

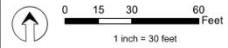
OPERATIONS PLAN FOR SWIFT HAVEN *A Temporary Tiny Home Community*



**Civic Complex
Camp Layout
-DRAFT-**

Legend

-  Camp Pod Boundary
-  20' x 22' Tent Pad
-  Conex 10x20
-  Cooking Area Tent
-  6 Yd Dumpster
-  Gate
-  Restroom / Handwashing
-  Trash Can



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1441 St. Paul St.
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Date: December 15th 2020



OPERATIONS PLAN

This Operations Plan addresses site management, site maintenance, and provision of human and social services.

Site Management

Site Setup

Homes Now will be given permission via the license agreement to manage the Frank Geri fields parking lot, at Civic Field Complex. The site will be occupied by HomesNOW in December of 2020, the first day of occupancy is expected to be on December 18th. HomesNOW will begin by installing security cameras, running wires, hoses and setting up platforms for the tents and kitchen tent and getting the admin/front desk office online. The tiny homes, tents, and temporary structures will be brought to the site. Each tiny home will have a designated unit number. The city is providing the portable toilets, hand washing stations, and garbage/recycling bins.

HomesNOW has a pool of 300 volunteers to fill necessary roles. There are around 350 people who have applied to live at housing provided by HomesNOW, but who have not yet had a BPD status check completed.

HomesNOW Management and Volunteers

HomesNOW will rely on board members, volunteers, and two designated Resident Managers who have been long-time residents of Unity Village to maintain regular management of the site. One of these 3 total managers will be on-site 24/7. A HomesNOW Board member or regular volunteer will visit the site daily. During the first few weeks, the resident managers will train new residents in all duties and responsibilities to assist the board with managing Swift Haven.

HomesNOW will provide all volunteers with a site orientation and copy of the Handbook.

The HomesNOW Board will meet at least once every week to discuss any feedback from the Resident Managers, troubleshoot any problems, and identify any necessary changes to site operations. During these meetings, the Board will determine the site schedule.

There will be at least one Board member or HomesNOW representative available on-call 24 hours per day, 7 days per week to answer questions and solve problems should they arise.

Identifying Eligible Residents

Initial residents will be chosen by HomesNOW based on direct knowledge of individuals who are suitable for community living.

Swift Haven is a drug and alcohol-free community. Swift Haven is intended for homeless individuals who are actively working to improve their situation and need a safe temporary place to live while seeking permanent housing. Swift Haven residents will likely consist of people who are either working or disabled and who have some source of income. Swift Haven residents will also be selected based on their ability to succeed in a community living setting. Individuals with a known history of violence or unsafe behavior are not eligible. Becoming a resident has a medium-barrier to entry through a basic screening process similar to a job interview and background check.

If residents move out or find other accommodations, future residents will be chosen from our wait list. A copy of the resident application form is included in the Handbook.

Application Process

Individuals who would like to apply to be a resident of Swift Haven must apply on the HomesNOW website (<https://homesnow.org/are-you-homeless/>). If the individual does not have access to the internet, they can obtain a paper copy of the application from our office or at our monthly events.

Once an application is submitted, HomesNOW will interview the prospective resident over the phone or in person. Government issued valid photo ID is required and is scanned and kept on file. If no ID is available at the time of the interview, when the applicant becomes a resident, they will be signed-up for an ID.

If the applicant is approved, HomesNOW will submit the applicant's name and date of birth to the Bellingham Police Department to run an active warrant check and sex offender status check. If the applicant passes those checks, they will be accepted into Swift Haven if a tiny home is available or put on a wait list until a tiny home becomes available.

New Resident Orientation

All new residents receive a New Resident Orientation by HomesNOW. Orientation includes a detailed review of the policies and code of conduct of Swift Haven. New residents complete all required paperwork and intake procedures, which will be managed by HomesNOW. Detailed information about the new resident intake procedures and required paperwork is provided in the Handbook.

Resident Managers

Two resident managers of Swift Haven (current Unity Village residents David Morse and Tina Harkness) will be selected to be the Resident Managers on-site. The Resident Managers are expected to work out a schedule so that one of them is available on-site at all times, or a non-resident volunteer/board member. If neither of the resident managers can be present on the site, one of the resident managers will notify HomesNOW so that a volunteer can be on-site during the gap.

Only individuals who intend to be on-site for a majority of the day will be eligible to be a resident manager.

The Resident Managers will be a liaison between the residents and HomesNOW. The Resident managers will assist in managing the community and work to develop a sense of civic pride amongst the residents in their community.

The Resident Managers will answer resident's questions, listen and record resident's suggestions, and advise HomesNOW of site activity. The Resident Managers will notify HomesNOW of any incidents within 24 hours or as fast as reasonably possible. The Resident Managers are available as a contact person for residents to report any general or immediate concerns.

Residents will be responsible for notifying the Resident Managers of any inventory needs, such as food, clothing, hygiene products, and gear. The Resident Managers will notify HomesNOW of any inventory needs.

Welcome Office, Security, and Donation Positions

Residents of Swift Haven will be required to do regular shifts as the welcome desk lead, security lead, and/or donations lead. The length of shifts will vary depending on the current number of residents as well as the number of shifts done by volunteers. The security lead positions will be staffed 24-hours per day. The donation lead position will be staffed during hours when donations are dropped off (between 9:00 am to 6:00 pm).

A schedule will be determined for the week during the weekly meetings. If a resident cannot cover their scheduled shift due to emergency, illness, or if they move out of Swift Haven, the resident should notify the RM who will notify HomesNOW. HomesNOW will identify a volunteer or other resident to cover the shift. The welcome desk, security lead, and donation lead will each have a cell phone for communication of daily duties.

Welcome Office Position

Residents will be provided with training on how to manage the welcome desk and the daily sign-in sheet. The welcome desk lead is required to stay at the welcome office at all times during their shift. If the welcome office lead needs to leave for any reason, they must communicate with the security lead to take their place.

Every person who enters or leaves the site will be checked in or out on the sign-in sheet. This includes residents, volunteers, case managers, service providers, visitors, and any other person who enters or leaves the site. If there is an emergency, emergency personnel (police, fire, EMT, etc.) are not required to sign-in before entering the site.

Security Lead Position

The security lead is a resident who oversees the security system. The security lead reviews cameras and notifies the Resident Managers of any safety or security concerns. The security lead assists the Resident Managers in recordkeeping of any incident reports. The security lead communicates with the welcome

office lead to handle any issues that occur at the welcome office. The security lead is required to walk through the site at least once per hour. The security lead will also walk through the kitchen to ensure all residents are keeping the shared kitchen space clean.

Donation Lead Position

The donation lead is a resident who is responsible for the receipt of donations such as food, clothing, hygiene products, and gear. When donations are brought to the site, the donation lead will record the donation on the Donation Receipt Form. The donation lead also maintains an inventory of supplies and notifies the RM when additional supplies are needed.

Other Lead Positions

Residents will also be elected in an orderly fashion to oversee the kitchen, grounds/garbage, and shower truck.

General Resident Meetings

The Resident Managers will host a weekly meeting. *All residents are required to attend the weekly meeting.* The date and time will be posted on the community bulletin giving residents ample time to work the meeting into their personal schedule. General meetings occur to review site expectations, discuss experiences, disclose any needs, provide suggestions, and conduct voting sessions for positions. A HomesNOW board member will be present at the meeting.

The HomesNOW Board of Directors will finalize any changes to policies or guidelines to be implemented or revised. Any changes will be posted publicly at the site and discussed at subsequent General Resident Meetings.

Communication

Residents are encouraged to communicate with the Resident Managers and each other directly during weekly meetings. Residents may also contact HomesNOW directly if an issue is not being addressed by the Resident Manager and/or if there is a need to communicate with HomesNOW anonymously. Any comments or concerns communicated to HomesNOW are addressed anonymously and made available as a topic for discussion at the next General Resident Meeting, unless the resident requests otherwise. This provision is available to residents who may find that communication or disclosure of their needs is too difficult to reveal publicly within the group.

HomesNOW's goal is to ensure that all residents feel safe and have a way to communicate their needs. Residents can contact HomesNOW by email at admin@homesnow.org or by mail:

HomesNOW
1441 St. Paul St.
Bellingham, WA 98229

Residents can also contact HomesNOW by phone at any time at 360-224-3727.

Exit Plan

HomesNOW will continually work with service providers to help residents find permanent housing as well as job training or assistance (if needed). HomesNOW will also work to identify any programs that residents are eligible for as a first step toward financial stability (such as cash and food assistance programs, child care benefits, Medicare, and Medicaid, rental assistance, and utility subsidies).

Residents will be made aware of the temporary nature of the tiny home community and will be reminded again one month before the permit expires. During the last month, every effort will be made to find alternative living arrangements for the residents. If no alternative arrangements can be made, the resident will be required to vacate the premises at least 48-hours before the permit expires so that site restoration activities can be completed. No new residents will be admitted during the last 3 weeks of operations.

HomesNOW intends to find a property to move the tiny home village to once the permit expires After March of 2021 unless the permit is extended for a longer length of time. HomesNOW will also work with each resident to identify potential alternative housing options, including working with other social service agencies.

Emergency Plan

In the event of an emergency, HomesNOW will provide alternative shelter for the Swift Haven residents (if deemed necessary by the Board). Alternative shelter may include motel rooms or other existing shelters. HomesNOW will provide the residents with transportation from Swift Haven to the alternative shelter.

All tiny homes will have a designated unit number that will be displayed on the front of the tiny home so that emergency personnel can easily locate a particular unit in the event of an emergency.

HomesNOW will document that all occupants and residents have been trained in response to emergencies. HomesNOW will maintain an accurate record and count of the number and names of all persons occupying the site and shall make that record available to the Bellingham Fire Department and other relevant agencies upon request. In the event of an emergency, HomesNOW will be responsible for evacuating our staff and residents.

Keys

Residents are given one copy of the key to their tiny home. HomesNOW maintains a spare copy of keys locked in a secure location.

Site Maintenance

Residents are responsible for maintaining the cleanliness of their own tiny home, tent, common areas, and surrounding areas.

Solid Waste Disposal

Dumpsters and recycling bins will be located near the entrance to the site and will be serviced by SSC Inc. Trash cans will be provided throughout the site. Trash bags will be provided to residents. Each resident will be responsible for collecting their own trash and recycling and placing it into the appropriate bins.

Community trash cans are located throughout the site, including in the community kitchen tent and the welcome office. Cigarette butt disposal bins will be located in the designated smoking area. Community trash bins will be maintained by residents on a daily rotation schedule that will be posted on-site. Those residents will also be responsible for a daily trash patrol in the immediate vicinity of the site. *Residents with relevant physical disabilities will be accommodated or excused from this duty.*

Food Preparation and Kitchen Maintenance

The site will include a community tent for the kitchen/food preparation area and dining area. The kitchen will include food preparation counters and dishwashing basins. The kitchen will include refrigerators, freezers, and a microwave. A barbeque grill will be located outside in a designated space near the food preparation area.

Residents will prepare their own food and will be responsible for properly storing and disposing of their food, and maintaining a clean kitchen and dining area. Many residents will likely be recipients of food stamps and will purchase their own food.

HomesNOW may coordinate with the Bellingham Food Bank to provide any additional food needed by the residents. The Sikh community may provide a meal once per week to site residents.



If other volunteers or businesses would like to provide food donations, all public health regulations on food handling and storage will be followed. Any volunteer that prepares food will be required to have a WA State Food Workers card.

Dishwashing gray water will be pumped to an on-site sewer hookup.

Sanitary Portable Toilet Maintenance

The site will have five portable toilets (including 1 ADA accessible toilet) provided by SSC and will be available on-site at all times. The wastewater from the portable toilets and handwash stations will be sent off-site for disposal by the same commercial provider.

Potable Water Maintenance

Potable drinking water will be provided by the City's potable water supply and will be available on-site at all times.

Potable water for the handwashing station will be provided by SSC. and will be available on-site at all times.

Repairs and Maintenance

Repairs and maintenance to tiny homes, tents, structures, and appliances will be handled directly by HomesNOW. Residents must notify either Resident Managers or HomesNOW of any needed repairs or maintenance promptly. If an emergency repair is required, residents must contact HomesNOW as soon as possible.

Social & Health Services

Swift Haven will serve as a central location for service providers to meet with residents to determine their individual needs. HomesNOW will coordinate with other service providers and providers of shelters for homeless persons within the County and will inquire about the availability of existing resources with these providers.

It is recommended that any chronic health and/or mental health conditions be assessed as a prerequisite for residency. Case worker(s) will identify which support services are needed (if any) based on a preliminary evaluation. Examples of support services may include:

- Eligibility for residency
- Job training accessibility
- Mental health assessment
- Counselling for drug/alcohol recovery
- DSHS follow-ups and reviews

If an individual currently has a case manager, they will notify HomesNOW and will continue to work with that case manager. If an individual does not have a case manager, HomesNOW will work with the Opportunity Council and/or HOTS team and others to identify an appropriate case manager or any other required services. Volunteer case managers may help conduct the initial screenings of residents. Volunteer case managers will be screened by HomesNOW.

Washington State Department of Social and Health Services (DSHS) may provide additional services to the residents of Swift Haven. DSHS may host mobile community services at Swift Haven once per month. DSHS may assist residents with determining eligibility for cash and food assistance programs, child care benefits, Medicare, and Medicaid. Applications for aid are available at the on-site office.

Any mild health conditions that progress negatively must be addressed immediately. Residency at the site is subject to re-evaluation.

COVID-19 Protocol

HomesNOW wants to ensure that proper COVID-19 protocols are followed during the construction phase of the village, as well as for future residents living there.

Construction Phase:

Board members, volunteers and visitors shall wear mask coverings and practice social distancing at all times while at the encampment site. New Board members, volunteers, and visitors are allowed at the encampment as long as they wear masks and practice social distancing at all times.

Residential Phase:

New residents shall not be allowed at the encampment without providing a negative COVID-19 test result from a test not more than 3 days prior to admission to the encampment. Board members, non-resident volunteers and residents shall wear mask coverings and practice social distancing at all times while at the encampment site. New Board members, non-new resident volunteers, and visitors are allowed at the encampment as long as they wear masks and practice social distancing at all times.

Infection Protocol:

If a resident tests positive for COVID-19, they will be required to quarantine (either at the quarantine isolation facility/former Motel 6, or inside their tiny home). A designated porta-potty for infected individuals will be used, and food/drinks will be brought to their tiny home rather than the infected person using the common areas.

