

HOSPITALITY HOUSE

Policies and Procedures Manual

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HOSPITALITY HOUSE

Operating Policies and Procedures Manual

Mission Statement

The mission of Mendocino Coast Hospitality Center's emergency shelter "Hospitality House" is to shelter the homeless, feed the hungry, and provide a path to personal self-sufficiency.

Guiding Principles

Hospitality House officials (board directors, managers and staff) believe that homeless people who desire to become socially responsible, productive citizens deserve temporary shelter and assistance that leads to sobriety, transitional or permanent housing, and self-sufficiency through job/interpersonal skill development, and employment.

Hospitality House officials believe that sheltering homeless people in a clean, orderly, safe, family-like environment, that is free of alcohol and illegal drug use¹, is the first step to recovery, self-sufficiency and principled citizenship. Hospitality House services include monitoring guests' progress in acquiring social services, medical treatment, financial aid, employment, and housing. To the extent possible, Hospitality House staff follows-up to assess results/outcomes while client is a guest and after client leaves Hospitality House care. This usually takes place via the Continuum of Care services provided at Hospitality Center (MCHC's homeless resource center).

Compliance with Client Confidentiality and the American Disability Act and Protection against Discrimination:

Hospitality House members of the Board of Directors and employed staff will do their utmost to protect the confidentiality of sheltered guests, and clients seeking shelter at Hospitality House. Board members and employees are forbidden to discuss or transmit personal or confidential information about applicants or guests, without a signed release to exchange information, except as required by the Homeless Management Information System. The Hospitality House will respect and reasonably accommodate personal and cultural differences associated with race, religious creed, color, national origin, ancestry, language, disability (physical or mental),

¹ Note: Although alcoholic beverages and medical marijuana (in Mendocino County) are legal substances, neither is allowed to be used in Hospitality House or by guests while sheltered at Hospitality House. This policy affirms the fact that the many of Hospitality House guests are illegal-drug and alcohol dependent and that rehabilitation requires a drug-alcohol free environment in which to recover and sustain sobriety.

medical condition, marital status, familial status, age, gender, sexual preference, source of income, or political affiliation. Applicants and guests will not be asked at any time about possible disabilities. Disabled applicants will be accommodated to the maximum extent possible considering the limitations of the Hospitality House facility and legal liabilities. Protection of confidentiality will also be maintained for guests who use Hospitality House's meal, bathing and laundry services.

Guest Living Conditions and Accommodations

Bedding, Beds and Bathroom Facilities

Hospitality House provides adequate space for sleeping, bathroom needs, and infant care and is equipped as follows:

- Twenty four overnight guest capacity consisting of separate dormitories for single men, and single women, ADA and family rooms. Each guest is supplied with bed linens.
- Separate men, women's bathrooms with toilets, showers, wash basin with counter space, and an accessible bathroom with toilet, shower and wash basin. Hot water, soap dispenser, paper towels, and plastic lined trash cans are provided in all bathroom facilities.
- Bed linens, blankets and towels are laundered when guests depart or weekly for guests who stay longer than a week.

High standards of cleanliness are maintained under the supervision of the Hospitality House Administrator, Executive Director, Operations Manager and Hospitality House Managers. Lack of cleanliness and failure to perform cleaning chores properly are not tolerated, after every effort has been made to teach guests the skills needed. Guests who do not maintain Hospitality House's high personal and house standards of cleanliness are discharged for cause within the Sanctions Policy

Laundry Facilities

Laundry facilities are available for shelter and outside guests.

Telephone Use by Guests

Hospitality House telephone may be used only for job, medical or housing related calls such as calls to social service agencies, Alcohol and Other Drug Problems, Alcoholic Anonymous, Narcotics Anonymous, and Mental Health. All calls will be made in the Admin Office and/or under the control of Hospitality House staff. During the day Guests may use the phone at Hospitality Center. Messages from Social Service agencies, medical providers, or family emergencies will be received. Guests with cell phones will not disturb other guests when using personal cell phones. Cell phones will be turned off at 10pm.

Hospitality House and Grounds

HH and Grounds will be kept in a manner that will bring credit to Hospitality House, its neighbors and the community. Hospitality House Managers will inspect the house and grounds daily to ensure that they are kept up to high standards of cleanliness and appearance. Shelter guests are expected to be actively involved in maintaining standards of cleanliness and appearance.

Hospitality House Policies and Procedures

Policy Overview

Hospitality House provides Emergency Shelter and beds for homeless and hungry men, women, and families on the Mendocino Coast. Guests will be provided breakfast and dinner meals, beds with clean bedding, nutritious food, showers and laundry facilities, and a secure, drug/alcohol free, living environment. Guests will be referred to supportive social services and crisis assistance. Hospitality House will not allow improper social behavior, use of alcohol and illegal drugs, or violation of house rules. Guests who violate house rules and policies may be summarily discharged.

Management Responsibilities

The MCHC Board of Directors is responsible for establishing operating policies and procedures, fund raising, and overseeing financial accounting and management. As a normal part of their duties, the Board president, Treasurer, and other board members as the president may direct, will have regular meetings with the Executive Director and frequently observe Hospitality House operations to assure that Board policies and procedures are followed and financial accounting is accurate.

MCHC Executive Director

The MCHC Executive Director is responsible for ensuring the overall management of house operations, either directly or by delegation to the Hospitality House Administrator or another senior MCHC staff member (e.g. Operations Manager). Executive Director duties include ensuring policies satisfy legal requirements and are implemented; dealing with grievances; and financial oversight.

Hospitality House Administrator

The Hospitality House Administrator is responsible for daily oversight and management of the shelter and the supervision of House Managers and Volunteer Interns. The Administrator recruits, schedules and trains all Hospitality House staff. The Administrator oversees and manages compliance with HH Use Permit; develops and implements rules and expectations related to client services and oversees and assists guests in developing plans to move using “Housing First” principles. Administrator is responsible for overseeing maintenance and repairs on the facility. Administrator develops and implements procedures and policies to ensure the health and safety of guests and staff.

Hospitality House Managers

The House Managers are responsible for conducting intake interviews, monitoring guest behavior, directing guests to appropriate social/ health/employment agencies, and ensuring that guests conform to Hospitality House policies and procedures. House managers complete documentation as needed. House Managers also do daily checks for maintenance or safety issues and report any issues to the Administrator.

Hospitality House Volunteer Interns

Volunteer Interns are trusted guests who volunteer to provide overnight supervision of Hospitality House and HH guests. All Volunteer Interns must be drug free which is verified by mandatory drug testing. The Intern shift is from 6:00pm – 7:00am. Interns provide supervision 2-3 nights per week.

The Hospitality House Administrator and staff will take great care to follow Hospitality House policies and procedures to ensure guests are treated fairly, equally and with respect and assure guest confidentiality.

Volunteer Intern Guidelines

Senior Peer Guests perform intern duties at the Hospitality House, per these Guidelines issued to HH Interns:

Guidelines for Volunteer Interns

Thank you for your interest in acting as a volunteer intern at the Hospitality House. Your contribution will make it possible for this facility to continue to serve unhoused and displaced men, women and children on the coast. The following guidelines are developed to provide you and other guests with a safe, healthy and positive experience here at the Hospitality House.

When you are acting as a volunteer intern it is very important that you are clear and consistent in your communication with all guests. Refrain from making exceptions to the established rules. This will make things a lot easier. Never argue with guests. Take notes and report issues to management in the morning.

Remember your **first priority** is your own safety and the safety of other guests. Deal with any situation that rises in such a way that causes the least possible disruption. Calming down the situation is always the goal. Everything else can be dealt with in the morning.

Please do not hesitate to call the on-call manager if you need assistance. They are available to support you at all times when you are on duty as a volunteer intern.

Being under the influence of drugs and alcohol on Hospitality House property is prohibited. If a guest is intoxicated you can ask them to leave the premises. If they are intoxicated and disruptive you should ask them to leave the premises. If they refuse and are aggressive or violent call the police.

The on-call manager should be informed immediately if you have to call the police or other emergency services, such as an ambulance. Also, you need to write a brief report of what happened and give it to management in the morning. **First** ensure your own safety, **second** call for help, **third** call the on-call manager, **fourth** document the incident.

The intern badge enables law enforcement and other emergency personnel to easily identify you as the person in charge. Please wear your intern badge and keep the phone and keys close to you at all times. Do not hand off the keys to other guests.

Collect the shower and laundry slips, and replace them with new ones after shower and laundry time ends. Pass these slips on to a manager at the end of your shift.

Hospitality House management depends on your reports to be able to promptly and efficiently deal with issues in the house. Please be sure to make a note of anything of concern that happens on your shift and pass it on to the manager in the morning. Thank you!

Volunteer Intern Training Checklist

Name:

Date:

- ☐ HH Manual (1hr)
- ☐ General Guidelines (.25hrs)
- ☐ Schedule (.25hrs)
- ☐ Confidentiality (.25hrs)
- ☐ Keys and bed list (.25hrs)
- ☐ Breakfast and Use of the Kitchen (.5hrs)
- ☐ Sanction policy (.5hrs)
- ☐ Engaging with Law Enforcement (1hr)
- ☐ Shadowing House Manager x2 shifts: 6pm-10pm and 6am-8am (6hrs)
- ☐ Safety trainings, fire safety, disaster preparedness (1.5hrs)
- ☐ house safety orientation, gas, water shutoffs, house safety equipment (1hr)

20 hrs. total

The above training plan has been completed as of (date).

Administrator Signature:

Intern Signature:

Internship Schedule

6:30 pm: Shift starts. Receive the bed sheet, keys and phone from the on-duty manager.

7pm-9pm: Prep breakfast. Ask for help from guests if you would like. Make sure all is quiet in the house.

9pm-9:30pm: Bed checks. Every sleeping room is checked. All guests should be in their sleeping room. If anyone is missing at bed check make a note.

9:30pm-10pm: Check property and make sure all doors are locked. Including clothing closet, outside bathroom, storage room, outside laundry, front door and both back doors.

10pm: Walk through each room to make sure lights and electronic devices are off and that all is quiet. Remind guests to turn off any lights or electronic devices.

The next morning 6:30am: Manager arrives in the house. Hand over the keys and phone. Pass on reports or other information. Your shift is done! Thank you.

Confidentiality

I, _____, understand and acknowledge that as part of my duties at the Hospitality House, I may come into contact with information that is confidential. This includes information that is of a personal and sensitive nature in regards to those who utilize the services at the Hospitality House. I am hereby acknowledging that I will not share any information that I learn or come across as part of my duties at the Hospitality House with anyone other than the Mendocino Coast Hospitality Center staff.

Key Hospitality House Documents

The key internal Hospitality House guest Intake documents are Hospitality House Intake Questionnaire, Hospitality House Policies, Sanctions, and the House schedule of daily activities. These documents form the core of Hospitality House policy, rules and regulations that guests are expected to follow.

In-take Interview Objective and Procedures

Mendocino Coast Hospitality Center's Intake policy for Hospitality House is to strive to serve the most vulnerable first.

Normally, Intake interviews are scheduled between 4pm and 6pm. However, client needs may require intake interviews to be conducted at other times. There is no requirement for drug and/or alcohol testing in order to be admitted to the Hospitality House. All decisions are behaviorally-based. After the first night's admittance, drug and alcohol tests on guests may be conducted at any time. There are no fees for staying at the Hospitality House.

Intake interviews include diversion (per Coordinated Entry diversion activities) to other housing and shelter options, and the completion of the VISPDAT assessment tool. In this way the Hospitality House initiates its Housing First and Progressive Engagement approach. Guests are admitted first come first served, based on the most urgent and severe needs. All guests are linked to the "front door" for Coordinated Entry homeless assistance provided through the Hospitality Center, where an individualized Housing Plan will be created.

Hospitality House In-Take Questionnaire

Data for this questionnaire is collected and entered into the Hospitality House guest statistics data base. The questionnaire contains the following information:

1. Explanation of shelter programs: a) three day emergency shelter or; b) longer term shelter
2. Personal Information: Name, date of birth, age, race, sex, social security number, probation or parole status, criminal offenses, emergency contact, name, date of birth and age of children
3. Medical Information: Listing of prescription drugs in possession on Prescription Check-in Slip, and primary health provider. (See details under Prescription Check-in Slip below.)
4. General Information: Length of homelessness, number of times homeless, reasons for being homeless, veteran, and eligibility for veteran benefits. Vehicle year, make, model, color and license number, source of income, and education level
5. Skills and work record
6. Signature affirming that the Hospitality House Policies, Sanctions and House Schedule documents are understood and copies of each received

Length of Stay Policy

Guests who meet admittance requirements are accepted for a three day period. Guests can qualify for longer stays if they show they are in need of more time to find employment, qualify for transitional/permanent housing, need a drug and alcohol free living environment and are diligently pursuing a course of self-improvement.

The objective is always to transfer guests as rapidly as possible into permanent or transitional housing, ideally within six months. The executive Director, with the consent of the Board President or Board member designee, shall have the authority to determine length of stay allowed to Hospitality House guests. All guests must comply with all Hospitality House policies and procedures to remain in the house.

Revised August 20, 2017

House Orientation

After the Intake Interview, guests will be given a thorough tour of Hospitality House facilities to include bathrooms, living room, dining room, kitchen, outside grounds, and shown the smoking area in the backyard. Care will be taken to point out posted house rules, anti-discrimination laws, and emergency exit plan and fire exits. It will be emphasized that the house is locked at 9:00 pm each evening.

Mendocino County Homeless Management Information Statistics (HMIS) Form.

The purpose of the HMIS form is to collect vital statistics and confidential information about homeless people for management of government programs that are designed to assess the homeless problem and provide assistance to the homeless. Personal identity is coded on the HMIS form to protect homeless guests' confidentiality. HMIS information will only be transmitted according to instructions from Mendocino County Social Services.

Using the HMIS Form (Attachment 1), Hospitality House staff manually collects guest personal data via the HMIS data collection form. The intake data is entered into the County Social Services electronic data base. These statistics are required by county, state and federal social service agencies and used to determine the extent of homelessness, evaluate needs, and serve as a basis for funding homeless programs. Names of homeless guests in the HMIS system are coded to protect the privacy of individuals.

The staff will review the HMIS Form data with the client to assure accuracy, file the hard copy in the client's folder and enter the Intake Form data into the Hospitality House computer document file. HMIS data will be downloaded to a disk and forwarded to the County Social Services Department. A hard copy of each guest's HMIS data will be filed in client folder.

While conducting the intake interview, the staff will explain applicable other services to guests, refer guests to social and health services to which guests are eligible.

Hospitality House Schedule

Mandatory adherence to the *House Daily Schedule* is based on the belief that, in order for guests to begin reintegrating into productive society, they must accept the importance of punctuality and comply with rules that are designed to allow guests to be served whether in a business or social service establishment. Guests are given a copy of the below *Hospitality Daily House Schedule Policy*.

Daily schedule for Hospitality House Guests

- | | |
|----------------|---|
| 6:30 am | Lights on. Make your bunk and clean your area before coming downstairs. All beds to be made by 7am. |
| 7:00 am | Resident guests and outside guests come in for breakfast. |
| 8:00 am | Breakfast over and chores start. |
| 9:00 am | Chores to be finished and inspected. All guests leave Hospitality House. |
| 2:00 pm | Mandatory House Meeting (Monday) |
| 3:00 pm | Outside guests eat supper |
| 4:00 pm | Resident guests may return, have supper. Laundry and shower time starts for in house guests. |
| 5:30 pm | Evening chores start. TV may go on |
| 7:00 pm | Snacks |
| 8.30 pm | End of laundry time for in-house guests |
| 9:00 pm | All residence guests go upstairs to respective bedrooms. |
| 10:00 pm | Shower time ends for resident guests. Lights out. No noise rule in effect. |

8/3/17

Rules and Sanction Policies

Compliance with Hospitality House Rules and Sanctions are required of all guests. The policy of Hospitality House Board of Directors and staff reflects the firm belief that the first step out of homelessness is adherence to standards of social behavior and conduct that are acceptable to the community at large.

Policies for all Guests staying at Hospitality House

Welcome to Hospitality House. Our goal is to help you get permanent housing, as swiftly as possible, and in the meantime, to provide temporary emergency housing. We offer an alcohol, drug and tobacco free environment that is safe and as stress free as possible in a group living facility. In order for you to stay at Hospitality House, it is your responsibility to abide by all these policies.

House Policies:

1. Nobody is expected to be clean and sober at entry to the Hospitality House, as part of our commitment to Housing First. Once admitted, possession, use or being under the influence of alcohol or drugs (without a prescription), including marijuana, is not allowed on premises. We do not allow marijuana under any circumstances, including not allowed with a 215 card (in line with federal law).
2. Random drug/alcohol tests may be made at any time and you are required to comply with all testing. Refusing to take a test is treated as seriously as a positive test result. Drug search will be conducted without notice on these premises by the Fort Bragg Police Department.
3. Prescription drugs must be kept in the Hospitality House safe unless there are special circumstances that are approved by day management staff. In such cases, Guests must have management approval in writing to keep prescription drugs in Guests' possession.
4. Smoking is allowed only in the back yard at Hospitality House.
5. No weapons of any kind are allowed on the premises.
6. Do not enter any sleeping area except the one assigned to you.
7. No intimate physical relations are allowed between unmarried guests.
8. Guests must be in the house by the 9:00 PM curfew on your bed night.
9. Guests are required to be present at their bed at 8:00 AM for room and locker checks.
10. Overnights away from Hospitality House without notice are prohibited. You are required to have the permission of the management staff, based on a verifiable appointment needing time out overnight.
11. Cooperation with all management staff is mandatory.
12. Guests are required to keep themselves and their area clean; to help with daily chores and any other duties that may be required to keep Hospitality House orderly and clean.
13. Profanity or inappropriate behaviors are prohibited in or on Hospitality House property.
14. No Food or drink (except water) is allowed upstairs. Coffee and tea are not allowed in the living room. Food must only be eaten at the dining table or taken outside to the backyard

15. Pets of any kind are not allowed in Hospitality House or its premises, except when the animal is in compliance with the Hospitality House Animals Policy and has the permission of the Executive Director and/ or Board.
16. You are responsible for supervision of your children at all times.
17. Panhandling, on or off the premises, is not allowed while staying at the Hospitality House.
18. Loitering in the front or back of Hospitality House is not allowed. This includes no loitering in the back alleyway or on the sidewalks in the front of the house.
19. House meetings are held weekly and all guests are required to attend unless exempted by day management staff.
20. Guests who have previously stayed at Hospitality House and have been discharged for cause are first required to complete a Second Chance Application for consideration by the Executive Director and/or Board.
21. Conflicts will be dealt with by the management staff only. Should a conflict arise, ask the management staff for assistance. Do not attempt to interact with anyone who is angry, belligerent or violent.
22. Only one locker of belongings is allowed due to limited storage space.
23. A medical certificate is required for bed rest or to be excused from HH chores.
24. When a guest leaves and their belongings remain, the belongings will be kept for seven days only due to lack of storage.

Sanction Policy for Resident Guests

RESIDENT GUESTS			
Rule Violation	1st Time	2nd Time	3rd Time
<i>Violence to others</i>	<i>Discharge</i>		
<i>Threatening someone with a weapon</i>	<i>Discharge</i>		
<i>Destroying or vandalizing property</i>	<i>Discharge</i>		
<i>Possession of alcohol or non-prescribed drugs and/ or paraphernalia on HH property</i>	<i>Discharge</i>		

<i>Theft of property</i>	<i>Discharge</i>		
<i>Harassment of children</i>	<i>Discharge</i>		
<i>Possession of a deadly weapon</i>	<i>Discharge</i>		
Bringing animals onto the property	Written warning	Discharge	
Allowing nonresidents into HH after hours	Written warning	Discharge	
Under the influence of non-prescribed drugs or alcohol – including positive test result	Written warning and individualized behavior contract	Discharge	
Verbal or physical threats	Written warning	Discharge	
Spending the night away when not agreed by staff	Written warning	Discharge	
Profanity	Verbal warning	Written warning	Discharge
Not in by the 9pm curfew or not present for AM room check	Verbal warning	Written warning	Discharge
Racial, ethnic, gender based slurs, remarks or epithets	Written warning	Discharge	
Possession of a weapon (dependent on what weapon – e.g. pocket knife)	Written warning	Discharge	
Not handing in prescribed medication to the office	Written warning	Discharge	
Smoking inside the HH buildings	Written warning	Discharge	
Having something	Written warning	Discharge	

inside your room that could cause fire (e.g. candles or incense)			
Intimate physical relations at Hospitality House between unmarried guests	Written warning	Discharge	
Disrespect of HH property, including littering.	Verbal warning	Written warning	Discharge
Failure to carry out chores to the required standard	Verbal warning	Written warning	Discharge
Entering a sleeping area that is not assigned to you	Written warning	Discharge	
Noncooperation with staff	Verbal warning	Written warning	Discharge
Having food in prohibited spaces	Verbal warning	Written warning	Discharge
Failure to supervise one's children	Written Warning	Discharge	
Loitering around HH property or using the back gate.	Verbal warning	Written Warning	Discharge
Missing mandatory house function without permission	Verbal Warning	Written warning	Discharge
Excessive belongings	Verbal warning	Written Warning	Discharge

Mandatory House Meetings

All Guests are required to attend the weekly Hospitality House meeting.

Prescription Drug Check in

Guests with prescription drugs are required to give them to the staff during the Intake process. A record of prescriptions received is kept in the file. Prescription drugs will be held under lock and key by the staff, who will allow guests to come and collect their medications at the agreed and publicized times. The staff of Hospitality House are not licensed medical practitioners and

are not responsible for dispensing medication. Guests are responsible for taking their own medication. Guests can hold their own inhalers and topical creams.

Consent for Release/Exchange of Information Policy

Each guest has the opportunity to sign the *Consent for Release/Exchange of Information* form that is also signed by the staff. This form states that the guest agrees to allow personal information to be provided to the list of social and health agencies listed on the form.

Complaints Policy

Guests with complaints about Hospitality House rules and/or staff should bring complaints to the attention of the Hospitality House Administrator either verbally or in writing. Complaints are review by the Executive Director.

If complaints are filed against the staff and are not resolved by the Executive Director, guests should put their complaint in writing and ask that it be reviewed by the Board of Directors. Complaints must be submitted within 60 days of the incident. Envelopes are provided to guests for mailing complaints to the Board of Directors. Envelopes will be sealed and signed over the seal to preserve confidentiality.

The President or his/her designee(s) shall review the complaint within 5 working days, meet with complainants if appropriate, and make a decision.

Ban Policy and Procedure

Policy

A. Purpose

In order to secure the safety and tranquility of the Hospitality House Shelter, it is necessary from time to time to ban individuals from the property for specified times, depending on the nature of the offense.

The purpose of this policy is to ensure that when a client or other individual needs to be banned from the shelter property, the process is even handed, well documented, and that it only occurs when necessary.

B. Terminology

Ban/Banned – An individual will be considered banned from the property when an incident has been reported to the House Administrator and that person has approved and documented the ban.

HIPAA Compliance Officer – Under general direction, develops, promulgates, and maintains MCHC's HIPAA medical privacy and data security compliance program; ensures that MCHC

policies comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA); and performs related duties as required.

Junior Staff – For the purposes of this policy, Junior Staff refers to any employee subordinate to the House Administrator with regard to the operation and management of the Hospitality house Shelter.

C. Banning Authority and Documentation

The banning process may be initiated by a Hospitality House staff member, the Shelter Administrator, the Executive Director, or Operations Manager.

The House Administrator shall be responsible for reviewing, approving, documenting, and lifting bans.

In general, any Hospitality House staff member on duty may ban an individual in the short term in order to ensure the immediate safety of the staff, property and other clients. Any staff member who enacts a short-term ban must fill out a detailed incident report and submit the report to both the House Administrator and the Executive Director. The House Administrator will review all incident reports submitted and have final approval as to the length of the ban. An individual will be considered banned when the House Administrator has approved and documented the ban, however, junior staff may enforce a temporary ban until the House Administrator may review and set a ban length.

D. Notifications

An individual may be notified that they are banned by the following means:

- On the spot – When the individual is removed from the property, staff should notify the person that they are not to return to the property.
- If the individual's mailing address is known, they should be notified in writing that they are banned from the property.
- Inquiries by the banned individual should be initiated by phone or in writing.

E. Ban Categories

The exact reasoning for initiating a ban on a particular client may be wide ranging, but should fit into one of the following categories:

1. Category	2. Description	3. Police Reporting*
Violence	Violence is any type of unwanted physical contact inflicted upon another person (staff or others) with intent of causing injury.	Yes
Threats to Staff	A threat is any verbal OR nonverbal behavior that causes the victim of the threat to fear for their safety or wellbeing or for the safety or wellbeing of personal property or a third party. The differentiation between threats to Staff and threats to others is for Human	Yes

	Resources purposes only.	
Threats to Others	A threat is any verbal OR nonverbal behavior that causes the victim of the threat to fear for their safety or wellbeing or for the safety or wellbeing of personal property or a third party. The differentiation between threats to Staff and threats to others is for Human Resources purposes only.	Yes
Theft	Theft is the unlawful taking of property owned by another. For the purposes of this policy, any behavior relating to a theft will fall under the category of theft (IE: attempted theft, breaking and entering, possession of stolen property, etc.)	MCHC Only
Property Damage	For the purposes of this policy, property damage is injury to real or personal property through another's willful destruction. This applies to both MCHC property and the property of any individual visiting the shelter. In certain cases, this may also apply to the damage of neighboring properties.	MCHC Only
Trespassing	For the purposes of this policy, trespassing refers to an individual entering the shelter property without permission OR remaining on the shelter property when they have been asked to leave by staff.	Yes
Public Nuisance	For the purposes of this policy, public nuisance refers to behavior that substantially interferes with the operation of the shelter or substantially interferes with the peaceful use and enjoyment of the shelter by others.	Use Discretion

* Refer to section H – "Reporting to Law Enforcement"

F. Ban Lengths

In the interest of uniformity, bans from the Hospitality House Shelter will fall under the following durations:

- 30 Days
- 60 Days
- 90 Days
- 6 months
- 1 Year
- Indefinite

All bans that exceed one year (indefinite) should be reviewed at least annually.

The House Administrator has some discretion in determining ban lengths. However, these guidelines should generally be followed:

Category	1 Offense	Second Offense	Third Offense
Violence	90 Days	1 Year	Indefinite
Threats to Staff	30 Days	60 Days	1 Year
Threats to Others	30 Days	60 Days	90 Days
Theft	30 Days	60 Days	90 Days

Property Damage	90 Days	6 Months	1 Year
Trespassing	30 Days	60 Days	90 Days
Public Nuisance	30 Days	60 Days	90 Days

G. Offences in Proximity to Hospitality House

As a rule, the Hospitality House Ban Policy applies to offences that occur at the shelter property. However, behaviors that affect the surrounding neighborhood or the community at large may at times bleed into the operation of the shelter and management may see fit to ban an individual from the shelter and its services et al for an incident that occurs off the property. These instances will be evaluated on a case-by-case basis. Testimony by law enforcement may be a determining factor in approving these bans, but MCHC management will make the final decision in these cases.

H. Reporting to Law Enforcement

Criminal behaviors that occur at Hospitality House should be reported to law enforcement and police reports filed according to section E column 3 of this policy. Law enforcement should be made aware when a ban is put in place in conjunction with a police report.

Where section E column 3 indicates “MCHC Only”, staff are advised to only make police reports when MCHC (or MCHC Staff) is the victim of the offense. Where the victim of the offense is a visitor/guest, that person should make the police report if they so choose, and staff may facilitate. Vulnerable guests/visitors may not feel safe notifying police in certain circumstances for fear of retribution and staff should respect that position.

Many offenses that are not illegal will fall under the category of Public Nuisance, and staff are instructed to use discretion when deciding to report this to law enforcement. When in doubt, staff should consult a supervisor.

I. Banned List

A list shall be kept of all banned individuals. Each entry on the banned list will contain the following details:

Full name of the banned individual

A unique identifier for the banned individual generated from a tracking database where available (IE: HMIS ID#)

- Ban start date
- Length of ban
- Category of Offense (Section E)
- Detailed description of the events that led to the ban
- Indication of law enforcement contact and police report number and officer name if applicable
- Ban status (Active/Inactive)

J. List Maintenance

The banned list will generally be maintained by the House Administrator. It may be edited by the Executive Director or the Operations Manager when the House Administrator is not available.

K. Banned List Sharing

Adhering to the terms of the use permit for the Hospitality House located at 237 N. McPherson Street, Fort Bragg CA 95437, MCHC will share an abridged version of the Hospitality House banned list with the Fort Bragg Police Department.

The shared list will be made available by the MCHC HIPAA Compliance Officer at regular intervals. The HIPAA Compliance Officer will routinely review the list and determine which names can be shared, generate the list and deliver the list to a designated single point of contact at the Fort Bragg Police Department.

The HIPAA Compliance Officer will determine the names to be shared based on federal, state, and local regulations regarding HIPAA as well as other applicable privacy rules and regulations.

The shared list will contain the following data:

- Full name of the banned individual
- Ban Start Date
- Ban End Date

Details of bans from the shelter property will not be shared with any other individual except where required or allowed by law.

There shall be a written agreement between MCHC and any law enforcement agency receiving the banned list outlining terms and conditions regarding the transfer, storage, use, and destruction of the banned list.

L. Third Parties

The decision to ban an individual from the shelter property shall be made at the sole discretion of the Mendocino Coast Hospitality Center and its authorized employees. At times, law enforcement as well as other interested parties in the community may wish present a case for banning an individual based on the individual's behavior in the community at large.

Suggestions or information from third parties may be taken into consideration by MCHC management, including the House Administrator – however, neither MCHC nor its employees or agents will make any guarantees to any third party with regard to the banning or the lifting of a ban of any individual.

Procedures

1. Incident Handling

- 1.1. All incident-handling procedures should be followed. These may vary depending on the nature of the incident. Safety is the number one priority.
- 1.2. Notify law enforcement – Law enforcement should be notified where applicable. See section E and H of the ban policy for details.

2. Complete an incident report and note in detail with the information listed below (see Appendix A). All bans must be accompanied by an incident report.

- 2.1. Name of the individual and HMIS ID if applicable.
- 2.2. Details of the incident, including witness statements, evidence observed, etc.
- 2.3. Indicate police contact if applicable, including police report number and officer name (attach police report number card if obtained).
- 2.4. Indicate that the individual was informed not to return to the property upon removal from the property, and if not, explain why.

3. Notify – The incident report should be faxed to the Executive Director immediately and the original provided to the House Administrator as soon as practical.

- 3.1. Where the incident takes place over a weekend, it is up to the reporting staff to notify their replacement staff that an individual is banned from the property.
- 3.2. Bans are temporary until reviewed, approved, and documented by the House Administrator or another member of senior management.

4. Approval, Documentation

- 4.1. Incident reports will be reviewed by the House Administrator to determine if a ban is justified. Where the House Administrator has determined that a ban is justified, the details of the ban will be entered onto the banned list. Entry onto the banned list signifies approval.
- 4.2. Bans are documented on the electronic banned list (See Appendix B).

5. Notification

- 5.1. Banned individuals should be informed that they are not to return to the property at the time that they are removed from the property, if possible. Where it was not possible to inform the individual of the ban at that time, the individual should be informed of the ban if they return to the property, and be removed from the property at that time.
- 5.2. Where a ban has final approval, the individual should be notified by mail that they are banned and of the duration of the ban.

- 5.3. Individuals may request information regarding their ban by phone or in writing by mail. Banned individuals are not allowed on Hospitality House property, even for the purpose of collecting information regarding the ban.

6. Sharing

- 6.1. When an entry has been made to the electronic banned list, the HIPAA Compliance Officer will be notified automatically. The HIPAA Compliance Officer will review the information and determine if that entry is to be shared with the Fort Bragg Police Department and will indicate so in the system.
- 6.1.1. The banned list will be shared by the HIPAA Compliance Officer only. The list will be generated, formatted and faxed weekly or as necessary to a single point of contact at the police department (see Appendix C).
- 6.1.2. Hospitality House staff may answer law enforcement inquiries concerning banned individuals, including disclosing that the individual is or is not banned from the property, the duration of an active ban, and the general reason the person is banned (category). Law enforcement may request further details from the HIPAA Compliance Officer

September 21, 2017

Hospitality House Second Chance Application Policy

Guests who have been discharged from Hospitality House for cause are eligible to submit a Second Chance Hearing. The Hospitality House Administrator shall review the guest's Second Chance request and decide eligibility for reinstatement. The discharged guest is responsible for requesting a Second Chance, and for completing the Second Chance Application, with help provided if literacy is a problem. The Executive Director may decide to hold a Second Chance Hearing. Guests needing advocacy due to disability are requested to have advocate present and available for this process. Any determination will be based upon the guest's insight, accountability, and willingness to make specific changes in behavior. If the complainant is dissatisfied with the outcome of the Second Chance Hearing with the Executive Director, the guest can request a hearing with Board members.

The Second Chance Application gives the discharged guest the opportunity to apply to re-enter the Hospitality House. Acceptable responses to the following questions will form the basis for deciding to allow guests a second chance for Hospitality House shelter and services. The form contains the guest's name, date of application, staff notes, staff determination/findings, and the following questions:

1. What was the specific issue that caused termination?
2. What Agreement did this issue violate?
3. Did you cause any distress, anxiety, harm or fear to staff or other guests? If so, explain.

4. What triggered this issue, and what would you do differently next time?
5. If you are accepted back into Hospitality House, what will be different?

If discharge is upheld, every attempt will be made to refer the client to an alternate shelter or to an agency who could issue a motel voucher, and assistance in connecting to that referral.

Bedding and Towel

Each guest is shown the bed linen closet. Towels are available in the laundry room. Guests are responsible for washing bedlinens and towels. Bedding and towels will be turned in upon departure.

Guest Afternoon Check-In

In-house guests must come back to Hospitality House by 9:00 PM. If a guest cannot arrive on time, guest must call and advise Hospitality House of late arrival and get staff approval to arrive late.

House Duties and Chores

Each morning and evening, guests are responsible for completing daily chores that include keeping their sleeping area and showers clean and orderly. Guests are also responsible for accomplishing house chores that are necessary to keep Hospitality House clean and orderly. Guests who do not complete assigned duties and chores or who do not properly accomplish their house responsibilities will be corrected on the spot. If guests, so corrected, do not conform, they will be discharged according to Hospitality House discharge policy.

Men, Women and Family Dormitory Bed Assignment

The beds are numbered in order to assist with identification and evacuation procedures.

Animal Policy

- Provide a copy of medical verification from a licensed medical provider to support the request for accommodation.
- Provide proof of current rabies vaccination.
- Confirm that animal recently treated for fleas and ticks
- Animal must be house broken
- Animal may need to be bathed prior to entry, if necessary.
- Animal may be required to be contained in appropriate carrier.
- Animals must be leashed and under control at all times, and may be required to be muzzled, if necessary.
- Whenever possible, guests with animals should be housed in areas separate from people with allergies or medical problems associated with contact with animals.

Health and Safety

Safety and health is a full-time responsibility of the Hospitality House Administrator and all House Managers. The personal safety and health of guests and staff is of primary importance. Hospitality House's safety goal is zero accidents and injuries.

Hospitality House staff must quickly recognize potential health hazards and unsafe conditions and take immediate action to prevent accidents and injuries from resulting. Staff members must constantly be aware of conditions in all areas that can produce injuries.

Guests must be briefed on House safety rules, location of fire extinguishers, emergency exits routes from house, and actions to be taken during earthquakes on guests' first house tour, and at all weekly house meetings.

If emergency conditions arise, it is most important that management staff remain calm and explain clearly to guests and staff what must be done.

- Safety first will be the first consideration of staff at Hospitality House.
- Managers will promptly report accidents resulting in personal injury or damage to property, no matter how small, immediately or when feasible to do so, to the Executive Director. If injury is sustained, get first aid promptly. The Executive Director will notify the President of the Board of Directors, or his designee, of personal injury/property damage and assure a written Incident Report is made.
- Conditions or practices that might cause injury to people or damage to equipment and/or the facility will be similarly reported.
- Neither staff nor guests will operate any equipment that is not in a safe condition or for which they are not qualified to operate.
- Staff will use prescribed safety and personal protective equipment when required, and maintain such equipment in proper working condition.

Communicable Disease

HH staff will be trained in the care, cleanliness and implementation of precautions around contagious medical conditions.

- Staff will be aware of "universal precautions" for handling guests and clients with communicable diseases (also known as contagious or infectious diseases). Universal precautions are practices used to prevent transmission (spread) of disease and are implemented under the presumption that blood, body fluids and

airborne (e.g. coughing) diseases from any source are to be considered potentially infectious.

- Staff will assure that “universal precautions” are taken when guests dispose of child/infant items such as diapers, tissues, band-aids, etc. Gloves and plastic bags will be used when handling and disposing of these items.
- Hospitality House is not capable of sheltering some individuals with obvious contagious diseases that may affect guests and staff. The Executive Director will deal with applicants known to have contagious disease on a case by case basis.
- If staff becomes aware that a guest or client for admission has a contagious disease, such individuals will be referred to the Emergency Clinic at Mendocino Coast District Hospital. Referrals to communicable disease testing will be regularly available at Hospitality House for employees and guests.
- The Executive Director will provide Communicable Disease prevention training to employees and maintain proper documentation of guest and employee training, incidents of exposure, and diagnosed Communicable Disease cases.
- The Hospitality House Administrator will notify guests anytime there is a possibility that they were exposed to a communicable disease that is spread through casual contact. The warning will include the date of the exposure (potential or actual), the disease, the onset time of the disease, its symptoms and how it is treated.
- All the guests should be tested for TB within 30 days of their intake.
- Afterwards, they should receive a TB test card accepted at other shelters.
- All shelter guests should be given information about and, if appropriate, referred to county-sponsored disease testing (e.g. TB, HIV/AIDS, Hepatitis, and child immunizations).
- Any staff member or volunteer who has contracted an infectious or contagious disease may not participate in Hospitality House activities without a physician’s written statement that it is safe to do so.

House Security

- Staff members are responsible for routinely and regularly monitoring the building and grounds to make sure no unauthorized people are present.
- All windows will be capable of opening from the inside in case of an emergency.
- All windows that access the outside will be locked at nightfall.
- Entry/Exit doors to building must have deadbolt locks and alarms.
- At bedtime entry/exit doors will be locked and door alarms set.
- All doors opening to the outside must be operable from the inside without a key.
- An Incident Report will be provided to or by the Executive Director for all unauthorized entries and door alarms that are set off by unauthorized opening.
- Staff will inspect all doors and windows daily to assure that locking mechanisms are functioning properly. Any needed repairs will be written on the Maintenance Work Order and immediately corrected.

Safety Rules and Emergency Procedures

The Hospitality House Administrator and House Managers will periodically receive First Aid and cardiopulmonary resuscitation (CPR) training and refresher courses to remain current in qualifications.

- An up-to-date, complete First Aid Kit will be available at all times. The Red Cross or qualified Fire Department officials will be contacted for advice on the contents of the First Aid Kit.
- First Aid supplies must be checked regularly to ensure they are up-to-date and their location in the shelter clearly marked.
- The on-duty staff member is required to immediately advise the Executive Director of any injuries, health and/or safety situations that arise or any potential health and safety risks on Hospitality House grounds or in the house.
- In case of injury to a guest or staff, a staff member will promptly take first aid measures that are within staff capability.
- If injury needs medical attention, call 911 or transport injured person to hospital emergency room – whichever is most proper and practical.
- A list of emergency numbers will be posted near telephones.
- An evacuation plan and map will be posted on both floors that show routes out of building in case of fire. Fire escape procedures will be explained during guests' orientation tour and at weekly house meetings.
- Do not operate any equipment that is not in a safe condition.
- Enter needed repairs, malfunctions and corrective action in the Shift Log.
- All entrance, exit and hall ways will be clear of blockages and tripping hazards.
- Guests will not be locked in any portion of the shelter without a means of exit.
- Showers and other areas subject to water will have non-slip mats.
- All electrical cords and electronic cables will be wrapped and away from foot traffic.
- Electrical outlets will be in safe working condition.
- Hot beverages will be kept out of the reach of children.
- Children will not be allowed in kitchen or left in the house or grounds unattended by their parents or guardian(s).

Incident Report

Incidents that involve personal injury, damage, and emergencies that involve calls for police, fire department or medical assistance will be entered into a log book used only for incident reporting. The log book will show the time, date, description of injury, personnel involved, and action taken.

The MCHC Operations Manager will be notified immediately of any injuries that occur to staff and guests.

Disaster Preparedness

Hospitality House is in Earthquake Country. It is most important that the facility be maintained to reduce damage to the property and injuries to staff and guests. Structurally, the Hospitality

House building was brought to current California earthquake codes to the extent possible during the 2005-06 expansion/remodel/renovation. The house is now anchored to the foundation, electrical wiring and gas lines were brought to current building codes, water heaters, furnace and gas appliances were secured to wall studs, and an automatic gas shut-off valve is installed.

The house must have a telephone that will work during power outages.

The following steps will be taken to reduce dangers from falling objects:

- Do not allow large or heavy objects to be placed on high shelves.
- Keep heavy objects beyond reach of children.
- Fasten shelves, mirrors, and large picture frames to walls.
- Store bottled foods, glass, china, and other breakables on low shelves. Where possible fasten cabinet doors shut.
- Be sure overhead lighting fixtures are securely fastened to the ceiling.

Guests will be advised of the following measures to take during an earthquake when inside the house (if outside, stay outside). This information will be posted on the bulletin board in the dining area. (Attachment 9)

Earthquake Preparedness

- Take cover under a sturdy desk, table, or bench or against an inside wall, and hold on. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay in bed - if you are there when the earthquake strikes - hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.
- Stay inside until shaking stops and it is safe to go outside. Most injuries during earthquakes occur when people are hit by falling objects when entering into or exiting from buildings.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

Fire Preparedness

Immediately call 911 in event of a fire in the building. Fire Extinguishers will be hung on wall studs throughout the facility where they can be readily seen and found in case of fire.

On a monthly basis staff will determine that:

- All fire extinguishers are operational with a current inspection sticker.
- All smoke detectors are operational and have current batteries.
- The fire sprinkler system is operational.
- Fire and safety evacuation procedures and drills are conducted periodically.

Food Preparation, Storage and Services

The Hospitality House Administrator will assure that food handling and preparation meet standards of cleanliness and sanitation of the California Health and Safety Code, as published in the *California Retail Code*, July 1, 2007, manual provided by the Mendocino County Environmental Health Department office in Fort Bragg.

The House Manager on duty will supervise food preparation, directly or by delegation to a guest, and serve guests two well-balanced meals a day.

The Hospitality House Manager in charge of kitchen will assure that food preparation, storage and serving areas specifically are in compliance with the Mendocino County Health Department – Division of Environmental, “Food Facility Health Requirements” form provided by the Mendocino County Environmental Health Department office in Fort Bragg. All Hospitality House food handlers will be acquainted with and adhere to the food handling rules outlined in this form. A copy of these requirements will be available at all times to food handlers in the kitchen for ready reference.

Hospitality House serves women guests with infants, and will provide refrigeration and cooking equipment capable of being used for the storage and preparation of infant formula, baby food, and milk.

Definition: Potentially Hazardous Food – includes a food of animal origin that is raw or heat-treated, a food of a plant origin that is heat treated or consists of raw seed sprouts, cut melons, and garlic-in-oil mixtures that are not acidified or otherwise modified at a food processing plant in a way that results in mixtures that do not support growth.

Temperature control of cold foods:

- Sufficient properly designed and maintained refrigerated storage equipment will be available so that all potentially hazardous foods are cooled properly and stored below 41° F.
- Potentially hazardous food will be rapidly cooled from 140° F to 70° F within two hours, and from 70° F to 41° F or below within four hours.
- Ambient-temperature preparation of potentially hazardous food will not exceed 2 hours without a return to specified holding temperature.

- Total ambient-temperature holding of potentially hazardous food for purposes of preparation will not exceed a total cumulative time of 4 hours.
- All cold food recipes containing potentially hazardous foods will be prepared using pre-chilled ingredients. Foods will be pre-chilled to 45° F or less before they are displayed on buffet lines on ice.
- Frozen foods will be thawed in refrigerator or in water.

Temperature control of hot foods:

- Potentially hazardous hot foods will be maintained at an internal temperature of 140° F or above during hot holding.
- Sufficient hot holding equipment will be present, properly designed, maintained, and operated to maintain hot foods at required temperature.
- All potentially hazardous foods that have been cooked and then refrigerated will be rapidly reheated to 165° F or above.
- All potentially hazardous foods requiring cooking will be heated to specified temperature.

Foods will be received only from approved sources:

- All food between receipt and use will be stored and served pure and free from contamination, adulteration, and spoilage.
- All food will be inspected upon receipt and prior to any storage or use. Canned goods will be in sound condition without leakage, severe dents, rusty or swollen cans, with labels intact.
- Potentially hazardous food shall be inspected for sign of spoilage and randomly checked for adherence to temperature requirements.
- Eggs will be clean and un-cracked.
- All food will clean from rodent or insect contamination, unapproved chemicals or mold (except cultured products).
- Shellfish certification tags or labels will be properly maintained.

Foods will be protected from cross-contamination:

- Prepared food products will not be put in contact with equipment or work surfaces that have had prior contact with raw foods unless sanitization of the food contact surfaces has occurred to reduce contamination.
- Separate, sanitized cutting boards will be used for red meat, fish, poultry, and vegetables. Each cutting board will be so labeled and used only for their specific purpose.
- Food handlers will thoroughly (generate lather) wash their hands between handling raw food and cooked or prepared food products.
- Prepared or ready-to-eat foods will be protected from direct contact with raw food.

Foods protected from contamination by workers:

- Food handlers will not handle foods if they are ill with a disease (diarrhea, and acute respiratory infections – colds/flu) transmissible by foods, nor will food handlers have infected cuts or burns on their hands.
- Food handlers will wash hands thoroughly (generate lather) between handling different foods. For example, after cutting and working with red meat hands must be washed before touching other food.
- Food handlers will wash hands thoroughly (generate lather) after visiting the toilet, coughing, sneezing or otherwise contaminating their hands.
- Food handlers will use proper utensils (tongs, spoons, spatulas) to eliminate unnecessary hand contact with cooked and prepared foods.
- Food handlers will not expectorate or use tobacco in any form in any area where food is prepared, served, or stored or where utensils are cleaned or stored.

Foods protected from contamination by other sources:

- Waste plumbing will function properly.
- Toxic chemicals will be properly labeled, stored, and used so that contamination of food will not occur.
- Acidic foods will be stored in approved containers designed to prevent chemical contamination.
- Food will be placed only in food grade containers.
- No food served to a guest will be reserved/reused.

Water supply:

- Hot water supply will be at least 120° F, with cold water supplied via mixing faucets.
- Water supply will only be used from an approved source and not cross-connected with any other water supply.

Protection of food and utensils:

- Foods will be properly covered and wrapped. Bulk food containers will be content-labeled.
- Raw fruits and vegetables will be washed prior to serving.
- Food presented to guests will be protected by a Sneeze Guard.
- Sulfites will not be added to foods.
- Foods will be stored with at least six inches of clearance from floors.
- Food dispensing utensils will be sanitized and stored in clean cabinets and drawers.
- Single service items will be properly stored, dispensed and not reused.
- Accurate thermometers will be available and used to evaluate holding, cooking, reheating, and refrigerated storage temperatures. A thin tip probe thermometer will be used to test temperature of cooked food.

- Freezers, refrigerators and cooking range will be maintained according to manufacturers' operating manuals.

Food worker hygiene:

- Food workers will wear clean clothes in the kitchen
- Food workers' hair will be restrained when preparing, cooking and serving food.
- Food workers will wear disposable gloves when serving food to guests.
- Food handlers will have hepatitis and tuberculosis tests with a negative result before being allowed to work in the kitchen. And food handlers must be tested annually.

Equipment and utensil maintenance:

- Kitchen equipment and utensils will be kept clean, fully operative and in good repair.

Cleaning, washing and sanitization:

- Tableware and utensils will be pre-washed, scraped and soaked as needed.
- Equipment, food-contact surfaces, and utensils will be cleaned and sanitized before changing to other foods and/or food preparations.
- Dishwasher temperature will be tested frequently with Temperature Sensitive Tape to assure sanitizing temperatures are maintained.
- Sufficient clean, sanitized wiping cloths shall be available in the kitchen and not used for other purposes outside the kitchen.

Heating and Ventilation

- Hospitality House's heating system will be kept in proper working order maintained at no lower than 65 degrees Fahrenheit.
- Doors and windows with screens may be left open during daylight hours for ventilation.

Interior and Exterior Lighting

- Hospitality House living and dining rooms, kitchen, bathrooms, hallways, laundry and office will be appropriately lighted.
- Stairways, hallways, and bathrooms must be sufficiently lighted to allow safe passage at night.
- All lights will be checked daily for maintenance, and any burned out fixtures will be replaced immediately.

- Exterior lights will remain on during shelter hours after dark.

Services Provided to Non-resident Guests

Hospitality House serves meals to individuals from the community who are in need of food seven days per week. Breakfast is served from 7am- 8am; dinner is served from 3pm - 4pm daily. Our back yard is open for people to wait 1 hour before meal times. The outside bathroom is also open for use by nonresident guests beginning 1 hour before mealtimes and continuing until the meals end. Hospitality House provides showers and laundry facilities to non-resident guests Monday through Friday from 9:30am - 1:30pm.

Rules and Sanction Policy for Non-resident Guests

1. Possession, use or being under the influence of drugs or alcohol is not allowed on the premises.
2. Smoking is allowed only in the back yard. Cigarette butts must be put in the proper receptacles.
3. No weapons of any kind are allowed on the premises.
4. Cooperation with all staff and volunteers is mandatory.
5. Destroying or vandalizing property is prohibited.
6. Pets must be leashed or crated and supervised at all times.
7. Children must be supervised by parents at all times.
8. Loitering on the Hospitality House property is prohibited. If you do not have a legitimate reason to be on the property you will be asked to leave.
9. Violence and threatening others is prohibited.
10. Profanity and yelling are prohibited.
11. Clothing and other belongings cannot be left on the premises and will be disposed of if found.
12. Do not litter.
13. Do not park in the private parking lot on the corner of Redwood and McPherson or directly in front of the Hospitality House.
14. No loitering in front of or behind the Hospitality House or in the neighborhood surrounding the Hospitality House.
15. The back gate is a fire exit only. Do not use.
16. Respect must be shown to Hospitality House property at all times.
17. No Food May be taken off the property.
18. Outside guests can be on Hospitality House property only at the following times:
Monday through Sunday 6:00am- 8:00am for breakfast and 2:00pm- 4:00pm for dinner.
Monday through Friday 9:30am – 1:30pm for showers and laundry. Individuals who do not live at the House **cannot** be on the property outside of these times.

Violation of these rules will result in the following sanctions:

- First Offense: Asked to leave the property and banned for next 2 days
- Second Offense: Asked to leave the property and banned for next 7 days
- Third Offense: Asked to leave the property and banned for a minimum of next 30 days.

A ban of a minimum of 30 days will be instituted for any person who is violent or destroys property. If an individual's behavior results in a call to law enforcement they will be banned from the property for a minimum of 30 days.

Notification of banned status will be in writing and will include the reason for the ban and the date that the ban will end.

After an individual has been properly notified in writing of their banned status returning to the property will result in a call to law enforcement and a potential arrest for trespassing.

8/30/17

Manual approved by Mendocino Coast Hospitality House Board of Directors:

October 9, 2007

Amended and approved May 2008

Amended and approved July 10, 2013

Updated and approved June 2016

Updated and approved August 20, 2017

Updated and approved September 21, 2017

Lynelle Johnson, Board of Directors President

Procedures Appendix A – Incident Report

Refer to this sample incident report for reporting guidance in conjunction with initiating a ban:

Incident Report

(For example, health and safety incidents, alleged or actual theft including medication, threats or violence to people or property)

Date and time of incident: September 19, 2017 12:PM **1.**

Description of event including names of guests and staff involved: **2.**

A guest staying at the house, John Doe (HMIS ID 123456) physically assaulted an outside guest who was doing laundry. this was witnessed by Jane Doe, who came to the office to notify me, at which point I went to the courtyard to investigate. John Doe had already fled and the victim had bruising to the face. Others witnessed the incident as well.

How could this incident have been avoided, if possible? **3.**

N/A

What action was taken after the incident? **4.**

Police were called and a police report was filed (#ABC1232, Officer O'neal). John Doe is banned, but has not been notified because he left right after the incident. The police were informed that John Doe is banned from the property. John Doe is discharged as well. Are there are any risks remaining? What are they? **5.**

John Doe is clearly violent. He has not been notified of the ban yet and may return for his belongings.


Reported to:
Executive Director: YES/ NO **6.**
Board: YES/NO

Date:
Date:


1. Indicated the date and time of the incident
2. Detailed description should include the name of the banned individual, HMIS ID of that person if available, listing of witnesses, and what happened - include details of injuries or property damage if applicable.
3. Complete this section if applicable. If not, write "N/A" here.
4. Details in this section must include police contact if applicable, including police report number and officer name (police will often hand you a business card with the police report number. That card should be attached to the incident report before submitting to the House Administrator). Indicate if you were able to notify the individual of the ban before they left the property or not, and if there was police contact, confirm that the police were informed that the individual was banned at that point. If any other action was taken, indicate that as well.
5. Indicate any remaining risks that you feel are still present.
6. Once faxed to the executive director, indicate that here by circling "YES" next to Executive Director and indicate the date you sent the fax in the corresponding "Date:" area.

Procedures Appendix B – Electronic Banned List

The electronic banned list lives on the MCHC intranet on the Hospitality House page.

- From the Hospitality House Home Page, use the vertical navigation pane on the left side and click “Banned List”
- You may view a ban by clicking on the “Issue ID” or edit a ban by clicking the  symbol to the left of the corresponding name.
- You may add a new record by clicking “+ New Item”.

To add a ban:

 The content of this item will be sent as an e-mail message to the person or group assigned to the item.

First Name *	<input type="text" value="John"/>	
	Enter the first name of the banned person	
Last Name *	<input type="text" value="Doe"/>	1.
	Enter the last name of the banned person	
HMIS ID#	<input type="text" value="12345678"/>	
	Provide the individual's HMIS ID# if available	
Assigned To *	<input type="text" value="Paul Davis x"/>	2.
Ban Type *	<input type="text" value="All Services"/>	3.
Incident Date/Time *	<input type="text" value="9/10/2017"/>  <input type="text" value="12 PM"/> <input type="text" value="00"/>	4.
Category *	<input type="text" value="Violence"/>	5.
	Please select the category of offense most closely related to the reason for the ban.	
Incident Detail	6. <div><div>Incident reported by James Gibney</div><div>Physically assaulted another client in the courtyard by puching them repeatedly. This was witnessed by 3 other guests. house manager called the police and filed a report. the person was gone by the time the police came. The victim had bruising to the face.</div></div>	

In your own words, please describe the incident that led to this person being banned from the property.


Figure 1 - Section 1 of online form

1. Identify the individual being banned with the first and last name and the HMIS ID if available (Fields with * are required)
2. Assigned To: This person will be notified that there is a new entry. This should be the HIPAA Compliance Officer (Paul Davis as of 9/19/2017). Start typing the first name or email address, then click the appropriate entry when the dropdown list appears.
3. Ban Type: There are two options, "All Services" indicates that the individual is not allowed anywhere on the property at any time. "Bed Only" indicates that the individual cannot stay in a Hospitality house bed, but may use other services such as meals and outside laundry/shower.
4. Incident Date/Time: With regard to the incident that got the individual banned, indicate the date and time that the incident took place (taken from the incident report).
5. Category: Indicate the category of offense that led to the ban. Refer to [Section E](#) of the Ban Policy.
6. Incident Detail: Describe the incident that led to the ban. Include the name of the employee that reported the incident, the details of the incident and whether there were other witnesses.

Police Report ☒ Check this box if the incident was reported to the police.

Police Report Number
Enter the police report number if applicable

Officer Name
Please indicate the name of the responding officer if applicable

Ban Start Date * 
Enter the Starting date of the ban.

Ban Length * ▾

Banned Status * ▾

Lift Approved by
Indicate who approved the ban lift

Related Issues

Doe-42988.5

Add >

< Remove

Please select any other ban's that are directly related to this incident.

Sharing *
DO NOT Change this value

Share Data ☐
This box is for Operations Manager use only. DO NOT change the value of this box

HIPAA Comments
This space is for Operations Manager Use Only. DO NOT type in this section

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Figure 2 - Section 2 of online form

7. Police Reporting: Mark the checkbox if the incident was reported to law enforcement. If the incident was reported, indicate the police report number and/or the name of the responding officer.
8. Ban Start Date: Indicate the date you starting the ban. The date will default to today – but you may change it to the date of the incident or another date that applies.
9. Ban Length: Indicate the length of the ban – refer to [Section F](#) of the Ban Policy.
10. Banned Status: By default, this is set to “Active” and should not be changed when adding a new ban. The HIPAA Compliance Officer will be notified when a ban has been added and once reviewed and the sharing status is updated, the status will be changed to “Active-Reviewed”.
11. Lift Approved By: This should be left blank when entering a new ban. Once a ban is lifted, the Ban Status will be set to inactive and the approvers name can be entered here.
12. Related Issues: You may attach other bans to the current ban for the purpose of reporting and tracking similar issues. For example, if an individual is banned more than once, you may want to link that individuals previous bans so that they may be reported on together. Additionally, multiple individuals may have been banned for the same incident and you may want to link those instances together for reporting purposes.
13. Sharing and downward: These fields are for the HIPAA Compliance Officer to track sharing status and should only be altered by that person.