



**HOUSING & HOMELESS
SERVICES**

Washoe County Our Place Policies

EFFECTIVE 2/15/2025

Our Place
605 S. 21st Street
Sparks, NV 89431
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Background

Opened in June of 2020, Our Place is the largest emergency shelter provider for women and families in our community. In partnership with Washoe County Human Services Agency (HSA), we provide shelter and wraparound services for up to 138 women, 38 families, 28 seniors, and all their animal companions every day.

Our Place is a low-barrier emergency shelter, specifically designed to provide women and families dealing with homelessness, a warm, safe, and home-like environment.

Washoe County Human Services Agency and contracted operators offer women and families at Our Place, wraparound services, while they face daunting transitions to aid in ending their homelessness.

Our model is one of collaboration with peer-led services. Staff, peers, and volunteers offer women and families a supportive network, helping to bring healing and unity to achieve hope.

Our Place is compassion-driven and outcome-based with a focus on long-term housing solutions that fit the needs of individuals and families. We recognize that diversity makes us stronger and embrace human uniqueness. Rather than seeking to build a program that pushes people to adapt, Our Place collaborates to build responsive interventions. Programs at Our Place include the Women and Family shelter, the senior JOY Home, and HOPE Home.

Purpose

Our Place is a low barrier emergency shelter that provides women and families experiencing homelessness with basic services including congregate sleeping accommodations.

Our Place provides basic facilities including restrooms, handwashing stations, showers, trash disposal and meals. **Our Place is not intended to be a permanent destination**, but rather a location with basic facilities, case management, and referrals to community services. The goal for all seeking shelter at Our Place is to move into stable, independent housing as soon as possible.

Our Place Purpose:

- Provide emergency shelter for women and families experiencing homelessness.
- Provide basic hygienic services including restrooms, handwashing, showers, and laundry.
- Provide **housing focused** case management to move people into stable, independent housing.

Washoe County aims to meet the purpose outlined above by focusing on the following approaches:

Provision of a low barrier shelter

- Serve women and families
- Minimal eligibility requirements

- Storage for personal belongings
- Pets allowed

Connection to service providers and housing programs

- On-site case management staff to assist with connections to services and programs with community partners, with a focus on housing referrals.
- Facilitation of on-site visits from service providers to build connections to existing programs.

Definitions

Clarity Human Services is a software application that is developed for human services client management. It is a web-based program that allows provider agencies to manage and secure client information. This software is used for the Homeless Management Information System (HMIS) for all homeless service providers in Nevada.

Client is anyone who has been accepted for admission and enrolled into a program at Our Place. The term guest or participant may be used interchangeably with the term client.

Critical Incident Report is a report that covers any “Critical Incident” which is any actual or alleged event or situation creating a significant risk of substantial or serious harm to the physical or mental health, safety, or well-being of an individual(s) involved with the emergency shelter.

Diversion is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing.

Equal Access Rule requires that programs be made available to individuals without regard to actual or perceived sexual orientation, gender identity, or marital status and prohibits inquiries into sexual orientation or gender identity for the purpose of determining eligibility for, or availability of, such housing. The rule has since been expanded to require that service providers give equal access to programs, benefits, services, and accommodations in accordance with an individual’s gender identity.

Homeless is an individual who lacks a fixed, regular, and adequate nighttime residence, meaning the individual has a primary nighttime residence that is a public or private place not meant for human habitation; or is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, and local government programs); or is exiting an institution where the individual has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution. Homeless can be an individual who will imminently lose their primary nighttime residence provided that the residence will be lost within 14 days of the date of application for homeless assistance; no subsequent residence has been identified; and the

individual lacks the resources or support networks needed to obtain other permanent housing. Homeless can also be an individual who is fleeing, or is attempting to flee, domestic violence; has no other residence; and lacks the resources or support networks to obtain other permanent housing.

Weapon is any object or material designed or used to inflict physical harm, damage, or violence, including firearms. Firearms are also referred to and addressed separately.

1. Our Place Program

In alignment with the United States Department of Housing and Urban Development (HUD) definition of homelessness, Our Place provides congregate and non-congregate sheltering programs that serve women and families who lack a fixed, regular, and adequate nighttime residence. People may be seeking shelter after staying in a place not meant for human habitation; may have recently experienced an eviction or other housing disruption; or may be exiting an institution, having been homeless prior to entering that institution or became homeless because of an institutional stay.

1.1. Service Eligibility

- Women and families seeking shelter at Our Place must be currently experiencing homelessness and want to end their homelessness as quickly as possible.
- Women and families seeking shelter at Our Place must be willing to treat all others with respect and not engage in any theft, destruction of property, or violence towards staff or others seeking shelter at Our Place.
- Unaccompanied minors seeking shelter will be referred to the appropriate resource.
- Adults seeking shelter at Our Place must be ambulatory enough to get in and out of their bed on their own and independently take care of activities of daily living, such as feeding themselves, hygiene, and bathroom needs.
- Women and families seeking shelter at Our Place do not need to be citizens of the United States, nor do they have to have any documented immigration status, to be eligible for Our Place services.
- One of the goals of Our Place is to minimize the barriers that prevent people from accessing services. This means Our Place will serve people who are actively using drugs and/or alcohol; who have no income; and who may not be medication or treatment compliant. However, no drugs or alcohol are allowed on campus and no selling or giving away drugs or alcohol is allowed.
- People previously served at Our Place, that have been released from the program or excluded from the premises due to violence towards staff or others on campus, or due to selling or giving away drugs at Our Place, will not be permitted to be at Our Place per the sit out timeframes.
- Convicted sexual offenders are not allowed at Our Place.
- Families are screened for a history of domestic violence, and the offending parent may be asked to seek shelter elsewhere.

1.2. Serving Transgender People

All seeking shelter at Our Place shall be treated in accordance with the Equal Access Rule and the gender to which they self-identify. A person does not have to appear as stereotypically female to be served as a female or appear stereotypically male to be served as male. If any other resident takes offense to the policy regarding serving people who are transgender, they

are welcome to leave Our Place. No further rules or requirements to stifle how a person identifies will be tolerated.

1.3. Background Checks

A background check will be conducted on Our Place applicants, and certain behaviors are not tolerated at Our Place and engaging in prohibited behaviors may result in a client being discharged from Our Place.

1.4. Serving People Who Are Registered Sex Offenders

Our Place will NOT accept individuals who are convicted sex offenders based on the population served.

1.5. Our Place Operators

Washoe County executes individual and separate Professional Services Agreements and a Business Associates Agreement (BAA) to address the Health Insurance Portability and Accountability Act (HIPAA) with organizations to operate the various programs on Our Place.

1.6. Our Place Service Providers

Washoe County executes agreements for services to ensure the well-being of clients, to include services such as security and cleaning.

1.7. Behavioral Health and Case Management Services

Our Place provides services to clients who have entered homelessness for a myriad of reasons. The staff at Our Place aim to provide services to these individuals using a housing focused model, whereby staff engage with clients to move them through the shelter system and into permanent housing as quickly as possible, while working through potential barriers that will impact their ability to be successful in housing. Though services are provided to all Our Place clients, it is acknowledged that clients have freedom of choice throughout the entire process within Our Place of accessing available services on site or utilizing prior existing providers. As such, Our Place Case Management and Behavioral Health staff will ensure they are coordinating care with community providers, including a client's existing physical and behavioral health providers when applicable.

1.8. Mental Health Referrals

One of the goals of Our Place is to serve clients "where they are" and treat everyone with respect and fairness both during the admission process and throughout their stay. Many of the people served live with mental illness that may be untreated. Program staff shall not deny services to individuals who have or appear to have a mental health diagnosis. However, individuals who arrive at Our Place and who appear to be in a mental health crisis will be referred to the appropriate resource.

1.9. Visitors

No visitors are allowed at Our Place. Only those enrolled in the Our Place shelter, Washoe County staff, service providers and contracted Our Place operator staff can be on-site. All service providers who are present on-site at Our Place must have a completed, approved Memorandum of Understanding outlining the services provided at Our Place.

2. Our Place Expectations

2.1. Length of Stay

All Our Place clients are expected to make progress in pursuing permanent housing options to the best of their abilities. **Our Place is not a permanent housing destination, rather it is a temporary location to engage in services to facilitate moving to permanent housing.** Regular communication with case managers, and service providers is a key component to moving clients toward stability and placement into permanent housing.

Clients assigned a bed at the emergency shelter must meet with a case manager within seven (7) calendar days from admission to the shelter. Within seven (7) calendar days of the initial meeting with their assigned case manager, a housing plan must be developed. After development of a Housing plan, clients must meet with their case managers multiple times every 30 days. Progress must be made every 30 days towards their goals outlined in their plan.

Clients will be required to leave the program for two days under the following criteria:

- If a client does not make progress towards their housing plan every 30 days.
- If a client is provided three (3) adequate housing opportunities and the client denies those options for any reason; or
- If specific housing is selected by the client and they are accepted but deny the opportunity for any reason.

Upon re-admission to Our Place, the client must re-evaluate their housing goals with their case manager.

2.2. Overnight stays away from Our Place

If an Our Place client stays away from Our Place for more than 24 hours, staff will presume that the client has made alternative housing arrangements. In such a case, staff will pack the client's belongings, the assigned bed will no longer be held available for them, and they will be discharged from the program. Under these circumstances, possessions will be held for seven (7) days and then disposed of if not collected by the client. A site supervisor may approve necessary stays away from Our Place provided the client requests the stay prior to the time away and has a valid reason for the stay (medical procedure, etc.). Extenuating circumstances such as medical emergencies, hospital stays and other unanticipated

emergencies keeping a client from staying onsite will be taken into consideration when making decisions regarding a client being discharged from the program.

2.3. Dealing with Conflict

Living in a communal environment can be challenging, whatever the current life circumstances are for the people involved. Conflict does happen between all humans and Our Place clients are no exception. As part of Our Place's commitment to providing a safe environment, Our Place requires all clients who stay on site to participate in mediated conflict resolution with staff when they are having conflict with anyone else in Our Place.

Our Place is a non-violent space and when possible, such as in the case of disagreements or small conflicts, de-escalation and conflict resolution will be utilized to the best of the staff's ability. Any violence towards others will result in the activation of the security team and immediate expulsion from Our Place. Law enforcement may also be called if necessary. Threats of violence and weapon possession will result in further exploration by staff and may result in expulsion from Our Place if necessary.

2.4. Discharge

When an Our Place client's service is terminated, either voluntarily or involuntarily, Our Place staff and contracted operators shall follow the prescribed discharge process and maintain a respectful disposition. There may be a sit-out period prior to a client returning to Our Place, depending on the circumstances of why the person was discharged and at the discretion of Our Place Contracted Operator Supervisory and Washoe County Program staff.

2.5. Circumstances Warranting Discharge

Discharge may occur when the client:

- Achieves their goals and is ready to discontinue services.
- No longer want to stay at Our Place and continue receiving services.
- Refuses to adhere to the rules, policies, or procedures of Our Place (e.g. exhibits violent behavior, selling or giving away drugs or alcohol, possession of a weapon on campus, etc.).
- Has needs that exceed the resources and expertise of Our Place.

2.6. Involuntary Discharge

In some cases, an Our Place client may be discharged on an involuntary emergency basis. Our Place Operator Supervisor and the Washoe County Homeless Services Coordinator must sign off on any program discharges that do not adhere to the infraction's procedure, however, at any point operator staff may ask a client to leave campus for a period or the remainder of the day to cool off. Operator staff shall assist clients in accessing appropriate services prior to them leaving Our Place. This may include making referrals, providing resources for self-referral, or other appropriate assistance. Staff shall remain neutral and non-judgmental in their approach. Staff shall be honest about why a woman or family is being asked to leave.

The client may react angrily to the involuntary discharge. Accordingly, staff shall ensure they are not alone during an involuntary discharge procedure. Staff shall contact security if assistance is needed.

2.7. Discharge Checklist

The assigned staff shall follow the discharge checklist to ensure an orderly and comprehensive discharge to the maximum extent practical. The checklist shall include:

- Wrap up the task list.
- Complete a discharge/aftercare plan.
- Have a Satisfaction Survey completed prior to leaving.
- Document reason for discharge.
- Make appropriate aftercare referrals where external aftercare is required.
- Ensure all personal property in the storage area and assigned locker is returned to the client. ***If a client is involuntarily discharged from the program, any weapons in storage will be held for 24 hours after discharge, after which the weapon will be made available to be returned to the client.
- Discharge the client from Our Place program in the Homeless Management Information System (HMIS) including all applicable exit data.

2.8. Closing Summary

Assigned staff must enter exit data into HMIS within 2 business days of the client's departure. A closing summary shall be included in the client file with the following items when they can be obtained.

- The reason for discharge.
- Service goals and outcomes.
- Plans for continuing care.
- Other summary comments as appropriate.

In the event that someone is not cooperative with providing the information outlined above or if they are exited due to not returning to the shelter, they will be exited and "data not collected" will be entered for the exit summary data in HMIS.

2.9. Mail Policy

Current clients with no permanent mailing address may utilize Our Place to receive mail with a valid ID. Clients can pick up mail in the Welcome Center, seven days a week during hours of operation. The mailing address is:

605 S. 21st Street
Sparks, NV 89431

3. Keeping the Focus on Housing

All Our Place clients are expected to make progress in pursuing permanent housing options to the best of their abilities. **Our Place is not a permanent housing destination, rather it is a secure**

temporary location to engage in services to facilitate moving to permanent housing. Regular communication between Our Place clients and onsite staff and service providers is a key component to moving toward stability and placement in permanent housing.

3.1. Orientation to Building and Services

Everyone being enrolled in Our Place services will receive an orientation to Our Place to ensure they feel welcomed to the site; they are familiar with the facility layout, including the restrooms, their assigned bed and emergency exits; and they are familiar with Our Place guidelines and policies.

4. Data Collection and Reporting

4.1. Data Collection for Intake and Case Management

Every person seeking shelter at Our Place shall have a full intake and assessment completed. The Contracted Operator shall complete the intake process, to include:

- Diversion, which includes assessing if a person has other housing resources or options available to them such as reuniting with family or friends.
- An HMIS program enrollment which includes basic personal information.
- A bed and locker assignment and a general overview of the campus layout.
- Behavioral expectations of Our Place.
- Information on how to access a case manager.

Washoe County Eligibility Specialists perform background checks on women and families coming into the shelter.

Case Managers shall complete a standard intake assessment, referral to coordinated entry when appropriate, and develop an individualized housing and service plan.

Monthly data reports will be shared with interested stakeholders on the number of people served and the number of people who have moved out to permanent housing. All data shared with stakeholders shall be de-identified to ensure confidentiality.

5. Our Place Operations

5.1. Our Place Cleanliness and Safety

Cleanliness and safety of the campus is top priority. All linens in the emergency shelter are cleaned by a professional linen service and clean bedding is provided during intake. A clean blanket will be provided at least weekly on request, or when it becomes soiled. Clean bath towels are provided in the emergency shelter.

Our Place clients will be expected to keep their bed area and all common areas clean and tidy. All possessions must be stored inside their assigned locker or checked into the property storage area. Our Place clients do not have a property interest in the area they occupy or in

accommodation at Our Place. Below are the minimum expectations while staying at Our Place:

- People assigned to a bed at Our Place may be asked to move to another bed when needed.
- Our Place clients will assist in keeping shared restrooms and common areas, such as the cafeteria, clean and in good order.
- All trash, including cigarette butts must be disposed of in the appropriate location.
- Mattresses are disinfected when bed occupancy changes and at least bi-monthly.
- Showers and restrooms are professionally cleaned at least twice a day.
- Cleaning products used contain sodium hypochlorite or quaternary ammonium solutions that are labeled for efficacy against the Coronavirus per recommendations from the Northern Nevada Public Health Department.
- Cleaning chemicals will be stored in a locked location accessible only to staff.
- All cleaning items such as brooms, mops, vacuum cleaners, or similar items will be stored in a separate area away from any food, tableware, equipment, or linens.
- All Safety Data Sheets (SDS) will be maintained in a binder and kept in locations which are easily accessible to all staff.
- Biohazardous waste will be removed and disposed of appropriately in labeled biohazardous waste containers.
- Only permitted items may be plugged into the outlets provided.

Smoke detectors and fire sprinklers are installed throughout the building per building code. Fire extinguishers are located throughout the facility. No fires of any kind are allowed on campus. No smoking including e-cigarettes, open flame or burning of incense, candles, or anything else inside the shelter is allowed.

5.2. Health and Safety Related to Transmittable Bugs and Parasites

A third-party pest control company is contracted to mitigate pests such as bed bugs, cockroaches, rodents, and birds. The pest control company will provide services for pests on a regular scheduled bi-monthly basis and be on call as needed should an issue arise.

Abiding by the Centers for Disease Control (CDC) guidelines for treatment, if a client is identified as having lice, whether head lice or body lice, they are required to receive treatment to remain on campus due to the health and safety of everyone. Lice kits are provided for head lice at no cost with additional kits as needed. If body lice are identified, clean clothing will be provided while clothing and/or bedding is washed, and they are able to shower.

5.3. Storage of Possessions

All women and families staying at Our Place will be required to keep all possessions inside their assigned locker or in a bin located in the property room at the emergency shelter.

For the safety of others in Our Place, all medications must be kept in personal lockers or personal locked storage. Women and families are responsible for administering their own medications.

If a client has not been present on campus for a period of 24 consecutive hours, their property will be rolled-up (placed in a large bag) and tagged with the person's bed number, name of the client, and date. The bag is stored in the property room, logged on the storage log with their name and the date, and kept for 7 days, allowing the client an opportunity to claim their items. If the property is not claimed within 7 days, staff will check HMIS and the program roster to confirm if they are receiving services at the campus. If they are receiving services, staff will look for them to give them their items from the property room, and/or combine the property into their property bin. Staff will attempt to contact the person if contact information is available in HMIS. If the person is not able to be located, staff shall search the bag for valuables and dispose of the remaining property. All ID's, valuables, medications, or like items are logged and kept in a filing system.

5.4. Shared Community Spaces

All common space is shared space to be enjoyed by all. To promote harmony and safety in these areas:

- Everyone must be fully dressed, and shoes must be worn when walking around Our Place.
- Quiet times occur nightly, and clients are asked to use headphones in the sleeping areas when using devices emitting sound.

5.5. Drugs, Alcohol, and Weapons

Washoe County is committed to maintaining a safe and secure environment for Our Place clients, staff, and volunteers. Accordingly, the failure to abide by Our Place drugs, alcohol and weapons policies is grounds for immediate removal from the program, in addition to other relevant enforcement action.

5.6. Illicit Drugs and Alcohol

Illicit drugs and alcohol are not permitted on campus. "Illicit drugs" includes all substances which are illegal under federal and state law, or a legal prescription medication for which the individual possessing the medication does not have a prescription. "Illicit drugs" include all forms of marijuana except for medical marijuana for which the individual possessing the medical marijuana has a prescription. If an Our Place client has a medical marijuana prescription, it must be locked up when not in use and not given to anyone else. If the medical marijuana is being smoked, it may only be used in designated smoking areas.

Our Place does not engage in drug testing or alcohol testing. While illicit drugs and alcohol are not allowed at Our Place, services are provided to clients who are actively using these substances. Our Place's goal is to meet clients "where they are." Thus, services will not be denied solely on the basis of illicit drugs or alcohol use while off Our Place premise. However, if a client chooses to use alcohol or drugs (legal or otherwise) while off Our Place premise, the client is expected to come back quietly and return to their bed without incident. Our Place clients who are observed using drugs or alcohol on site will be asked to dispose of any contraband and or the substance and may be subject to a sit out. Selling, trading, or giving away alcohol or illicit drugs is strictly prohibited and if a client is observed engaging in such behaviors it may result in a sit-out from Our Place.

5.7. Narcan

All Washoe County staff and contracted operators assigned to the Our Place campus will be responsible for the administration of Narcan on site to anyone identified as being at risk for an overdose, based on the Good Samaritan Drug Overdose Act (NRS 453C.100).

5.8. Weapons

Carrying a weapon, by anyone other than active law enforcement or Our Place Contracted Security staff, at Our Place is strictly prohibited. This includes, but is not limited to: firearms, ammunition, explosives, fireworks, and other dangerous substances or materials of any kind. No person may bring a weapon onto Our Place. Legal weapons, other than firearms of any kind, will be accepted for check-in or storage on site. Any weapons checked in for storage which are illegal for an individual to carry in public will be surrendered to law enforcement and not returned to the person.

Our Place staff have the authority to determine what constitutes a weapon. Attempts to bring weapons into the facility may result in an immediate denial of service. Banned weapons include, but are not limited to:

- Firearms
- Guns (including air soft guns, zip guns, and BB guns)
- Knives (other than those specifically designated for legitimate vocational purposes - see list of items requiring mandatory check-in)
- Spears and swords
- Clubs, sticks, and staves
- Explosive devices
- Martial arts weapons
- Brass knuckles
- Pepper spray/mace
- Stun guns/tasers
- Razors, including straight razors and razors with removable blades; safety shaving razors are allowed

- Slingshots
- Whips, such as a bullwhip
- Any item that may be construed as one of the above items (toy guns, etc.)
- Hazardous Chemicals

Work tools or any other devices which could be used in a manner that could cause serious bodily injury must be checked-in at the front gate and appropriately stored before they are allowed in Our Place. Items requiring mandatory check-in includes but is not limited to:

- Work tools (hammers, screwdrivers, crowbars, box cutters)
- Sports equipment (golf clubs, baseball bats)
- Camping equipment (hatchets, tent spikes, pocketknife)
- Knives which are used for legitimate vocational purposes (culinary knives for clients employed as chefs/cooks)
- Heavy flashlights (such as police style Maglite flashlights)
- Canes (must be checked-in by clients who are not mobility impaired)
- Large metal objects (such as crosses)
- Jewelry with studs, spikes and/or other protrusions
- Scissors

Please Note: This is not meant to be a comprehensive list of banned items requiring check-in. Our Place staff and contracted security personnel are fully authorized to make determinations regarding such items on a case-by-case basis.

If Our Place staff finds any of the items listed above in a client's possession, the client may be asked to exit the program and/or the items may be confiscated and disposed of.

6. Safety & Security

The personal safety of all Our Place clients and staff is a priority. The campus has 24-hour security personnel on site. Program staff will be monitoring those entering and leaving campus. Quiet hours occur nightly.

In the event a crime is reported to a staff member, 9-1-1 will be called if there is an immediate safety concern that threatens the physical safety of any staff or Our Place client. If there is no immediate safety concern, staff will assist the client in placing a call to non-emergency dispatch to report the crime. Any crimes reported will be responded to and investigated as determined by the appropriate law enforcement agency. When to call 9-1-1:

- When a serious injury has occurred.
- When someone is found unconscious, or unresponsive.
- When a physical altercation resulting in major injury has occurred.

- When an immediate safety concern is present that threatens the physical safety of any staff or Our Place clients.
- When a fire occurs.

When to call non-emergency dispatch or submit a police report online:

- When a police report needs to be submitted but an immediate safety concern is not present.
- If the incident occurs inside of the campus, police reports can be submitted online at: [Washoe County Sheriff's Office \(washoesheriff.com\)](http://washoesheriff.com).

If incident occurs outside of the campus, police reports can be submitted online at: [Sparks, NV Police \(cityofsparks.us\)](http://cityofsparks.us)

6.1. Our Place Expectations

For the safety of everyone, the following IS NOT tolerated in Our Place (whether directed to staff or another client):

- Harmful behavior; physical assault; threats; aggressive, violent, or inappropriate behavior or words, including but not limited to, racist or discriminatory language and/or behavior toward a person on the basis of that person's sex, sexual orientation, gender expression and/or identity, race, religion, color or national origin, age, or disability; harassment; stalking; intimidation; retaliation; blocking movements; gang related behavior; domestic violence; sexual harassment or unwanted sexual advances (physical, visual, verbal, electronic, etc.).
- Behaviors associated with recruitment of other individuals into sex trafficking, or any other human trafficking.
- Possession of or use of weapons, firearms, ammunition, explosives, fireworks, or other dangerous substances or materials of any kind.
- Possession, use, sale, or purchase of illicit or illegal drugs, alcohol, or related paraphernalia.
- Theft or intentional destruction of property.
- Burning anything except cigarettes in designated smoking areas (candles, cigarettes, etc.).

6.2. Client Infractions

Staff will work with Our Place clients to the best of their ability to redirect any behaviors that do not align with the expectations listed above. Conflict resolution, de-escalation and motivational interviewing will be utilized to the maximum extent practical to redirect threatening or disruptive behaviors. However, to maintain the safety of the campus, specific behavioral infractions may result in the actions listed below.

If a client receives multiple infractions in any category, it may result in longer sit-out periods or a ban.

Two Day sit-out: Client may return two days from the date/time of infraction.

***If an individual misses curfew at Our Place, they will not be allowed to get a bed for two days.**

- Possession of prohibited items, including but not limited to weapons, knives, ammunition, explosives, fireworks, or other dangerous substances or materials of any kind
- Possession of alcohol or marijuana
- Smoking in undesignated zones
- Substantiated verbal bullying, harassment, or threats of physical harm or violence
- Damage, destruction, or defacing of property that does not result in substantial replacement or replacement cost
- Intentional public urination or defecation
- Refusal to leave with animal after being asked to take animal off campus
- Leaving pet unattended
- Allowing pet to be off leash
- Refusal to clean up after pet
- Engaging with other people's pet without permission
- Disruptive behavior during quiet hours (10:00 p.m. – 6:00 a.m. Cares Campus; 11:00 p.m. – 6:00 a.m. Our Place; 9:00 p.m. – 6:00 a.m. for family homes)
- Disruptive behavior or intoxication at any time of day
- Refusal to clean designated sleeping area
- Refusal to store personal items in designated areas
- Refusal to leave designated areas when asked

Four Day sit-out: Client may return four days from the date/time of infraction.

- Possession and brandishing (showing or displaying) of prohibited items, including but not limited to weapons, knives, ammunition, explosives, fireworks, or other dangerous substances or materials of any kind
- Aggressive physical behavior including fighting, hitting, kicking, etc. that does not result in an injury
- Photography/videography on campus
- Substantiated harassment or intolerance of race, gender, sexual orientation, or disability

One month sit-out: Client may return after one month from the date of infraction.

- Possession and brandishing (showing or displaying) of, with intent to harm, prohibited items, including but not limited to weapons, knives, ammunition, explosives, fireworks, or other dangerous substances or materials of any kind
- Possession, use, or purchase of illegal drugs, or related paraphernalia, including prescription drugs that are not prescribed to the owner that is not current or valid

- Threats of violence or harm toward any contracted operator staff, service provider, or County staff
- Aggressive physical behavior including fighting, hitting, kicking, etc. that does result in an injury
- Damage, destruction, or defacing of property that does result in substantial replacement or replacement cost
- Theft to county, campus, or other individual's property that results in a police report
- Abuse or neglect of an animal that is not yours, or abuse or neglect of individual's animal (call to animal services as appropriate)
- Missed appointment to spay or neuter a pet
- Allowing visitors on campus or in designated sleeping area
- Sexual conduct with anyone on campus and/or including masturbation

Ban: Client is not allowed to return.

- Assault and or battery with a weapon
- Sexual assault
- Possession of a firearm
- Sale of illegal drugs, or related paraphernalia
- Intentionally setting a fire
- Recruitment of others into sex trafficking

If a client is asked to leave Our Place for a sit out, they will not be allowed to access services at Nevada Cares Campus.

Communicable diseases that impact the safety of others at Our Place, and staff may result in a sit out until treated. Refer to section 6.3, Health and Safety, of this policy for additional information.

Any instance where a client was asked to sit out will be documented by contracted operator staff and security will be notified. When a client is involuntarily discharged or issued a sit-out from Our Place and has weapons in storage, those items will be held for at least 24 hours before being made available for return to the client. All infractions and sit-out periods are listed as general guidelines and extenuating circumstances may be assessed on a case-by-case basis by contractor operator management staff and the Washoe County Homeless Coordinator. Any substantial deviation from the infractions and sit-out times listed above must be approved by the Washoe County Housing and Homeless Services staff.

6.3. Health and Safety

For the health and safety of all on Campus, any communicable diseases or transmittable bugs and or parasites must be treated. If a client refuses to be treated by either on-site medical staff or by any other medical provider, they may be required to leave the Campus until the

issues has been addressed. Washoe County Homeless Services Coordinator will coordinate with Northern Nevada Public Health to determine best practice when necessary, to ensure health and safety of all on campus.

When emergency medical personnel have requested a client's name or other identifying information, and that client is unconscious; or in need of emergency medical care, staff will verify the client is at the campus and will direct emergency medical personnel to the correct location. Staff may provide access to a client's belongings or storage if there is an emergency such as lifesaving medication located in storage or personal belongings.

6.4. Official Requests for Information and Law Enforcement Access to the Campus

The following policies provide staff guidance on appropriate responses to official requests for information from law enforcement, the court system, first responders, and others. Operator staff and Washoe County Housing and Homeless Services staff will follow all legal requirements pertaining to release of information. Staff will verify the client is onsite and will escort the law enforcement officer to the correct location in the following cases:

- When a law enforcement officer has an order signed by a judge, such as a warrant, missing person's report, summons, protection order, or subpoena (if the officer does not have the document, staff must appropriately document the officer's name and badge number);
- When a law enforcement officer is in fresh pursuit of a suspect in a crime;
- When staff has a reasonable belief that a crime has been committed or someone's wellbeing is at risk;
- Staff may not provide access to a client's belongings or storage, or confirm a person has property on campus, without receiving a warrant for personal property, unless there is an emergency such as lifesaving medication located in storage or personal belongings; or
- Clients are responsible for complying with all reporting requirements related to any involvement with the criminal justice system. Staff may not share client information with probation or parole officers without a written release of information. If requested by probation or parole officers, Campus staff will notify the client and escort them to the front gate to meet with the probation or parole officer.

Law enforcement can access the common areas such as the courtyard and meal service area, however, they cannot access private areas such as the dorms in the emergency shelter, except as described above. In the event Law Enforcement or a jurisdictional investigator, such as the District Attorney's office investigator, presents at Our Place requesting to speak with a person believed to be accessing services at Our Place, the following steps will be taken:

- The Law Enforcement Officer or jurisdictional Investigator must show identification at the front gate, identify themselves and state that they are seeking to contact someone believed to be accessing Our Place. The investigator must provide the name of the person

they are seeking to contact. They will remain at the front gate while Contracted Operator staff attempt to determine if the person is on campus.

- Security will contact a Contracted Operator staff member who will attempt to determine if the person is on campus. If they can be located on campus, that person will be notified that Law Enforcement, or a jurisdictional Investigator, is requesting to speak to them at the front gate.
 - If the person is willing to speak to the Law Enforcement Officer or jurisdictional Investigator, they will be escorted to the front gate to speak to the Law Enforcement Officer or jurisdictional Investigator in a private area.
 - If the person is not on campus or refuses to come to the front gate to speak with Law Enforcement or jurisdictional Investigator, the Contracted Operator staff member will return to the front gate to notify the Law Enforcement Officer or jurisdictional Investigator their request cannot be accommodated. Contracted Operator staff should not confirm whether or not the person is at the Campus.

6.5. Parole and Probation

Any Parole or Probation Officer seeking access to Our Place must clearly identify themselves at the security gate and state the purpose of their visit. Parole and Probation are considered officers of the law and may be granted access as described in Section 6.4.

7. Our Place Search Policies

Our Place staff have the right to search bed areas when a safety threat occurs. If staff have a reasonable suspicion that someone possesses an item which may pose a threat to the safety and security of that client, other Our Place clients, staff, or anyone else on-site at Our Place, staff may conduct targeted searches of that client's bed area and possessions. Targeted searches may never be used as a punishment, harassment, or a method to exert authority. At least two staff members must be present at the time of a search and a critical incident report must be completed when a search occurs.

7.1. Staff Expectations

Operator and Washoe County staff must always follow safety and security procedures. Staff and representatives of authorized service agencies may access only those areas of the campus made available to them by Washoe County for the operation of Our Place and supporting programs.

- If a deceased person is found on campus, or if an onsite death is reported, staff will immediately call 9-1-1.
- Staff should always carry the appropriate communication devices throughout their shifts, so they can immediately communicate in the event of an incident or other emergency.
- Offices and supplies (including storage facilities) must be secured when not in use.

- Staff or volunteers who discover defective doors, gates, locks, interior/exterior lighting problems, or other safety hazards will immediately report the situation to contracted operator supervisor and/or the Washoe County Homeless Coordinator.
- All program staff and volunteers must wear a name badge while working or volunteering.
- Staff and representatives of authorized service agencies may only access storage space specifically assigned to them and must lock all storage facilities when not in use.
- All staff and representatives of authorized service agencies must abide by the key control policy that they are required to sign prior to issuance of keys.

8. Our Place Pet Policies

Our Place may accommodate pets provided they have the pet at the time of Our Place enrollment. Small domestic animals other than a cat or dog may be accommodated on a case-by-case basis. No more than one pet is generally allowed; however, exceptions to the number of pets may be approved by Our Place Operator Supervisor and the Washoe County Homeless Services Coordinator. Our Place will not accommodate a pet that is brought onsite after the client has already been enrolled at Our Place.

All pets must be current on vaccinations, spayed or neutered, and have appropriate treatments (flea/tick/parasite, etc.). All pets must have current vaccinations (Rabies, parvo/distemper (DA2PP) for dogs) and rabies, feline upper respiratory (FVRCP) for cats) before they can be admitted to Our Place. Animals that aren't spayed or neutered at admission must be spayed or neutered **as soon as possible**. Washoe County Housing and Homeless Services partners with Washoe County Regional Animal Services to provide spay/neuter services free of charge to all Our Place pets. For the wellbeing of the pet, as well as the safety of others within Our Place, pets may not free-roam the campus or interact with others staying at Our Place. All pets must always remain on a leash or inside an appropriate crate/kennel/cage. Dogs must wear a well-fitted, secure collar and a leash no more than 4 feet in length. A woman or family and their pet may be asked to leave should their pet become aggressive, disruptive, unhealthy, or unhygienic.

Outdoor crates and pet area are provided for those staying at Our Place. The Our Place pet owner is responsible for providing all necessary daily care for their pet. This includes ensuring that their pet has wholesome food and water, cleaning up after their pet, cleaning the pet's crate, and notifying staff if the pet needs veterinary care.

Our Place operator staff, Washoe County staff, volunteers, service providers, contract staff and vendor staff are not permitted to bring any pets on campus. Exceptions may be made for Washoe County Regional Animal Services staff returning pets to owners after vaccination, spay and neuter, quarantine, etc.

9. Confidentiality

Our Place staff value and protect confidentiality of information. For Our Place to work effectively, everyone served at Our Place must have confidence that information they provide will be safeguarded appropriately.

Access to information is only permitted by authorized persons, to include: clients/participants, parents or legal guardians, where appropriate; Washoe County employees authorized to see specific information on a “need-to-know” basis, Our Place Operator staff and others outside Our Place whose access is permitted by law or through a signed consent form.

Filming, videotaping, taking pictures, recording sounds or any other means of recording anyone at Our Place without their signed consent is strictly prohibited.

9.1. Information Technology Requirements

Our Place protects the confidentiality of information 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 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. Our Place staff shall keep passwords for all devices and accounts confidential.

Inappropriate use of Our Place information technology is strictly prohibited and 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;
- Unauthorized use of OUR Place facilities and resources for commercial purposes;
- Theft of resources;
- Malicious or unethical use; and
- Use that violates local, state, or federal laws or regulations.

10. Administrative

Administration includes various tasks including, but not limited to, documentation, critical incidences, emergency plans, fiscal, and transportation.

10.1. Critical Incident Reporting

Our Place is designed to provide a safe and stable environment for people who are experiencing homelessness. Incidents which pose a risk to clients or staff health or safety, potentially impact the day-to-day functioning of Our Place, expose potential liability, in which outside intervention is sought, or any other incident deemed serious by staff must be reported through a formal Critical Incident Report (CIR). The individual who witnesses the incident and/or has the most knowledge of the incident will complete the CIR form. If multiple operators are involved in an incident, each agency will complete a separate CIR form.

All staff members at Our Place are responsible for documenting all critical incidents. This includes, but is not limited to:

- Emergency Shelter Operator
- Security Operator
- Washoe County Staff
- Contracted and Community Partners on site as appropriate

The individual who witnesses the incident and/or has the most knowledge of the incident will complete the Critical Incident Report (CIR) form. The staff members shall endeavor to include as much detailed and factual information as possible, rather than personal opinions or judgments about the incident. If multiple operators (i.e., Security, Emergency Shelter, or County) are involved in an incident, each agency will complete a separate CIR form.

Critical Incidents are categorized into two tiers, which are defined below. The two tiers identify both the severity of the incident and the notification requirements. A Tier 1 level incident must be reported to the employee's direct supervisor as soon as possible. The CIR form should be completed and sent to the direct supervisor within an hour of the end of the individual's active involvement in the incident. Direct supervisors who become aware of a Tier 1 incident will immediately contact Operator and Washoe County staff.

A Tier 2 level incident must be reported to the employee's direct supervisor as soon as possible, but no later than the end of their shift, including submission of the completed CIR form.

Tier 1 incidents are to include, but are not limited to:

- Death
- Fire
- Possession of a firearm or anything that resembles a firearm
- Major injuries that may include but are not limited to:
 - Assault and or battery
 - Life threatening injuries
 - Major injury related to facilities or grounds issues

- Sexual assault
- Suicide attempt (physical attempt to harm self)
- Potential of a significant threat

Tier 2 incidents are to include, but are not limited to:

- Overdose
- Minor injuries including but not limited to:
 - Physical violence and or assault
 - Minor injury related to facilities or grounds issues
- Calls to law enforcement, Emergency Medical Services (EMS), Fire Department, or calls for Crisis Intervention
- Possession of prohibited items
- Recruitment of others into sex trafficking
- Suicidal ideation (verbalizing thoughts of self-harm)
- Mandatory report to Child Protective Services or Adult Protective Services
- Abuse or neglect of an animal (call to animal services as appropriate)
- Communicable disease(s) that relate to public health
- Damage, destruction, or defacing of county or campus property
- Theft of county or campus property
- Allegation of abuse or misconduct by any staff

All CIR's will be maintained in a location where contracted Operators and Washoe County staff have access to the forms and will be able to enter information into spreadsheets/database for tracking purposes.

Based on the tier of the CIR, the form will be routed to specifically identified groups for review.

Direct Supervisors who become aware of a Tier 1 incident will immediately contact Operator and Washoe County Manager level staff as outlined in the Critical Incident Reporting Procedure.

An Incident Review Process will be initiated, an Incident Lead will be established, and an Incident Team will be developed to include appropriate Operators and Washoe County staff for review as identified by the Incident Lead, plan development, and resolution.

Upon receipt of a Tier 2 CIR, direct supervisors will forward the report to their direct manager, or designee by the end of the day in which the report was received. If the report is received after-hours, it will be forwarded by the next business day. Managers will review the CIR and determine the course of action.

Managers may use their discretion to elevate a Tier 2 incident to Tier 1.

10.2. Emergency Plan for Our Place

During emergencies or disasters, staff must make reasonable efforts to secure the safety of all at Our Place on-site without putting themselves in danger. This may include:

- Severe storms, hurricanes, wildfires, and floods
- Contaminations of air, water, and ground
- Explosions, chemical threats or accidents, and other localized emergency situations

Our Place will follow all Washoe County emergency protocols and disaster plans, as appropriate, in times of needed emergency/disaster response. In the event of an emergency, staff is to call 9-1-1 as soon as possible and then alert the site supervisor that emergency services have been contacted.

10.3. Grievances

Washoe County is committed to providing quality services and care to individuals who utilize services or have applied for services, regardless of whether they received services, through Washoe County or a contracted provider. Our Place staff shall allow any consumer, family member of a consumer, service provider, or community agency to freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal or unreasonable interruption of care, treatment, and services.

Anyone involved with a client of Our Place who is concerned about that client's safety, wellbeing, quality of care, or civil rights has a right to file a grievance. This includes, but is not limited to, consumers of services; applicants for services; family members; service providers; or community agencies, and includes but is not limited to the following:

- Concerns about the manner in which an individual is being treated by staff;
- Disagreements with the case/treatment plan;
- Concerns about how a client's special needs are being addressed; or
- Concerns regarding safety, well-being, cultural, privacy or ethical issues.

All attempts will be made to resolve the grievance(s) at the lowest level possible. As such, prior to submitting a formal grievance, the consumer must first work with the operator staff, the supervisor, and the coordinator over the program area to resolve the issue. If the consumer does not agree with the resolution of the issue, then can the consumer submit a formal grievance to Washoe County. The consumer will be provided a Grievance Form to submit a formal grievance and may submit their formal grievance in the following ways:

- Locked 'Comment, Grievance/Appeal' drop boxes at Our Place
- Mail the completed form to Washoe County Housing and Homeless Services Division, 350 S. Center Street, Reno NV 89501
- Email the completed form to RegionalHomelessServices@washoecounty.us

The grievance process also applies to Washoe County contracted operators and staff. Our Place maintains a grievance procedure to ensure that complaints are dealt with promptly and in an unbiased manner.

A written description of the grievance procedure and a Complaint Form is provided upon admission to Our Place. Staff are responsible for advising clients of their rights and of the complaint procedure, including that a staff member may assist them to complete the form and file the complaint if needed.

10.4. Fiscal

Our Place staff will follow all Washoe County fiscal and purchasing policies. Any purchasing needs should be directed to the Washoe County Our Place Administrative staff.

10.5. Providing Transportation by County Staff

Transportation may be provided to clients at Our Place to locations that are specific to assisting them in their permanent housing plans. Locations may include, but are not limited to, the Social Security office, the Department of Motor Vehicles, or other crucial destinations to assist them in gaining permanent housing. It is expected that persons who drive a vehicle on behalf of Washoe County will operate vehicles in a safe and lawful manner and maintain a good driving record in accordance with County guidelines.

10.6 Case Management and Behavioral Health Case Review Process

It is the policy of Washoe County Housing and Homeless Services to have a process by which behavioral health and case management services are reviewed to ensure these services are provided according to applicable standards.