



TRANSMITTAL MEMORANDUM
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TO: The Honorable Mayor and City Council

FROM: Lacey G. Simpson, Acting City Manager

DATE: August 31, 2022

RE: **Additional Information Requested for Update and Presentation from First City Homeless Services on Operations and Occupation of 632 Park Avenue (Park Avenue Safe Shelter)**

With regard to agenda statement 7a(1), Update and Presentation from First City Homeless Services on Operations and Occupation of 632 Park Avenue (Park Avenue Safe Shelter), attached per the request of Councilmember Bradberry is additional information provided by Police Chief Walls and First City Homeless Services on their operations.

The following items have been included for City Council review:

- Statistical data on emergency calls to the Park Avenue Safe Shelter, First United Methodist Church and Ketchikan Apartments in 2022 and 2021 and specifically for the months of June, July and August in each year
- First City Homeless Services Emergency Shelter Operations Policy and Procedures
- A log of the mandatory trainings completed by First City Homeless Services staff (names redacted)

Should the City Council have questions regarding this information, representatives of First City Homeless Services and Police Chief Walls will attend the meeting of September 1, 2022.

## Lacey Simpson

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**From:** Jeff Walls  
**Sent:** Wednesday, August 31, 2022 1:03 PM  
**To:** Lacey Simpson  
**Subject:** FCHS Data

Ms. Simpson,

Below is the year to date statistics along with a break down for the months of June, July and August regarding the Overnight Warming Shelter and First United Methodist Church. I have also included the Ketchikan Apartments stats as a reference. Unfortunately, our CAD program is older, which causes several limitations as in the ability to pull stats for a particular block. This would be very useful in determining an increase in call volume for Park Avenue and not just for a particular address.

Organization	Year to Date Data 2021 vs 2022	June 2021	June 2022	July 2021	July 2022	August 2021	August 2022
Overnight Warming Shelter (632 Park Avenue)	14 vs 72	3	12	1	22	0	36
First United Methodist Church (400 Main Street)	55 vs 61	4	3	6	3	5	4
Ketchikan Apartments (652 Park Avenue)	88 vs 132	11	14	10	24	15	42

I do know the Shelter was partially open in June and fully in July. Looking at the numbers, you do see an increase in calls starting in June for this address.

Something of note is that the numbers will not show every call related to a particular organization. For example the Church shows only 55 calls for 2021, but that is for that particular address and not if the calls came out at a different address in the block but were related to Homeless. The Police Station, 361 Main Street, shows 685 calls for the year to date numbers of 2021. These number of calls do include a variety of calls not really associated with the police station and some include calls for service that were also related to homeless associated with the Church but were committed acts outside of the Church. Unfortunately, because of our system, we are unable to separate what calls are associated with a particular organization.

Respectfully submitted,

**Jeffrey H. Walls**  
Chief of Police  
Ketchikan Police Department  
Ph: 907-225-6631



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# First City Homeless Services Emergency Shelter Operations Policy and Procedures



Policies & Procedures approved by the FCHS Board of Directors **5/1/2022**

## Table of Contents

<b>100</b>	<b><i>Introduction</i></b>	<b>3</b>
<b>101</b>	<b><i>Admission Policy — Low Barrier</i></b>	<b>5</b>
<b>102</b>	<b><i>Guest Rights and Responsibilities</i></b>	<b>7</b>
<b>103</b>	<b><i>Shelter Exit</i></b>	<b>8</b>
<b>104</b>	<b><i>Substance Misuse</i></b>	<b>10</b>
<b>105</b>	<b><i>Weapons</i></b>	<b>11</b>
<b>106</b>	<b><i>Violent Behavior</i></b>	<b>12</b>
<b>107</b>	<b><i>Dealing with Inappropriate Behavior</i></b>	<b>13</b>
<b>108</b>	<b><i>Complaints</i></b>	<b>15</b>
<b>109</b>	<b><i>Confidentiality and Data</i></b>	<b>16</b>
<b>110</b>	<b><i>Incidents</i></b>	<b>19</b>
<b>111</b>	<b><i>Fire Safety</i></b>	<b>20</b>
<b>112</b>	<b><i>Earthquake Safety</i></b>	<b>22</b>
<b>112.A</b>	<b><i>Tsunami Safety</i></b>	<b>23</b>
<b>113</b>	<b><i>First Aid</i></b>	<b>24</b>
<b>114</b>	<b><i>Shelter Guest Death</i></b>	<b>25</b>
<b>115</b>	<b><i>Workplace Safety: Threat and Assault</i></b>	<b>26</b>
<b>115.1</b>	<b><i>Workplace Safety: COVID-19 and Infectious Disease Outbreak</i></b>	<b>29</b>
<b>115.2</b>	<b><i>Workplace Safety: Housekeeping, Hygiene &amp; Hazardous Materials</i></b>	<b>34</b>
<b>116</b>	<b><i>Pest Control</i></b>	<b>36</b>
<b>117</b>	<b><i>Staff Ratio</i></b>	<b>39</b>
<b>118</b>	<b><i>Staff Training</i></b>	<b>40</b>
<b>118</b>	<b><i>Medication Policy and Procedure</i></b>	<b>41</b>
<b>119</b>	<b><i>Shelter Facility: Maintenance</i></b>	<b>42</b>
<b>119.1</b>	<b><i>Shelter Facility: Health</i></b>	<b>43</b>
<b>119.2</b>	<b><i>Shelter Facility: Cleaning and Sanitation</i></b>	<b>45</b>
<b>120</b>	<b><i>ENVIRONMENTAL SAFETY: BURN PREVENTION</i></b>	<b>47</b>
<b>120.1</b>	<b><i>ENVIRONMENTAL SAFETY: SANITATION AND HYGIENE</i></b>	<b>48</b>
<b>121</b>	<b><i>Emergency Phone Numbers</i></b>	<b>50</b>

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## 100 Introduction

### **POLICY STATEMENT**

The Operations Manual provides clear instruction to all First City Haven staff. FCH offers individuals experiencing homelessness access to safe, non-judgmental shelter while providing a pathway to self-sufficiency.

### **PURPOSE**

The purpose is to ensure that to ensure a safe and well-run shelter environment where both staff and guests are treated with dignity and respect.

### **PROCEDURES**

FCHSS provides overnight shelter for up to 54 individuals, navigation, referral services, breakfast and dinner meals, laundry services and access to showers.

Guests have access to their cot 24 hour per day, storage for personal items, access to 3 meals each day; 2 at the shelter and 1 at the Salvation Army ....., referrals including medical, behavioral health, addiction treatment and navigation to services including housing, employment, case management, and more.

When working with guests. Keep these questions in mind.

- How do you want people staying in the shelter to feel?
- What kind of atmosphere are you trying to create?
- What do you want for people while they are with you?
- What do you want them to get out of the program?
- Focus on respect and behavior, not punishment for actions
- use a trauma informed approach
  - Safety = physical and emotional and awareness of potential triggers
  - Trust = relationship with provider is key, transparency clarity consistency and healthy boundaries.
  - Collaboration = avoid hierarchy, share power and act as partners
  - Empowerment = strengths-based, build guests' skills not just doing things for them
- Use restrictions and barring sparingly and always connect people to alternative resources as best as possible.
- Know your own values and beliefs but don't impose those on others
- Except people without judgment
- Treat guests' belongings respectfully
- Encourage access to basic needs like hygiene with dignity
- Reinforce the strengths of each person

- Talk about housing and community integration

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## 101 Admission Policy — Low Barrier

### **POLICY STATEMENT**

*First City Homeless Services Shelter (FCHSS) provides safe shelter to any adult 18 or over needing shelter with a 'guest-centered' approach. Shelter staff are committed to meeting guests where they are at and treating them with dignity and respect.*

### **PURPOSE**

FCHSS is for homeless adults and does not serve individuals under the age of 18. Families and minors are referred to other service providers. For emergency shelter, FCHSS welcomes all people who are homeless or at-risk of homelessness.

### **PROCEDURE**

Guests are informed of the rules of shelter and scope of services offered at the FCHSS at the outset of service delivery.

The following admission procedure is followed for all guests:

- FCHSS staff will conduct bag searches at the entrance to check for weapons or other contraband. At the discretion of staff
- Guest will then proceed to COVID screening ??
- Upon completion of security and medical screening, guests will engage with a staff person who will ask guest if this is their first entry to shelter. If so, a new intake form will be completed, and guest data will be logged on daily log sheet. Data will be entered into HMIS. Determine if all staff will be trained to do this or if you will designate one staff to do it at the end of each shift.
- Each entry by a guest to shelter will be logged on the daily log sheet. Each guest will be asked to provide first and last name, date of birth, gender, and last four of social security number. ID may be checked if there is any concern about the identity of a guest. No one will be denied access due to lack of ID. Data will be entered into HMIS
- Determine if the person is trespassing. Do you trespass people? Or 86 people? How do you determine that?
- Put something here about how you will determine we're guest will be assigned to sleep.  
*i.e. Assign the guest a cot or mat and place the guest's name on the roster. Each guest will be issued a wristband corresponding to their assigned cot/mat number.*



- Upon first entry to shelter the guest will be informed of the following through the review and signing of the shelter handbook:
  - Definition of low-barrier, shelter rules, guest's rights and responsibilities, services available on-site and answer any questions a guest may have.

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## 102 Guest Rights and Responsibilities

### **POLICY STATEMENT**

*FCHSS respects the rights and dignity of the people it serves and treats them in a non-coercive manner. Shelter programs have procedures in place to facilitate a respectful workplace.*

### **PURPOSE**

To create procedures in place that facilitate a respectful workplace.

### **PROCEDURES**

The rights and responsibilities include:

#### **RIGHTS**

- The right to feel safe in the Shelter;
- The right to be treated with respect regardless of race, status, gender, sexual orientation, age, religion, or beliefs; and
- The right to make a complaint or ask for a review of a decision the Guest does not agree with and receive an answer that makes sense to the Guest.

#### **RESPONSIBILITIES**

- The responsibility to respect the rights of others to feel safe;
- The responsibility to respect the cultural backgrounds and privacy of others;
- The responsibility to adhere to the schedules and rules of the Shelter; and
- The responsibility to utilize the formal grievance process.

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## 103 Shelter Exit

### **POLICY STATEMENT**

*When a guest exits from Shelter, either voluntarily or involuntarily, employees will follow an orderly and respectful process.*

### **PURPOSE**

To create a safe and respectful workplace environment.

### **PROCEDURES**

#### **1. Shelter exit may occur when the Guest:**

- Achieves his/her goals and is ready to discontinue service (e.g. exit to housing, treatment, relocation, reunification with family, self-resolve);
- No longer wants to stay at the Shelter and receive services;
- Refuses to adhere to the low-barrier policies and procedures of the Shelter;
- Has needs that exceed the resources and expertise of the Shelter. Every attempt will be made to connect guest to more appropriate shelter or services in the community.

#### **2. Exit Checklist**

As a Guest prepares to exit Shelter, staff should use the following checklist to ensure a safe and orderly exit process:

- Record the reason for exit and if recorded note in HMIS;
- Make appropriate referrals if it is determined that the Guest needs additional care and oversight;
- You will need to determine how you will deal with Guest property during an exit procedures. Put that information here.

#### **3. Involuntary Exit**

In some cases, the Shelter Staff may require a guest to exit on an involuntary basis. **Manager on Duty (determine here who needs to be the final authority for approval for involuntary exit)** MUST be involved in the decision to ask a guest to leave. Employees have an obligation to use their best efforts to assist such guests in linking them to other appropriate services prior to leaving the Shelter. This may include making referrals or providing the guests with resources to self-refer.

#### 4. **Appeal Process**

- You need to determine the levels of authority for the grievance chain. Put that detail in here.

**Here's an example:**

**Guest complaint to staff, MOD helps fill out grievance form, ED reviews all GF the next.**

- **If a guest expresses a concern or makes a complaint concerning their involuntary exit, s/he can take the following steps: The guest should discuss the matter with the Manager on Duty who will decide the corrective action required. The Manager on Duty will notify the Shelter Operations Program Manager of the guest's concerns and the action taken.**
- **If the guest is still unsatisfied with the outcome, the guest may submit a request for intervention to the Shelter Operations Manager, as noted in the Shelter Trespass policy.**
- **Guests have the right to ask assistance of another person to speak on their behalf or help fill out a grievance form.**
- **Copies of all grievance form are placed in the Shelter Operations Manager's office at the Ketchikan Shelter address.**

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## 104 Substance Misuse

### **POLICY STATEMENT**

*FCHSS does not allow the use of alcohol or drugs on-site. All illegal or unauthorized medication, syringes, drugs, and drug paraphernalia are to be surrendered upon admission to the Shelter. Prescribed medications, if they are prescribed in the name of the Guest who is in possession of them, are the responsibility of the Guest.*

### **PURPOSE**

To maintain a safe drug free environment for both staff and guests.

### **PROCEDURES**

Create the procedures for dealing with substance abuse.

On person – kicked out

Using in building – asked to leave for the 24 hours

Selling in building – police are called

Next time person comes in sober, Staff will provide alcohol treatment resources

Any guest who appears to be a risk to themselves or others due to an altered state of mind will be evaluated by the Manager on Duty. If necessary, call EMT. If guest is found by medics and to be competent to remain in shelter they will be allowed to stay.

**Breathalyzer**

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## 105 Weapons

### **POLICY STATEMENT**

*Weapons will not be allowed in or on the Shelter premises unless taken from the Guest at the security screening entrances and held by staff in a secure and locked location.*

### **PURPOSE**

To ensure a safe workplace environment all weapons and articles that may be used as a weapon, such as work tools, could cause serious bodily injury.

### **PROCEDURES**

The Manager on Duty and/or Security Manager will determine whether it is appropriate to have the tools and devices checked in at the entrance and appropriately stored by staff, thus allowing the guest to access services on-site.

#### **Banned Weapons**

- o Guns (including zip guns and BB guns)
- o Knives (other than those specifically designated for legitimate vocational purposes-see list of items for check-in)
- o Spears and swords
- o Clubs, sticks and staves
- o Explosive devices
- o Martial arts weapons
- o Brass knuckles
- o Stun guns
- o Tasers
- o Straight razors and razors with removable blades
- o Slingshots

*Please Note: This is not meant to be a comprehensive list of banned items/items requiring check-in or surrender. Shelter staff are fully authorized to make determinations regarding such items on a case-by-case basis with input from the Manager on Duty and Security.*

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## 106 Violent Behavior

### **POLICY STATEMENT**

*A Guest will be instructed to leave the Shelter when staff has witnessed the person, or s/he has admitted to, being violent or physically intrusive inside the shelter, or s/he has repeatedly targeted another individual.*

### **PURPOSE**

To maintain the safety and health of all shelter staff and guests.

### **PROCEDURES (use your own parameters here)**

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

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

Deb to do

Shelter Staff will NOT physically intervene in conflicts. Shelter staff will attempt to de-escalate and will encourage those involved to work things out respectfully, offer to mediate, and identify abusive behavior. When necessary Manager on Duty will become involved.

Guests will not be allowed in areas of the Shelter that are not common areas.

When a Guest has assaulted someone in the Shelter or has been physically intrusive, aggressive (including unwanted touching) and Staff observed incident, the person has admitted it the Guest must leave.

Staff should be honest with the Guest about why s/he is being asked to leave. If possible, Staff will help the person with their plans and provide him/her with alternatives. Staff should remain non-judgmental.

work out your chain of command here.

Manager on Duty will work with staff to complete an Incident Report form (IR) Form will then be forwarded to the Shelter Operations Manager and Security Manager for review and logged.

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## 107 Dealing with Inappropriate Behavior

### **POLICY STATEMENT**

*Staff will intervene to ensure the safe environment of the Shelter and find ways to assist the Guest in maintaining a certain level of appropriate behavior, so that s/he can remain at shelter. If Guest is unable to do this, there are two actions that may be taken, legal trespass or time out. Figure out what your actions will be.*

### **PURPOSE**

To maintain the safe environment of the Shelter.

### **PROCEDURES** (again please check to see if these fit your shelter)

If a Guest has repeated instances of inappropriate behavior that jeopardizes the safe atmosphere of the Shelter, a Guest may be given warnings; periodically assessed, placed on a behavioral contract, or removed from the Shelter for a period of time.

- **Warnings**

If a Guest disregards a Shelter policy and is not receptive to being told by Staff that it is unacceptable behavior, s/he will be given a warning. It is important that the Guest be made clearly aware of why s/he is being given the warning. If the Guest receives multiple warnings about the same unacceptable behavior s/he may be asked to leave or referred to a more suitable shelter option. (if there is another suitable option on Ketchikan)

- **Periodic Assessing**

If there were significant issues that arose during the current or recent previous stay of a Guest, the Guest may be offered services but may also be subject to increased monitoring. If the incidents occurred during his/her previous stay, the Guest should be made aware that s/he needs to closely monitor his/her behavior, as a condition of the Shelter offering him/her services.

- **Suspension of shelter privileges** (don't know if you want to do this, but you may have to for the safety of all your staff and guests)

A series of warnings followed by a final warning for threatening or unsafe behavior may lead to an eviction and/or trespass.



Extremely threatening behavior towards Staff or another Guest will result in immediate eviction. If a Guest is too aggressive, angry, or out of control and refuses to leave the Shelter on their own, the Manager on Duty has the option to call the police to escort the Guest from the property. If this happens a legal trespass may be issued.

### **Legal Trespass**

If a Guest is unable to comply with the policies of the Shelter or is violent, s/he may be legally trespassed from the Shelter. A trespass is a legal action that involves KPD. Shelter Management will work with KPD to periodically review trespass list and provide training on legal trespass for FCHS Staff.

### **Time Out** (This may be an option you could use depending on how you configure the shelter space)

If a Guest is having difficulty adhering to Shelter policies, they may be put on a one hour or up to 24-hour time-out depending on severity of situation.

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## 108 Complaints compile with grievance

### **POLICY STATEMENT**

*Open and candid conversations with Guests and feedback from Guests about Shelter services is important. Staff will listen to Guests' concerns and provide Guests with a response.*

### **PURPOSE**

To ensure that Shelter Staff treat Guests with dignity and respect.

### **PROCEDURES**

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

- o Whenever possible, Staff, upon hearing the concern/complaint, must attempt to resolve it using active listening and conflict resolution skills. (you will want to provide training on this)
- o If the Guest remains angry or concerned, Staff will refer the Guest to the Manager on Duty.
- o All Shelter staff must comply with the FCHS Code Conduct and Ethics. (See appendix for attachment)

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## 109 Confidentiality and Data DEB

This whole policy needs detailed looking at and systems put in place by FCHS.

### **POLICY STATEMENT**

*FCHSS will maintain strict confidentiality of all Guest information and data.*

### **PURPOSE**

Confidentiality of all Guest data will be maintained through computer security that meets or exceeds industry standards.

### **PROCEDURES**

FCHS protects the confidentiality of guest and business data by maintaining computer security that meets or exceeds industry standards. The security includes hardware and software applications as well as limited security access using usernames and passwords.

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

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

#### **Guest Data**

- Respectfully treat, as confidential, discussions about Guests, Guest records, and material containing information about Guests;
- Inform all Guests that any concerns or questions on how their personal information is shared be directed to Manager on Duty or the Shelter Operations Manager; and
- Do not leave confidential Guest information in common areas, any documents containing sensitive information will be stored in a locking file cabinet in the Shelter office.

#### **Access Codes and Passwords**

- The confidentiality and integrity of data stored on FCHS's computer systems is protected by access controls to ensure that only authorized users can gain access. Access privileges are restricted to only those capabilities that are appropriate to each user's job duties.

- Each user is responsible for the security of his or her assigned passwords. Passwords should not be written down. Users must not disclose passwords to others and must immediately change passwords if it is suspected that they have become known to others.
- Some systems provide the ability to save a password so that it does not need to be entered the next time the application is run. This can provide easy access to systems for an unauthorized user. Under no circumstances should passwords to FCHS's systems be saved in an unencrypted format.
- When a user walks away from a computer they are logged on to, they must either log off or lock the computer. This applies even if the user is only leaving the computer unattended for a short period of time.

### **Computer Viruses**

Computer viruses are programs designed to make unauthorized changes to programs and data. Therefore, viruses can cause destruction of Society resources and are much easier to prevent than cure.

- Users must not knowingly introduce a computer virus into FCHS's computers.
- Users must not load USB memory devices or other portable media of unknown origin.
- All incoming USB memory devices and other portable media must be scanned for viruses before the files that they contain are opened.
- Any user who suspects that his/her FCHS laptop or workstation has been infected by a virus must immediately power off the workstation and notify Manager on Duty.

### **Bypassing or breaching security measures**

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

### **Inappropriate Use**

Inappropriate use of FCHS's information technology includes, but is not limited to:

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

### **Monitoring System Use**

- Anyone using Shelter computers, phones, I-pads, or other electronic devices expressly consents to monitoring and is advised that if such monitoring reveals possible evidence of criminal activity or misuse, Shelter staff may provide the evidence of such monitoring to law enforcement officials or the Shelter Operations Program Manager for disciplinary action.

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## 110 Incidents

### **POLICY STATEMENT**

*All incidents which result in an action taken by, or against, a Guest must be documented. These include, but are not limited to, incidents where the Shelter operator has been exposed to potential liability, where outside intervention has been sought (police, fire, emergency services, etc.), and/or an act of physical violence or significant violation of shelter policy has occurred*

### **PURPOSE**

To record any incident that affects the health and safety of individuals at the Shelter.

### **PROCEDURES**

- Shelter Staff shall inform the Manager on Duty immediately. Shelter Staff will complete the Incident Form (“IR”) in as much detail as possible. The IR will include only information, not judgments or opinions. The completed IR will be given to the Manager on Duty who will log the IR.
- The Manager on Duty and Shelter Operations Manager in cases deemed appropriate and necessary, will initiate an incident stress debriefing session with the staff members present.
- In routine situations (e.g., a guest refuses to go to the hospital but staff determine s/he requires hospitalization and calls an ambulance, a routine call to after-hours mental health, refusal to dispense prescribed medication because a guest is impaired), an IR is not needed.

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## 111 Fire Safety

we will be scheduling these shortly

### **POLICY STATEMENT**

*Shelter staff will be given clear protocols to follow in the event of a fire in the facility.*

### **PURPOSE**

To ensure all Guests and staff are safely escorted from the facility in the event of a fire.

### **PROCEDURES** (Need to double check and make sure these are met by Ketchikan standards)

#### **In Case of Fire**

Staff will respond immediately should a fire occur in the facility using the procedures listed below:

- Pull the fire alarm if it is not already sounding; the Fire Department monitors the alarm and will respond immediately. Check to make sure this is true
- Shelter Staff shall alert all Guests and Staff of any fire danger, and if necessary, immediately evacuate the Shelter. Guests and staff shall be directed outside the Shelter into the where? parking lot across the street?, to an area on at the South? east? West? North? side of the Shelter facility lot that is safe.
- At the “safe area”, the Manager on Duty will confirm that all Guests and Staff have evacuated the building.
- When the Fire Department arrives, the Manager on Duty will speak to the officer in charge. If required Shelter Staff will give the officer a set of staff keys.
- The Shelter Operations Program Manager or his/her designate will be contacted as soon as possible. Emergency contact information is listed at the end of this Shelter Operations Manual.
- If the weather is inclement and if the evacuation will not be of a short duration, Shelter Staff will work with emergency operations to operationalize immediate short-term shelter at another location.
- The Shelter Operations Staff, through Shelter management, shall contact other agencies in the community, inform them of the situation and ask for assistance in providing temporary shelter for the guests. create a protocol for this, ie. who to call what other places would take them, etc.
- If a fire alarm is a false alarm or only requires a short-term evacuation before directing occupants back into the building, after an ‘all clear,’ the On-Site Shelter Manager shall complete an Incident Form (IR).

## **Smoke Alarm**

There are smoke alarms throughout the Shelter facility, including but not limited to the common areas, kitchen, and office areas. Personalize this for your shelter

**Note: There are put ## of smoke alarms here Fire Extinguishers on-site at the First City Homeless Services Shelter. (FCHSS)**

There are fire extinguishers located at the FCHSS. (make sure there are actually fire extinguishers!) They can be used for any type of fire but are only to be used when the fire is small and contained. In all other situations, Shelter Staff are expected to inform Guests and other Staff and evacuate the Shelter immediately.

## **Fire Exit Procedures**

The fire exits are clearly marked. The procedures for Guests to exit the Shelter are as follows: Put your procedures in here. An example is below.

- Immediately upon notice of a fire, Guests will be assisted by Staff to get off any mat, cot, or bunk and be escorted to the nearest fire exit.
- If the fire alarm is not sounding, pull the nearest fire alarm located at the locations marked on the attached Shelter map.
- Check to see if everyone is out but DO NOT GO BACK IN THE BUILDING.
- Follow the directions of Shelter Staff.



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## 112 Earthquake Safety

### **POLICY STATEMENT**

*Shelter staff will be given clear protocols to follow in the event of an Earthquake.*

### **PURPOSE**

To ensure all Guests and staff are safely escorted from the facility in the event of a fire.

### **PROCEDURES**

#### **In Case of an Earthquake**

- In the event of an earthquake, the Manager on Duty will direct all persons, including Staff and Guests, to seek protection against a wall near the center of the building, stand in a doorway in door frames or crawl under tables and counters or other protected areas.
- When the earthquake has subsided, Manager on Duty will assess the situation and if there are injuries, damage, fire, a natural gas leak or a natural gas odor or a heavy water leak, contact 911.
- Shelter Staff will evacuate the building if there is a fire, a natural gas leak or odor, hot water or steam leak or other hazardous objects or obstacles.
- To evacuate—The base-level evacuation protocol will be consistent with the evacuation protocol set-forth about regarding a fire emergency.

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## 112.A Tsunami Safety

Don't know if this is necessary, but just in case, I added it. I have put in the website links to the information I found.

### **POLICY STATEMENT**

*Shelter staff will be given clear protocols to follow in the event of a Tsunami.*

### **PURPOSE**

To ensure all Guests and staff understand and follow Ketchikan tsunami protocols.

### **PROCEDURES**

#### **In Case of a Tsunami**

<https://www.google.com/search?client=safari&rls=en&q=what+to+do+in+the+event+of+a+tsunami+in+ketchikan&ie=UTF-8&oe=UTF-8>

1. Evacuate on foot if possible.
2. Follow tsunami in activation route signage.
3. Get to high ground.
4. Climb to the top of the building if you're trapped.
5. Go as far inland as possible.
6. Grab something floating if you're in the water.

Report on tsunami likelihood for Ketchikan

[https://dggs.alaska.gov/webpubs/dggs/ri/text/ri2019\\_007.pdf](https://dggs.alaska.gov/webpubs/dggs/ri/text/ri2019_007.pdf)

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## 113 First Aid DEB

### **POLICY STATEMENT**

*Do you provide minimal first aid? What do you do if someone is in need of bandaids, aspirin, etc?*

### **PURPOSE**

To mitigate unnecessary infections.

### **PROCEDURES**

The Shelter Staff provides minimal First Aid assistance. Anything medical assistance needed that requires more than minimal first aid will be referred to the PeaceHealth emergency room.

Wherever possible Shelter Staff will respect a Guest's decision not to go to the hospital. If Shelter Staff believes a Guest is in need of hospitalization, Shelter Staff will call the EMTs for on site assessment.

---

## 114 Shelter Guest Death

### **POLICY STATEMENT**

*In the event of an unforeseen death in the Shelter protocols will be followed to minimize trauma and confusion.*

### **PURPOSE**

To minimize trauma and confusion that ensues after the unexpected death of a FCHSS guest.

### **PROCEDURES**

In case of a Guest death, Shelter Staff will:

Do wellness rounds every 4 hours

- Immediately notify the Manager on Duty. The Manager on Duty will then notify the FCHS Board Chair, the CEO and the Program Coordinator.
- The program coordinator will then call 911 and/or Shelter Security will call 911.
- Shelter Staff shall be trained to NOT move the Guest or touch anything in the vicinity of the body.
- Manager on Duty, in coordination with Program Manager will initiate a Critical Incident Debriefing for Staff and Guests as needed and if required.

---

## 115 Workplace Safety: Threat and Assault

### **POLICY STATEMENT**

*A team approach, whenever possible, will be used to define, assess, and act on violence and the potential for violence in the workplace. Violence is defined as physical or verbal actions that result in another person feeling intimidated, uncomfortable, unsafe, threatened, or harassed.*

### **PURPOSE**

To make Shelter staff and Guest safety a top priority.

### **PROCEDURES**

Several mechanisms for reporting and addressing threats or assaults in the Shelter include having:

- Incident Report binder / log / and electronic spreadsheet, which is accessible to Shift Supervisors, and Management.
- A Staff journal (incident reports) is located *in the kitchen*. This journal is needed to track important issues, trends and Guest concerns. Overlapping of staffing schedules will allow shift supervisors and Shelter Manager on Duty a report out period prior to new shift coming on.
- Discuss safety issues as a regular component of weekly staff meetings.
- Regular checks on the environment (e.g., office layout and natural surveillance sights)
- Staff orientation
- Non-violent communication training (de-escalation training)

Shelter Staff will be trained in ‘situational awareness’ which includes considering certain factors before taking action. These factors include:

- Body language of the Guest in question
- Understanding the background of the Guest in question (cultural background, history of violence, mental illness, drug or alcohol use or intolerance of authority)
- Conducting an environmental scan (is there an unobstructed escape path, possible weapons, etc.)
- Assessing each Shelter Staff’s own capability for handling the situation. Shelter Staff needs to know their limits, triggers, and tendencies to under- or over-react to

Guest behavior. When in doubt, Shelter Staff request assistance from the Manager on Duty.

- Shelter Staff will be reminded to ask the following questions to understand, in real-time, how to respond to a Guest - Who, what, when, where, how and why?

## **Action**

When possible, Shelter Staff should use ‘de-escalation’ or practiced words and phrases to redirect aggressive/violent behavior, to create a space of respect and empathy. When ‘de-escalation’ is not possible, and direct action and intervention is required *what should they do?* Although there is no specific formula for when to take direct action, there are certain circumstances when it becomes time to act. These may include:

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

Before taking any direct action, Shelter Staff will assess their own personal safety and possible escape routes. If necessary, involve another Shelter Staff to either assist or to act as another set of eyes ready to act. Notify Manager on Duty/Shelter Security to intervene, and to act consistent with Shelter Security protocol. *(do you need to create a shelter security protocol?)*

## **Post-Violent Incident**

### **Procedure**

Procedures may vary depending on the nature of the incident. Protocol includes:

- Ensuring the disruptive Guest has left the building
- Calling Ketchikan Police Department, if warranted
- Ensure any victim of the violence is in a safe place
- Medical personnel are contacted to assess the need for medical treatment
- First Aid is administered as needed

- Shelter Staff will, as necessary, provide needed support to the affected person
- Shelter Staff will provide support to other Guests in the area who may have been affected by the incident do a group announcement that everything has been handled .
- Shelter Staff will alert Manager on Duty who will determine if further action is warranted

**Other important procedures that may follow include:**

- Shelter Security will complete an Incident Report Form (IR), consistent with on-site protocol
- Note the incident in the staff logbook
- Debrief the incident
- Follow-up with a discussion in staff meetings

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## 115.1 Workplace Safety: COVID-19 and Infectious Disease Outbreak

### **POLICY STATEMENT**

*Shelter Staff will be diligent in observing visible symptoms of infections/diseases and asking questions to identify whether all individuals in or using the Shelter may have infections or other communicable diseases.*

### **PURPOSE**

To protect the Guests who are receiving services at the Shelter from risk, including from infectious diseases.

### **PROCEDURES** (you will have to create your own, but this might help give you an idea)

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

At no point is Staff to put any individual (including employees) at risk by knowingly placing a person with an infection or communicable disease in Shelter services without direction from a trained medical professional. Staff are to make sure that all symptoms and actions are clearly communicated to *designated medical professional*.

**COVID-19 Policy** Follow your own protocol and any Ketchikan regulations

**Masks & Hand Sanitizing:** *Put your mask policy here*. All Staff are asked to sanitize their hands every 30 minutes. Staff may also choose to wear latex gloves, which will be supplied by FCHS during work hours.

*Don't think you enforce masks as I didn't see it when I was there last. But if you do, here is some verbiage.*

### **Enforcement & Disciplinary Action:**

**If staff do not wear a mask (covering both nose and mouth) the following may occur:**

- Issued a verbal warning.
- If a Staff member continues to not use a mask, the Staff member will be given a written warning.
- If Staff continue to not use a mask, Staff may be sent home immediately with unpaid leave and further disciplinary action may be taken.



**If Guest do not wear a mask the following may occur:**

All staff will continually remind Guests to wear mask covering face and nose when not physically in or on their cot or mat.

Guests will be provided mask at entrance and by any Staff on-demand.

If Guest is non-compliant with mask mandate, they may receive a “time out” (see page X) or be referred to a more suitable shelter option.

**Staff Gatherings:**

- Only four people at a time will be allowed in the breakroom. All individuals must always wear a mask, except when actively eating or drinking. Social distancing of 6 feet or more is to be followed.
- No staff visitors can come inside the Shelter (i.e., no lunch or dinner breaks with partners, etc.).
- No more than two Staff will be at a check-in table at any time.
- Workstations will be clear of food and food is only to be consumed in Staff breakroom and/or off the premises. Only contained beverages are allowed at workstations and all drinking containers must be labelled with Staff's name.

**COVID-19 Case Scenarios & Preventive Action**

**Staff must follow these steps if symptoms occur and/or have exposure to COVID-19.**

*You've gone through this recently so you probably already have a protocol. Below is just for an example.*

Case Scenario	Action For You Take
<b>You are COVID-19 symptomatic</b> <i>(fever, cough, sore throat, loss of smell)</i>	<ul style="list-style-type: none"><li>● Notify your Supervisor/HR by phone, stay home, and see a health care provider as soon as possible.</li><li>● Must not return to work until you are non-symptomatic, fever free for at least 24 hours (without fever-reducing medications) and have a negative COVID-19 test result.</li></ul>
<b>Family member positive test</b>	<ul style="list-style-type: none"><li>● Report positive test and be hyper-vigilant about mask covering, social distancing and sanitation; and monitor yourself for symptoms.</li><li>● Family member must be in isolation from employee, otherwise employee is asked to stay home.</li><li>● Supervisor may follow up every 3 days to check in with employee.</li><li>● Contact Supervisor/HR if you need to provide care for your family member.</li></ul>

<b>Received call from contact tracing</b>	<ul style="list-style-type: none"> <li>● Report contacts trace call immediately to <i>who gets the call?</i> .</li> <li>● Staff member gets tested and be hyper-vigilant about mask covering, social distancing and sanitation; and monitor yourself for symptoms.</li> <li>● Staff member gets tested immediately. Then works remotely until they receive a negative test result back and immediately inform management of their test result upon receiving.</li> </ul>
<b>Positive testing staff member</b>	<ul style="list-style-type: none"> <li>● Management will notify staff if they have come into close contact with a team member that has tested positive for COVID-19.</li> <li>● Staff members in proximity will be required to get tested and will also be asked to be hyper-vigilant about mask covering, social distancing, sanitation; and monitor themselves for symptoms.</li> </ul>
<b>You test positive for Covid-19</b>	<ul style="list-style-type: none"> <li>● Immediately notify your Supervisor.</li> <li>● Stay or go home and remain at home until doctor provides you a work clearance.</li> <li>● Contact your supervisor to discuss your compensation for work missed due to Covid-19 and potential housing options if necessary.</li> </ul>

**\*All staff are required to follow State and Ketchikan Borough mandates regarding travel.**

### **COVID-19 Compensation**

*Do you pay staff for time off work if they were infected at work?*

**If you are experiencing symptoms of COVID-19, have a close relationship and/or come into contact with someone who has COVID-19, please call and discuss with *name people and give phone numbers* and they will walk you through the next steps for receiving compensation while needing to be off work due to COVID-19.**

### **Procedure to reduce/eliminate risk from infections and infectious diseases**

- All Staff are to wash hands and use hand sanitizer frequently. Appropriate reminder signs are to be posted in common areas, food preparation and kitchen areas, washrooms and other areas deemed appropriate.
- Where more than two people have cold/flu symptoms within a 48-hour period, the Shelter Director is to be informed.
- Where any serious risk of infection/disease is identified or suspected, and it cannot be assessed by a medical professional immediately, isolate the individual including, as appropriate, their eating utensils. Where this is impractical, temporary restriction from the service may be required.
- At the earliest possible time, have the individual assessed by a trained medical professional and request the medical personnel provide an appropriate medical plan within the context of the Shelter services.

- When an individual is referred to the Shelter and there is a concern about the individual's health, refer the individual to medical professionals for additional screening for exposure to communicable disease/infections.
- Be alert to any emerging signs or symptoms of illness, such as diarrhea, fever, general malaise, excessive tiredness, changes in behavior, etc.
- If symptoms are noted, refer at once to the *(how do you want to do this? )* Notify management and include necessary details in the daily log to ensure that future shifts become aware and continue observing the situation.
- Communication is the key to prevention and timely management of these challenges. Make sure that all appropriate parties are aware of the situation and that all actions are clearly documented. Ensure that confidentiality and privacy are respected.

### **Procedure for an Outbreak**

- Notify guests and post signs.
- Extra hand sanitizer will be left at the front desk to ensure an adequate supply is available to everyone.
- The following contact surfaces are to be cleaned with bleach and water (three tablespoons to one liter of water (1:45 strength). Gross contamination may require a bleach solution of 1:10 strength, including:
  - All door knobs
  - Phone keypads and mouth pieces
  - Toilet seats and flush handles
  - All taps and areas around sinks
  - Beverage container taps and condiments or food containers
- Where an outbreak in the Shelter is declared by a medical professional, the Shelter Director/On-site Manager may authorize additional cleaning staff to intensify the cleaning regime. Staff should consider wearing a mask when cleaning to avoid the inhalation of contaminants.
- Cleaning is to be done as often as possible especially during times when people are using common areas.
- All Guests and Staff are to wash their hands before eating.
- Staff may need to have extra fluids available for ill guests.
- Dining areas are to be cleaned between sittings with a bleach solution.
- Screen kitchen staff and volunteers before allowing them in the kitchen.
- Deliver food to guests if a quarantine is established.

- Staff shall monitor/coordinate movement of individuals in and out of quarantine areas.
- Document and discuss the situation at each shift and update the Shelter Director and/or On-site Manager.

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## 115.2 Workplace Safety: Housekeeping, Hygiene & Hazardous Materials

### **POLICY STATEMENT**

*The Shelter will maintain a consistent and high standard of housekeeping and maintenance. Staff will be provided with training for any hazardous materials they may come into contact with when carrying out their assigned work tasks.*

### **PURPOSE**

FCBS understands the importance of maintaining hygienic, sanitary environments for the well-being of guests and staff.

### **PROCEDURES** *do you have written cleaning procedures? If so we'll put them in here.*

- The Shelter maintains written, standardized housekeeping/maintenance procedures, trains employees in them, and monitors their implementation and effectiveness.
- Manager on Duty are responsible for ensuring Shelter housekeeping tasks are assigned and completed. Particular attention is paid to the primary sources of household biohazards, kitchens, and bathrooms. Programs take steps to prevent the spread of infection in bathrooms, bedding, and food.
- To prevent cross-contamination, guests are required to store personal toiletries in their backpacks/bags when not in use. Guests may use their own personal linens/blankets while in the Shelter. The Shelter has a laundry area that is responsible for washing their linens.

### **Hazardous Material**

- All hazardous materials (household cleaners, solvents, etc.) must be stored in a designated locked and secured location. All highly flammable or combustible materials are stored separate from the Shelter common areas and are kept in a locked and ventilated space such as an outside shed.
- Flammable or combustible materials may not be stored longer than one year. Upon opening the container, staff will clearly mark the discard date on the container. Disposal takes place at a legally recognized depot site.
- Staff are trained in the reading of Material Safety Data Sheets for safely using the hazardous material and responding to a spill, release, fire or poisoning. *Don't think you have these, but it might be a good idea to print some out.*

- An up-to-date inventory of hazardous materials kept at the Shelter is maintained. The hazards of the controlled products are identified and evaluated on an ongoing basis. Whenever possible, less hazardous materials will be substituted. Procedures for using hazardous materials will be developed. Protective equipment and clothing will be provided as required.
- Basic instruction and emergency procedures for dealing with hazardous materials will be provided to staff and/or updated when new products are received, or new hazard information becomes available. *You probably need to set this up?*

---

## 116 Pest Control

### **POLICY STATEMENT**

*FCCHS is committed to maintaining a pest free environment in the Shelter. All Staff receive appropriate training for the identification of common pests as well as prevention and control measures.*

### **PURPOSE**

To create an infection-free environment for Shelter guests.

### **PROCEDURES**

If pests are reported, the following control procedures will be initiated as promptly as possible.

#### **Lice**

Lice are small insects that feed on human blood and lay their eggs on body hairs, or on clothing fibers.

Bites cause a mild irritation and a purplish spot. To control the spread of lice, guests should be encouraged not to share hats, helmets, brushes, combs, towels and linens etc.

- When lice are detected on a guest, remove all items of clothing and bedding and wash separately in hot water and dry in a hot dryer.
- Provide the guest with fresh bedding and clean clothing.
- Treat with non-prescription shampoo/medication as per directions on the packaging.
- Clean the guest's bed /mat.
- 24 hours later repeat actions.
- Notify other Staff.

#### **Scabies**

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

- When scabies is detected on a Guest, remove all items of clothing and bedding and wash separately in hot water and dry in a hot dryer.
- Provide the guest with fresh bedding and clean clothing.

- Treat with non-prescription shampoo/medication as per directions on the packaging.
- Occasionally antibiotics may be prescribed if there is secondary infection.
- 24 hours later repeat actions.
- Notify other Shelter Staff.

## **Bed Bugs**

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

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



**Poison Control**

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

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## 117 Staff Ratio

*This is a standard policy but use what you actually do. Below is a best practices. We can talk about this.*

### **POLICY STATEMENT**

*All shifts will have sufficient staffing which will be a minimum ratio of 1 Staff for every 30 guests from 6 am – 10 pm and, 1 Staff for every 50 Guests from 10 pm – 6 am. Staff should never be alone with a guest in a non-congregant or restricted area. You will have to write this up for your situation.*

### **PURPOSE**

To maintaining the safety and security of Guests and Staff.

### **PROCEDURES**

*Here you want to write up how you do the scheduling for staff and what happens when they have to work alone.*

*Pop in example schedule*

---

## 118 - Staff Training

### **POLICY STATEMENT**

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

### **PURPOSE**

To ensure the safety of all FCHSS staff.

### **PROCEDURES**

- Training is provided on an ongoing basis through immediate feedback to staff, evaluation of IRs and through on-going training.
- FCHS documents attendance at training and tracks through each employee's personnel profile. Some training modules are mandatory; no exemptions are granted. If an employee is unable to attend the training, s/he will be scheduled for the next available opportunity. The organization also keeps a record of pre-FCHS employment training and in-service training (documents of attendance and completion) in employee personnel profile.
- The **ED** are responsible and accountable for ensuring that employees have appropriate and current training in all required areas (health and safety, policies and procedures, universal precautions, first aid, and non-violent communication).
- Annually, *ED* will evaluate the program training requirements.

### **New Employees**

- All new employees complete an orientation. All other required training must be completed within the first year of employment.
- Training that an employee is directed to take by her/his immediate supervisor or that is required by FCHS (e.g., First Aid) is funded by the organization, including the cost of the employee's wages and any relief coverage necessary.
- Work common sense training – talkig about worker expectations.
-

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## 118 Medication Policy and Procedure

### **POLICY STATEMENT**

*Guests are responsible to self-administer their own medications.*

### **PURPOSE**

As Shelter staff are not licensed to administer medications they are not allowed to dispense medications.

### **PROCEDURES**

Medications are the property of the guest and therefore the administration of the medication is the responsibility of the guest. Shelter staff do not participate in or direct the self-administration of prescription medications. However medications can be stored onpremise at the request of the quest. Mee given onlhy to the manager on duty. dicatios must b

[Log in](#)

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## 119 Shelter Facility: Maintenance

### Policy

FCHS takes all necessary steps to keep property and premises well maintained and in a state of good repair. It complies with all legal requirements and acts promptly when repairs are necessary.

### Procedure

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

- Maintaining facility safety and security;
- Conducting weekly inspections using the Monthly Inspection Checklist and sending completed inspection reports to the COO;
- Conducting a nightly site tour, a perimeter/security check that includes checking motion detector lights and visually inspecting the fire alarm system;
- Conducting or coordinating required preventive work site maintenance, and keeping records of maintenance work performed and inventory (including equipment and tools);
- Keeping copies of all building keys and a list of security codes used in the facility;

### Repairs

- Emergencies, hazards, and critical health issues must be addressed immediately, more routine work must be addressed within one week.
- Regular maintenance is allowed for in the annual budget and must be completed as quickly after the damage is noticed as possible.
- MOD are required to report any damage or loss of property to the ED

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## 119.1 Shelter Facility: Health

### **POLICY STATEMENT**

*FCHS strongly encourages good hand hygiene. Hand washing is the single most effective and least costly way to reduce the spread of infections, including the COVID-19, common cold, hepatitis A, food borne illnesses, and many other viral and bacterial diseases.*

### **PURPOSE**

*Hand washing is the single most effective and least costly way to reduce the spread of infections, including the COVID-19, common cold, hepatitis A, food borne illnesses, and many other viral and bacterial diseases.*

### **PROCEDURES**

FCHS ensures that the Shelter has:

- Posters encouraging frequent hand washing posted in common areas.
- Posters showing proper hand washing technique posted by all sinks.
- Sinks and hand washing facilities that are easily accessible to staff and guests.
- Sinks that are kept in good repair, drain properly, and have both hot and cold water.
- Soap dispensers that contain soap and are in good working order. Non-refillable soap dispensers are recommended.
- Disposable towels available.
- Trash cans should be available for proper disposal of disposable towels.
- Sanitizer dispensers are at entry areas.
- Shelter Staff shall:
  - Model and encourage good hand hygiene.
  - Wash their hands immediately after using the toilet.
  - Wash their hands before serving, preparing or eating food.
  - If not wearing gloves, wash their hands before and after providing any “hands on” assistance to guests (such as assisting with mobility, balance, health, or hygiene needs).
  - Wash their hands after handling guests’ unwashed clothing or bedding.
  - Wear gloves when handling soiled laundry to reduce risk of infection.

- Wear gloves when handling guest belongings to reduce risk of infection from bacteria, viruses, lice, or mites, and to reduce risk of infection by needle stick.

FCHSS Procedures:

- Encourage staff and guests to wash or sanitize hands upon entering the shelter. This will effectively reduce the number of germs entering the shelter. Sanitizer hand wash is available at the entry areas of the FCHSS.
- Do NOT use cloth towels or re-use paper towels.
- Instruct all persons who serve or prepare food to wash their hands ahead of time.

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## 119.2 Shelter Facility: Cleaning and Sanitation

### **POLICY STATEMENT**

*All surfaces will be cleaned with a bleach solution in the FCHS Shelter throughout the day.*

### **PURPOSE**

To minimize the occurrence and spread of infectious diseases and COVID-19.

### **PROCEDURES** put your own hours and procedures here

- FCHSS is cleaned and sanitized 3 times per day with all surfaces cleaned with a bleach solution. The current schedule for this cleaning is 6-7 am, 1-2 pm, 6-7 pm. this cleaning schedule is subject to change based on tent usage and staffing.
- The kitchen area is cleaned and sanitized after each congregant meal service. A cleaning schedule is posted and adhered to. Kitchen counter tops are intact and are sanitized before food preparation or service begins.
- Surfaces where people eat are smooth, intact, and easily washable. All surfaces to be sanitized after each meal service.
- Put your dishwashing protocols in here. Dish washing is accomplished safely and appropriately: 1) Hand dish washing uses a three- compartment sink (wash, rinse, sanitize) 2) Dishwashers have a high temperature sanitizing rinse (170 F) or a chemical sanitizer. 3) Cutting boards are washed, rinsed, and sanitized between each use.
- Thermometers are placed and kept in all refrigerators and read below 41 F.
- Staff who handle food have current food handlers' permits. Is this true?
- Staff and guest volunteers wash hands before preparing or serving food and wear gloves during service.
- Staff wash their hands after handling uncooked meat, before handling other food or utensils.
- Ill people are not permitted to prepare or serve food to others.
- Foods are cooked to temperatures as required by code.
- Foods delivered from outside sources are held at 140F or hotter (or 41F or lower for cold foods) and the temperatures are checked when the food arrives. A log is kept of temperature checks on all meals.
- Foods that have been donated should comply with the current State of Alaska Food Code guidelines for donated food



- Foods to be warmed are reheated to at least 165 F and checked with a long-stem thermometer prior to being served.

Sanitation of Cots. Figure out how you want to clean the bedding.

- Prior to assigning mats or cots to a guest, the cot or mat will be sanitized.
  - The cot or mat will be sanitized using a bleach solution.
  - The sanitation process shall be thorough and will clean the entire surface of the cot or mat.
  - After the sanitation process is complete, the cot will be propped on its side to indicate availability of cot to be re-assigned.
  - Cots or mats that are assigned to a guest will be inspected once per 48 hour period to ensure that the cot or mat is safe and sanitary. If a mat or cot is soiled for any reason, they will be sanitized.
  - The bleach solution will be stored on-site at the two front desks, and clearly labeled, so that it is readily available for staff to sanitize areas, as necessary.
  - At least once per week, guest totes will be inspected to ensure there are not unsanitary or perishable food items in the totes. Totes that include any unsafe items or that have been impacted by lice or other unsafe conditions may be immediately removed from the Sullivan Arena and disposed of.

ENVIRONMENTAL SAFETY INJURY PREVENTION protocol:

- Stairs are in good repair, equipped with a handrail, and are not slippery.
- A telephone is accessible for calls to 911.
- The shelter (through medics Team One) has an approved sharps bio-hazard container to collect used needles and syringes and has a policy for the proper disposal of these items.
- Emergency preparedness supplies are fully stocked and are replaced as necessary.
- No weapons are permitted on the shelter premises unless checked in by FCHS staff.
- The possession and use of illegal substances is prohibited at the shelter or on premises.
- The shelter has an earthquake and other potential disaster preparedness plan.

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## 120 ENVIRONMENTAL SAFETY: BURN PREVENTION

### **POLICY STATEMENT**

*FCHS will adhere to the adopted 2012 International Fire Code (ICF) as amended by Ketchikan Municipal Code Title 18.*

### **PURPOSE**

To ensure mitigation of potential fire threat to staff and Guest.

### **PROCEDURES**

- Smoke detectors are placed in appropriate areas and are functional. These are a facilities issue and if there is an issue, facility management will be notified.
- Exits are clearly marked. Illuminated exit signs are functional.
- Evacuation routes are posted and visible.
- Staff are trained in evacuation procedures.
- Fire drills are conducted.

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## 120.1 ENVIRONMENTAL SAFETY: SANITATION AND HYGIENE

### **POLICY STATEMENT**

*FCHS Shelter will comply with environmental codes that ensure shelter Guests living environment is as clean and free of contaminants as possible.*

### **PURPOSE**

To ensure Guest and staff health safety.

### **PROCEDURES**

Environmental Quality:

- The water is safe to drink and free of contamination.
- The air quality is good:
- No fumes or noxious odors are present (i.e., paint fumes, cleaning solutions).
- Smoking is restricted to designated areas.
- The ventilation system is functional.
- If there is no automatic H-VAC system, windows and/or doors are left open for 10-15 minutes several times per day to provide air exchange.

Maintenance:

- Indoor and outdoor environments are clean and free of debris.
- Floors are washed daily, and carpeted areas vacuumed daily.
- Floors are cleaned immediately after any spills.
- There are enough trashcans available for guests and staff so that trash is easily disposed of and cans are not overflowing. Garbage cans are lined with a plastic bag and have covers.
- Garbage (biodegradable matter such as food) & trash (paper/plastic/refuse) are removed daily.
- Janitorial equipment and supplies are in good repair and have a designated storage space. Cleaning supplies and chemicals are kept out of children's reach and separate from food.

- The FCHS Shelter are pest-free.
- Plumbing is in working order in the showers, sinks, and toilets.
- FCHS Shelter showers, and common areas have cleaning schedules that are adhered to. Bathrooms are cleaned at least once daily, preferably after high-use periods by the vendor under contract to the EOC.

#### Bedding:

- Laundry facilities have adequate capacity to wash blankets and guest clothing. The Dryer can attain 165F.
- New guests are issued fresh bedding upon arrival at the shelter as available. .
- Mats are washable, and cots are wiped down with a 1:10 bleach solution or other sanitizing solution if not used by the same guest as stated above.

#### Guest Belongings:

- Guest belongings are stored in plastic totes in such a way that one Guest's possessions are not in contact with another guest's possessions.
- Guest belongings that are abandoned by the Guest will be stored in a storage room on site for 48 hours. After 48 hours the Guest property is subject to being discarded.

These Emergency Shelter policies and procedures shall be updated and amended as needed.

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## 121 Emergency Phone Numbers

I've listed a few here that I thought you might use, but you fill out the others

Ketchikan Police Department (KPD)	911
Ketchikan Fire Department	911 or (907) 225 9616
KPD NON-EMERGENCY	(907) 225-6631
PeaceHealth Ketchikan Medical Center	(907) 228-7644
COVID Information for Ketchikan	<a href="https://www.kgbak.us/913/COVID-19-Response">https://www.kgbak.us/913/COVID-19-Response</a>
Staff Emergency Numbers -	
ED	
<b>Nina</b>	
<b>Josh</b>	



## First City Haven Mandatory Employee Training

Employee:	Mental Health First Aid	CPR/First Aid	Blood Bourn Pathogens	Narcan	De-escalation	AED	Food Handlers
[REDACTED]	3/5/22	3/22	3/22	8/30/22	3/22	10/21	2021
[REDACTED]	3/5/22	8/30/22	8/30/22	8/30/22	8/28/22	3/21	2020
[REDACTED]		*	*	8/30/22	8/28/22		
[REDACTED]		*	*	8/30/22	3/2022	10/21	
[REDACTED]	3/5/22	8/30/22	8/30/22	8/30/22	8/28/22		2019
[REDACTED]		*	*	8/30/22	8/28/22		
[REDACTED]	3/5/22	*	*	8/30/22	8/28/22		2022
[REDACTED]		*	*		3/2022	10/21	
[REDACTED]		*	*	8/30/22	8/28/22		
[REDACTED]	Remote Worker						
[REDACTED]		8/30/22	8/30/22	8/30/22	8/28/22		2021
[REDACTED]		*	*	8/30/22			

**These are the dated from the most recent training, it does not reflect the number of times the employee.**

\*= training has been paid for and employee is currently working on completing

All blanks are being worked on in order of priority and availability.



## First City Haven Mandatory Employee Training

### **Trainers:**

Ketchikan Police Department- De-escalation Training

National CPR Foundation- CPR/Bloodborne Pathogens/AED

Food Handlers- State of Alaska

Narcan- Ketchikan Wellness Coalition/Deborah Asper

Mental Health First Aid- Ketchikan Wellness Coalition/ Romanda Simpson