



Washoe County Nevada Cares Campus Policies

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Nevada Cares Campus
1800 Threlkel Street
Reno, NV 89512-3727

775-329-4141

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Background

The number of individuals experiencing homelessness increased significantly due to the COVID-19 pandemic, rapidly increasing housing costs, stagnant wages and subsequent unemployment spurring added housing insecurity. Additionally, many individuals experiencing homelessness have established encampments near the Truckee River which raised concerns about water quality of the Truckee River, our community's source of drinking water.

After many community conversations about the need to expand the region's capacity for emergency shelter for people experiencing homelessness, on November 18, 2020, the Washoe County Board of Commissioners and the City of Reno and Sparks City Councils voted to acquire and cost share three parcels on East 4th Street for the purpose of expanding shelter capacity. One of the purchased parcels included the Governor's Bowl Park, which was developed into a Safe Camp and identified to serve as a space where encampments along the Truckee River could relocate. Safe Camp provides people access to basic services and a more secure location for those not wishing to move into congregate shelters.

The southernmost parcel was developed into a low barrier emergency shelter. In winter of 2020 through spring of 2021 a 46,000 square foot structure was erected, and the emergency shelter opened on May 17, 2021. City of Reno lead the oversight of construction of the sprung, which was funded by Washoe County, City of Reno, and City of Sparks under an interlocal funding agreement.

Purpose

The Nevada Cares Campus is a low barrier emergency shelter that provides men, women, and couples experiencing homelessness with basic services including congregate sleeping accommodations. Women are referred to the Our Place women's shelter as a primary resource for shelter and day center services such as laundry and showers.

Nevada Cares Campus provides basic facilities including restrooms, handwashing stations, showers, trash disposal and meals. **Nevada Cares Campus 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 Nevada Cares Campus participants is to move into stable, independent housing as soon as possible.

Nevada Cares Campus Purpose:

- Provide emergency shelter for people experiencing homelessness
- Provide basic hygienic services including restrooms, handwashing, showers, and laundry
- Provide **housing focused** case management to move participants to 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 couples as well as single adults 18 years of age and older
- Minimum 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

Facility expansions are currently in the planning and construction phase to include a welcome and intake center and a cafeteria. The emergency shelter capacity is 549 beds, including 396 bunk style beds and 153 individual cubbies, and the Safe Camp capacity is 50 individual units. The Resource Center provides basic facilities to day users and is utilized as the 24-hour warming center during inclement weather. The inclement weather overflow capacity is 84 bunk style beds.

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.

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.

Diversions 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 housing¹.

Participant is anyone who has been accepted for admission and enrolled into a program at Nevada Cares Campus, including the emergency shelter, Safe Camp, or the Resource Center. Use of the term participant also includes the term client.

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 [CoC and ESG Homeless Eligibility - Four Categories in the Homeless Definition - HUD Exchange](#)

1. Nevada Cares Campus Program

In alignment with the United States Department of Housing and Urban Development (HUD) definition of homelessness, the Nevada Cares Campus (NCC) provides congregate and non-congregate sheltering programs that serve individuals and couples who lack a fixed, regular, and adequate nighttime residence, who are 18 years of age or older. Participants 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

- Nevada Cares Campus participants must be currently experiencing homelessness and want to end their homelessness as quickly as possible.
- Nevada Cares Campus participants must be willing to treat all other participants with respect and not engage in any theft, destruction of property, or violence towards staff or other Nevada Cares Campus participants.
- Nevada Cares Campus participants must be at least 18 years of age. Unaccompanied minors seeking shelter will be referred to the appropriate resource.
- Nevada Cares Campus participants 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.
- Nevada Cares Campus participants do not need to be citizens of the United States, nor do they have to have any documented immigration status, to be eligible for Nevada Cares Campus services.
- One of the goals of the Nevada Cares Campus is to minimize the barriers that prevent people from accessing services. This means Nevada Cares Campus 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.
- Previous Nevada Cares Campus participants that have been released from the program or excluded from the premises due to violence towards staff or other Nevada Cares Campus participants, or due to selling or giving away drugs at Nevada Cares Campus, will not be permitted to be at the Nevada Cares Campus per the sit out timeframes.
- The Nevada Cares Campus Resource Center is open for day use services for anyone seeking restrooms, showers, laundry, or a meal during day use hours and 24 hours per day during inclement weather and winter months.

1.2. Serving Transgender People

All Nevada Cares Campus participants 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 the Nevada Cares Campus. No further rules or requirements to stifle how a person identifies will be tolerated.

People identifying as female will be referred to the OUR Place women's shelter as a primary resource for sheltering of women and for day center services such as laundry and showers.

1.3. Background Checks

A background check will not be conducted on Nevada Cares Campus applicants, however, certain behaviors are not tolerated at the Nevada Cares Campus and engaging in prohibited behaviors may result in a participant being discharged from the Nevada Cares Campus.

1.4. Serving People Who Are Registered Sex Offenders

Nevada Cares Campus will accept participants who are convicted sex offenders, however, they are required to meet all reporting requirements, including reporting their address, as mandated by any applicable local, state, or federal law. Staff will not be responsible for reporting or fulfilling legal obligations related to reporting.

1.5. Nevada Cares Campus Operators

Washoe County executed individual and separate Professional Services Agreements with organizations to operate the various programs on the Nevada Cares Campus.

1.6. Nevada Cares Campus Service Providers

Washoe County executed agreements for services to ensure the well-being of participants, to include services such as security and cleaning on the Nevada Cares Campus.

1.7. Behavioral Health and Case Management Services

The Nevada Cares Campus provides services to participants who have entered homelessness for a myriad of reasons. The staff at Nevada Cares Campus aim to provide services to individuals using a housing focused model, whereby staff engage with participants 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 Nevada Cares Campus participants, it is acknowledged that participants have freedom of choice throughout the entire process within the Nevada Cares Campus of accessing available services on site or utilizing prior existing providers. As such, Nevada Cares Campus Case Management and Behavioral Health staff will ensure they are coordinating care with community providers, including a participant's existing physical and behavioral health providers when applicable.

1.8. Mental Health Referrals

One of the goals of the Nevada Cares Campus is to serve participants "where they are at" and treat participants 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 the Nevada Cares Campus exhibiting signs of a serious mental health episode, such as hallucinations, delusions, disordered thinking, etc. will be referred to the appropriate resource.

1.9. Visitors

No visitors are allowed at the Nevada Cares Campus. Only Nevada Cares Campus participants, Washoe County staff, service providers and contracted Nevada Cares Campus operator staff can be on-site. All service providers who are present on-site at the Cares Campus must have a completed, approved Memorandum of Understanding outlining the services provided at the Nevada Cares Campus.

2. Nevada Cares Campus Expectations

2.1. Length of Stay

All Nevada Cares Campus participants are expected to make progress in pursuing permanent housing options to the best of their abilities. **The Cares Campus is not a permanent housing destination, rather it is a temporary location to engage in services to facilitate moving to permanent housing.** Regular communication between participants, case managers, and service providers is a key component to moving participants toward stability and placement in permanent housing.

Participants assigned a bed at the emergency shelter or a pod at Safe Camp must meet with a case manager within seven (7) calendar days from admission to the Cares Campus.

Within seven (7) calendar days of the initial meeting with their assigned case manager, a housing plan must be developed which includes the development of goals that are specific, measurable, achievable, relevant, and time based (SMART) and are specific to the individual.

After development of a Housing plan, participants must meet with their case managers multiple times every 30 days. Progress must be made every 30 days towards their SMART goals outlined in their plan.

Participants will be required to leave the program for 48 hours under the following criteria:

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

Upon re-admission to Nevada Cares Campus, the participant must re-evaluate their housing goals with their case manager.

2.2. Overnight stays away from the Nevada Cares Campus

If a Nevada Cares Campus participant stays away from the Nevada Cares Campus for more than 24 hours, staff will presume that the participant has made alternative housing arrangements. In such a case, staff will pack the participant's belongings, the assigned bed will no longer be held available for that participant, and the participant will be discharged from the program. Under these circumstances, possessions will be held for 7 days and then disposed of if not collected by the participant. A site supervisor may approve necessary stays away from the Nevada Cares Campus provided the participant requests the stay prior to the time away and has a valid reason for the stay (medical procedure, etc.). Extenuating circumstances such as a medical emergency, hospital stays and other unanticipated emergencies keeping a participant from staying onsite will be taken into consideration when making decisions regarding a participant 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 Nevada Cares Campus participants are no exception. As part of the Nevada Cares Campus's commitment to providing a safe environment, the Nevada Cares Campus requires all clients who stay on site to participate in mediated conflict resolution with staff when they are having conflict with anyone else in the Nevada Cares Campus.

The Nevada Cares Campus 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 staff's ability. Any violence towards others will result in the activation of the security team and immediate expulsion from the Nevada Cares Campus. Law enforcement may also be called if necessary. Threats of violence and weapon possession will result in further exploration from staff and may result in expulsion from the Nevada Cares Campus if necessary.

2.4. Discharge

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

2.5. Circumstances Warranting Discharge

Discharge may occur when the participant:

- Achieves their goals and is ready to discontinue services.
- No longer wants to stay at the Nevada Cares Campus and continue receiving services.

- Refuses to adhere to the rules, policies, or procedures of the Nevada Cares Campus (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 the Nevada Cares Campus.

2.6. Involuntary Discharge

In some cases, a Nevada Cares Campus participant may be discharged on an involuntary emergency basis. The Nevada Cares Campus 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 participant to leave campus for a period of time or the remainder of the day to cool off. Operator staff shall assist participants in accessing appropriate services prior to them leaving the Nevada Cares Campus. This may include making referrals, providing the participant with resources to self-refer, or other appropriate assistance. Staff shall remain neutral and non-judgmental in their approach to the participant. Staff shall be honest with the participant about why they are being asked to leave.

The participant may react angrily to the involuntary discharge. Accordingly, staff shall ensure they are not alone with the participant during the 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 task list with the participant.
- Complete a discharge/aftercare plan with the participant.
- Have participant complete a Satisfaction Survey 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 participant. ***If a participant 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 participant.
- Discharge the participant from the Nevada Cares Campus 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 from the participant's departure. A closing summary shall be included in the participant file with the following items when they can be obtained from the participant:

- The reason for discharge.

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

In the event the participant is not cooperative with providing the information outlined above or if the participant is 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. Mailroom Policies

Participants and unhoused community members with no permanent mailing address may utilize the Nevada Cares Campus to receive mail with a valid ID, regardless of whether they are staying at the campus. Participants and community members can pick up mail Monday through Friday during hours of operation. The mail room will not be open on County recognized holidays. The mailing address for participants and community members is:

610 Line Drive
Reno, NV 89512

3. Keeping the Focus on Housing

All Nevada Cares Campus participants are expected to make progress in pursuing permanent housing options to the best of their abilities. **The Nevada Cares Campus 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 Nevada Cares Campus participants and onsite staff and service providers is a key component to moving Nevada Cares Campus participants toward stability and placement in permanent housing.

3.1 Orientation to Building and Services

Every new Nevada Cares Campus participant will receive an orientation to the Nevada Cares Campus to ensure they feel welcomed to the site; they are familiar with the facility layout, including the restrooms, their assigned bed or pod and emergency exits; and they are familiar with the Nevada Cares Campus guidelines and policies.

4. Data Collection and Reporting

4.1. Data Collection for Intake and Case Management

Every person seeking shelter at the Nevada Cares Campus 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 or pod assignment and a general overview of the campus layout.

- Behavioral expectations of the Nevada Cares Campus.
- Information on how to access a case manager.

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 participants that have moved out to permanent housing. All data shared with stakeholders shall be de-identified to ensure participant confidentiality.

5. Nevada Cares Campus Operations

5.1. Nevada Cares Campus 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 to each participant during intake. A clean blanket will be provided at least weekly at the request of a participant, or when it becomes soiled. Participants in Safe Camp provide and maintain their own linens. Clean bath towels are provided to participants at the emergency shelter and Resource Center.

Nevada Cares Campus participants will be expected to keep their bed or pod area and all common areas clean and tidy. All Nevada Cares Campus participant's possessions must be stored inside their assigned locker or checked into the property storage area. Nevada Cares Campus participants do not have a property interest in the area they occupy or in accommodations at the Nevada Cares Campus. Below are the minimum expectations of participants:

- Nevada Cares Campus participants will be provided with an assigned bed or pod; however, Nevada Cares Campus participants may be asked to move to another bed or pod when needed.
- Nevada Cares Campus participants 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 Northern Nevada Public Health.
- 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 Material Safety Data Sheets (MSDS) 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 buildings 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 any building at Nevada Cares Campus 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 service 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 participant 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 to the participant with additional kits as needed. If body lice are identified, clean clothing will be provided while the participant's clothing and/or bedding is washed, and they are able to shower.

5.3. Storage of Nevada Cares Campus Participant Possessions

Nevada Cares Campus participants will be required to keep all possessions inside their assigned locker or in a bin located in the property room at the emergency shelter, inside their pod at Safe Camp, or on their person at the Resource Center.

For the safety of others in the Nevada Cares Campus, all medications must be kept in participant's personal lockers or personal locked storage. Participants are responsible for administering their own medications.

If a participant 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 or pod number, name of the participant, and date. The bag is stored in the property room at the emergency shelter or in storage at Safe Camp, logged on the Roll-Up log with the date, and kept for 7 days, allowing the participant 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 the participant is receiving services at the campus. If they are receiving services, staff will look for the participant to give them their items from the property room, and/or combine the property into their property bin. Staff will attempt to contact the participant if contact information is available in HMIS. If the participant 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 participants. To promote harmony and safety in these areas:

- Participants must be fully dressed, and shoes must be worn when walking around the Nevada Cares Campus.
- Quiet times occur nightly and participants 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 Nevada Cares Campus participants, staff, and volunteers. Accordingly, the failure of a Nevada Cares Campus participant to abide by the Nevada Cares Campus 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 a Nevada Cares Campus participant 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.

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

5.7. Narcan

All Washoe County staff and contracted operators assigned to the Nevada Cares 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 law enforcement or Nevada Cares Campus Contracted Security staff, at the Nevada Cares Campus 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 the Nevada Cares Campus. Weapons that are not illegal, 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.

Nevada Cares Campus 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.)

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 the Nevada Cares Campus participant is allowed in the Nevada Cares Campus. 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/items requiring check-in. Nevada Cares Campus staff and contracted security personnel are fully authorized to make determinations regarding such items on a case-by-case basis.

If Nevada Cares Campus staff finds any of the items listed above in a participant’s possession, the participant 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 Nevada Cares Campus participants and staff is a priority. The campus has 24-hour security personnel on site. Program staff will be monitoring participants entering and leaving campus. Quiet hours occur nightly.

In the event a crime is reported to a staff member, 911 will be called if there is an immediate safety concern that threatens the physical safety of any staff or Nevada Cares Campus participant. If there is no immediate safety concern, staff will assist the participant 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 911:

- When a serious injury has occurred.
- When someone is found unconscious.
- 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 Nevada Cares Campus participants.
- 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 incident occurs inside of the campus, police reports can be submitted online at: [Begin Report \(washoesheriff.com\)](http://washoesheriff.com)
- If incident occurs outside of the campus, police reports can be submitted online at: [Report \(renopd.com\)](http://renopd.com)

6.1. Nevada Cares Campus Participant Expectations

For the safety of everyone, the following IS NOT tolerated in the Nevada Cares Campus (whether directed to staff or another participant):

- 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.
- 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, paper, cigarettes, etc.).

6.2. Participant Infractions

Staff will work with Nevada Cares Campus participants 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 participant receives multiple infractions in any category, it may result in longer sit-out periods or a ban.

24 hour sit-out: Participant may return 24 hours from the date/time of infraction.

- 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

- 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

48 hour sit-out: Participant may return 48 hours from the date/time of infraction.

- Lack of engagement in case management services, as defined in section 2.1 of this policy.
- If a participant does not make progress towards their housing plan every 30 days;
- If a participant is provided three (3) adequate housing opportunities and the participant denies those options for any reason; or
- If specific housing is selected by the participant and they are accepted but denies the opportunity for any reason.
- The Case Management 48-hour sit-out is not subject to progressive increases in lengths of sit-outs.

Three-night sit-out: Participant may return 72 hours 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: Participant 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 participant's property that results in a police report

- Abuse or neglect of an animal that is not yours, or abuse or neglect of participant's animal (call to animal services as appropriate)
- Missed appointment to spay or neuter a pet
- Allowing guests on campus or in designated sleeping area
- Sexual conduct with anyone on campus and/or including masturbation

Ban: Participant 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

Communicable diseases that impact safety of participants 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 participant was asked to sit out will be documented by contracted operator staff and security will be notified. When a participant is involuntarily discharged or issued a sit-out from Nevada Cares Campus and has weapons in storage, those items will be held for at least 24 hours before being made available for return to the participant. 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 Cares Campus Homeless Services Coordinator. Any substantial deviation from the infractions and sit-out times listed above must be approved by the Washoe County Cares Campus Homeless Services Coordinator.

6.3. Health and Safety

For the health and safety of all participants and staff of the Campus, any communicable diseases or transmittable bugs and or parasites must be treated. If a participant 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 Cares Campus Homeless Services Coordinator will coordinate with Northern Nevada Public Health to determine best practice when necessary, to ensure health and safety of staff and participants on campus.

When emergency medical personnel have requested a participant's name or other identifying information, and that participant is unconscious or in need of emergency medical care, staff will verify the participant is at the campus and will direct emergency medical personnel to the correct location. Staff may provide access to a participant'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.

Nevada Cares Campus operator staff and Washoe County Housing and Homeless Services staff will follow all legal requirements pertaining to the release of information. Staff will verify the participant is onsite² 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 name and badge);
- When a law enforcement officer is in fresh pursuit³ of a suspect in a crime;
- When staff has a reasonable belief that a crime has been committed or a participant's wellbeing is at risk;
- Staff may not provide access to a participant'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
- Nevada Cares Campus participants are responsible for complying with all reporting requirements related to any involvement with the criminal justice system. Staff may not share participant information with probation or parole officers without a written release of information. If requested by probation or parole officers, Nevada Cares Campus staff will notify the participant and escort them to the front gate to meet with the probation or parole officer.

Law enforcement can access the common areas of the Nevada Cares Campus such as the courtyard and warming center/meal service area, however, they cannot access private areas such as the dorms in the emergency shelter or the pods in Safe Camp, except as described above. In the event Law Enforcement or a jurisdictional investigator, such as the District Attorney's office investigator, presents at the Nevada Cares Campus requesting to speak with a person believed to be accessing services at the Nevada Cares Campus, 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 the Nevada Cares Campus. They must provide the name of the person they are seeking to contact. The investigator 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

² Onsite in the cases listed is defined as any location on the Nevada Cares Campus, including inside the emergency shelter, Resource Center, or pods at Safe Camp.

³ Fresh pursuit as defined in NRS 171.168.

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 and 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 Cares Campus.

6.5. Parole and Probation

Any Parole or Probation Officer seeking access to the Nevada Cares Campus 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.

For Nevada Cares Campus participants who are registered sex offenders on probation, or a suspended sentence, parole and probation will be provided access to any area that is specifically assigned to the participant such as an assigned bed or locker.

7. Nevada Cares Campus Search Policies

Nevada Cares Campus staff have the right to search participants' bed or pod areas when a safety threat occurs. If staff have a reasonable suspicion that a Nevada Cares Campus participant possesses an item which may pose a threat to the safety and security of that participant, other Nevada Cares Campus participants, staff, or anyone else on-site at the Nevada Cares Campus, staff may conduct targeted searches of that participant's bed or pod area and possessions. Targeted searches may never be used as a punishment, harassment, or a method to exert authority over Nevada Cares Campus participants. 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 the Nevada Cares Campus and supporting programs.

- In the event a deceased person is found on campus, or if an onsite participant death is reported, staff will immediately call 911.

- Staff should always carry the appropriate communication devices throughout their shifts, so they can immediately communicate in the event of a participant incident or other emergency.
- Offices and supplies (including participant 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. Nevada Cares Campus Pet Policies

The Nevada Cares Campus may accommodate a participants' pet provided they have the pet at the time of Nevada Cares Campus 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 the Nevada Cares Campus Operator Supervisor and the Washoe County Homeless Services Coordinator. The Nevada Cares Campus will not accommodate a pet that is brought onsite after the client has already been enrolled as a Nevada Cares Campus participant.

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 the Nevada Cares Campus. Animals that aren't spayed or neutered at admission must be spayed or neutered **as soon as possible**. Nevada Cares Campus collaborates with Washoe County Regional Animal Services to provide spay/neuter services free of charge for Nevada Cares Campus participants' pets. For the wellbeing of the pet, as well as the safety of others within the Nevada Cares Campus, pets may not free-roam the campus or interact with other Nevada Cares Campus participants. 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 participant and their pet may be asked to leave should their pet become aggressive, disruptive, unhealthy, or unhygienic.

The Nevada Cares Campus participant who is the 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.

Nevada Cares Campus 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

Nevada Cares Campus staff value and protect confidentiality of participant information. For Nevada Cares Campus to work effectively, participants must have confidence that information they provide will be safeguarded appropriately.

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

Filming, videotaping, taking pictures, recording sounds or any other means of recording Cares Campus participants without their signed consent is strictly prohibited.

9.1. Information Technology Requirements

Nevada Cares Campus protects the confidentiality of participant 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. Nevada Cares Campus staff shall keep passwords for all devices and accounts confidential.

Inappropriate use of Nevada Cares Campus 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 Nevada Cares Campus 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

Nevada Cares Campus is designed to provide a safe and stable environment for people who are experiencing homelessness. Incidents which pose a risk to participant or staff health or safety, potentially impact the day-to-day functioning of the Nevada Cares Campus, 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 on the Nevada Cares Campus are responsible for documenting all critical incidents. This includes, but is not limited to:

- Emergency Shelter Operator
- Security Operator
- Safe Camp Operator
- Medical Services 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 member 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, Safe Camp, 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 Nevada Cares Campus

During emergencies or disasters, staff must make reasonable efforts to secure the safety of Nevada Cares Campus participants 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

Nevada Cares Campus 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. Nevada Cares Campus 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 participant of the Nevada Cares Campus who is concerned about that participant'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 the Nevada Cares Campus
- Mail the completed form to Washoe County Housing and Homeless Services Division, 170 S. Virginia Street, Suite 201, Reno NV 89501
- Email the completed form to RegionalHomelessServices@washoecounty.us

The grievance process also applies to Washoe County contracted operators and staff. Nevada Cares Campus 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 the Nevada Cares Campus. Staff are responsible for advising participants 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

Nevada Cares Campus staff will follow all Washoe County fiscal and purchasing policies. Any purchasing needs should be directed to the Washoe County Nevada Cares Campus Administrative staff.

10.5. Providing Transportation by County Staff

Transportation may be provided to participants at the Nevada Cares Campus 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.