



LINVILLE SITE

Community 1 Standards of Care

HOMES NOW

Dedicated to meeting the needs of our unhoused residents and ending homelessness by the year 2020.

Coordinating Committee

Campsite Policies for Community Living

CONTENTS

- I. Camp Positions
 - a. Coordinating Committee (CC)
 - b. Community Adviser (CA)
 - c. Records Supervisor (RS)
 - d. Inventory Coordinator (IC)
 - e. Kitchen Coordinators (KC)
 - f. Security Director (SD)
 - g. Public Liaison (PL)
- II. General Policies
 - a. Participation and Self-Management
 - b. Pet Policy
 - c. Bills and Rental Costs
 - d. Substance Use
 - e. Code of Conduct
- III. Services
 - a. Food
 - b. Supplies
 - c. Bus Tickets
 - d. Support Services
 - e. Security Services
 - f. Waste Management
 - g. Surplus Funds
- IV. Intake Checklist
- V. Grounds for Termination



I. Camp Positions

(a.) **Coordinating Committee (CC)** is comprised of designated Homes NOW Project Leaders.

1. CC and at least one member of the Homes NOW *board* will meet once every week; the site schedule and on-call list will be decided upon by Homes NOW *board* and CC as a united consensus.
2. CC will meet at least once a week to discuss Community Site 1 progress and any necessary policy changes that will improve the site per dialogue with Community Adviser(s).

On-site TENANT MANAGERS

Linville residents are elected by popular vote each month to manage Community Site 1. Number of managers voted for will vary depending on community need and available number of occupants (minimum 1-5). CC representatives are available for any needed external delegation processes.

There is at least one CC contact available 24/7 on-call to answer questions and solve problems should they arise. (Scheduling on-call CC contact is predetermined by the CC and the Homes NOW *board*; a CC contact is always accessible to on-site management.)

(b.) **Community Adviser (CA)** is an elected on-site manager who answers questions and advises the CC of site activity. (See Guide.)

If any resident wants to introduce ideas on how to improve the operations of the community, the CA is who they would talk to. The CA is also the direct contact for managers to provide checklists for each area managed and report to with general or immediate concerns.

(c.) **Records Supervisor (RS)** manages the general community records. (See Guide.)

All incoming and outgoing transactions, registration, and logging is managed by the RS. Examples may include list of visitors, inventory records, incident reports, bills, filing of intake forms, updating logs, maintaining directories of data pertinent to daily site activities.

(d.) **Inventory Coordinator (IC)** manages and distributes the community inventory. (See Guide.)

The IC notifies the CC of what items are needed on the site. The IC is also responsible for the receipt of donations such as clothing and hygiene products as well as food and gear. The IC will likely work directly with the KC and alongside the RS with keeping a log for records.

(e.) **Kitchen Coordinators (KC)** are residents who oversee the kitchen. (See Guide.)

The KC maintains the pantry and all community shared food. KC will also assist meal providers who bring hot meals and maintenance of food storage. KC will oversee food preparation site to provide optimum health and safety and will most likely maintain communications with the CA and IC. The KC will oversee incoming kitchen supplies, equipment, and ongoing activity pertaining to the kitchen.

(f.) **Security Director (SD)** is a resident who oversees the security system. (See Guide.)

The SD reviews cameras, alert system, general safety, and advises the CC on implementation of security policies.

(g.) **Public Liaison (PL)** is a resident who is an ambassador for the community. (See Guide.)

The PL informs the general public (in person and on social media) on the progress of the camp and is builds connections by networking with groups dedicated to solving homelessness.

General Tenant Meetings

All tenants are required to participate in general meetings provided by Management Team.

Managers host meetings by rotation to include six possible days and times each week.

- At least one meeting must be attended by tenants weekly.
- Days and times will be posted on the community bulletin giving residents options and ample time to work a meeting into their personal schedule.
- General meetings give tenants an opportunity to review site expectations and experiences, discuss needs, and conduct voting sessions for managerial positions.
 - Opportunity to maintain and improve conditions of the site.
 - Opportunity to review the level of harmony on the site.
 - Opportunity to provide checklist to CA of any concerns or revisions needed.

Checklists are provided for managers to measure successes, harmony levels, and record comments by the general population who may vote on needed changes or improvements to be proposed to CC.

Each General Tenant Meeting will be periodically followed by a meeting with CC to discuss proposals. CC will meet with the Homes NOW Board of Directors to finalize any criteria beyond existing campsite regulation or protocols. Campsite regulations and protocols are subject to modification over time. Updates will be posted publicly and discussed at subsequent General Tenant Meetings and New Tenant Orientations.

Comments and concerns may also be written and addressed directly to the Homes NOW office. Mailed comments and concerns will be made applicable at time of receipt with possible 3-5 business days prior to next General Tenant Meeting.

Lettered comments and concerns will be responded to anonymously and made available as a topic for discussion at the next General Tenant Meeting. This provision is available to tenants who may find that communication or disclosure of their needs is too difficult to reveal publicly within the group. Mail is also a method for proper responsiveness and accountability of site activities that may involve on-site management criteria. The purpose of this option is to ensure all avenues of communication are utilized to encourage healthy communication and meet the comfort level of each and every tenant.

Homes NOW – Campsite 1

814 Dupont Street

Bellingham, WA 98225

II. General Policies

(a.) **Participation and Self-Management** – Residents are required to participate in operating and managing Community Site 1 for the benefit of all residents and the overall community. Determination of conditions for self-management are dependent on case manager reviews outlined on an individual basis. The campsite operates as a co-op and mutually vested team. Public appearance and tenant safety is maintained at all times with no exception.

(b.) **Pet Policy** – Pets are permitted under the following conditions:

PRELIMINARY SCREENING by Humane Society Technician for disease control. Possible temporary on-site QUARANTINE if necessary to confirm health and hygiene of pet and secure record of health per review of technician. Proof of vaccinations must be provided within 30 days and updated as needed.

1. They are clean, well fed and do not have fleas or other parasites such as tapeworm.
2. No animal abuse is tolerated. Any act of violence towards an animal from a person or another animal or from an animal to human will result in *grounds for termination of stay* from CS1.
3. Human Companion must clean-up after their pets both inside and outside of CS1 (chewed up or shredded items, spilled food, water, food dishes, etc.)
4. Pet noise must be kept to a minimum at all times.
5. Denial of medical care for animals is not tolerated.
6. Pets in the kitchen or shower is not allowed and *grounds for termination of stay*.
7. Pet must be spayed or neutered.
8. Only 1 pet is allowed per person.
9. Pet log sheet is kept with (RS).
10. Pet waste must be managed as directed and animals leashed on premises (both cats and dogs).
11. Resident needs alternate contact number of person who can care for their pet. In cases of abandonment, pet is removed from the site and placed in the care of a no-kill city shelter.

CATS

- Human Companion is held accountable for all cat actions; cats must be leashed when outdoors.
- Not cleaning litter-box is a form of abuse and is not tolerated.
- Cats should be checked on at least once a day while residing indoors in absence of pet owner.

DOGS

- Dogs are required to be on leashes in CS1 and must follow public leash laws at all times.
- Dogs must be supervised at all times.
- All fecal matter must be picked up by the owner and thrown in appropriate trash receptacle.

(c.) **Bills and Rental Costs** - Bills are paid with rent which is charged on a non-profit basis.

Rent is based on ability to pay. Rent is due on the first day of the month with a 10-day grace period with proper notification to the CA. It is required and expected if there is anticipated or unexpected delays in payment beyond the grace period to notify the RS or CA of circumstances to discuss situation and adjust payment arrangement if necessary.

- Tiny home 20% of a tenant's income or \$250/month whichever is lower
- Tent home 10% of tenant's income or \$150/month whichever is lower
- Utilities are included in rent.

NOTE: Utility percentage is lower than the industry standard of 30% in traditional housing settings.

The Homes NOW minimal rent-payment model offsets costs and allows the community to be self-sustaining and self-funded through operations and maintenance on a continuous basis without relying solely on donations or taxpayer dollars.

1. Rent is used to pay all bills for tiny homes and tent homes operations and upkeep such as electrical, water/sewer, garbage, internet as well as supplies for the homes such as toilet paper, soap and other household products.
2. Residents transition to regular housing with greater ease and with a familiar understanding of housing expectations uniform to housing cost system beyond housing assistance.

(d.) **Substance Use** - Residents are not permitted to consume any controlled substances which are illegal under Washington State Law. A case worker may determine that a substance is harmful and limit use. WA state law is abided by for any substances used including smoking of tobacco and/or marijuana in public open areas as deemed by the law.

Case worker may determine substance abuse treatment is necessary (for legal substances). Drug testing is required per *request* of Homes NOW by direction of case worker and any suspicious conduct.

- Residents are not drug tested unless consumption of an illegal controlled substance is suspected due to visible secondary signs.
- Erratic behavior, mood swings, increase in mental instability, anger management issues or other reasonable concerns that warrant a drug test are thoroughly investigated and reviewed by Homes NOW referencing intake health record to determine any plausible cause for unusual behavior unrelated to substance abuse.
- All findings and actions applied when sensitive issues arise are directed by Homes NOW and professional outreach team(s) to best verify and coordinate relief efforts for tenants involved.

(e.) **Code of Conduct** – CS1 is a community. Violence is not tolerated.

Degrading, ethnic, sexist, or discriminatory remarks are not acceptable. Physical punishment is not acceptable. No verbal abuse or intimidation is tolerated. Rights of fellow citizens must be respected. No smoking tobacco indoors. Any significant concerns of misconduct are reported to CC immediately.

III. Services

(a.) **Food** – The Kitchen is open 24 hours per day, 7 days per week for the convenience of the Residents. Kitchen RULE: if you use it, clean it, and put it away afterward.

(b.) **Supplies** – Supplies such as hygiene products, blankets, furniture, (donated items) are available and distributed by the CC and IC. An inventory log is updated as distributed.

(c.) **Bus Tickets** – Bus tickets or Bus passes are available as needed. Other modes of public transportation may be available to tenants based on specific personal need.

(d.) **Support Services** – Each resident meets with a case worker to determine specific areas of help the resident may benefit from, outlined as needed for personal care.

A case worker/social worker decides which support services a resident may need (if any) based on a preliminary evaluation. Evaluation is required within (7) days of tenant occupancy.

Tenants are assisted based on individual need. The goal is self-empowerment and provision of supportive community to help residents “get back on their feet” and become as self-sufficient as possible. Level of self-care is assessed to determine any requirement for long-term assistance.

An individualized approach is necessary because every person experiencing homelessness has different needs. The service building on site will have an office for Social Workers to work with residents to attain the social support they need. Examples may include:

- Job training
- Mental health assessment
- Counselling or drug/alcohol treatment
- Follow-ups and reviews

(e.) **Security Services** - All homes and service building are under 24/7 surveillance. Fire exits, and maps are provided as well as safety protocols for potential emergencies.

720P HD Security cameras are placed around the perimeter of the approved property to monitor all activity occurring on and surrounding the parameter of the site and area.

- Camera use on the site is necessary to protect rights of all residents –tenants of the site and neighbors in the area—from any potential problems arising (legally or otherwise).
- Site location is monitored remotely by Homes NOW through an application on phone and/or PC to ensure stability of the site.
- Security Cameras are **not installed inside** the tiny housing or tents; this measure is to preserve the privacy and rights of the site residents.

(f.) **Waste Management** – Services to maintain hygiene are provided on site with detailed explanation at all stations. Health and sanitation guidelines are visibly posted at all portable

toilets, handwashing stations, and food preparation sites. Residents are expected to adhere to all State and common living standards and policies. Every tenant must act responsibly for self-care and proper waste disposal to avoid cross contamination, illness, and/or disease.

(g.) **Surplus Funds** – Funds from rental payments that exceed needs of the community site are added to an emergency savings account for potential emergencies such as:

- a. Equipment replacement
- b. Site renovation
- c. Tenant emergency
- d. Food, weather, or medical emergency
- e. Relocation of site and moving fees
- f. Restitution fees for encumbrances
- g. Unanticipated needs

All monies and donated goods are directly funneled to campsite activities to benefit campsite functionality and address ongoing campsite needs. Any theft, or deliberate mismanagement or misuse of funds and/or donation is cause for review from the Homes NOW board of directors and may result in termination of position and/or removal from site; applicable to Homes NOW Coordinating Committee and all elected on-site Tenant Managers and tenants.

BRIEF SUMMARY of Grounds for Termination:

Theft of any kind is not tolerated and by proof *grounds for termination of stay*.

Violence of any kind is not tolerated and immediate *grounds for termination of stay*.

Pet mismanagement lists instances which lead to *grounds for termination of stay*.

Substance abuse results in immediate probation, social worker review, and is *grounds for termination of stay*.

Any perceived discordance resembling the above that adversely affect the campsite and/or residents results in immediate review and potential *grounds for termination of stay*. Conditions resulting in removal from the site may involve a police or medical escort if necessary.

Positive behavior and interaction with tenants and neighboring residents is expected at all times. Campsite functionality and continued campsite services relies on social vigilance. If needed, group counseling is available to ensure proper standards are followed as a community.

Tenants are encouraged to report any concerns or personal complications to the CA, CC, or in writing to Homes NOW for mediation and proper direction, negotiation, and/or resolution by our outreach team(s) and both on-site and off-site management working cooperatively.

IV. Intake Checklist

1. Greetings for arrivals are warm and welcoming –smiles are appreciated. Professionalism is expected always. Every person is treated with respect.
2. Government issued valid photo ID is required. (Scan it). If no ID is available, tenant is signed-up for ID as it is necessary for tenancy records.
3. Security Director (SD) or Public Liaison (PL) or designated manager gives tenants a tour of the camp, pointing out the shower, kitchen, common area, housing units and the site areas.
4. Free screening of tenant with police dispatch (if available) is conducted. Background check will include referencing sex offender list, criminal history, warrants, etc. Fees for checks are paid for from site account and implemented for background check if necessary.
5. Health intake forms are provided to establish individual records of mental and physical condition. Medical history is documented including any illnesses, disabilities, mental or behavior health, prescriptions, allergies, addictions, diet, etc.
6. Emergency contact information is recorded in emergency contact list.
7. General Policies are introduced to all new tenants. Policies are explained thoroughly.
8. Intake forms are filled out. New tenants are signed in and assisted with all intake forms.
9. Tenants are assigned their designated residency location.
10. Intake records of newly assigned resident are filed, and new resident data is updated on the community map.
11. Security Director (SD) or available manager shows new tenant to their tiny house or tent and assists with directing new tenant to locating needed supplies for initiating move-in.
12. All intake forms are filed and maintained in designated recordkeeping location on the site with the Records Supervisor (RS) and are not to be removed without explicit permission from Homes NOW.

Intake Processing of Forms

- New Tenant basic information form is filled out and signed
- Copy of issued identification card is made – or – Form for ID is filled out and signed
- Screening of legal records is conducted (by police scanner or application process and fee)
- Health and medical history form is filled out and signed
- Emergency contact form is filled out and signed
- Rental terms and campsite guidelines agreement is filled out and signed
- Orientation packet is reviewed and signed
- Meeting with Social Worker may be immediately provided in some cases to outline plan
- All forms are filed by the RS for tenant registration and referencing