbursed to a guest. Appropriate forms must be completed before cash is taken from the Petty Cash fund or a check is issued by the Finance Office. In an emergency situation, the House Manager may issue petty cash for Guest Assistance.

3. Guest Relocation

Expenditures for Guest Relocation require approval by the guest's Shelter Advocate and the Executive Director before a check is issued by the Finance Office. Guest Relocation grants are made from the; General Operating fund.

4. Invoice Verification

Invoices will be verified for accuracy by the Finance Assistant and submitted to the Finance Director for approval.

5. Check Preparation

Checks for payment of approved invoices are routinely prepared and signed by the Finance Assistant. The Finance Director and Executive Director are also authorized to prepare and sign checks.

FINANCIAL CONTROLS (continued)

6. Receipts

Receipts are required for all cash disbursements. They are filed monthly by the Finance Assistant by expense account code.

7. Petty Cash

A petty cash fund of \$50 is available for required purchases under \$5. Receipts and a log of the expenditures are to be maintained with the fund. Reimbursement of the fund will be made by the Finance Assistant when the fund level falls below \$25. Expenditures over \$5 are permitted for emergencies only.

8. Bus Fare Petty Cash

A separate petty cash fund will be maintained for the purpose of providing bus fare for guests. The fund shall total \$30 in coins. The fund will be reimbursed by the Finance Assistant when the level falls below \$13.

9. Petty Cash Fund BHB

A separate petty cash fund will be maintained for the purpose of providing funds for the Bethany Housekeeping Basics program. The fund shall total \$75 in currency. The fund will be reimbursed by the Finance Assistant when the level falls below \$15.

10. Credit Card

The agency will issue cards to its Executive Director, Assistant Director, Coordinator of Bethany Housekeeping Basics and Director of Outreach and Transitions. Other charge cards will be issued to personnel as appropriate for Bethany House business only and in accordance with the purchasing policies of the agency. Receipts are required for all purchases made using the cards. The Finance Office will pay the credit card bill in full each month to avoid finance charges.

Approved _____

Title: _____

Date: _____

FINANCIAL CONTROLS (continued)

E. Payroll

The agency uses its own software package to produce its payroll checks. Employees are provided with information regarding the number of hours worked in each pay period signifying regular hours, overtime hours, vacation, sick, holiday and other types of hours. They are also given information on gross pay, taxes and other amounts withheld and net pay for the current period and year to date.

All personnel matters are carried out in accordance with the agency's Personnel Policies and Procedures currently in effect.

1. Payroll Schedule

Employees are paid bi-weekly. All employees are given a payroll schedule which includes the beginning and ending dates of each pay period, the date time sheets are due to their supervisor and the pay date.

2. Records

a. Time Sheets

An accurate time sheet will be maintained by each employee and approved by the employee's supervisor. This information will be submitted to the Finance Assistant on the Tuesday following the end of a pay period.

b. Time-Off Requisitions

Time-Off Requisitions will be submitted to the Finance Assistant at the time of approval. They are held for inclusion in the appropriate pay period.

FINANCIAL CONTROLS (continued)

C. Overtime

Hourly employees will be paid time and one half for hours worked over forty in one week. Overtime must be approved by a supervisor prior to being earned. A signed overtime form which includes the employee's name, date, hours authorized and reason for overtime must be submitted with the employee's time sheet for payment to be made.

d. Employee Benefits Records

A record of employee benefits (holidays, comp. time, sick leave, and vacation) will be maintained for each employee by the software. The record is updated every pay period with hours accrued and taken so employees have a current balance of available benefits. A printed record of benefits available will be included with the last paycheck of each month.

Bethany House provides a comp. time benefit for its salaried employees which allows adjustment in work schedule hours and commensurate time off when the employee works more hours in a pay period than regularly scheduled for that position.

3. Approvals

a. Personnel Authorization Forms

A signed Personnel Authorization Form is required to change an employee's name, address, position title, rate of pay or employment status. The form must be signed by the employee's supervisor and the Executive Director.

b. Review of Payroll

Payroll will routinely be prepared by the Finance Assistant and approved by the Finance Director.

Approved _____

Title: _____

Date: _____

FINANCIAL CONTROLS (continued)

F. Inventory Control

1. Property

Purchases of non-consumable property should be recorded on the Bethany House inventory list. The Inventory is to be updated monthly at the time receipts for purchases are filed. A current copy of the inventory is maintained in the agency's safe deposit box.

2. Capitalization

Property purchased for the agency which is valued over \$500 with a useful life of over one year, will be capitalized. The items will be depreciated using the straight line method, in accordance with the attached schedule.

Generic List Schedule

Office Equipment	10	years
Lease hold improvements	10	years
Kitchen equipment	10	years
Vehicles	7	years
Household equipment	5	years
Security system	5	years

Approved _____

Title: _____

Date: _____

FINANCIAL CONTROLS (continued)

G. Working Capital Reserve

Bethany House will strive to maintain cash reserves of an amount equal to three months of budgeted operational expenses

Approved _____

Title: _____

Date: _____

Friends of the Homeless, Inc Columbus, Ohio

FINANCE POLICIES

FINANCIAL CONTROLS

POLICY

The agency shall utilize financial controls in accordance with Generally Accepted Accounting Principles (GAAP). The procedures used to implement these controls shall be developed by the Executive Director and reviewed by the Finance Committee on an annual basis.

PURPOSE

To maintain the financial integrity of the agency.

CONTROLS

A. Bank Accounts

1. Authorization

All necessary banking for the agency shall be conducted in accordance with investment and banking institution policy. This includes opening and closing of accounts, purchasing investment instruments, and transferring funds as needed. These activities shall be authorized by the Board of Trustees and the Executive Director.

2. Check Signing

The Board of Trustees has designated the Executive Director, and the specific officers of the Board authorized check signers for the agency. Only one signature is required for checks valued at \$500.00 or less. Two signatures are required for checks valued over \$500.00. The Board Treasurer is the preferred second signatory.

Payroll checks may be automatically signed by the payroll processing firm.

3. Monthly Reconciliations

Bank statements are reconciled monthly to the check register and deposit file.

Bank statements are reconciled monthly to the general ledger and reviewed by the Board Treasurer.

4. Adjustments

All required adjustments to the general ledger cash balance identified through the reconciliation process are posted promptly through the general ledger.

5. Safe Deposit Box

A safe deposit box is maintained off-site to protect irreplaceable documents such as certificates of deposit, insurance policies, and the Friends of the Homeless inventory report. The Executive Director, Fiscal Manager, and Officers of the Board of Trustees have access to the safe.

6. Wire Transactions

Funds received from various funders may be requested via modem or other system for direct deposit into the agency bank accounts. This system is used for deposits only.

7. Money Market Savings

A money market savings account is maintained to accrue the maximum amount of interest on eligible funds prior to utilization.

8. OWL Transfers

Funds may be transferred from the money market savings account or other accounts directly into the agency checking account via the OWL system at the Provident Banking institution. This system can only be used to transfer funds, never as a means of withdrawal.

9. Restricted Funds

Restricted funds shall be maintained in separate accounts (as required by funding agencies) and disbursed at the time expenses are paid through the general account.

B. Cash Receipts

1. Opening Mail

The mail will be opened on a daily basis and a receipt will be kept of all money received, including the amount, date, name, address, and the account number to which the money is to be credited.

2. Income Log

Reimbursements to expense accounts are logged on at least a weekly basis.

3. Copies of Checks

A copy is made of each check received by the agency.

4. Donations

Donations are recorded on a computerized donor tracking system. This list is updated on a weekly basis. Thank you notes are

generated in a timely manner.

5. Deposits

Deposits are prepared from the daily receipts and checks and cash received. Deposits are made in a timely manner. Deposits are monitored by the Executive Director.

6. Cash Receipts Journal

A cash receipts journal shall be maintained for all checking accounts to document all cash activity.

7. Donated Items

All donated items are receipted the day received. The estimated net worth is logged into the general ledger as in-kind funds.

8. In-kind/Volunteer services

All in-kind revenues are listed in the financial statements as required by the various funding agencies to demonstrate compliance with the matching requirements for a particular grant or program. The recording of the value of these goods and services is as follows

Item	Valuation
Professional Services	Usual and customary fee
Other volunteer services	\$ 5.00 per hour
Donated space	Appraised rental value
Consumable food and supplies	Fair market value

C. Purchasing

1. Limitations

Designated Program Directors are authorized to make purchases up to \$500.00 within their program budgets without the prior approval of the Executive Director.

2. Capital & Special Projects

Capital purchases and contracts for capital improvements shall require approval by the Executive Director. Approval shall be based upon the availability of funds and compliance with the Board approved budgets.

3. Sales Tax

Sales tax will not be paid nor reimbursed, except in extraordinary circumstances. The agency's sales tax exempt number will be applied when all purchases are made.

4. Receipts

Staff members are responsible for securing legible, itemized receipts for all expenditures. Receipts shall be submitted promptly to the Fiscal Manager. Receipts submitted for employee reimbursement must be approved by the Executive Director.

5. Contracts

All contracts shall require the approval of the Executive Director. Before approval, contracts will be reviewed to ensure compliance with approved budgets, completeness, reasonableness, and enforceability. Legal review is required for all contracts exceeding \$3000.00 in value and/or greater one year in length.

6. Accounts

The Executive Director is authorized to establish vendor accounts necessary to facilitate agency operations. Strict procedures for access shall be enforced.

7. Income Tax

The agency is a not-for-profit corporation incorporated under the laws of the State of Ohio. Friends is exempt from federal income tax under Section 501(c)(3) of the Internal Revenue Code and is exempt from state and local income taxes under Ohio law. A 990 form is filed with the State of Ohio and the IRS annually.

8. Contractors

All contractors who are hired by Friends must display proof of Workers Compensation coverage. Additionally, the contractor shall complete the necessary forms which exempt Friends from withholding taxes on the contracted funds. This holds the contractor accountable to the IRS.

D. Cash Disbursements

1. Petty Cash

A Petty Cash fund may be established by the Executive Director. A petty cash log with receipts and disbursements shall be maintained. Strict procedures for access shall be enforced.

2. Resident Relocation

An expense account shall be established by the Executive Director to assist Transitional Housing residents with relocation expenses.

3. Client Assistance

Direct or indirect monetary assistance may be provided to residents to facilitate achievement of their personal goals. The Executive Director shall establish procedures to implement this assistance.

4. Invoice Verification

All invoices will be verified for accuracy and submitted to the Program Director or Executive Director for approval. Capital purchases are to be made in accordance with Capital and Special Project policy.

5. Check Preparation

Following the approval of the Program Director or Executive Director, checks for payment of approved receipts and/or invoices are routinely prepared. Prepared checks shall be signed by authorized persons as outlined in the Check Signing policy.

6. Receipts/Invoices

Receipts and/or invoices are required for all cash disbursements.

7. Bus Tickets- Transportation

The Executive Director may establish procedures to assist residents with local public transportation.

8. Visa

A Visa shall be issued to the Executive Director for Friends of the Homeless business only and in accordance with the purchasing policies of the agency. Receipts are required for all purchases made using the card. The bill for the card will be paid in full each month to avoid finance charges.

9. Cash Disbursement journals

Cash disbursement journals shall be maintained for all checking accounts to document all cash activity.

10. Employee Reimbursement

The Executive Director shall establish criteria to reimburse employees for appropriate expenses. These shall be in accordance with invoice and receipt policies.

11. Expense Allocation

The Executive Director shall establish procedures for expense allocation in accordance with the criteria and guidelines set forth by the funding agency. Personnel expenses are allocated according to percentage of work in each department and are either chargeable or non-chargeable according to grant contracts. Non-personnel expenses are allocated directly or by percentage according to the percentage of benefit.

4.50- Capital and Special Projects - TO BE DEVELOPED

E. Payroll

The agency uses the services of an automated payroll company to produce its paychecks. Employees are provided with the information regarding the number of hours worked for each pay period, the rate of pay, the gross pay, taxes withheld, and net pay for the current period and year-to-date.

All personnel matters are carried out in accordance with the agency's Personnel Policies and Procedures currently in effect.

The Executive Director shall establish payroll procedures, which ensure segregation of duties.

F. Inventory Control

1. Property

The Executive Director shall establish procedures to inventory non-consumable property.

2. Capitalization

Property purchases for the agency which are valued in excess of \$1000.00 will be capitalized. The items will depreciate using the straight-line method.

G. Working Capital Reserve

Friends of the Homeless will strive to maintain cash reserves of an amount equal to 3 (three) months of budgeted operational expenses.

Approved _____

Board President

Date: _____

FOOD SERVICE

PLEASE NOTE: No questions/concerns about the standards in the "Food Service" section, or requests for assistance in drafting policies for this section, have been brought to the Coalition's attention.

Should you have questions/concerns or need additional information to comply with the standards in this section, please contact the Coalition or the Department of Development.

HEALTH

STANDARD #4

Referrals to Medical Providers



HEALTH CARE

Policy

The Mission will provide on-site or access to off-site health care services for client/guests.

Rationale

The Mission recognizes that persons who are homeless suffer from an inordinate amount of ailments and illnesses which are due, in part, to their homelessness. These conditions are often exacerbated by poor nutrition and hygiene practices. Provision, of a bed, meals and showers will not, however, resolve these conditions without proper health care. Therefore, the Mission will endeavor to develop relationships with health care providers so that homeless and destitute client/guests can have their health care concerns addressed.

Implementation

1. The Mission currently participates in ECCO Family Health Center's Health Care for the Homeless program. Those in need of health care services should speak to one of the social workers about their needs. In addition, a registered nurse from ECCO visits the Mission once a week to perform health care screenings and to make referrals for follow-up care. See a social worker for the day and times the nurse is on site.
2. The Mission also participates in Mount Carmel Medical Center's Community Outreach Program in which registered nurses provide on-site health care screening and advice. Presently, the nurses visit the Mission once a week for 2 hours. See a social worker for the day and times the nurses are on site.



ILLNESS

Policy

The Mission will endeavor provide services to those client/ guests who are ill, provided that the illness does not endanger the health of other client/guests and that the illness is not beyond the capacity of the Mission to serve.

Rationale

The Mission recognizes that persons who are homeless suffer from an inordinate amount of physical ailments and illnesses due, in part, to their homelessness. It is also realized that homeless persons have limited access to health care. However, the Mission is not a nursing home or convalescent center. Therefore, the Mission requires its client/guest to be self-caring in terms of physical health. If a client/guest suffers from an illness which requires that he/she have access to a bed during the day, the Mission will be unable to accommodate such a request.

Implementation

1. If a client/guest develops an illness, the Mission staff will contact an ambulance if the nature of the illness is emergent OR the staff will con-tact ECCO Family Health Center or other facility for non-emergency medical care.
2. After treatment from appropriate medical authorities, the client/guest may continue to receive services from the Mission provided that the condition complies with the other health-related policies of the Mission (see "Communicable Diseases" and "Injuries.").
3. If the ill person is unable to care for him/herself, requires bedrest or has other special needs, it is unlikely that the Mission will be able to accommodate that person.

PREGNANCY

POLICY:

Pregnant women are often guests at Bethany House and should be encouraged to be attentive to proper medical care. It is the policy of Bethany House Services Shelter Advocates to work closely with the Crisis Pregnancy Centers. The Shelter Advocate will work with the guest to plan aftercare.

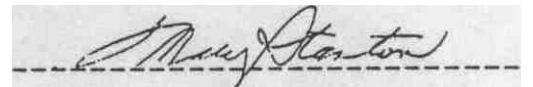
PURPOSE:

- To insure that the mother (and child), while a guest at Bethany House, get proper care and help during the pregnancy and delivery

PROCEDURE:

1. As labor pains occur, Bethany House Services shelter staff will call a cab to provide safe transportation to the hospital for the guest.
2. If family, friends or volunteers are available they should be encouraged to provide transportation and comfort.
3. It is the responsibility of the guest to arrange for the care of her children (if any) in the event that she may have to go to the hospital during her stay at Bethany House.
4. If a woman leaves and has made no prior 'arrangement for her children, a relative or Children's Protective Service will be contacted by the guest's Shelter Advocate.

Approved:

A handwritten signature in cursive script, appearing to read "Mary Stanton", is written over a horizontal dashed line.

Title : Executive Director

Date: 4 - 10 - 90

D. OFFICE HOURS

A Guest Attendant is available Monday through Friday from 9:00 to 11:00-to write clothing vouchers and to assist guests with paper work or make referrals to other agencies. The Guest Attendant is also available to speak to any guest who may wish to discuss a situation or problem.

E. CLINIC

Clinic hours and days will be established by the volunteer doctors, dentists and nurses and the Medical Resource staff person. The clinic schedule will be posted for all staff to see.

Guests needing medical or dental attention will be escorted to and from the clinic by the nurse scheduled or on rare occasion, by a staff person or regularly scheduled volunteer. The Guest Attendants on duty may be asked to help determine which guests need medical or dental attention.

Prescriptions issued by the doctors during clinic hours will be authorized for guests with no medical cards by the Guest Attendant on duty the next morning between 9:00 and 11:00 for filling at Schmidt's Pharmacy.

F. PRESCRIPTIONS

Some funds are available through the St. Vincent DePaul Conferences to pay for prescriptions for guests without medical cards. The Hotel works only with Schmidt's Pharmacy located in Schear's Marketplace at Third and Ludlow Streets. Prescriptions are authorized by stamping with the St. Vincent Hotel stamp and signing and dating the back of the prescription. Only Guest Attendants and Administrative personnel are authorized to sign prescriptions. Prescription authorizations are done only between 9:00 and 11:00 AM unless there is a legitimate emergency. The pharmacist at Schmidt's make us aware of any irregularities in prescriptions when the guests take them over for filling, so there is no need for staff to know the medications.

There are times when a SVH staff person writes a letter requesting information on a particular guest. A copy of any correspondence sent as well as any received is to be attached to the guest's Comment Sheet.

A rule of thumb here is to chart any information that would be helpful when another staff person is dealing with the guest.

PLEASE REMEMBER IN ANY OF THE ABOVE TRANSACTIONS - CONFIDENTIALITY IS NOT TO BE BROKEN. MAKE SURE WE HAVE PROPER RELEASES IN ALL CASES.

E. EXTENSIONS

During Summer Hours when a guest is limited to fourteen nights of lodging a Guest Attendant may extend a person's stay. Extensions

are normally given when a particular guest is working with the Case Manager, a Guest Attendant, a social worker or mental health worker from another agency. In most cases, a guest would be waiting for housing to become available, for a check in order to pay the deposit or the first month's rent or for admission to a rehab program. In all cases, the Guest Attendant or Case Manager must obtain official verification in order to grant an extension.

There may be other reasons for granting extensions. These cases are determined by staff on an individual basis as they come up.

F. CALLING POLICE FOR ASSISTANCE

Any situation should be fully assessed by the staff on duty before calling the police. If staff alone is unable to get the person or persons causing the disturbance to leave the area and, if the threat of violence continues, the police should then be called. Call dispatch and give name, location and type of situation that is occurring. If safety is not jeopardized staff person should meet the police when they arrive and tell them what has taken place. IF A WEAPON IS INVOLVED, CALL THE POLICE IMMEDIATELY (911) AND INFORM THEM OF THIS FACT. (The police will respond faster if they know there is a weapon.)

G. CALLING THE PARAMEDICS

Always be reluctant to call the paramedics unless it is obvious that a person is in immediate need of care. If there is any question about a person's condition, get as much information from the person as possible. A Staff person can then call any one of the emergency rooms and ask to talk to a nurse. They will help to determine the seriousness of the situation. Do remember that it is always better to err on the side of calling the paramedics than to not call and run the risk of endangering the guest's life. The staff of the St. Vincent Hotel are not medical experts and should not attempt to diagnose any medical problem. If the guest claims to need immediate attention, take his/her word for it.

NOTE: Before calling the paramedics, always ask the guest if he/she is willing to go to the hospital. If they are not, there is no reason to call because there will be little the paramedics can do.

STANDARD #5

Possession/Use of Controlled Substances and Prescription Medication

ALCOHOL AND ILLICIT DRUGS

POLICY:

Alcohol and illicit, drugs are never permitted on the premises of Bethany House Services Shelter and should not, be used by anyone on the property. If a guest returns to the shelter and is suspected of being under the influence or in possession of alcohol or illicit drugs, the guest should be brought to the staff office and questioned. She should be warned that the use or possession of alcohol or illicit drugs will result in possible dismissal from Bethany House Services Shelter.

If a guest admits to possession or use of alcohol or illicit, drugs, her Shelter Advocate or the Executive Director should be notified and a decision should be made regarding the guest's dismissal from Bethany House Services Shelter.

A log entry should be made for the staff and Shelter Advocate's information. The Shelter Advocate will offer opportunities for referral and appropriate counseling.

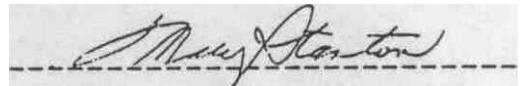
If a guest is intoxicated, she will be dismissed from Bethany House Services Shelter. The House Manager on duty should consult with the Shelter Advocate or staff member on call at, the time the situation occurs.

PURPOSE:

To assure continuation of an environment at Bethany House Services Shelter that is conducive to assisting guests in re-establishing their independence and sustaining a responsible effort on the part of guests to secure housing as soon as possible

To assist guests who may have a problem with alcohol or drugs to get appropriate help related to use of alcohol or illicit drugs.

Approved: _____



Title : Executive Director

Date: 6 / 19 / 90

MEDICATIONS

POLICY:

All medications must be turned in to the House Manager upon the guest's arrival at the shelter. Guests are responsible for asking the House Manager for medications at the appropriate time.

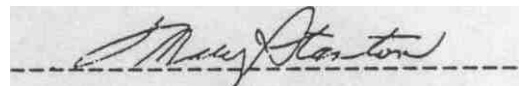
PURPOSE:

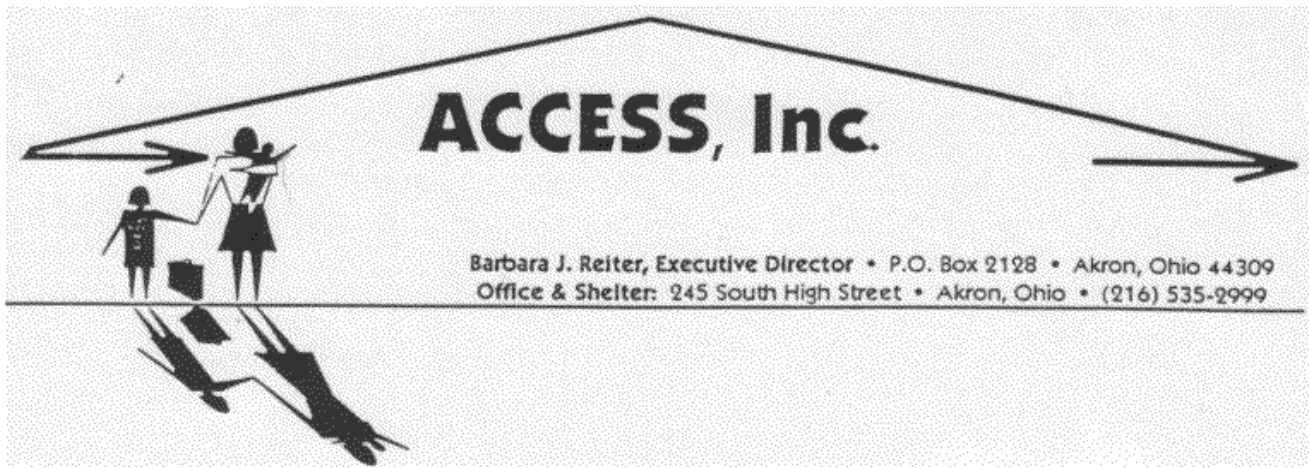
To assist guests in maintaining their health through provision of a secure place for keeping medications and a regular, supervised schedule for administration of medication.

PROCEDURE:

1. Medications should be reviewed and turned in to the House Manager upon arrival. These are to be kept safely locked in the appropriate container in the main office. Guests' medications are stored in separate containers in the medication box.
2. Medication should be given to the guest for self-administration at the appropriate and scheduled times. Specifics about medications may be included in the Guest Contract. House Managers should note in the general log the time and quantity of medication taken by the guest.
3. Prior arrangements must be made with the Shelter Advocate for assistance with injections or other medical treatment, which cannot be self-administered. Bethany House Services shelter staff members, other guests, volunteers or any other persons related to Bethany House Services are not permitted to administer medical treatment to a guest.

Approved:

A handwritten signature in cursive script, appearing to read "Mary Stanton", is written over a horizontal dashed line.



Date: _____

_____ admits being under the influence of drugs/alcohol on _____ (date). I realize this action/behavior seriously threatens safety and security of the shelter. Further, I acknowledge that admitting to this action/behavior constitute a final warning and that any additional infraction of the rules will mean my immediate exit from ACCESS.

Signature (resident)

Date

Witness (staff signature)

Date



ALCOHOL-USE

Policy

The Mission may refuse services to persons who are intoxicated or under the influence of alcohol.

Rationale

The Mission believes that persons who are intoxicated often behave in way which may present a hazard to other client/guests of the Mission. The Mission is not a detoxification program, nor is its staff properly trained to deal with persons under the influence of alcohol. In addition, the Mission believes that excessive use of alcohol by any individual is detrimental to his/her physical and mental well-being. Therefore the Mission may refuse services to persons who are intoxicated, especially if their behavior is threatening, belligerent or otherwise disruptive to the functioning of the Mission.

Implementation

Persons who arrive at the Mission intoxicated

1. Men will be referred to the Inebriate Unit for housing.
2. Women will be served, provided their behavior is not threatening, belligerent or otherwise disruptive.
3. If the client/guest refuses to choose one of the options suggested, he/she will be barred for that evening.

Persons found consuming alcohol in or around the Mission

1. 1st offense: will be barred from premises for 30 days.
2. 2nd offense: will be barred from premises for 90 days.
3. 3rd offense: will be barred from premises permanently.



ALCOHOL-POSSESSION

Policy

The Mission does not permit its client/guests to have alcoholic beverages in their possession while on Mission property or while in the immediate vicinity of the Mission, including the front sidewalk and in the alleys around the building.

Rationale

The Mission feels that the use and possession of alcoholic beverages by client/guests is detrimental to their physical and mental well-being, which is in direct opposition to the purpose of the Mission. It is also felt that the presence of alcoholic beverages may precipitate conflict between client/guests. Therefore, the Mission will not permit alcoholic beverages anywhere on Mission property or in the immediate vicinity.

Implementation

1. 1st offense: will be barred from premises for 30 days
2. 2nd offense: will be barred from premises for 90 days
3. 3rd offense: will be barred from premises permanently



DRUGS-USE

Policy

The Mission may refuse services to persons determined to be under the influence of drugs.

Rationale

The Mission believes that the use and possession of illegal drugs is detrimental to the physical and mental well-being of client/guests, and therefore is in direct opposition to the purposes of the Mission. In addition to being illegal, the use of drugs can result in inappropriate and dangerous behavior by those who are under their influence. This behavior poses a clear and present danger to the other client/guests of the Mission and to the Mission's staff and volunteers. The Mission is not a rehabilitation center, nor is its staff properly trained to deal with persons who use drugs. Therefore, the Mission may refuse services to persons who are under the influence of drugs, especially if their behavior is threatening, belligerent or disruptive to the functioning of the Mission.

Implementation

Persons who arrive at the Mission and who are under the influence of drugs

1. If behavior is not inappropriate, housing may be offered.
2. If behavior is threatening, belligerent or disruptive, services and housing will be refused for that night.

Persons who are found using drugs in or around the Mission

1. 1st offense: will be barred from premises permanently



DRUGS-POSSESSION

Policy

The Mission does not permit its client/guests to have illegal drugs or other substances on their person while on Mission property or while in the immediate vicinity of the Mission, including the front sidewalk and in the alleys around the buildings. Persons in possession of illegal drugs will be reported to the police.

Rationale

The Mission believes that the use and possession of illegal drugs by persons is detrimental to their physical and mental well-being, and therefore is in direct opposition to the purpose of the Mission. It is also felt that the presence of drugs, in addition to being illegal, may precipitate -conflict between client/guests. Therefore, the Mission will refuse to serve or house anyone who is discovered to have illegal drugs in their possession.

Implementation

When found in the possession of client/guest

1. 1st offense: will be barred from premises for 90 days.
2. 2nd offense: will be barred from premises permanently.
3. In all cases, the police will be notified.

When client/guest is found selling drugs

1. 1st of tense: will be barred from premises permanently
2. Police will be notified and charges will be filed.



PRESCRIPTION MEDICATIONS

Policy

The Mission prefers that client/guests not keep prescription medications on their person. Instead, the Mission will provide a secure place for client/guests to keep their prescription medications.

Rationale

The Mission recognizes that a number of its client/guests must take prescription medication for short-term and chronic illnesses. However, the Mission also recognizes that some types of prescription medications are addictive and that unscrupulous persons may abuse or steal such drugs. Therefore, the Mission prefers that all medication be kept in the Chapel office where it can be secured both day and night. Client/guests will be encouraged to take advantage of this service.

Implementation

1. There will be a drawer or cabinet in the Chapel office which will be used to secure medications. Each client's medication will be kept in a separate bag or box on which is that person's name.

2. When a client/guest wants access to his/her medication, he/she must check with one of the staff members in the Chapel office. The staff will not dispense the medication, but will merely hand that client/guest's bag or box of medications to him/her and the client/guest takes out the needed medications.

3. It should be noted that the medications are available only when the Chapel office is open, so client/guests should be certain to take enough of their medications to cover the time period until the Chapel office is reopened. The hours for the Chapel office to be open are as follows:

Monday through Friday: 9:00 a.m.-9:00 p.m.

Saturday and Sunday: 5:00 p.m.-9:00 p.m.

4. Once a week the Mission Supervisor will go through the contents of the medicine drawer. Any medications which have been left behind by a client/guest will be disposed of within 7 days of that person's departure.

5. Client/guests found selling their prescription medications will be barred from the premises permanently. See the policy entitled "Drugs-Possession."

6. Client/guests who abuse their medications will be treated as though they were using illegal drugs. See the policy entitled "Drugs-Use."

STANDARD #6

Infectious Disease Control

The Manual

Of Common Communicable Diseases in Shelters

As a result of the Coalition's advocacy,
The Ohio Department of Health has sent
copies of the Manual Of Common
Communicable Diseases in Shelters to each
shelter/transitional housing program that
receives funding from ODOD.

If your program has not received a copy
of this manual, please contact the
Coalition.

Edited by James J. O'Connell, M.D.
and Janet Gioth, R.N., M.S.

The Ohio Coalition For The Homeless
1066N. High Street
Columbus/ Ohio 43201 -2440 (614)291-1984

**POINTS TO CONSIDER
WHEN DRAFTING A POLICY
FOR COMMUNICABLE DISEASES**

1. Whether detection of a communicable disease occurs at the time of intake or after a person has been admitted to the shelter, consult with your city/county health department for
 - a. Treatment of the disease
 - b. Quarantine procedures
 - c. Referral to appropriate medical facility (TB clinic, hospital, etc.)
2. If the person is in the period of contagion (disease can be transmitted through casual contact), and appropriate medical treatment facilities in the area do not include some semblance of shelter (e.g. admittance into a TB clinic or hospital), possible means of quarantine to consider to shelter the person:
 - a. Setting aside space or a room in the shelter for the individual.
3. Annual training of staff
 - a. Detection of common communicable diseases amongst the homeless population you serve (i.e. females, males, children)
 - b. Appropriate responses upon detection, including treatment within the shelter (e.g. head lice, chicken pox), sanitation procedures for bed linen, clothing and other affected items, networking with medical personnel to not only address the disease but to provide shelter for the person if quarantine is necessary.
 - c. Asking the right questions at intake to accurately assess the progression of a communicable disease.
4. If the person had to be quarantined, readmittance of a person to the shelter once a medical professional has deemed the person out of the contagion state.
5. Preventative measures for communicable diseases
 - a. Daily cleaning of bathrooms, weekly cleaning of bed linens, towels, etc.
 - b. Use of rubber gloves when in contact with body fluids or when cleaning facilities.
 - c. Signs posted advocating better personal hygiene, washing of hands, covering mouth and nose when sneezing/coughing, etc.
6. Consult The Manual of Common Communicable Diseases in Shelters and/or your local health department for other suggestions for treatment/preventive measures.

LIMA'S SAMARITAN HOUSE
INFECTION CONTROL POLICY
Effective 2-1992

Purpose: To maintain general health and cleanliness, and to prevent the spread of infections.

General

1. Living and office areas are cleaned on a regular basis.
2. Pest control services are provided monthly by a contract agency.
3. Food storage and preparation are maintained according to Health Department requirements.

Residents

1. All residents are checked for head lice on admission.
2. Residents are given information on cleanliness rules and issues during the orientation period.
3. Residents are to report any known or suspected communicable disease to staff.

Staff

1. Staff will receive an initial training in Infection Control principles and communicable diseases, with an update yearly.
2. Documentation of training provided will be maintained by the Director or designee.
3. The booklet "Communicable Diseases" contains information, spread of and treatment for common childhood problems and other diseases, and is available in the main office.
4. A staff member with a known or suspected communicable disease will report to the Director, who will then consult with the Health Department.
5. Any question or concern about communicable disease is to be referred to the Alien County Health Department (228-4457).

Discovery of Communicable Disease

If a resident has a known or suspected communicable disease, staff will consult the Alien County Health Department immediately.

Any restriction or modifications of activities or living arrangements will be made as needed after consultation with the Health Department officials, taking into consideration:

1. Specific disease and how spread.
2. Health and behavior status of affected resident.
3. Health and behavior status of other residents.

Lima's Samaritan House will not discriminate against residents with communicable disease, but will take appropriate action to protect the safety and health of residents and staff.

OPERATIONS

STANDARD #2

Intake of Clients Criteria for Admittance



INTAKE

Policy

The Mission will establish and implement a consistent intake procedure for those persons seeking shelter at the Mission.

Rationale

The Mission believes that one of its obligations is to ensure proper accountability to donors, funders and client/guests. A consistent intake process will provide demographic and statistical information for those funders and donors who require such data as a prerequisite for financial support. In addition, the Mission keeps emergency information on each client/guest so that if an emergency occurs, proper, information is provided to medical personnel, mental health workers and relatives of the client/guest. Finally, the intake process will assist the Mission to screen persons who seek services, so that those who are barred from the Mission or who may present a danger can be identified.

Implementation

1. A person seeking assistance from the Mission for the first time will be interviewed and an intake form completed.
2. The applicant will be required to produce picture identification. Those without picture identification will be required to obtain such prior to being served. The Mission Supervisor and the Director of Men's Services will be able to provide information about obtaining ID.
3. After the intake form is completed, the interviewer will provide the applicant with a copy of the Mission's rules. The interviewer will verbally review the rules with the applicant and the applicant will be required to sign that he/she will comply with the Mission's rules. Refusal to sign will result in withholding of services.
4. Once admitted into the Mission's shelter program, client/ guests must return each night between 5:00 p.m. and 6:30 p.m. to sign their intake folder and to retain their bed for that evening. Any beds unclaimed at 6:30 will be made available to new or returning client/guests.
5. Client/guests who return to sign their folders each evening and who abide by Mission rules and policies may retain their bed for an indefinite period of time.
6. Client/guests who provide false information during the intake process will result in the permanent barring of that individual.

INTAKE PROCEDURES

Bethany House Services operates an emergency shelter for those who have been left homeless or stranded without shelter because of emergency situations. A telephone interview is conducted on all persons requesting shelter. Bethany House Services can not accept guests in the shelter who are

- In danger of abuse
 - Substance abusers
 - Psychiatric referrals who are dangerous to themselves or to others
 - Unemancipated minors-women under 18 years of age still under the jurisdiction of a parent or guardian.
- The Executive Director, or a staff member designated by the Director, may make an exception of this policy.
- "Former guests who have not participated in the Outreach program. Acceptance of any former guest requires the approval of the Outreach Worker or a Shelter Advocate if the Outreach Worker can not be contacted. In the event that neither the Outreach Worker nor a Shelter Advocate can be reached, the on-call staff person should determine whether the former guest should be accepted.
 - Re-admittance requests after serious violation of Shelter policies without approval of the Director or designated staff person.

Note:

If a two-parent family is in need of shelter they may be considered for the Families In Transition (F. I. T.) Program of Bethany House Services. Refer to the policy by this title (F.I.T.) for additional information on the policy and procedures to be followed for two-parent families.

PURPOSE:

- To assure that all persons accepted into the Bethany House Services shelter program:
 - (a) Are in, need of Bethany House Services assistance
 - (b) Understand and accept the requirements of participation in the program.
 - (c) Are able to actively seek housing and

9. Upon acceptance of the guest for the Bethany House Services shelter program, the House Manager should make arrangements with the guest regarding directions to Bethany House Services shelter and expected arrival time. The House Manager also assigns the guest to a Shelter Advocate maintaining equal case load for each Shelter Advocate. Guests entering under specific programs such as F.I.T. or other referral programs are assigned to the specific staff person designated as responsible for that particular program.
10. Specific orientation steps outlined in the guest checklist should be carried out by this House Manager on duty when the guest arrives. The arrival section of the Client Date Record should be completed by the House Manager on duty and then placed in the guest, folder prepared and containing the other forms specified for use with each guest. Current guest files are kept in the main office except when in used by Shelter Advocates or other staff persons.

Approved _____

Title: Executive Director

Date: 5 / 2 /90

ASSISTANCE CRITERIA FOR EMERGENCY SHELTER
POLICY:

The staff of Bethany House Services Shelter has developed a set of criteria based on our philosophy, purpose and previous experiences. We believe these criteria for emergency shelter assistance will enable us to effectively assist homeless persons who will benefit from their stay at Bethany House. Bethany House Services accepts all persons (as shelter space permits) regardless of race, creed, color or age who meet these criteria. To be accepted as a guest at Bethany House Services for emergency shelter the following criteria must be fulfilled:

Applicant must:

1. Be female, 16 years of age or older.
2. Have an income or desire to establish an income.
3. Have a desire to make positive life changes and to use available persons and community resources.
4. Be able to complete her stay at Bethany House within one month or less.
5. Be able to live in a group situation.

Bethany House Services Shelter is not able, to house:

1. Male children older than 12 year of age.
2. Women who are drug or alcohol dependent.
3. Women who are recovering alcoholics ,or drug addicts who are not attending counseling or A. A.
4. Women who are in emotional crisis who are not in follow-up counseling with a referring agency
5. Women who are dangerous to themselves and/or others.
6. Women/families who may endanger themselves and/or others in the shelter due to an assailant or possible assailant in pursuit of her or children accompanying her.

Final decision regarding acceptance into the Bethany Mouse Services emergency shelter program will be based on:

1. Staff evaluation.
2. Number of available beds.
3. Availability of shelter advocacy staff.

Any exception to the above criteria for acceptance into the program can be made only by the Executive Director or her designee

PURPOSE

- To assure resources of Bethany House Services Shelter program are consistently available to those persons most in need of emergency shelter and most able to participate appropriately in the Bethany House Services Shelter program.

PROCEDURE:

A telephone interview is ordinarily conducted by a Bethany House Services Shelter staff person directly with the person seeking shelter to assess the applicant's situation regarding need for housing, interest and acceptance, of the Bethany House Services Shelter program and policies and ability of the person to: live in a group situation, seek housing and re-establish independent living. Refer to the policy on intake interview for additional information regarding policies and procedures for assessment and acceptance into the Bethany House Services emergency shelter program.

Approved _____

Title: Executive Director ____

Date: _____ 6 / 19 /90

STANDARD #3

Attendance List

Registration Form

This form is used by the Guest Attendant when takings names for the night. It is also used by the Night Monitor when recording guests' stays on record cards. These forms are kept on file for future reference.

The code letters are used in the following ways: if a person is a new guest or does not show up when his/her name is called, the appropriate letter is placed in the upper left hand corner of the code box. If a person shows later or departs early or is asked to leave, the appropriate code letter should be placed in the lower right hand corner of the code box. ALWAYS USE THE UPPER LEFT HAND PORTION OF THE CODE BOX FIRST.

Explanation of the codes is as follows:

A = New Guest: This is a person who has never stayed at the Hotel in the past. This person will be asked to arrive 30-15 minutes prior to admission time so that an Intake Sheet may be filled out and the House Rules and Policies explained. This also alerts Data Entry personnel that this guest has not been entered into the computer and that there should be an Intake-sheet on this guest.

B = No Show: Indicates that a person did not come in at the time his/her name was called at admission. If at the end of admission time the person is still not here, he/she is-put on the outlist for seven days.

C = Showed Later: This indicates that a person who did not come in the first time his/her name was called did showup before the end of admission time

D = Early Departure: This is used when a person leaves early voluntarily. When this happens, the time of departure must be noted on the Registration Form after the person's name. A person who leaves early may be put on" the outlist depending upon the reason for early departure.

E = Ejected: This code is used when a person is tasked to leave for breaking house rules. The time of ejection must be noted on the Registration Form after the person's name and an entry into the log must be made.

F = Called. No Show: This is used when a person who has called in to register decides not to come in that evening for one' reason or another and calls before the end of admission time to cancel. There is no penalty for doing this

H = Intake Sheet Needed: This letter indicates that an Intake Sheet Is needed on a particular guest and should be done the next time the guest comes in.

K = Motel Placement: This letter indicates that a particular guest has been placed in a motel.

REGISTERING GUESTS EARLY

If a person has registered early, the person's name as well as the time he or she will be arriving should be written at the bottom of that night's registration form. When the person comes in the staff member who admits the guest must write "here" after the person's name on the Registration Form

NIGHT MONITORS' PROCESS FOR MARKING THE REGISTRATION FORM

A. The Night Monitor, after circling the date of stay on the record cards should put a dash (-) after the person's name on the Registration Form.

B. The Night Monitor should only use a RED pen when marking on the Registration Form whether that be after they have entered a person onto the card or the book, or if they need to use a code letter.

C. When the Night Monitor has completed this work he is to sign the bottom of the Registration Form.

DATE: _____

REGISTRATION FORM (Fall-Winter)
ST. Vincent Hotel

MEN

	CODE
1)	
2)	
3)	
4)	
5)	
6)	
7)	
8)	
9)	
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29	
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	CODE
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32)	
33)	
34)	
35)	
36)	
37)	
38)	
39)	
40)	
41)	
42)	
43)	
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46)	
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51)	
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53)	
54)	
55)	
56)	
57)	
58)	
59)	
60)	

CODE

A) New Guest, B) No Show, C) Showed Later,
D) Early Departure, E) Ejected, F) Called, No Show
G) Not in Computer, H) No Guest Information Sheet,
I) Church, K) Kettering

HOUSE COUNT

DATE _____

	NAME	CHILDREN	P.M CHECK	AGE	PERSON
22					
	CRIB				
23					
	CRIB				
25					
	CRIB				
23					
	CRIB				
33					
34					
35					
	CRIB				

EXITED GUESTS:

TOTALS:

CHILDREN

ADULTS

GRAND TOTAL

REFERRALS

Men's Sign in

DATE: _____

Men's Alternate List

	N/R= New/Return			T= Tower!	S=Shower	D=Detail (chore)
	D	S	T			
				BED		NAME
				1		
				2		
				3		
				4		
				5		
				6		
				7		
				8		
				9		
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				11		
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				37		
				38		
				39		
				40		

[illegible][illegible]

WAKE UP CALL LIST

DATE: _____

[illegible]

TERMINATION REASONS

- a. Found Permanent Housing
- b. Found Alternate Shelter
- c. Failed toward agreed goals
- d. Disappeared
- e. Left town
- f. Violation of rules
- z. Other

CENSUS REPORT

Count 9 / 11 _____ 3 am _____

Total New _____ Total Sign Up _____

DATE _____ WOMEN'S SIGN IN SHEET 1 _____

9pm count _____ 2 _____

3am count _____ 3 _____

Total New _____ Total sign-in _____

Termination codes: A: Found permanent housing (moved out)
 B: Found alternate shelter (call out)
 D. Disappeared F: Ban Z: Other

	D	S	T	BED	NAME	N/R	ID #	9:00 PM	3:00 AM	TERM
				1						
				2						
				3						
				4						
				5						
				6						
				7						
				8						
				9						
				10						
				11						
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				23						
				24						
				25						
				26						
				27						
				28						
				29						
				30						
				31						
D=Detail (chore)					WAKE UP CALL LIST					
					CLIENT NAME	BED	TIME	INITIAL		

N/R= New/Return

T= Towerl

S=Shower

SAMARITAN HOUSE OF LIMA

Name and Child /Children's Name	Date Entered	Date Leave	How many days stayed ?
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			

STANDARD #4

Rules, Regulations and Procedures of the Shelter

SHELTER POLICIES

BETHANY HOUSE SERVICES

Personal Belongings Each guest's personal belongings are to be kept in her bedroom area. Valuables and money should be given to the House Manager, at the time of arrival. They will be labeled and held in safekeeping in the office. Lending or borrowing of money or other items is strongly discouraged by Bethany House Services. Staff will not settle any disagreements that may occur related to lending or borrowing among the guests.

Safeguarding of Guests Belongings Under no circumstances are guest to be in each other's rooms. Guests may use lounge areas for private conversations with each other.

Safety Guests will be oriented to safety rules and procedures of the Shelter. Fire exits will-be identified during the orientation tour.

Shelter Advocate Each woman is assigned a Shelter Advocate who will serve as her caseworker during her stay. The guest and her Shelter Advocate will meet to develop a plan which includes: means of achieving necessary assistance, intended Length of stay at the Shelter and conditions mutually agreed upon in the contract of obligations. Each guests will keep a daily appointment with her Shelter Advocate. Guests are expected to be out of the Shelter each week day by 10:00 a.m. pursuing community resources and permanent housing. Each guest is accountable to her Shelter Advocate.

Daily House Cleaning Chores Each guest is expected to help with the daily house cleaning chores and maintain a clean, orderly bedroom. Chores are listed on a sheet posted daily and should be completed by 10:00 a.m.

Personal Laundry and Bed Linen Personal Laundry service is provided for the guests at the Shelter. To utilize this service, it is necessary that the attached instructions be followed. Guests are given clean sheets and towels once a week. To receive the clean linen and towels, the items that have been used during the past week need to be presented to the House Manager distributing the clean linen and towels.

Meals The evening meal will be shaded at 6:00 p.m. All guests are expected to eat together at this time. On Friday and Saturday evenings, because of the 9:00 p.m. curfew, any guest wishing to be at the Shelter for the 6:00 p.m. meal must make this request by signing the meal list posted Friday and Saturday mornings. Guests are responsible for preparing their own breakfast and must complete breakfast and clean-up of the kitchen by 9:00 a.m on weekdays.

Guests may pack a lunch in the morning by 9:00 a.m. if they are planning to be out for the day. Lunch in the Shelter is prepared by the guests and is available between 12:00 noon to 1:00 p.m. Time of breakfast and lunch on the weekend and holiday is adjusted to the schedule of that day.

Use of Center Stairway Guests are asked to use the center stairway and side door in order to avoid disruption of programs on the first floor.

Visitors Family and friends of guest may visit in the living room with the approval of the Shelter Advocate obtained prior to the visit.

Food and Use of Kitchen No food or beverages are to be taken upstairs. Guests are not to use the kitchen except at meal times and are expected to clean up the kitchen and dining area after each meal. Milk for babies may be taken upstairs to the refrigerator on the second floor. The milk for babies must be kept in a baby bottle at time of feeding. No food (pop. fast food/ groceries, etc.) should be brought into the Shelter or on the premises. If you have any special food needs/please make this known to your Shelter Advocate.

Supervision of Children Mothers are expected to supervise the children at all times. Children are not permitted in the kitchen or laundry room. Guests may not ask other guests or staff to baby sit.

Bedtime for children is ordinarily 8:30 p.m. unless otherwise approved by the staff. See attached rules. Adult guests are expected to be in their bedrooms by 11:00 p.m.

Smoking is permitted in the 2nd floor smoking lounge only.

No Alcoholic Beverages or Illegal Drugs No alcoholic beverages may be brought onto the premises or in to the Shelter. Use of alcohol or non-prescription drugs (other than for medical purposes) by guests during their Shelter stay is prohibited.

Phone Service Two phones are provided for use by the guests in the telephone lounge. All calls should be limited to 10 minutes and kept to necessary business and personal concerns. No long distance calls may be made without approval of the Shelter Advocate.

Access to Director All guest will have access to the Director for consultation when necessary and for appeal regarding serious conflict.

Curfew All guests are required to be in the Shelter by 6:00 p.m. Sunday through Thursday and by 9:00 p.m. on Friday, Saturday and before holidays. Exceptions require written approval of the Shelter Advocate.

Television may be watched in the evening after supper until 8:00 p.m. and from 9:00 p.m. to 11:00 p.m. Television may also be watched on Saturday and Sundays. Please keep the volume at a reasonable level. Other guests may be resting or putting children to sleep. A lack of respect for others regarding loud television may result in restrictions on television hours.

Personal Care Guests must take a shower or bath on the day of arrival and daily during they stay at the Shelter. Good personal hygiene is expected to be maintained at all times.

Leaving the Shelter Each guests when completing their stay at the Shelter are expected to: Clean the bedroom area, re-make the beds with clean linen and return used linen and towels to the House Manager, have an exit interview with her Shelter Advocate and the House Manager and leave a forwarding address.

Guests Who Do not Return to the Shelter or Leave Without Completing the Exit Procedure noted above shall forfeit possession of their personal belongings. These items will be packed on the day of exit and taken to a free clothing distribution center.

Personal laundry service is-provided for the guests of Bethany House Services Shelter. To utilize this service, it is necessary that you follow these instructions, please.

1. Place only one day of personal laundry for you and your children in the plastic bags provided.

The House Manager does not have time on the night-shift to launder more than one change of clothes for each guest.

If you need additional clothes laundered, please talk with the House Manager to make special arrangements for the additional laundry service.

2. Write your last name on the outside of the plastic bag. Marking pens are available in the white cabinet in the laundry room.

Any laundry bags that do not have the name of the guest (or family) on the outside of the bag will be left in the basement laundry and will not be included in the laundry service until it is marked with a name the next day.

3. The guests' laundry bags must be brought to the basement by 10:30 p.m. to be included in the laundry service of that night. Late bags will be held over until the following night to be washed and dried.
4. Any clothing needing special handling such as badly soiled underwear children's or adults) should be rinsed out by the individual guests before placing such clothing in the plastic bag for laundry service.
5. The clothing washed and dried during the night will be sorted and folded by the night House Manager and placed on the shelves in the laundry room.
6. Guests should pick up their clean clothes in the basement laundry room by 9:00 a.m. the next morning. The door to the basement is usually locked at 9:00 a.m. each morning.
7. If you have any questions and problems about laundry service or need clean clothes, please talk with the House Manager on duty.

We hope that this laundry service will be helpful to you during your stay at the Shelter as you work each day on your plans to find housing for yourself and your family.

HOUSE POLICIES AND HOPES**REGISTRATION TIME:**

3:00 to 4:00 PM - BY PHONE ONLY. Names are taken for registration on a first call first served basis- IF YOU REGISTER AND DO NOT COME in WITHOUT NOTIFYING THE HOTEL, YOU WILL BE OUT OF THE HOTEL FOR 7 NIGHTS.

ADMISSION TIME:

From the first Sunday in April to the last Sunday in October, admission time is 8:30 - 9:00 PM.

From the last Sunday in October to the first Sunday in April, admission time is 7:00 - 7:30 PM.

LENGTH OF STAY:

During spring and summer hours, 14 nights of lodging are provided for each person. Following this time, a person must be out of the Hotel for one month after which he/she may return for an additional 14 nights.

BAGGAGE:

All baggage (this includes boxes, bags, backpacks, hats and coats) must be checked at the front desk. Toiletry items may be taken to the dorms after being inspected. Clean clothing may be carried in hand -only; rolled up clothing will be inspected. NO STORAGE OF PERSONAL ITEMS IS PROVIDED. All such items must be picked up at the front desk upon departure. ANY SUCH ITEMS LEFT IN THE COURTYARD OR AROUND THE BUILDING AFTER 11:00 AM WILL BE DISCARDED.

VALUABLES:

It is strongly suggested that you check all valuables i.e. wallets, money, I.D., etc. at the front desk.

SMOKING:

Smoking is allowed only in the dining rooms.

BEHAVIOR:

Peaceful behavior is necessary at all times in and around the Hotel. If you are uptight or someone else is giving you a hard time, see a staff member before things get out of hand. FIGHTING WILL RESULT IN ALL PARTIES INVOLVED BEING EJECTED.

"I was a Stranger and you welcomed me"

RULES AND POLICIES - PAGE 2

WEAPONS:

No weapons of any kind are permitted in or around the Hotel. Check all such items at the front desk. If any are found on your person, once you have been admitted, you will be required to leave.

ALCOHOL/ILLEGAL DRUGS:

No alcohol or illegal drugs are permitted in or around the Hotel. You will be refused admission if you are found drinking or taking drugs anywhere around the building. If these items are found on your person after you have been admitted, you will be required to leave.

MEALS:

No food or drink from the outside may be brought into the Hotel. A meal is served after you are admitted. You may take no food from the dining rooms or kitchen into the dorm areas. This is necessary in order to prevent bugs.

SHOWERS:

You must shower before going to bed. If you do not, you may not stay in the Hotel.

LIGHTS OUT:

Lights go out in the dorms at 9:30 PM. Others may read or watch TV in the dining rooms until 11:00 PM.

WAKE-UP:

Wake-up time is 6:00 AM. A light breakfast is served at this time.

DEPARTURE:

All guests must be out of the building by 7:00 AM. (If the temperature is below 10 degrees, additional time will be given in the morning.)

YOU MUST MAKE YOUR BEDS BEFORE LEAVING!! !

YOU MAY LEAVE NO PERSONAL BELONGINGS IN THE HOTEL!!

NEIGHBORHOOD:

We ask our guests not to loiter around such places as the Holden House, Wilkinson Plaza and Sinclair College.

LOITERING:

No guests are permitted in the courtyard or around the building between 11:00 AM and 5:00 PM. ALSO, THERE ARE NO PEOPLE PERMITTED IN THE COURTYARD AFTER ADMISSION TIME UNTIL 7:00 AM. **NO SLEEPING IN COURTYARD!!**

"I was a Stranger and you welcomed me"

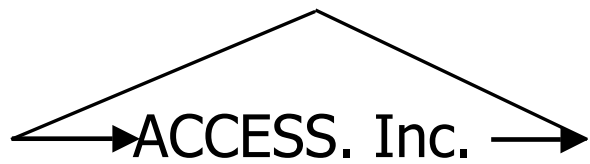
HOUSE POLICIES AND RULES - PAGE 3

ADDITIONAL SERVICES

1. Guests may use the address and phone number of the Hotel as a place to be reached. Phone messages will be posted at the board behind the front desk.

MAIL MAY BE PICKED UP BETWEEN 9 AND 11 AM MONDAY THROUGH SATURDAY ONLY!!

2. Case Managers are available during the week. To schedule an appointment ask one of the staff members.
3. CLOTHING VOUCHERS ARE WRITTEN ON TUESDAYS ONLY BETWEEN 9 AND 11 AM.
Guests are permitted a clothing voucher only once every 45 days.
4. A staff member is available Monday through Friday from 9:00 AM until 11:00 AM to help guests with paperwork or to make referrals.



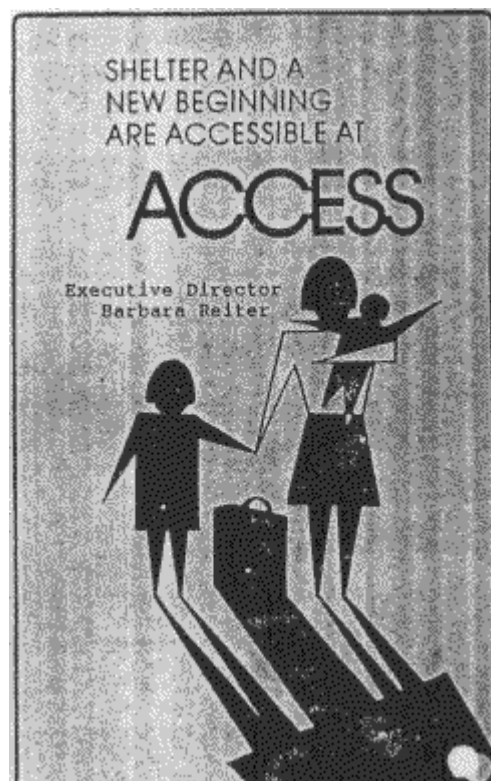
245 & 249 S. High Street
Akron, Ohio 44308

SHELTER MANAGER

BRENDA
ANNEIS
BARBARA
JANET
MONICA
ELANOR
GLORIA
JEANNE
CAROL
ALLISON

FOOD MANAGER/COOK
BEVERLY

STAFF AIDE
ELAINE



ACCESS GOALS

The goal of ACCESS INC. is to provide you with temporary shelter and food until you can change your homeless situation. We can only do this if you cooperate by following the rules listed in this booklet. Failure to follow the rules can mean that you will be "EXITED AGAINST WILL." Make sure you fully understand the information in this booklet. You will be held accountable for it.

YOUR STAY AT ACCESS

1. Your stay at ACCESS is from 1 to 14 days; depending on your needs and your willingness to cooperate. Extensions can be granted up to 28 days based on your needs and your demonstrated efforts to correct your homeless situation. Extensions are determined by a full staffs consensus.
2. Once you leave ACCESS you are not permitted to return for 90 days. (This may be waived by the Executive Director for emergency circumstances.)
3. All residents (NO EXCEPTIONS) will meet with the Day Resident Supervisor once a week. A sign up sheet will be posted every Friday near the main office. It is your responsibility to schedule a time to meet with the supervisor.

ENTERING/EXITING ACCESS

1. When you enter the shelter, valuables and money should be given to a staff person to lock In the safe. You will then be asked to sign for any Items requested by you. You will have access to your locked up property from 8am to 4pm Monday through Friday. PLAN AHEAD FOR YOUR NEEDS.

(ACCESS is not responsible for any lost or stolen items that belong to you.)

2. In order to prevent theft, misuse and for the safety of children, all medications are to be given to a staff person upon entering the shelter. Medications will be dispensed according to your needs or prescribed schedule.
3. There Is NO ROOM FOR STORAGE of any kind at ACCESS. You may bring your clothing and personal Items only.
4. MUST sign-In and sign-outreach time you leave the shelter. This sheet is kept on the desk by I the main office.
5. There are two types of -EXITS at ACCESS. A "FREE WILL" EXIT means you have made other arrangements and you are willingly leaving the shelter. An "AGAINST WILL EXIT" means you have broken the rules and you are being asked by a staff person to leave the shelter. If you are exited "AGAINST WILL" YOU WILL NOT BE PERMITTED to room to ACCESS.

When you are exiting the shelter, PLEASE strip your bed, take your sheets, blanket, towel and washcloth that you were issued to the laundry room In the basement. Also, fill out an exit form, which will be given to you by a staff person.

DAILY SCHEDULE

Wake-up call is made at 7am - Monday through Friday. Wake up call on Saturday and Sunday Is 8am. (EXCEPTIONS are made for working

residents by shift supervisors.) You are to get up at wake up call, shower, dress and make your bed by breakfast at 7:30am. Bedtime for adults and teen-agers is at 11:30pm – Sunday through Thursday. Bedtime is extended to 1am on Friday and Saturday. (For small children under 14 years of age see the section on children.)

CURFEW from November through April is 5pm. The summer CURFEW from May through October is 8pm. You are to be INSIDE the shelter at these times unless you have received special permission from a shift supervisor. Special permission will NOT be given for parties, bingo or play time

Mealtimes are as follows;

Breakfast and clean up	7:00am to 8:45
Lunch and clean up	11:30am to 1:00pm.
Dinner and clean up	5:00pm to 6:30pm
Evening snack and clean up	8:15pm to 9:30pm.

- A. These are the only times you are permitted to eat while at the shelter, unless under a doctor's orders (This must be verified by the doctor in writing.)
- B. Food is NOT permitted anywhere in the shelter except in the dining room and the kitchen. Special permission by a staff person may be granted for special occasions for snacks to be eaten in the T.V. Room. UNDER NO CIRCUMSTANCES IS FOOD ALLOWED IN YOUR ROOM!
- C. If you will NOT be here for a meal, it is your responsibility to let the person cooking know.
- D. A minimum of 1 person will be assigned meal preparation. This chore includes; Setting the table, Following the posted menu, Cleaning as you cook when ever possible, Serving the meal.
- E. A minimum of person will be assigned after meal clean up. This chore Includes; Cleaning the tables, Proper storage, and covering of leftover foods. Cleaning of stove top and burners. Cleaning the microwave inside and out if used, Cleaning all four sinks. Washing, rinsing, and draining all dishes and silverware, Wiping the counter tops, and Cleaning out all three sinks.

5. Washing your clothes is permitted at assigned times ONLY. You will find a schedule of your assigned day and time on the basement door.

6. Chores are as follows:

A. You are responsible for cleaning your room everyday this includes: Making your bed. Dust, Hang up your clothes, Sweep the carpet, and Put your belongings away

B. You will be assigned other household chores on a daily basis in addition to your room. These chores such as Sweeping, Cleaning a bathroom, etc. are to be done BEFORE you leave the shelter. No Later Than 10:am.

C. If you are not able to do your chores because of legitimate business you must make arrangements with staff person and a substitute resident. You and the substitute resident will both be held responsible for the chore being done.

D. Teenagers (14 & up) will be assigned appropriate chores.

CHILDREN AT ACCESS

1. Mothers are responsible for their children at all times.

2. Mothers should take turns supervising the playroom.

3. NO physical punishment or verbal abuse will be tolerated

4. Bedtimes for children are as follows:

Up to 9 years By 8:00pm

10 to 13 years By 10:00pm.

Teenagers See adult bedtimes.

If your child is of school age and school is in session your child is required to attend school.

You are responsible for cleaning up after your child.

The playroom is provided for your children. Be sure you and your children leave the playroom clean.

Anytime you leave the shelter your child must go with you, regardless of their age. Staff, volunteers and other residents are never permitted to babysit your / children.

Sugar makes children overly active. PLEASE limit your child's sugar intake.

Children are to be seated (chair or high-chair) at the dining room table whenever they are eating. Mothers are responsible for feeding their young children.

VISITORS AT ACCESS

Visitors are NOT PERMITTED INSIDE THE SHELTER or on the property of ACCESS except for assisting a resident with their belongings when entering or exiting the shelter. Males are NEVER permitted in the shelter except to assist with these two actions. Females may visit in the reception area for brief period (10 minutes) ONLY when they are assisting you in resolving your homeless situation.

If you have an appointment outside the shelter a friend or relative may pick you up in front of the shelter on South High Street.

If your caseworker, counselor or minister is stopping by the shelter to

see you PLEASE notify the shift supervisor in advance. These are the ONLY visitors permitted for any length at ACCESS, and they are allowed here for the convenience of the residents and community professionals Involved.

MAIL

1. Mail maybe be sent to ACCESS while you are here, the address 245 South High Street. Akron. OH. 44308.
2. When you leave ACCESS, you are responsible to fill out a change of address card immediately. (Get the card from a staff person.) Welfare checks cannot be forwarded
3. Until your change of address is effective, you may come to the shelter to pick up your mail. After two (2) weeks all unclaimed mail will be returned to the Post Office

PARKING

There is NO PERMANENT (24 hour) PARKING FOR RESIDENTS. If you have a car it must removed out of the parking lot by 7:30am and can't be parked there again until 5pm.

PHONES

1. There are two (2) phones available to residents. The ACCESS office phone and the pay phone (253-0051).
2. The ACCESS office phone is for BUSINESS CALLS ONLY, such as your caseworker/welfare, apartment hunting, etc. You MUST ask a staff person for permission to use the office phone. The staff, person will dial the number for you. This phone has LIMITED usage since ACCESS is charged for each call made.
3. The pay phone is for your use to make calls as well as receive calls from 8:00am to 10:00pm daily. There are NO phone call between 10:00pm and 8:00am.
4. You must be courteous regarding the time spent on the phone. Be considerate residents as to length of time per call. You are NOT PERMITTED to use loud or abusive language on the phone.
5. You will follow the instructions of at staff person requesting you to end your conversation.

RADIOS

1. Radios are permitted in your room but must be played a volume that will not disturb other residents.

RADIOS ARE NEVER TO be PLAYED BETWEEN 11:30pm and 7am.

SHELTER PROCEDURES

Chores

See the Direct Service staff for a daily chores and complete it by 10:00am. Be sure to notify them when you are done.

Complaints & Grievances

You may file a written complaint if you believe that your rights have been violated or you have been treated unfairly. You are encouraged to try to resolve problems you are experiencing with other residents or staff before you fill a written complaint. You can obtain a Client Complaint form from the Direct Service desk. Please request staff assistance to complete the form, if needed. The form should be turned in to the Office Manager for consideration by the Executive Director. You will receive a response to your complaint following an investigation by staff. Usually it takes 3-5 business days to receive a response.

Curfew

All residents are expected to return to the shelter no later than 9:00 pm on weekdays and 11:00 pm on Friday and Saturday, residents who have a valid activity (work or important personal event) may request a "late slip" for entry after the curfew. Other exceptions are not permitted.

Direct Service Contact Person

You will be assigned to a Direct Service Contact Person who will be available to assist you. You should meet with this Contact Person at least weekly and keep she/he informed about your progress. If you desire an extension, you will need to discuss your situation with him/her and return the completed *Request for Extension* form.

Dorm Hours

Dorms are closed at 8:00am weekdays and 11:00am on Saturday and Sunday. Dorms are opened at 9:00 am and Noon for 10 minutes to allow residents to retrieve belongings. Dorms open at 4:00 pm. Lights are turned out at 10:00pm each night.

Extension of Shelter Stay

You will be eligible for an additional extension or up to 30 days if you observe shelter guidelines and procedures and you demonstrate one of the following:

1. You are making progress toward steady income and housing and can document this progress. Documentation may include: pay stubs, copy of application for benefits, statement from case manager, copy of application for apartment.

OR

2. You are actively participating in a program at Friends (employment Connections, Solutions & Possibilities, or Mental Health Liaisons).

You may request additional 30 day extensions if you observe shelter guidelines and procedures and you are actively participating in a program at Friends. You may not stay more than 270 days (9 months). Residents who are not active in a program shall not be eligible for an extension beyond 60 days.

ID'S

You will receive a Friends' ID card which is your pass into the building and to receive a towel for showers. Only one replacement card will be issued.

Lounge areas

Residents are permitted to congregate in the second floor lounge area until midnight Sunday Thursday and until 2:30 am on Friday and Saturday. Women residents observe the same closing hours in the first floor lounge area. Residents are discouraged from "hanging out" in the lounge during the daytime. Loitering in the lobby area and in front of the building is not permitted.

Meals

Dinner is served nightly by community volunteers between 6:30 and 7:30 pm. Other meals are provided as donations are available. Several churches provide free meals for lunch and dinner (see bulletin board or as a Direct Service staff person).

Personal Clean-up

You are expected to clean your bed area/daily. Please clean up after yourself in the shower and restrooms as well.

Re Entry to the Shelter

You will not be eligible for re entry to the shelter until at least 90 days have elapsed since your last stay. Exceptions to this guideline are made only for those who remain active in an agency program for 30 consecutive days.

Showers

To respect others, a daily shower is required. Please see Direct Service staff to receive a towel and notify them you're showering. Your ID card will be kept by the staff until the towel is returned.

Sign up for Beds.

Notify Direct Service staff by 4:00pm each day, if you plan to spend the night. If you don't sign up, your bed will be available to a new client. you may sign out for one night and keep your bed by notifying the Direct Service staff by 4:00 pm.

T.B. Test

All residents are required to complete a T.B. test at the ECCO Family Health Center within 48 hours of entry into the shelter. Direct Service staff will assist you in obtaining the test.

Wake up calls

You may request a wake up by notifying Direct Service staff by 10:30 p.m the night before. Wake up calls are done on the half hour (6:00, 6:30, 7:00, etc.). Final wake up is 8:00 am weekdays and 10:00 am on Saturday and Sunday.

SHELTER GUIDELINES

1. Respect of self, staff, and other residents is expected. Therefore, the following behaviors will not be tolerated: fighting, threats, harassment, excessive public display of affection or use of profanity Stealing or physical violence result may result in permanent loss of shelter.
2. The shelter is a drug free, sober environment. You may not stay in shelter if drugs or alcohol are in your system.
3. Weapons must be turned in to the Direct Service desk for safe keeping. You may request that it be returned any time you leave the building.
4. For the comfort of others, food and smoking are permitted only in the lounge areas.
5. Only residents and clients receiving day services are permitted in the building. Visiting may occasionally be arranged for special circumstances.
6. Residents are encouraged to fully participate in the programs available through the agency.

RESIDENT AGREEMENT

I have reviewed and understand the guidelines and procedures of the shelter, am aware of the services provided by Friends, know my rights as a consumer of Friends' services, and understand what is expected of me as a resident, I agree to work with the programs (which I select) and the staff of the shelter to meet my goals. I will show respect to and cooperate with others in the shelter in an effort to maintain a safe and healthy environment.

I am voluntarily using the free services of Friends and understand that in spite of staff's best efforts, the safety and security of myself and my possession cannot be guaranteed. I agree to hold harmless Friends of the Homeless, Inc., its staff and Board of Trustees for any injury and loss I may experience at the shelter on its grounds. I also agree that if I cannot arrange for necessary medical treatment, Friends' staff has the right to do so for me.

I am extended a 30 day period for shelter with the understanding that I am homeless with no other resources available and that I am pursuing a steady income and more permanent housing. I will be using my own resources to move toward those goals and I am welcome to use additional resources available to me through the various programs of Friends. I understand that I will be eligible for an additional 30 day extension if I am actively participating in a program of Friends (Employment Connections, Solutions & Possibilities or Mental Health Liaison) or can demonstrate progress toward both my income and housing goals. I will be eligible for additional extensions only if I am active in a program of Friends. It is my sole responsibility to request an extension by the date listed below by completing the Extension Request form and returning it to my Direct Service Contact Person.

Entry Date:_____

Exit Date:_____

Extension Request Due Date:_____

Resident Signature

Direct Service Contact Person

Date of this Agreement

White copy to Resident

Yellow copy to Resident File

STANDARD #5

Rights and Responsibilities of Clients

Grievance Procedures

To The Residents of Access

Clarifications regarding your rights and your responsibilities while
Staying at the Shelter: from the Director, Barbara J. Reifer

1. You have the **right** to exit the Shelter whenever you choose - no one is forcing you to stay here.
2. You have the **right to** ask for and fill out a complaint form against any staff person or other resident.
3. You have the right to be-respected and treated as a human-being.
4. You have the **right** to fill out an extension form for up to 28 days of Shelter services.
5. You have the **right** to see the Director of ACCESS regarding any provable injustice or wrongdoing.
6. You have the **right** not to be exited from the Shelter without the approval of the Director.
7. You have the right to expect that your case files, etc., will-be kept confidential
8. You have the **right** to all the of the Shelter services offered at ACCESS.

Providing:

1. You have the **responsibility** to -follow all of the regulations and rules of the Shelter.
2. You have the **responsibility** to know all of the regulations and rules of the Shelter.
3. You have the **responsibility** to ask if you don't know all of the regulations and rules of the Shelter.
4. You have the **responsibility** to treat all staff and other residents with the same respect you expect for yourself.
5. You have the **responsibility** to walk away from gossip and undermining regardless of whomever is involved.
6. You have the **responsibility** to report all actions that threaten the safety and security of the Shelter, either to a Shelter Manager or the Director.
7. You have the **responsibility** to understand that the rules and regulations of the Shelter are necessary to avoid total chaos and confusion which would be the result of 20 plus individuals experiencing the difficulties and crisis of homelessness.
8. You have the responsibility to know that With Rights Come Responsibilities.



RESPECT

Policy

The Mission will treat its client/guests with dignity and respect and, in turn, expects client/guests to treat Mission staff and other client/guests with respect.

Rationale

The Mission recognizes that homeless persons are often treated discourteously and rudely by people in the community or by employees of other agencies. The Mission believes that all persons, regardless of their circumstances, are deserving of courtesy and respect. Therefore, the Mission's staff members will treat all client/guests respectfully, provided that the client/guests reciprocate by behaving in a manner which is deserving of respect. In turn, the Mission expects its client/ guests to behave courteously towards staff members, volunteers and other client/guests.

Implementation

1. If a client/guest behaves in an inappropriate manner towards another client/guest or towards staff, the Mission staff will attempt to resolve the problem by talking to the persons involved.
2. If this approach fails to calm the perpetrator, he/she will be barred from the premises for 3 days.
3. 3rd offence and/or chronic offences will be barred from the premises for 30 days.

FRIENDS OF HOMELESS

Our Mission...

Friends' mission is to provide services and opportunities for homeless adults to regain their independence and self-sufficiency. We believe that every person has the capacity to achieve more stable housing, a regular source of income and make more informed life choices. You, the client, are the best person to determine your needs and to achieve your goals. We are here to offer support and guidance as you request it.

Emergency Shelter...

We provide a clean, positive, safe and secure environment in which we hope a person will feel supported in his/her efforts toward life choices and goals.

Hospitality...

Twenty-four-hour shelter is available with the following services:

*beds with clean linens
hot showers, soap, towels and toiletries
evening meals
wake-up calls
mail
storage for personal belongings*

Information & Referral...

Direct Service staff are available to assist you by providing information about agency and community resources, such as:

*food and meals
clothing
employment
medical and dental care
substance abuse recovery
legal assistance
transportation
veterans assistance*

Employment Connections...

Employment Connections provides opportunities for development of skills which lead to employment. These include:

*educational and career planning
literacy training and GED classes
job readiness preparation
life skills development
job search assistance
housing referral and rental assistance
case management services*

Solutions & Possibilities...

The Solutions and Possibilities program believes in every person's ability to recover from alcoholism and/or drug addiction. We help those who want to help themselves by offering

*group support from fellow addicts
individual support & /or counselling
education & information about the disease of addiction
transportation to local recovery meetings and social events
12-step recovery meetings in the shelter
assistance with admission to in-patient treatment if requested*

Mental Health Liaisons...

The Mental Health Liaison program offers support, advocacy, information and referrals to residents experiencing mental health issues. These goals are accomplished through the activities listed below.

Serves as a liaison with the community mental health agency personnel.

Orients clients to the mental health system and their entitled benefits.

*Provides one-on-one education. Facilitates group educational workouts and recreational activities
Provides referrals to approved health agencies*



GRIEVANCES

Policy

The Mission will provide a grievance process which can/be utilized by both employees and client/guests.

Rationale

The Mission recognizes that its purpose and goals are idealistic, and that in day-to-day operation, situations may arise which do not comply with these principles. The Mission realizes that there are situations, which provide the administration, its staff members and its client/guests the opportunity to act in an inappropriate, unprofessional or abusive manner. Therefore, the Mission has designed a process through which a complaint may be filed. Problems between staff members, between staff and administration, between client/guests and staff or between client/guests and administration can be addressed through a grievance process.

Implementation

There are three (3) steps to the grievance process:

- 1) Discuss the matter with the immediate Supervisor of the staff member involved or the supervisor in charge of that area of the Mission program. If the matter remains unresolved, go to the next step.
- 2) Request a Grievance Form and complete it. Forward the report to the Associate Director. He/She will review the complaint and respond in writing to the plaintiff within five (5) working days of receipt of the report. If the plaintiff remains dissatisfied with the resolution offered, he/she may take the next step.
- 3) Request that the grievance form be forwarded to the executive Director for review. He/She will take one of the two following steps:
 - a) Give the plaintiff a written response which will indicate the final disposition OR
 - b) Call a conference for all parties involved in the incident(s). The final disposition will be determined at this conference. A letter of disposition will then be issued to the plaintiff within five (5) working days of the conference.

GUEST GRIEVANCES

POLICY:

Each guest of Bethany House Services shelter shall have the right to express her feelings concerning her dissatisfaction ,with the Policies and/or Procedures of Bethany House Services in an appropriate manner,

The following guidelines should be implemented:

- If the guest has a grievance with the Policies or Procedures of the Bethany House Services shelter, she should initially discuss her grievance with her Shelter Advocate.
- In cases where the Shelter Advocate or House Manager is a party to the grievance the guest should speak to the Executive Director.
- In cases where the grievance cannot be resolved by the guest and her Shelter Advocate or House Manager, the Executive Director shall be involved in the resolution.
- The Executive Director shall dialogue with the Shelter Advocate/House Manager and the grievance will be resolved in the presence of the Shelter Advocate/House Manager and the guest.

PURPOSE:

- To provide an opportunity and process for guests to communicate and resolve differences or problems experienced during their stay at Bethany House Services shelter
- To serve as a means of alerting the Executive Director to:
 - o difficulties a guest or staff member may be having in guest/staff relationships
 - o problems which may-be occurring in efforts to respond to needs of guests
 - o fulfilment of responsibilities by guest or staff members

Approved:

Title: Executive Director

Date: 4 - 10 - 90

COMPLAINT AND GRIEVANCE PROCEDURES
FOR RESIDENTS AND OTHER INDIVIDUALS SERVED

- (A) The purpose of this policy shall be to establish procedures for the filing and resolution of complaints involving the programs or services operated pursuant to policies of Friends of the Homeless, Inc. (hereinafter referred to as the "agency") including procedures for residents and clients (hereinafter referred to as "individuals served") filing grievances regarding their treatment and the services rendered by the agency.
- (B) Resident and client rights. Friends of the Homeless has a written and posted policy on residents rights. All complaints and grievances shall allege agency or staff non-compliance with at least one of those rights listed or with other policies.
- (C) No resident shall be denied the right to file a complaint.
- (D) Filing of complaints. Any interested person may file a complaint involving any of the programs, services, or personnel of the agency. Individuals who might be in a position to file a complaint may include but might not be limited to the following:
 - (1) Individuals served
 - (2) An advocate for the individual
 - (3) A staff member
 - (4) A family member or friend
 - (5) A representative from another agency
- (E) The complaint must be filed within ten (10) days of the alleged occurrence, although a shorter time-frame is recommended.
- (F) Reportable incidents may include but not be limited to:
 - (1) Punishment, discipline, or restraint inconsistent with respected contemporary practice by human service providers;
 - (2) Sexual activity as defined in Chapter 2907 of the Ohio Revised Code
 - (3) Abuse or neglect as reported under any section of the Ohio-Revised Code, which includes verbal abuse;
 - (4) Any staff or agency non-compliance with policy.
- (G) Information to be filed.
 - (1) Complaints shall be in writing through the use of the agency form, "Complaint", which shall be available from the office manager. This form must include a statement of facts which support the allegations.

- (2) Complaints shall also include the following:
 - a. Names and titles of persons involved, if available;
 - b. Previous steps taken to resolve the complaint;
 - c. Any other information which supports the allegation.
- (H) Where to file a complaint. Complaints may be filed by calling on visiting the agency where the complainant shall receive assistance in filing. The complainant shall obtain proper forms from the Office Manager or program staff and obtain assistance for following the proper procedures. Assistance shall be provided for individuals assumed to have literacy problems or who need additional assistance or explanation.
- (I) The agency has established a complaint resolution procedure for complaints involving violations or resident and client rights, which includes disciplinary action for any staff member found in non-compliance with respecting those rights or with other agency policy.
- (J) Accountability regarding complaints. (1) The agency shall provide for each complaint to be investigated by staff person. (2) The Executive Director or her designer shall assign the investigator. (3) The assigned investigator shall investigate the allegations and recommend a course of action to the executive director within five (5) working days or receiving it. The executive director shall take action with three (3) working days and notify the complaint of the action taken.
- (K) Reports of alleged abuse or neglect of individuals over the age of fifty-five shall also be reported to the county department of human services, adult protection services.
- (L) There shall be no formal appeals process.

FRIENDS OF THE HOMELESS INC

FORMAL COMPLAINT BY THE CLIENT
Initial Contact

Client Name: _____

Name of staff / clients involved: _____

Program (check one) ☐ Shelter ☐ Solutions and Possibilities
 ☐ Employment Connections ☐ Transitional Housing

Brief description of incident:

Date _____ Time _____

.....
Steps taken to resolve this problem: _____

Client Signature

Date

.....
FOR OFFICE USE ONLY

Date received: _____

Assigned Investigator: _____

Response due by: _____

Executive Director: _____

COPY DISTRIBUTION

WHITE - Executive Director

YELLOW - Investigator

Pink - Client

FRIENDS OF THE HOMELESS INC

FORMAL COMPLAINT BY THE CLIENT
Investigator's Report

Client Name: _____ Complaint Date: _____

Client Statement: _____

Staff / Other Client(s) Statement _____

Investigator Recommendation _____

Investigator Signature

Date

COPY DISTRIBUTION

WHITE - Executive Director

YELLOW - Investigator

Pink - Client

FRIENDS OF THE HOMELESS INC

FORMAL COMPLAINT BY THE CLIENT
Executive Director Action

Client Name: _____ Complaint Date: _____

Action Taken:

- ._____ No agency policy violated
- ._____ Problem resolved by agreement between client and staff / clients(s)
- ._____ Client not available for investigation:_____ will return _____ not due to
- ._____ Staff error, client satisfied with resolution
- ._____ Other _____

Comments: _____

Executive Director's Signature

Date

COPY DISTRIBUTION

WHITE - Executive Director

YELLOW - Investigator

Pink - Client

COMPLAINT FORM

Complaint: _____

Staff on duty: _____ Shift: _____

Date this form filled out: _____ Date and time of incident _____

Description of incident (Who was involved and what happened):

[illegible]

Signature of Complainant: _____

Comment by staff:

Description of incident continued from page one:

Comments:

Follow-up needed:

Description of the Incident (who was involved and what happened): _____

COMPLAINT AGAINST STAFF FORM

Resident Complaining _____ Staff _____

Date this form filled out _____ Date/Time of Incident _____

Description of the Incident (who was involved and what happened): _____

Date this form submitted to Executive Director _____

Office use only:

Disposition of this Complaint

STANDARD #6

Requirements for Reporting Child Abuse

Ohio Revised Code § 2151.421

**PERSONS REQUIRED TO REPORT INJURY OR NEGLECT;
PROCEDURES ON RECEIPT OF REPORT**

(A)(1)(a) No person described in division (A)(1)(b) of this section who is acting in an official or professional capacity and knows or suspects that a child under eighteen years of age or a mentally retarded, developmentally disabled, or physically impaired child under twenty-one years of age has suffered or faces a threat of suffering any physical or mental wound, injury, disability, or condition of a nature that reasonably indicates abuse or neglect of the child, shall fail to immediately report that knowledge or suspicion to the public children services agency or a municipal or county peace officer in the county in which the child resides or in which the abuse or neglect is occurring or has occurred.

(b) Division (A)(1)(a) of this section applies to any person who is an attorney; physician, including a hospital intern or resident; dentist; podiatrist; practitioner of a limited branch of medicine or surgery as defined in section 4731.15 of the Revised Code; registered nurse; licensed practical nurse; visiting nurse; other health care professional; licensed psychologist; licensed school psychologist; speech pathologist or audiologist; coroner; administrator or employee of a child day-care center; administrator or employee of a residential camp or child day camp; administrator or employee of a certified child care agency or other public or private children services agency; school teacher; school employee; school authority; person engaged in social work or the practice of professional counseling; or a person rendering spiritual treatment through prayer in accordance with the tenets of a well-recognized religion.

(2) An attorney or a physician is not required to make a report pursuant to division (A)(1) of this section concerning any communication the attorney or physician receives from a client or patient in an attorney-client or physician-patient relationship, if, in accordance with division (A) or (B) of section 2317.02 of the Revised Code, the attorney or physician could not testify with respect to that communication in a civil or criminal proceeding, except that the client or patient is deemed to have waived any testimonial privilege under division (A) or (B) of section 2317.02 of the Revised Code with respect to that communication and the attorney or physician shall make a report pursuant to division (A)(1) of this section with respect to that communication, if all of the following apply:

(a) The client or patient, at the time of the communication, is either a child under eighteen years of age or a mentally retarded, developmentally disabled, or physically impaired person under twenty-one years of age.

(b) The attorney or physician knows or suspects, as a result of the communication or any observations made during that communication, that

the client or patient has suffered or faces a threat of suffering any physical or mental wound, injury, disability, or condition of a nature that reasonably indicates abuse or neglect of the client or patient.

(c) The attorney-client or physician-patient relationship does not arise out of the client's or patient's attempt to have an abortion without the notification of her parents, guardian, or custodian in accordance with section 2151.85 of the Revised Code.

(B) Anyone, who knows or suspects that a child under eighteen years of age or a mentally retarded, developmentally disabled, or physically impaired person under twenty-one years of age has suffered or faces a threat of suffering any physical or mental wound, injury, disability, or other condition of a nature that reasonably indicates abuse or neglect of the child, may report or cause reports to be made of that knowledge or suspicion to the public children services agency or to a municipal or county peace officer.

(C) Any report made pursuant to division (A) or (B) of this section shall be made forthwith either by telephone or in person and shall be followed by a written report, if requested by the receiving agency or officer. The written report shall contain:

(1) The names and addresses of the child and the child's parents or the person or persons having custody of the child, if known;

(2) The child's age and the nature and extent of the child's known or suspected injuries, abuse, or neglect or of the known or suspected threat of injury, abuse, or neglect, including any evidence of previous injuries, abuse, or neglect;

(3) Any other information that might be helpful in establishing the cause of the known or suspected injury, abuse, or neglect or of the known or suspected threat of injury, abuse, or neglect.

Any person, who is required by division (A) of this section to report known or suspected child abuse or child neglect, may take or cause to be taken color photographs of areas of trauma visible on a child and, if medically indicated, cause to be performed radiological examinations of the child.

(D)(1) Upon the receipt of a report concerning the possible abuse or neglect of a child or the possible threat of abuse or neglect of a child, the municipal or county peace officer who receives the report shall refer the report to the appropriate public children services agency.

(2) On receipt of a report pursuant to this division or division (A) or (B) of this section, the public children services agency shall comply with section 2151.422 [2151.42.2] of the Revised Code.

(E) No township, municipal, or county peace officer shall remove a child about whom a report is made pursuant to this section from the child's parents, stepparents, or guardian or any other persons having custody of the child without consultation with the public children services agency, unless, in the judgment of the officer, and, if the report was made by physician, the physician, immediate removal is considered essential to protect the child from further abuse or neglect. The agency that must be consulted shall be the agency

conducting the investigation of the report as determined pursuant to section 2151.422 [2151.42.2] of the Revised Code.

(F)(1) Except as provided in section 2151.422 [2151.42.2] of the Revised Code, the public children services agency shall investigate, within twenty-four hours, each report of known or suspected child abuse or child neglect and of a known or suspected threat of child abuse or child neglect that is referred to it under this section to determine the circumstances surrounding the injuries, abuse, or neglect or the threat of injury, abuse, or neglect, the cause of the injuries, abuse, neglect, or threat, and the person or persons responsible. The investigation shall be made in cooperation with the law enforcement agency and in accordance with the memorandum of understanding prepared under division (J) of this section. A failure to make the investigation in accordance with the memorandum is not grounds for, and shall not result in, the dismissal of any charges or complaint arising from the report or the suppression of any evidence obtained as a result of the report and does not give, and shall not be construed as giving, any rights or any grounds for appeal or post-conviction relief to any person. **The public children services agency shall report each case to a central registry which the department of job and family services shall maintain in order to determine whether prior reports have been made in other counties concerning the child or other principals in the case. The public children services agency shall submit a report of its investigation, in writing, to the law enforcement agency.**

(2) The public children services agency shall make any recommendations to the county prosecuting attorney or city director of law that it considers necessary to protect any children that are brought to its attention.

(G)(1)(a) Except as provided in division (H)(3) of this section, anyone or any hospital, institution, school, health department, or agency participating in the making of reports under division (A) of this section, anyone or any hospital, institution, school, health department, or agency participating in good faith in the making of reports under division (B) of this section, and anyone participating in good faith in a judicial proceeding resulting from the reports, shall be immune from any civil or criminal liability for injury, death, or loss to person or property that otherwise might be incurred or imposed as a result of the making of the reports or the participation in the judicial proceeding.

(b) Notwithstanding section 4731.22 of the Revised Code, the physician-patient privilege shall not be a ground for excluding evidence regarding a child's injuries, abuse, or neglect, or the cause of the injuries, abuse, or neglect in any judicial proceeding resulting from a report submitted pursuant to this section.

(2) In any civil or criminal action or proceeding in which it is alleged and proved that participation in the making of a report under this section was not in good faith or participation in a judicial proceeding resulting from a report made under this section was not in good faith, the court shall award the prevailing party reasonable attorney's fees and costs and, if a civil action or proceeding is

voluntarily dismissed, may award reasonable attorney's fees and costs to the party against whom the civil action or proceeding is brought.

(H)(1) Except as provided in divisions (H)(4), (M), and (N) of this section, a report made under this section is confidential. The information provided in a report made pursuant to this section and the name of the person who made the report shall not be released for use, and shall not be used, as evidence in any civil action or proceeding brought against the person who made the report. In a criminal proceeding, the report is admissible in evidence in accordance with the Rules of Evidence and is subject to discovery in accordance with the Rules of Criminal Procedure.

(2) No person shall permit or encourage the unauthorized dissemination of the contents of any report made under this section.

(3) A person who knowingly makes or causes another person to make a false report under division (B) of this section that alleges that any person has committed an act or omission that resulted in a child being an abused child or a neglected child is guilty of a violation of section 2921.14 of the Revised Code.

(4) If a report is made pursuant to division (A) or (B) of this section and the child who is the subject of the report dies for any reason at any time after the report is made, but before the child attains eighteen years of age, the public children services agency or municipal or county peace officer to which the report was made or referred, on the request of the child fatality review board, shall submit a summary sheet of information providing a summary of the report to the review board of the county in which the deceased child resided at the time of death. On the request of the review board, the agency or peace officer may, at its discretion, make the report available to the review board.

(5) A public children services agency shall advise a person alleged to have inflicted abuse or neglect on a child who is the subject of a report made pursuant to this section in writing of the disposition of the investigation. The agency shall not provide to the person any information that identifies the person who made the report, statements of witnesses, or police or other investigative reports.

(I) Any report that is required by this section shall result in protective services and emergency supportive services being made available by the public children services agency on behalf of the children about whom the report is made, in an effort to prevent further neglect or abuse, to enhance their welfare, and, whenever possible, to preserve the family unit intact. The agency required to provide the services shall be the agency conducting the investigation of the report pursuant to section 2151.422 [2151.42.2] of the Revised Code.

(J)(1) Each public children services agency shall prepare a memorandum of understanding that is signed by all of the following:

(a) If there is only one juvenile judge in the county, the juvenile judge of the county or the juvenile judge's representative;

(b) If there is more than one juvenile judge in the county, a juvenile judge or the juvenile judges' representative selected by the juvenile

judges or, if they are unable to do so for any reason, the juvenile judge who is senior in point of service or the senior juvenile judge's representative;

(c) The county peace officer;

(d) All chief municipal peace officers within the county;

(e) Other law enforcement officers handling child abuse and neglect cases in the county;

(f) The prosecuting attorney of the county;

(g) If the public children services agency is not the county department of job and family services, the county department of job and family services.

(2) A memorandum of understanding shall set forth the normal operating procedure to be employed by all concerned officials in the execution of their respective responsibilities under this section and division (C) of section 2919.21, division (B)(1) of section 2919.22, division (B) of section 2919.23, and section 2919.24 of the Revised Code and shall have as two of its primary goals the elimination of all unnecessary interviews of children who are the subject of reports made pursuant to division (A) or (B) of this section and, when feasible, providing for only one interview of a child who is the subject of any report made pursuant to division (A) or (B) of this section. A failure to follow the procedure set forth in the memorandum by the concerned officials is not grounds for, and shall not result in, the dismissal of any charges or complaint arising from any reported case of abuse or neglect or the suppression of any evidence obtained as a result of any reported child abuse or child neglect and does not give, and shall not be construed as giving, any rights or any grounds for appeal or post-conviction relief to any person.

(3) A memorandum of understanding shall include all of the following:

(a) The roles and responsibilities for handling emergency and nonemergency cases of abuse and neglect;

(b) Standards and procedures to be used in handling and coordinating investigations of reported cases of child abuse and reported cases of child neglect, methods to be used in interviewing the child who is the subject of the report and who allegedly was abused or neglected, and standards and procedures addressing the categories of persons who may interview the child who is the subject of the report and who allegedly was abused or neglected.

(K)(1) Except as provided in division (K)(4) of this section, a person who is required to make a report pursuant to division (A) of this section may make a reasonable number of requests of the public children services agency that receives or is referred the report to be provided with the following information:

(a) Whether the agency has initiated an investigation of the report;

(b) Whether the agency is continuing to investigate the report;

(c) Whether the agency is otherwise involved with the child who is the subject of the report;

(d) The general status of the health and safety of the child who is the subject of the report;

(e) Whether the report has resulted in the filing of a complaint in

juvenile court or of criminal charges in another court.

(2) A person may request the information specified in division (K)(1) of this section only if, at the time the report is made, the person's name, address, and telephone number are provided to the person who receives the report.

When a municipal or county peace officer or employee of a public children services agency receives a report pursuant to division (A) or (B) of this section the recipient of the report shall inform the person of the right to request the information described in division (K)(1) of this section. The recipient of the report shall include in the initial child abuse or child neglect report that the person making the report was so informed and, if provided at the time of the making of the report, shall include the person's name, address, and telephone number in the report.

Each request is subject to verification of the identity of the person making the report. If that person's identity is verified, the agency shall provide the person with the information described in division (K)(1) of this section a reasonable number of times, except that the agency shall not disclose any confidential information regarding the child who is the subject of the report other than the information described in those divisions.

(3) A request made pursuant to division (K)(1) of this section is not a substitute for any report required to be made pursuant to division (A) of this section.

(4) If an agency other than the agency that received or was referred the report is conducting the investigation of the report pursuant to section 2151.422 [2151.42.2] of the Revised Code, the agency conducting the investigation shall comply with the requirements of division (K) of this section.

(L) The director of job and family services shall adopt rules in accordance with Chapter 119. of the Revised Code to implement this section. The department of job and family services may enter into a plan of cooperation with any other governmental entity to aid in ensuring that children are protected from abuse and neglect. The department shall make recommendations to the attorney general that the department determines are necessary to protect children from child abuse and child neglect.

(M) No later than the end of the day following the day on which a public children services agency receives a report of alleged child abuse or child neglect, or a report of an alleged threat of child abuse or child neglect, that allegedly occurred in or involved an out-of-home care entity, the agency shall provide written notice of the allegations contained in and the person named as the alleged perpetrator in the report to the administrator, director, or other chief administrative officer of the out-of-home care entity that is the subject of the report unless the administrator, director, or other chief administrative officer is named as an alleged perpetrator in the report. If the administrator, director, or other chief administrative officer of an out-of-home care entity is named as an alleged perpetrator in a report of alleged child abuse or child neglect, or a report of an alleged threat of child abuse or child neglect, that

allegedly occurred in or involved the out-of-home care entity, the agency shall provide the written notice to the owner or governing board of the out-of-home care entity that is the subject of the report. The agency shall not provide witness statements or police or other investigative reports.

(M) No later than three days after the day on which a public children services agency that conducted the investigation as determined pursuant to section 2151.422 [2151.42.2] of the Revised Code makes a disposition of an investigation involving a report of alleged child abuse or child neglect, or a report of an alleged threat of child abuse or child neglect, that allegedly occurred in or involved an out-of-home care entity, the agency shall send written notice of the disposition of the investigation to the administrator, director, or other chief administrative officer and the owner or governing board of the out-of-home care entity. The agency shall not provide witness statements or police or other investigative reports.

STANDARD #11

Safe, Secure Environment



BUILDING SECURITY/KEYS

Policy

The Mission will strive to provide a safe and secure environment for its client/guests. Keys will be issued only to those client/guests who are employed by the Mission and/or ;those who are paying tenants.

Rationale

For security reasons, portions of the Mission building are locked and inaccessible to client/guests. Therefore, employees or tenants who do possess keys are enjoined not to allow client/guests into the secured portions of the buildings except at the scheduled times.

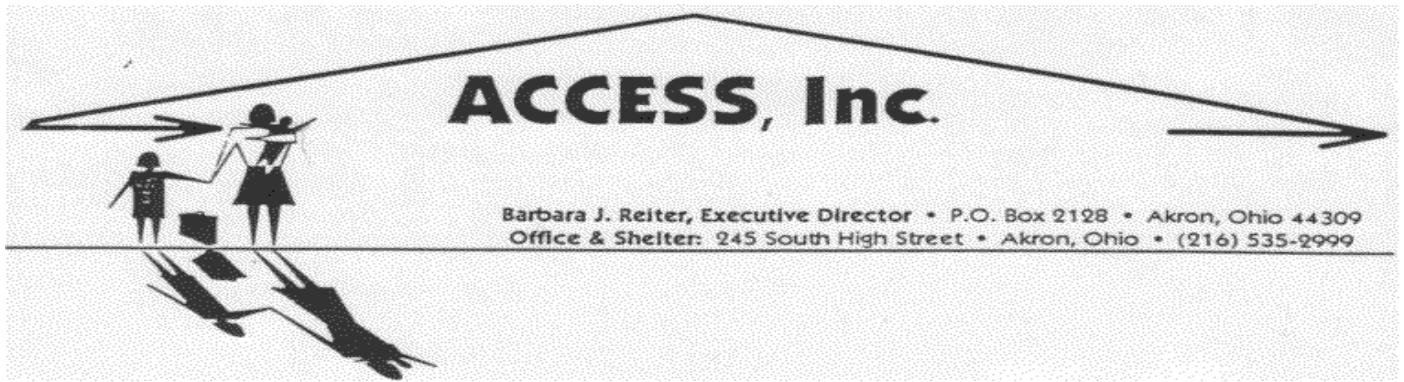
Implementation

Client/guest found in unauthorized area

1. The client/guest will be requested to leave the area.
2. If he/she refuses, staff will contact the police for assistance.

Tenant who permits client/guest to enter unauthorized area

1. The tenant becomes liable for the client/guest who is was allowed in the unauthorized area. That is, the tenant will be held accountable for any wrong-doing committed by the client/guest and will be disciplined (and possibly evicted) accordingly.



SUNBATHING

1. NO NUDE SUNBATHING IS EVER PERMITTED AT ACCESS.
2. You may sunbathe in the area between the two houses if wearing proper clothing.

STAFF

1. You are NEVER PERMITTED to ask a staff person or volunteer for money, cigarettes or anything of theirs.
2. If you do not understand something it is your responsibility to ask a staff person. IGNORANCE OF THE RULES ARE NOT AN ACCEPTABLE REASON TO BREAK THEM.
3. There is a staff person awake and on site 24 hours a day, seven days a week.

OFFICE

1. NO RESIDENTS ARE ALLOWED IN EITHER STAFF OFFICE BY THEMSELVES AT ANY TIME.
2. All questions are to be directed to a volunteer, staff aid or shift supervisor. All requests are to be directed to a shift supervisor. It will be greatly appreciated if you do not direct requests or questions to the Executive Director.
3. Mothers are responsible for keeping their children out of the staff offices unless meeting with a shift supervisor. Children are NEVER PERMITTED to play in the reception area.

WARNING SYSTEM

There is both a verbal and written warning system at ACCESS. YOU WILL BE GIVEN 1 VERBAL WARNING FOR BREAKING THE RULES. After 1 verbal warning YOU WILL BE GIVEN A WRITTEN WARNING. AFTER THREE (3) WRITTEN WARNINGS YOU WILL BE AUTOMATICALLY EXITED FROM ACCESS. Ignoring one on

ones with the resident supervisor or not doing chores will result in the loss of privileges including leaving the shelter for the day.

SAFETY AND SECURITY AT ACCESS

1. ALL DOORS ARE TO BE LOCKED AT ALL TIMES OF THE DAY AND NIGHT.
2. It Is your responsibility to have the door locked behind you when you are leaving the shelter.
3. RESIDENTS ARE ONLY ALLOWED TO USE THE FRONT DOOR.
4. RESIDENTS ARE ONLY ALLOWED TO OPEN THE DOORS FOR OTHER RESIDENTS, STAFF AND VOLUNTEERS WHOM THEY KNOW.
5. RESIDENTS ARE ONLY ALLOWED TO OPEN THE DOORS BETWEEN 7am and curfew. After curfew, only staff can open the doors.
6. CHILDREN ARE NOT ALLOWED TO OPEN THE DOORS AT ANY TIME FOR ANYBODY.

AUTOMATIC "AGAINST WILL" EXITS

1. SMOKING ANYWHERE EXCEPT THE DINING ROOM AND RECEPTION AREA.
2. HAVING IN YOUR POSSESSION OR THE USE OF ANY WEAPON.
3. FIGHTING WITH ANOTHER RESIDENT STAFF OR VOLUNTEER.
4. VERBALLY ABUSING ANOTHER RESIDENT, STAFF OR VOLUNTEER ARE CAUGHT BRINGING ANY DRUGS OR ALCOHOL ONTO THE PREMISES.
5. SUSPECTED OF BEING UNDER THE INFLUENCE OF DRUGS OR ALCOHOL WHILE IN RESIDENCE AT THE SHELTER.
6. CAUGHT WITH SOMEONE ELSE'S BELONGINGS.
7. NOT RETURNING TO THE SHELTER AT THE APPROPRIATE TIME.

STANDARD # 12

Control of Weapons



WEAPONS-POSSESSION

Policy

The Mission does not permit its client/guests to have weapons in their possession while on Mission property.

Rationale

The Mission is committed to providing a safe, secure environment for its client/guests. The existence of weapons in the facility poses a clear and present danger to client/guests, staff members and volunteers. In addition there are number of types of illegal and restricted weapons. Therefore, the Mission will not tolerate the possession of any type of weapon by any client/ guest while that person is in the Mission

Implementation

Upon admission, client/guests will be asked to surrender any and all weapons to the Security Supervisor before services are rendered. Confiscated weapons will be returned to the client/guest when he/she leaves the premises. If a client/guest /admits to possessing a weapon and refuses to surrender it, he/she may be refused services. Client/guests who are found to have weapons in their possession-after declaring otherwise will be refused services.



WEAPONS-USE

Policy

The Mission does not permit its client/guests to use any type of weapons) while on Mission property or when in the immediate vicinity of the Mission, including the front sidewalk and the alleys around the building.

Rationale

The Mission is committed to providing a safe, secure environment for its client/guests. The use of weapons in and around the facility presents an obvious danger to client/guests, staff members and volunteers. For purposes of this section, a weapon is defined as any item which can be used to physically harm another person. This would include items such as furniture, pieces of wood, bottles, etc. which are used by one individual to threaten or harm another person. In addition, there are a number of illegal and restricted weapons. Therefore, the Mission will not tolerate the use of any type of weapon by any client/guest while that person is in or around the Mission.

Implementation

1. 1st offense: will be barred from the premises permanently
2. The Mission will file charges against the perpetrator and/or will encourage the victim to do so.

STANDARD # 16

Consensual/Non-Consensual Searches

ROOM SEARCH

POLICY:

A room search may only be conducted by the Executive Director or a staff member in the presence of the guest involved. Room searches should be conducted in a respectful manner with as little disturbance to guest's personal belongings as possible. Under no circumstances may a guest search another guest's room or personal belongings.

PURPOSE:

To resolve questions, suspicions- or accusations regarding theft or other violations of Bethany House Services policies

To maintain a safe environment

To assure continuation of services in a manner that minimizes disruption of activities and promotes fulfillment of Bethany House Services objectives particularly related to guest services

PROCEDURE:

Reasons for a room search may be suspected possession of drugs, alcohol, weapons or any other major violation of Bethany House Services policy.

Communication of the need to conduct a room search should be communicated in respectful manner to the guest involved.

If there is significant reason to suspect that a room search is needed and the guest refuses to cooperate with the request, she may be asked to leave the shelter immediately.

Record of a room search should be made in the guest's personal log book.