



# **Washoe County Nevada Cares Campus Policies**

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NEVADA  
**CARES CAMPUS**  
WASHOE COUNTY

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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 has raised concerns about water quality of the Truckee River, our community's source of drinking water.

After many community conversations about the need for expanding the capacity for emergency shelter, in a concurrent meeting 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 4<sup>th</sup> Street for the purpose of expanding shelter capacity in the region to assist people experiencing homelessness. One of the purchased parcels included the Governor's Bowl Park which has been developed into a Safe Camp. The location was identified to serve as a safe space where encampments along the Truckee River could relocate providing access to basic services and a more secure location for individuals not wishing to move into shelters.

The southernmost parcel was developed into a low barrier emergency shelter. In winter/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.

The three adjacent parcels are pictured below:





The Nevada Cares Campus is a low barrier emergency shelter intended to provide men and couples experiencing homelessness with basic services including congregate sleeping accommodations. Women 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.

The Nevada Cares Campus provides basic facilities including restrooms, handwashing facilities, showers, trash disposal and meals. The **Nevada Cares Campus is not intended to be a permanent destination**, but rather a safe location with basic services, case management and referrals to 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 focus on the following approaches to meet the purpose outlined above:

**Provision of a low barrier shelter**

- Serve couples as well as single adults 18 years of age and older
- Storage for personal belongings
- Pets allowed

**Connection to service providers and housing programs**

- On-site staff to assist with connections to services and programs in partnership with community partners, with a focus on housing referrals
- Facilitation of on-site visits from service providers to build connections to existing programs
- Prior to completion of construction of a day use center, basic services such as restrooms, showers and laundry are available to day users

Facility expansions are currently in the planning phase to include areas with more privacy for shelter participants, a cafeteria and permanent restrooms and showers. The current shelter capacity is 604 beds.



## Nevada Cares Campus Program

### Service Eligibility

1. Nevada Cares Campus participants must be currently experiencing homelessness and want to end their homelessness as quickly as they can do so.
2. Nevada Cares Campus participants must be willing to treat all other Nevada Cares Campus participants with respect and not engage in any theft, destruction of property or violence towards staff or other Nevada Cares Campus participants.
3. Nevada Cares Campus participants must be at least 18 years of age. Unaccompanied minors seeking shelter will be referred to the appropriate resource.
4. 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.
5. 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.
6. One of the goals of the Nevada Cares Campus is to minimize the barriers that prevent people from accessing services. This means the 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.
7. 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 the Nevada Cares Campus, will not be permitted to be at the Nevada Cares Campus per the sit out timeframes.
8. Until a day center is open, day services are available for anyone seeking showers, laundry or a meal between the hours of 6 am and 6 pm.

### Accommodating the Service Needs of Transgender People

All Nevada Cares Campus participants shall be treated in accordance with 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.



## 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. 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.

## Serving People Who Are Registered Sex Offenders

The 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.

## 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 we serve 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.

## 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.

## Nevada Cares Campus Expectations

### 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 up the participant's belongings and the assigned bed will no longer be

held available for that participant. 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.

### 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.

### 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.

### 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, and 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.

### 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 infractions procedure however, at any point staff may ask a participant to leave premise for the remainder of the day to cool off. Staff have an obligation to assist such clients in accessing



appropriate services prior to them leaving the Nevada Cares Campus. This may include, among other things, making referrals or providing the participant with resources to self-refer. Staff should always remain neutral and non-judgmental in their approach to the participant. Staff should be honest with the participant about why they are being asked to leave.

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

### Discharge Checklist:

The assigned staff should 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 Client 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 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 participant from the Nevada Cares Campus program in HMIS including all applicable exit data.

### 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 client file with the following items when they can be obtained from the client:

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

In the event the client is not cooperative with providing the information outlined above or if the client 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.





### Mailroom Policies

Mail delivery is not currently available at the Nevada Cares Campus. Nevada Cares Campus participants will be provided with information on where mail collection can be obtained.

### 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.

### Orientation to Building and Services

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

### Data Collection and Reporting

#### Data Collection During Intake

Every person seeking shelter at the Nevada Cares Campus shall have a full intake completed. Intakes will be completed by a case manager whenever possible. If a person presents at the Nevada Cares Campus Monday-Saturday, 8 am to 5 pm, intake paperwork will be completed and will be entered by a case manager. If a participant presents outside of the hours during which a case manager is available, a basic intake packet will be completed and a full intake will be completed by case manager during the next available time.

The full intake process will include:

- Diversion, which includes assessing if a participant 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 standard assessment, referral to coordinated entry when appropriate and development of an individualized housing and service plan.
- A bed and locker assignment and a general overview of the campus layout. Behavioral expectations of the Cares Campus and information on how to access a case manager will also be provided.

Quarterly data reports will be shared with interested stakeholders on the number of clients served, the services provided, and the number of clients that have moved out to permanent

housing. All data shared with stakeholders shall be de-identified to ensure participant confidentiality.

## Nevada Cares Campus Operations

### Nevada Cares Campus Cleanliness and Safety

Cleanliness and safety of the campus is top priority. All linens 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 whenever they become soiled. Clean bath towels are also provided.

Nevada Cares Campus participants will be expected to keep their bed 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.

- Nevada Cares Campus participants will be provided with basic bedding and an assigned bed; however, Nevada Cares Campus participants may be asked to move to another bed when needed.
- Nevada Cares Campus participants will assist in keeping shared bathrooms and common areas such as cafeteria areas 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 Washoe County Health District.
- Cleaning chemicals will be stored in a locked location that only staff have access to.
- 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 the janitor closets 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.

A third party pest control company will be 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.

### Storage of Nevada Cares Campus Participant Possessions

Nevada Cares Campus participants will be required to keep all possessions inside their assigned locker. Further storage will be provided as available, but only for limited amounts of participant possessions. For the safety of others in the Nevada Cares Campus, all medications must be kept in locked storage. Participants are responsible for administering their own medications.

If a participant is exited from the shelter, any belongings not gathered and taken with the participant will be available for 7 days. Once the 7 days after the exit date has passed, the belongings will be recycled or thrown away.

### 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 Cares campus.
- Quiet times are 10:00 p.m.-6:00 a.m. daily and participants are asked to use headphones in the sleeping areas when using devices emitting sound.

### 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.

### 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, we provide services to participants who are actively using these substances. The Nevada Cares Campus's goal is to meet participants "where they are at." Thus, program staff will not deny services to participants solely on the basis that those participants are actively using illicit drugs or alcohol while they are 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 without incident. Nevada Cares Campus participants who are observed using drugs or alcohol on site will be asked to dispose of contraband. 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 suspension from the Nevada Cares Campus.

### Weapons

Carrying a weapon, by anyone other than law enforcement, 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 client.

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 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 razors provided at the Cares Campus for shaving 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 other areas of the Nevada Cares Campus. Items requiring mandatory check-in are:

- Work Tools (hammers, screwdrivers, crowbars, box cutters, etc.)
- Sports Equipment (golf clubs, baseball bats etc.)
- Camping equipment (hatchets, tent spikes, etc.)
- Knives which are used for legitimate vocational purposes (culinary knives for clients employed as chefs/cooks, etc.)
- 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 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 Nevada Cares Campus Participant may be asked to exit the program and/or the items may be confiscated and disposed of.

## Safety & Security

The personal safety of all Nevada Cares Campus Participants and staff is a priority. The Nevada Cares Campus has 24-hour security personnel on site. Program staff will be monitoring participants entering and leaving campus. Quiet hours are from 10 PM to 6 AM.

When to call 9-1-1:

- When a serious injury has occurred.
- When someone is found unconscious.
- When a physical altercation has occurred.
- When an immediate safety concern is present that threatens the physical safety of any staff or safe camp participants.

When to call non-emergency dispatch:

- When a police report needs to be submitted but that an immediate safety concern is not present.

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 safe camp participants. 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 appropriate by the appropriate law enforcement agency.

### [Nevada Cares Campus Participant Expectations](#)

For the safety of everyone, we DO NOT tolerate the following in the Nevada Cares Campus (whether directed to staff or another resident):

- Violent 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 sex trafficking or 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 in designated smoking area- candles, cigarettes, etc.

### [Participant Infractions](#)

Staff will work with shelter 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 motivation interviewing will be utilized to the maximum extend practical to redirect behaviors that are a threat or disruption to others. However, to maintain the safety of all shelter participants specific behavioral infractions may result in the following actions listed below:

#### **Overnight sit-out**

- Possession on campus of alcohol or marijuana
- Possession, but not brandishing, of a weapon (excluding a firearm)
- Intentional public urination or defecation
- Substantiated verbal threats of physical harm, violence, sexual harassment, or intolerance of race, gender, sexual orientation, disability, etc.

Participants will first be asked by staff to dispose of any alcohol, marijuana or to obtain safe storage of the weapon off site. If the participant does not comply they will be asked to leave the campus and can return the next day at 7 am.

### **Three night sit-out**

- Aggressive physical behavior including fighting, hitting, kicking, etc. that does not result in an injury
- Threatening another with a weapon
- Brandishing a weapon

### **6 month sit-out**

- Possession of illegal drugs
- Possession of a firearm
- Sexual assault or unwanted touching
- Assault
- Assault with a weapon
- Selling illegal drugs campus
- Damaging/defacing property
- Major/high value theft that results in a police report
- Fight with another person that results in an injury

Any instance where a participant was asked to sit out will be documented by contracted operator staff and security will be notified. When a client is involuntarily discharged from the campus and has weapons in storage, those items will be held for at least 24 hours before being made available for return to the client. For circumstances warranting a 6 month sit out, 9-1-1 will be called when warranted and law enforcement notified of the incident immediately by staff. All infractions and sit-out periods are listed as a 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 Program Management staff.

### **Staff Expectations**

Program staff must follow safety and security procedures at all times. 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 that a dead person is found on campus, or if an onsite participant death is reported, staff will call 9-1-1 immediately.



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- Program staff should carry the appropriate communication devices at all times throughout their shifts, so that they may 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.

### Nevada Cares Campus Search Policies

Staff have the right to search Nevada Cares Campus participants' bed area 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 area and possessions. Targeted searches may never be used as a punishment, as harassment or as 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.

### 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 two pets are generally allowed; however, exceptions to the number of pets may be approved by the Nevada Cares Campus Operator Supervisor and the Washoe County Homeless 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**. Washoe County Regional Animal Services will provide



spay/neuter services free of charge to all Nevada Cares Campus participants. 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. 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 staff, including 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.

## Confidentiality

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

Access to participant information is only permitted by authorized persons. These include: clients, 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.

## Information Technology Requirements

The Nevada Cares Campus protects the confidentiality of client 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 employee error and negligence and reduce opportunities for computer crime.

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

Inappropriate use of the 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.

Additionally, staff shall keep passwords for all devices and accounts confidential.

#### Official Requests for Information

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 staff will follow all legal requirements pertaining to release of information. Staff will share information with law enforcement and emergency medical personnel in the following cases:

- When a law enforcement officer has an order signed by a judge, such as a warrant or a subpoena;
- When staff has a reasonable expectation that a crime has been committed or a participant's wellbeing is at risk;
- When emergency medical personnel have requested a participant's name or other identifying information, and that participant is unconscious;
- Upon request from law enforcement, staff may inform members of law enforcement if an individual has a storage container assigned. Staff may not provide access to a resident's belongings or storage without receiving a warrant;
- 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 information with probation or parole officers other than if a client is at the Cares Campus without a written release of information. If requested by probation or parole officers, Cares Campus staff will notify the participant and escort them to the front gate to meet with the probation or parole officer.

## Administrative

### Critical Incident Reporting

All critical incidents must be documented. Critical incidents include, but are not limited to:

- Incidents where the Nevada Cares Campus has been exposed to potential liability;
- Incidents where outside intervention has been sought (police, fire, emergency services, etc.);
- Incidents involving an act of physical violence or a threat of physical violence;
- Any other incident deemed serious by on-site staff.

The Nevada Cares Campus staff member must inform the Nevada Cares Campus operator supervisor and the Washoe County Homeless Coordinator or their designee, of the critical incident as soon as possible. The Nevada Cares Campus staff member (whether a Washoe County staff member or a Nevada Cares Campus operator staff member) who has the most knowledge of the incident will complete the Critical Incident Form. The staff member shall endeavor to include as much detailed factual information as possible, rather than personal opinions or judgments about the situation. Other staff members who witnessed the critical incident may include supplements to the Critical Incident Form as well. The staff member who has completed the Critical Incident Form will provide the form to the appropriate case worker and/or the Washoe County Homeless Coordinator, or their designee, by the end of their shift. All critical incident reports will be reviewed by the Washoe County Homeless Coordinator and the Contracted Operator Supervisor and may convene a review meeting to include other staff members as needed such as security staff in order to determine if any corrective action should be taken. Where appropriate and necessary, the Contracted Operator Supervisor and/or Washoe County Homeless Coordinator will initiate a critical incident debriefing session with the staff members present.

### 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.

The Washoe County Nevada Cares Campus staff receive information on major emergencies and natural disasters from the Washoe County Emergency Alert system. The Nevada Cares Campus will rely on this system to alert staff members and Nevada Cares Campus participants of external threats, emergencies or disasters and will follow the instructions provided by the system in those situations. 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



The 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 a medical emergency, staff is to call 9-1-1 as soon as possible and then alert the site supervisor that medical emergency staff have been contacted.

### Grievance Policy

Washoe County is committed to providing quality services and care to our consumers, who are individuals who utilize services or have applied for services, regardless of whether they received services, through Washoe County or a contracted provider. This policy covers how a Nevada Cares Campus participant may communicate their concerns to Washoe County and how Washoe County will address those concerns. Program 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 Washoe County or involved with a client of the Nevada Cares Campus who is concerned about that client's safety, wellbeing, quality of care or civil rights has a right to file a complaint. 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 complaints:

- Concerns about the manner in which an individual is being treated by staff;
- Disagreements with the case/treatment plan that could not be resolved informally with the team;
- 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 consumer complaints at the lowest level possible. As such, prior to submitting a formal complaint about an issue, the consumer must first work with the program staff, the supervisor and the coordinator over the program area to resolve the issue. If the consumer does not agree with the coordinator's resolution of the issue, only then can the consumer submit a formal complaint. The Coordinator over the program will provide the consumer with the Consumer Complaint Form to submit a formal complaint. The consumer may submit their formal complaint in the following ways:

- Complaint drop box at the Nevada Cares Campus
- Mail the completed form to Office of the County Manager, Regional Homeless Services Division, 1001 E 9<sup>th</sup> Street, Reno NV 89512
- Email the completed form to [RegionalHomelessServices@washoecounty.us](mailto:RegionalHomelessServices@washoecounty.us)



The consumer complaint policy also applies to Washoe County contractors and contract staff. The Nevada Cares Campus maintains a client grievance procedure to ensure that client complaints are dealt with promptly and in an unbiased manner.

Clients are provided with a written description of the Nevada Cares Campus grievance procedure and a Client Grievance Form upon admission to the Nevada Cares Campus. Staff are responsible for advising clients of their rights and of the grievance procedure, including that a staff member will assist them to complete the form and file the grievance.

#### 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 Program Specialist.