



The Pathways Project

Providing pathways to sustainable housing

for the most vulnerable and unhoused of El Dorado County

2022 - 2023 Increment Weather Lodging Program Program Guidelines

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A joint project presented by



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Section A: Operations

A.1 Admission

- Referrals for admission will be accepted via the HMIS system first, then on a first-come-first-served basis.
- The Pathways Inclement Weather Lodging Program operates on Housing First Principles without preconditions and barriers to entry, including but not limited to sobriety, treatment or participation in services. Supportive services will be offered to assist guests to assist in exiting out of homelessness.

A.2 Denial of admission

- Guests may be denied admission due to limited capacity.
- Those with criminal records involving sex offenses, arson, or violent crimes that pose a current risk to the health and safety of staff, volunteers, and/or guests may be denied admission.
- If a restraining order prohibits admission, the guest will be denied.
- Guests who demonstrate violent or threatening behavior may be denied.
- Guests who demonstrated conduct from a previous stay that puts the health and safety of staff or guests at risk (violence, weapons violation, intentional property damage, etc.) may be denied admission.
- If a guest is denied admission based on a previous stay, they will be informed of the reason, conditions for lifting the restriction and the right to appeal or file a grievance (See section A.18)
- A guest diagnosed with an infectious disease that significantly increases the risk of harm to other staff or guests (such as TB or COVID-19), they will be denied admission and referred for an alternate shelter arrangement.
- If the potential guest requires care and supervision to manage activities of daily living such as ambulating, toileting, dressing, maintaining continence, they will be denied admission and referred for appropriate care.
- An inappropriate request for admission to the Program location as a discharge location from a hospital may be denied.

A.3 Intake

- Upon admission/intake, the guest will be provided copies of the following and acknowledge receipt and understanding through their signature on the appropriate intake documents.
 - Guest rights
 - Written program rules
 - Storage policy
 - Grievance procedure

A.4 Hours

- Program hours will be posted at check-in station
- The Program location will be open from 5:00 pm until 9:00 am, after 9:00 am, all guests will be out of the shelter facility.
- All guests must be registered/signed into the Program location by 8:00pm or they will not be allowed entrance unless approved by the Program Coordinator prior to arrival.
- The Inclement Weather Lodging Program will start operations on December 1, 2022 and will close on January 31, 2023. (subject to change)

A.5 Rights of guests

- Guest rights will be posted and provided upon entrance.
- Guests have the right to be treated with dignity and respect
- Guests have the right to privacy within the constrictions of the building/Program location
- Guests have the right to be treated with cultural sensitivity
- Guests have the right to self-determination in identifying and setting goals
- Guests have the right to confidentiality and information about when confidential information will be disclosed, to whom and for what purpose, as well as the right to deny disclosure unless required by law.
- Guests have the right to reasonable access to any records concerning their involvement in the program.

A.6 Guest responsibilities

- Guest responsibilities will be provided to each guest in writing upon admission including:
 - A clear description of all program rules and potential consequences for rule violations.
 - Expected behavior

A.7 Confidentiality

- The program will have confidentiality policies that are at a minimum consistent with the Homeless Management Information System (HMIS) privacy and security requirements.
- Files will be kept in a secure or locked location
- All verbal communication of confidential information will be done in a way that avoids any unintended disclosure

A.8 Visitors

- Visitors will not be allowed/accommodated.

A.9 Storage of guest belongings

- Personal belongings will be secured upon nightly registration.
- Guests will not be able to retrieve any items after they have been secured
- Guests will be able to keep minimal items with them overnight such as change of clothes, cell phone, necessary medication, personal hygiene items. All items entering the Program Location will be searched.

- When guests exit the Program location/program, refer to A.25 Storage of belongings after discharge.

A.10 Medication

- Staff/Volunteers are not allowed to dispense or administer medication (exception: Narcan)
- Guests should keep all medications with them to last them through the night.
- Marijuana possession is not a reason to discharge a guest from the Program location, however, smoking or consuming in any form on the premises is not allowed. All marijuana must be kept with secured belongings.

A.11 Universal precautions

- The Program location will have proper sharps disposal and comply with universal precautions.

A.12 First aid

- Basic first aid supplies will be available on-site and be accessible to staff/volunteers at all times.

A.13 Weapons

- Weapons are prohibited in the Program location or during any transportation or other program activity.
- Weapons include but are not limited to: firearms, pepper spray, mace, and knives, and anything that could be used as a weapon
- Guests will be checked for weapons upon entry to the Program location, and will include use of security metal detector wands.

A.14 Smoking

- Smoking is only allowed outside of the Program location and must be in a designated area.
- Smoking will be allowed once an hour on the hour for 10 minutes.
- No smoking after 10pm. Smoking will not be allowed from 10pm until 6am.
- Guests will have the first morning smoke break starting at 6am for 10 minutes, continuing hourly until 8am.
- No further smoking will be allowed until guest is transported back to the designated drop off point in the morning
- The smoking area will be supervised by a staff/volunteer at all times when it is in use.

A.15 Accessibility

- The Americans with Disabilities Act (ADA) will be complied with unless the Program location is exempt from these regulations.

A.16 Pets

Pets of any kind are not allowed into the Program location.

- Pets may not be sheltered or kenneled inside the Program location.

A.17 Non-discrimination/reasonable accommodation

- All guests have the right to program services regardless of religious affiliation, race, color, national origin, ancestry, political or religious beliefs, language, disability, family composition, gender identity and/or sexual orientation.
- Staff/volunteers will respect and be sensitive to the diversity of the guests and guests will be protected from all forms of discrimination.
- The program will provide an atmosphere of dignity and respect for all program guests.
- Privacy and confidentiality of guests will be protected.
- Everyone who is homeless is entitled to be screened for acceptance into the Program regardless of if they use substances. Denial of Admission to the Program location will not be based on substance use alone.
- Guests will be afforded the maximum amount of privacy within the confines of the Program location.

A.18 Grievance

- Grievances and complaints received in writing will be recorded in a log upon receipt.
- An ad-hoc, inter-agency team will review all formal complaints/grievances and will have the decision-making authority.
- Upon admission to the Program, the guest will be provided a copy of the process including how to file a complaint and where to request any necessary forms.

A.19 Emergency Response

- The Program location will have an emergency response and safety plan in place. This will include access to fire extinguishers, appropriate exit signage and plan for evacuation if necessary. The Program location and Program will coordinate with the County Office of Emergency Management, if needed, to ensure the safety of all staff, volunteers and guests.
- In the case of a health emergency involving staff/volunteers or guests, 9-1-1 will be called.

A.20 Abuse reporting

- The program will comply with all legal duties to report child or adult abuse.

A.21 Drug and alcohol use/possession

- No drugs or alcohol are allowed at the Program location. This includes marijuana. There is a zero-tolerance policy.
- Alcohol and drugs will not be confiscated unless they are brought into the area after check-in. Personal belongings that are to be stored and locked overnight will not be searched. All personal belongings are returned to the guest at their exit.
- If a guest is found with drugs or alcohol in their possession after check-in, they will be suspended from the program for one night. The guest may return the next night, however, if they are found with banned items on subsequent stays, this will be sufficient reason for discharge from the Program.



A.22 Infectious disease prevention/control

- Referrals to health care providers will be provided when a guest shows symptoms of TB, lice or scabies or any other condition that may endanger the health of a guest/staff or volunteer. We will advise and consult with the El Dorado County Dept. of Public Health if needed and will follow their guidance as to follow up for the guest.
- All surfaces in the facility (including sleeping mats) and vans will be disinfected daily utilizing an electrostatic sprayer.

A.23 COVID-19

See Section G: Attachments > G.1

A.24 Reasons for discharge

- Guests may be suspended and/or discharged for the following reasons.
 - Possession of a weapon at the Program location
 - Possession of drugs or alcohol (including marijuana) on the premises
 - Assault or other violent behavior
 - Theft
 - Destruction of property
 - Restraining order in place
 - Guest behavior that endangers the health or safety of guests or staff/volunteers
 - Repeated interference with the rights of other residents
 - Presence of an infectious disease that significantly increases the risk of harm to guests/staff/volunteers

A.25 Storage of belongings after discharge

- The Program location/Program will not store any personal belongings except for during Program hours.
- Guests will take all personal belongings with them upon exit from day to day even if they are planning to return the next night.
- All personal belongings that are not picked up at time of Program location closure will be discarded.
- Guests will be advised of this policy during the admission/intake process.

Section B: Staffing requirements

B.1 Staff on Duty

- The Program location will have sufficient staffing to ensure the safety and supervision of guests at all times. If fewer than 2 lead staff or volunteers are scheduled, an on-call lead staff will be available.
- All staff and volunteers will be awake during hours of operation. Resting time may be available depending on staffing levels and needs.
- A Program Coordinator or lead staff will be available on call to the program for consultation to staff/volunteers about challenging guest situations and other urgent matters.
- Staff and volunteers will be educated to the chain of command and situations that will require consultation.

B.2 Hiring

- Background checks will be conducted on all staff working at the Program location.
- Disqualification for hiring based on the results of the background check will be determined by the Program Coordinator taking into account the particular responsibilities of the position to be filled, the population being served, the nature, severity and recency of the crime. Evidence of rehabilitation will be considered.

B.3 Infectious Disease Control/Screening

- Follow CDPH Guidelines: [Infection Control Guidance for Clients in Congregate Shelters, Including Shelters for People Experiencing Homelessness](#)

Section C: Staff and volunteer training

C.1 Documenting training

- A log or recording of all training will be kept for each staff/volunteer member. This will be maintained either in the personnel file or through a separate tracking system.

C.2 Required training

- The following training topics will be covered during orientation:
 - Confidentiality protocols
 - Crisis prevention and/or verbal de-escalation
 - Mandatory reporting requirement related to child/elder abuse
 - Universal precautions/infectious disease prevention
 - Anti-discrimination and reasonable accommodation
 - Program guidelines
 - Emergency evacuation procedures and fire safety
 - HMIS Privacy/Security certification (required only for staff conducting any intake, data entry, or other data processing functions.)

Section D: Food Service

D.1 Meals

- Guest meals will be available at the Upper Room prior to transportation.
- If a guest is working, their meal may be provided in a “takeout” container by the Upper Room.
- Snacks and beverages will be made available at the Program Location.

Section E: Physical Program location

E.1 Fire and building safety

- Program location will meet all fire and building codes unless exempt.
- Fire extinguishers will be readily available.
- Annual fire inspections will be conducted.
- Training will be provided to all staff/volunteers.

E.2 Safety standards

- The Program location will comply with state and local health, environmental and safety standards unless exempt

E.3 Toilets and sinks.

- The Program location will provide sufficient toilets for all guests. (1 toilet to 15 guests ratio)

E.4 Showers

- Shower facilities will not be provided.

E.5 Hygiene products

- Toilet tissue, soap, paper towels and feminine hygiene products will be available to all guests in the Program location.

E.6 Beds/linens

- All guests will be provided with a mat and blanket.
- Linens will be laundered periodically and/or when soiled.

E.7 Drinking water

- Individual bottled water will be made available for all guests.

E.8 Outlet access

- Access to electrical outlets for charging cell phones and devices will be made available for all guests with permission from staff/volunteers

- E.9 Cleanliness
- All common use areas including bathrooms, showers (if applicable), will be disinfected daily or at a frequency recommended by CDC or local public health officers.
 - Trash receptacles with liners will be available and emptied regularly and at the end of each day (night shift)
- E.10 Pest control
- Program location will ensure adequate provision of pest control services/activities as needed.
- E.11 Maintenance/Repair
- Program location will be maintained in good repair. Identified issues / concerns will be reported in the daily report. Emergency repair/maintenance issues will be reported immediately to staff.
- E.12 Phone access
- A phone designated to the Program Manager (530-317-8877) will be available for emergency use by guests.
 - Phone messages/emergency referrals will be taken on the designated phone. The phone number will be offered to inter-agency partners.
- E.13 Entrances/Exits
- All exits will be clearly marked and will be kept free of blockage and tripping hazards.
 - Exit signage will be compliant with applicable codes unless exempt.
- E.14 Vehicles
- Vehicles used to transport guests will be properly maintained, licensed, and insured.
 - All drivers will be properly licensed and DMV Printout will be provided before service.
 - All vehicles will be disinfected after each trip.

Section F: Administration

- F.1 Homeless Management Information System (HMIS)
- The Inclement Weather Lodging Program will participate in and use the HMIS.
- F.2 Data quality
- The HMIS is one way that data will be collected, aggregated, analyzed and reported.
 - Measurable metrics will be identified to determine the success of the Pathways Project.
 - Reports will be provided monthly to demonstrate the current status of the program and its success in meeting the identified objectives.

F.3 Tracking denials and discharges

- The Winter Lodging Program will track all denials to the program and the reason for that denial.
- Involuntary discharge from the Winter Lodging Program will be tracked including the reason.
- Denials and involuntary discharges will be tracked and reported monthly.

F.4 Fiscal system

- The Winter Lodging Program will use a validated system of accounting.
- A budget will be prepared and approved by Housing El Dorado and The Upper Room.
- Regular reviews of the actual budget expenses against the projected budget will be scheduled.
- In kind donations will be tracked for current and future budgeting needs.



Section G: Attachments



COVID-19 Guidance

The following guidance was developed by Housing El Dorado partnering with El Dorado County Public Health, a division of Health and Human Services.

The goal of this document is to help The Pathways Project develop strategies to:

- Prevent and reduce the spread of COVID-19 within the shelter.
- Prevent and reduce the spread of COVID-19 between and outside the Program location.

This interim guidance may change as knowledge, community transmission, and availability of PPE and testing change.

Audience: Staff/Volunteers working with people experiencing homelessness in congregate nightly winter shelter.

Background: People experiencing homelessness may have an elevated risk of COVID-19 transmission and be especially vulnerable to outbreaks of COVID-19. People experiencing homelessness in shelters may have difficulty isolating from others and may have higher prevalence of underlying conditions associated with severe illness if they develop COVID-19. Transmission of COVID-19 in these settings could also lead to illness and absenteeism among homeless service provider staff and volunteers. This interim guidance is intended to support staff and volunteers working with The Pathways Project and to help prevent COVID-19 transmission in these settings.

General Information: COVID-19 is caused by a virus that has never been seen in humans before. In some ways it is like other viruses we have seen, but there are important factors that set it apart: 1. Since it has never infected humans before, none of us are immune to it. and 2. It can be spread from person to person more easily than from some other viruses. High-risk groups for COVID-19 include people over age 65, people with chronic conditions, including those that affect heart, lungs or kidneys, people who have weakened immune systems due to disease, chemotherapy or other medical treatments or conditions and people who are pregnant.

Common symptoms of COVID-19 can be a wide range from mild symptoms to severe illness. Symptoms of COVID-19 may include, but is not limited to some combination of the following:

- Fever (100.4 F or higher)
- Cough
- Shortness of breath/difficulty breathing
- Diarrhea ● Nausea or vomiting ● Fatigue ● Muscle pain
- Runny nose or congestion ● Headache ● Sore throat
- New loss of taste or smell

Like other respiratory illnesses, such as influenza, human coronaviruses are commonly spread to others by an infected person who has symptoms. Spread occurs through:

- Droplets produced when an infected person coughs, sneezes, or talks.
- Close personal contact, such as caring for an infected person.
- Touching an object/surface with the virus on it, then touching your mouth, nose, or eyes before washing hands.

Additional Resources:

CDC's Resources to Support People Experiencing Homelessness: [Homeless Populations | COVID-19 | CDC](#)

All Volunteers, Staff & Guests of the Pathways Inclement Weather Lodging Program are encouraged to be COVID Vaccinated.



Day to Day process

1. The number of available spaces will be determined by the capacity of the Program Location.
2. Van will arrive at approximately 5 pm at designated pickup locations. More than one trip may be necessary to accommodate all guests.
3. All guests will receive a screening for COVID-19 symptoms and have their temperature taken prior to boarding the bus at the designated pick-up points.
4. If a guest presents with symptoms suggestive of COVID-19 or has a temperature of 100.4 or above they will not be able to board the van or be admitted to the Program location for that night. The Program Coordinator should be contacted immediately in order to arrange alternate shelter.
5. All screened and approved guests will board the van in numbers to ensure social distancing and suggested seating guidelines from CDC.
6. Guests will bring no more than 2 bags with them.
7. All guests will use hand sanitizer before boarding the van.
8. No food/beverages will be allowed on the vans.
9. Guests who choose to come to the Program location via their own vehicle (with Program Coordinator's permission only) will not be able to go in and out of the Program location and keys will be left with program staff until exit in the morning. They are not allowed to arrive prior to 5pm. All guests must be registered into the Program location prior to 8pm or they will not be allowed entrance for that night. Exceptions may be made by the Program Coordinator.
10. Guests will disembark and immediately form a line keeping a minimum of 6 feet in between guests. Social Distancing signage/markers will be present to assist with compliance. Hand sanitizer will be available at the entrance(s).
11. One by one, guests will make their way, observing the hand sanitizing & social distancing, to the designated area or desk/table where the check-in process will occur.
12. All check-in forms will be completed at the check-in desk area. Staff in this area will use hand sanitizer between each guest check-in and wear appropriate PPE. Guidelines/Rules and other required documents will be completed, signed, and given to the guest to acknowledge receipt and understanding.
13. For those guests arriving at the Program location via their own transportation, a health screening will be completed. If guest screens are negative, the guest's temperature will be taken. If temperature is below 100.4, the guest will proceed to the next station to process belongings and undergo safety measures including emptying all pockets and being scanned with a metal detector wand. If the guest is symptomatic or has a temperature of 100.4 or higher, they will not be allowed into the Program location for the night. The Program Coordinator should be contacted immediately to arrange alternate shelter.
14. Guests will mark their belongings with a white plastic bag
15. Guests will be notified that they will not have access to and cannot ask for staff to retrieve anything from their stored belongings while in the Program location.
16. Guests will then choose their mat and receive a blanket/sleeping bag.
17. Guests will proceed to the main Program location and set up their sleeping area in a designated space.
18. Men and women will be separated into designated areas.
19. No laundry services will be available.
20. Bathrooms will be monitored by staff/volunteers. Guests will be responsible for maintaining the cleanliness of the bathrooms.



21. All lights out at 10pm. Guests are expected to be in their designated sleeping area.
22. Phones/devices can be used only with headphones or earbuds to minimize distraction of other guests.
23. Guests will wake around 6:00am to start preparing to exit the Program location on time. They will gather their bedding and complete morning chores.
24. Guests will exit one at a time complying with all social distancing guidelines. Exiting will start at approximately 8:00am.
25. Each guest will collect their bedding and belongings and will come to the exit station which will be supervised by staff/volunteers.
26. After the return of bedding, it will be labeled and used for the same guest the next night.
27. The guest will then collect belongings that have been stored overnight. Staff/Volunteers will be careful to make sure the guest takes only their own belongings.
28. The guest will then proceed to the bus pick up area outside and form a line to await boarding to the designated drop-off points. Hand sanitizer will be used before boarding the bus.
29. Guests will be able to charge cell phones/devices with approval from staff/volunteers.
30. Smoking will be allowed only in the designated area once an hour, on the hour for a maximum of 10 minutes. Staff/Volunteers will supervise all smoking breaks. There will be no smoking breaks after 10pm or before 6am, or after 8am.
31. The Program location will be cleaned daily according to COVID-19 standards after all guests have exited the Program location.
32. All furniture will be placed back in their appropriate space prior to staff/volunteers exiting the Program location.



GUEST RIGHTS

Inclement Weather Lodging Program

Guests have the right to be treated with dignity and respect.

Guests have the right to privacy within the constrictions of the building/Program location.

Guests have the right to be treated with cultural sensitivity.

Guests have the right to self-determination in identifying and setting goals.

Guests have the right to confidentiality and information about when confidential information will be disclosed, to whom and for what purpose, as well as the right to deny disclosure unless required by law.

Guests have the right to reasonable access to any records concerning their involvement in the program.

All homeless guests have the right to program services regardless of religious affiliation, race, color, national origin, ancestry, political or religious beliefs, language, disability, family composition, gender identity and/or sexual orientation.

Staff/volunteers will respect and be sensitive to the diversity of the guests and guests will be protected from all forms of discrimination.

GUEST AGREEMENT 2022-23 Season

Guest Name: _____

All Staff, volunteers, and guests will treat each other with respect and kindness.

Guests will follow posted guidelines in the program and the following:

There is **ZERO TOLERANCE** for:

- **Physical or verbal aggressiveness or violence**
- **Bringing in weapons (including knives), marijuana (recreational or prescription), illegal drugs, or alcohol.**
- **Any behavior that endangers the safety of guests, staff or damage to the program location.**

Any guest who breaks any of the Zero Tolerance guidelines will have to leave the program location immediately. The Program Coordinator has sole discretion for determining ejection from the program.

1. No dogs or any other animals are allowed.
2. Each guest must allow inspection of belongings and person when checking in for the evening.
3. Staff/Volunteers have the right to lock up any and all items they deem unsafe or inappropriate.
4. Smoking is allowed only in designated areas and at designated times
5. If guests leave the property for any reason after checking in, they will not be allowed to return to the program location that night for any reason.
6. Men and women may not sleep together. They must sleep in areas designated for men and for women only.
7. Check-in runs from 5-8 p.m.
8. (If applicable) Car keys must be left with the staff/volunteers at the time of check-in and guests may not return to their vehicles until they leave the shelter check out point in the morning.
9. Guests presenting acute or chronic health issues, who need additional assistance, may be redirected to health care facilities.
10. Personal belongings cannot be left/stored at the check in point or the shelter. Each morning all personal items and trash left at the shelter or check in point will be thrown away.
11. Guests are allowed a maximum of 2 bags for transportation and storage while the program is in operation.
12. Guest's signature on NIGHTLY SIGN IN ROSTER, demonstrates that the guest agrees to abide by this document.

Guest Signature _____ **Date:** _____

Program Staff/Volunteer: _____ **Date:** _____



STORAGE POLICY

2022-23 Season

Guest Name: _____

Guests may not bring bags in excess of (2) two on transportation or to be stored at the Program location.

The Program location/Pathways Inclement Weather Lodging Program will not store any personal belongings except for during Program location hours.

Guests will take all personal belongings with them upon exit from day to day even if they are planning to return the next night.

All personal belongings that are not picked up at time of Program location closure will be discarded.

The Guest's signature on NIGHTLY SIGN IN ROSTER, demonstrates that the guest agrees to abide by this document.

Guest Signature: _____

Date: _____

Staff/Volunteer Signature: _____

Date: _____



GRIEVANCE PROCEDURE & FORM

2022-2023 Season

Guest Name: _____ Date: _____

Grievances and complaints received verbally will be transcribed onto a Grievance Form and will be recorded in a log upon receipt.

Grievances and complaints received in writing will be recorded in a log upon receipt.

An ad-hoc, inter-agency team will review all formal complaints/grievances and will have the decision-making authority.

All team decisions will be communicated by the Program Manager.

If you have questions about this procedure, please see the Program Manager.

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GRIEVANCE/COMPLAINT FORM

Please describe the problem: _____

Please describe the desired outcome: _____

Guest Signature: _____ Date: _____

Report Received by: _____ Date: _____



PROGRAM MANAGER UPDATE

1. Provide the number of guests: _____

Men: _____ Women: _____ Other: _____

2. List any disturbances or other events: _____

3. Were any guests denied entry or asked to leave: Yes No

4. Name Details of Denial / Reason Asked to Leave

5. Were there any medical emergencies or self-sign-outs? Yes No

6. Name Details of Emergency/Reason for Leaving

Staff/Volunteer Signature: _____

Date: _____

