



SAFE REST VILLAGE MANUAL

The Safe Rest Village is an outdoor alternative shelter setting that provides case management, peer support, housing navigation, and behavioral health services for individuals who are working towards a next step or permanent solution from this program. The Village also provides the amenities of a kitchen, toilets/showers, and individual sleeping structures. We emphasize relationship-building, one-on-one engagement, supportive services, and partnering with our neighbors and community.

Purpose

This village manual exists for the participants and staff. It outlines the policies and procedures of the Safe Rest Village for maintaining the safety and well-being of all village participants, staff members, and fellow village neighbors. Participants should read, understand, and comply with all policies and procedures outlined in this village manual. Whenever a change is made to the Village Manual, All Good Northwest staff will share those changes with all Village participants and obtain a signed copy of the agreement.

Services Offered

- A safe, private place to sleep in a single-occupancy individual structure. Each participant will meet with their case manager, navigation specialist, and behavioral health specialist to review their goals towards the next step or permanent housing and discuss their extension in the Village program.
- Communal Kitchen that includes shared space for food storage and preparation
- Bathroom and shower facilities
- Laundry facilities
- Access to case management, peer support, housing navigation, and behavioral health support
- Access to resources that provide next steps or permanent housing solutions
- Access to other support service networks that include mental health treatment, counseling, peer support specialist, financial education, Rent Well courses, and other workshops
- Community meetings and events
- Conflict resolution and mediation
- 24/7 on-site staff

Non-Discrimination Policy

Safe Rest Villages do not discriminate on the basis of age, race, color, national origin, primary language, sex or sexual orientation, religion, disability, genetic information, domestic violence victim status, political affiliation or belief, or any other characteristic protected under applicable federal or state law, in any of its activities or operations. These activities include, but are

not limited to, hiring and firing of staff, selection of volunteers and vendors, selection of village participants, and provision of services. We are committed to providing an inclusive and welcoming environment for all village participants and members of our staff, clients, volunteers, subcontractors, and vendors.

Village Roles

Villager/Participant: A program participant who currently resides at the Safe Rest Villages and actively participates in the program by: 1) Following the Village Manual & Good Community Partner Agreement, 2) Attending the mandatory weekly community meetings, 3) Attending their scheduled appointments with their navigation specialist and 4) Engaging in regular chores.

Village Volunteer: A non-participant or prior participant who is trained to assist in the operation and maintenance of the Village.

All Good Northwest: (AGNW, or All Good) will be supporting the Safe Rest Village participants by providing case management and other support services. AGNW is a non-profit organization that that serves Veterans experiencing homelessness, as well as non-veterans depending on the program (like the Safe Rest Village program).

Safe Rest Village Navigation Specialist: AGNW staff member who provide case management services and help navigate our Metro region's social and housing services.

Safe Rest Peer Support: AGNW staff with lived experience that work with participants on community building, harm reduction, and individual advocacy related to housing barriers.

Safe Rest Village Program Manager: AGNW staff member who oversees all Village operations and is responsible for managing staff and participants.

MSafe Rest Village Behavioral Health Specialist: AGNW staff member who work with participants to overcome housing readiness barriers that include related to mental health and substance use.

Safe Rest Team Lead: AGNW staff member who works with the program manager to ensure village operations are maintained and who oversee case management and overnight staff.

Move In Orientation

- Complete AGNW Intake Packet
- Complete reading and signing the Safe Rest Village Manual
- Complete a tour of the Village site (individual structures, community space, smoking area, parking area)
- Complete vehicle/bike registration, if you own a car/bike and park outside the village property, or store inside the bike enclosure
- Complete Personal Health Screening (COVID-19) and Dietary Health and Restrictions (food allergies and specific needs)
- Complete AGNW Housing Questionnaire

Village Governance and Participation

Participation is a core value of the Safe Rest Village. This means that the success of the Village rests on the participation of those who live here. The Village is ultimately governed by All Good Northwest, and also values participatory governance and feedback by those who are in the program.

1. Weekly Village Meeting (All Participants)

Attendance at the weekly village meeting is mandatory for all participants. Issues related to the organization of the Village will be discussed and voted on at this time. The scheduling of the weekly village meeting will take into consideration each participant's schedule. If individual is not able to attend, reasonable accommodation will be provided. If participants miss a village meeting 3 consecutive times without notifying staff, they will be given a written notice and could jeopardize their place in the program if absences continue.

2. Community Development Meeting (Optional)

These community development meetings are optional and provide an opportunity for our community to discuss ways we can build relationships, plan and engage in fun activities, suggest new community project ideas, etc.

3. Villager Participation

- a. Upon every participant's arrival at the Safe Rest Village, they will work with their Case Manager to go through an initial intake process to assess their needs and begin the case management process. Depending on the outcome of the intake, the participant will continue to have weekly/bi-weekly or monthly case management with Safe Rest Village staff. Safe Rest Village staff will manage and refer participants to services as needed at the time of intake. Every participant will have different case management needs and will work with Safe Rest Village staff to create their individualized and personalized case plan.
- b. Participants will be required to make their regular meeting with their navigation specialist. Each Safe Rest Village's primary purpose is to help participants become self-sufficient and transition into permanent housing. It is the participant's responsibility to follow their case plan and to communicate when goals are met and/or when plans need to be adjusted. Case plans will be updated quarterly or more frequently if necessary.
- c. Participants are required to make all appointments outlined on their case plan, unless there is a valid reason why they cannot follow through. If participants miss their CM meeting 3 consecutive times without notifying staff, they will be given a written notice and could jeopardize their place in the program if absences continue.
- d. Participants will be made aware that this is an alternative shelter program and they need to ensure they are actively working with staff in conjunction with their case plan. Each case plan will be updated quarterly.
- e. A case plan will be created with each individual participant in order to assist and mitigate any and all barriers regarding their permanent housing, employment, education, benefits, etc. Participants who do not engage with a navigation specialist

and are out of compliance with their case plan will be given a written notice and provided 30 days to engage and demonstrate progress on their goals. Participants who have been given warning and still refuse to engage will be exited from the program.

- f. Participants should know that that attendance and completion of program requirements (community meeting, case management meeting, chores, and individual structure checks) is tracked over time by staff. If a participant is not meeting these minimum expectations, staff will issue a “trial period contract” that outlines a 30-day plan that requires participants to successfully meet the minimum expectations for that trial period to maintain their spot in the program. This contract must be signed and agreed upon by the participant and take into consideration relevant barriers.

Village Security Plan

- Gate entrance/exit (hours of operation)
 - The gate entrance/exit is for village participants and AGNW staff only and provides 24/7 access to the village.
- Individual structure security
 - Each participant will be provided their own means of access to their individual structure. This means of access must not be shared with any other participant or non-participant.
 - Participants are not permitted to enter each other’s individual structures.

**Participants who arrive into the program as a couple are exempt from these stipulations and may share their means of access and enter each other’s individual structure. This does not apply to new couple relationships that form during their stay in the program.*

- Weapons policy
 - No weapons of any kind (including firearms, large knives, explosives, or any other object are permitted on village property.
- Media policy
 - Participants are not permitted to display inappropriate visual media
- Reporting emergencies (who to call sheet)
 - Staff should be notified immediately in the case of any fire or medical emergency.
- Fire safety
 - No open flames are allowed on village property. This includes candles, tiki torches, campfires, and charcoal grills. Any outdoor cooking must be done using the propane grill in its designated location between the hours of 8am-9pm.

Village Policies

Conflict Resolution Policy

We expect participants to treat their fellow villagers, staff and volunteers with respect.

Participants are to resolve conflicts peacefully using respectful dialogue and if needed, follow the

AGNW village conflict resolution process stated below:

In the instance of conflict or frustration with another villager, please follow the following steps:

- 1) Step away from the scene. Give yourself some time before addressing the problem. When you are ready,
- 2) Return to the person and share your feelings/frustrations in a respectful manner. Unless it involves a matter of safety, using good judgment, please do not go to staff before sharing concerns directly with the individual. If you are not comfortable doing so, proceed to step 3.
- 3) Please approach staff so they may assist you in resolving the conflict.
- 4) Grievance forms are available for participants to fill out if they would like to record their complaints in writing. Grievance forms are only seen and kept on file by staff members.

Individual Structure Policy

Each program participant will be assigned one of the “individual structures” to use for sleeping and the storage of personal belongings. The individual structures are at all times under the direct responsibility of All Good Northwest. They are not the property of the program participants. Each individual structure is assigned to one participant only.

1. Entry and Maintenance Assessment

As part of your participation in the program at a Safe Rest Village, you acknowledge that All Good (through the Village Manager or other authorized staff) may enter the Individual structure at any time. All Good intends to only enter the individual structure assigned to you to assess health, safety, or maintenance issues. Entry for maintenance assessment will be conducted in your presence and with previous notice, except in emergency situations posing a life and safety risk. All Good reserves the right to consent to the search of any individual structure at the request of law enforcement with an authorized warrant.

2. Modifications

Before making any modifications to the individual structure, participants must discuss all proposed modifications with the Village Manager, who must approve these requests before the change takes place. The installation of shelves and hooks will generally be approved. Some other modifications, such as painting, or door changes, in addition to requiring advance approval, may only be performed by the Village Manager or authorized individuals. Participants are not permitted to tamper with the door or door lock in any way, or plugin large electrical devices (such as large refrigerators, microwaves, unauthorized heaters, etc.) In addition, participants are not permitted to change any fixture or wiring within the individual structure.

3. Regular inspections

Each participant’s individual structure will be inspected on a regular basis by Safe Rest Village staff to assess safety, maintenance, and adherence to belonging policy. Each participant is only allowed to have up to 3 large bags of belongings in their individual structure.

The purpose of an inspection is to check for ...

- A working fire alarm

- A working thermostat
- No signs of bed bugs
- No items from the forbidden items policy
- No spoiled food or community kitchen items, like plates or cups
- Belongings are not over limit
- Individual structure interior and exterior policies are being followed

4. Repairs

If you have an issue with the individual structure or believe that repairs are needed, please speak with the Village Manager as early as possible.

5. Possessions Policy

Participants must keep personal belongings inside their individual structure at all times or stored neatly and securely on the 10’x10’ platform and are not permitted to store additional belongings outside of their individual structure/platform (this does not apply to flower boxes or patio décor). Staff will continue to perform regular individual structure checks to determine safety and cleanliness, as well as belongings in excess of reasonable expectations. If participants have excessive belongings, staff will notify participants, write up an improvement plan and provide deadline for belongings to be downsized. Participants are encouraged to ask staff for support in downsizing if needed.

Visitor Policy

Visitors are not allowed on Safe Rest Village property at any time.

Chore Protocol

- All participants are required to participate in weekly chores and follow the community’s weekly chore schedule, which will be posted at the beginning of every week. Each participant will have one chore to complete each week, and chores will rotate every week. ADA alternative chores will be provided for those who request it. Please communicate with the Village manager or Safe Rest Village staff if you need to request an ADA alternative chore.
- Every week, participants are expected to let a staff member know when their chore is completed. Staff keep a weekly record of when chores are completed. This record is officially used in each participant’s 90-day review.
- If you are away from the village and cannot complete your chore, you are responsible for letting staff know before any absence other than an emergency. Staff will offer one or more “makeup chore” options to you to choose from to replace any incomplete chore. This must be completed and approved by staff before the end of the weekly chore chart.

Example of Weekly Checklist

Participant Weekly Checklist

	Week 1	Week 2	Week 3	Week 4
Village Meeting				

Navigation specialist Meeting				
Weekly Chore				
Weekly Inspection				

Pet Policy

- Animals are not allowed to run loose.
- All animals must be collared. Dogs must be leashed. Pet owners must pick up animal waste immediately.
- Vaccination documentation may be required to share with staff.
- Pet owners are responsible for the behavior of their pets. Pets that behave aggressively or physically assault people or other pets will not be permitted in the Village.
- Pets are not allowed in the community building.
- Do not approach, touch, feed or bother other people’s pets without permission.
- When leaving the premises, pet owners must make arrangements for the pet, and have it/ them in a safe, secure place. Staff will not be responsible for any village pets.

Food Storage Policy

- A limited amount of personal food may be stored in designated refrigerators if it is contained within your refrigerator bin, covered, and labeled with a name and date. Items in the refrigerator without a label immediately belong to “everyone.”
- Community food that we receive through donations will be stored in the “communal kitchen” and “communal pantry”. Donated food is accessible to and for all community members but should only be taken in single servings out of respect for all Village participants.
- All food should be prepared in the community kitchen. Coffee and hot water may be prepared in other communal spaces.

Fire & Smoking Area Policy

- No recreational fires, candles or open flames will be allowed on the property.
- Fire extinguishers are accessible on Village property
- Smoke detectors and carbon monoxide alarms are installed in the community building and each individual structure and inspected to insure they are working.
- Smoking is not allowed anywhere on the property except the designated smoking area, pointed out during the move-in orientation. The designated areas for smoking are limited to the two grassy areas that are located 10 feet from the main building.
- Loose cigarette butts elsewhere on the property, including individual structures, will result in a warning.

Abandonment Policy

- For safety purposes, if participants are away for over 24 hours, they must notify the Village Manager and/or Navigation Specialist. If staff does not hear from the participant, the Village

Manager or Navigation Specialist may contact you, your emergency contact and/or inspect your individual structure as part of safety/wellness check.

- If a participant is absent and out of contact with staff for 7 days, along with missing their CM meeting and weekly community meeting, their individual structure will be emptied and they will be exited from the program. That participant will then have another 7 days to pick up their belongings before AGNW has the right to dispose of these items.

Emergency Protocol

During village orientation, AGNW staff will discuss with you these emergency protocols. A visual roadmap of the property layout and evacuation plan will be given to you, and will be posted in the community space for reference. Important phone numbers, which include emergency contacts, will also be posted in detail in community space. There will be a first aid kit located in the community space. Staff will also have additional safety items in their offices. In case of a fire or earthquake, follow this evacuation plan:

1. Follow AGNW staff directives
2. Evacuate the property through the gate that leads out of the village.
3. Meet in the spot agreed to by the village staff.

NOTE: In case of a medical emergency, village staff will call 911.

Manual Acknowledgement Form

I understand that the Safe Rest Village Manual and Code of Conduct describes important information about the Village and the program operated by All Good Northwest. I understand that I should consult the program manager if I have any questions that are not addressed in the manual.

I understand that this manual supersedes all prior manuals, policies, and procedures. I understand that there may be changes to the manual, including the addition of new policies, replacement, modification, or cancellation of existing policies. I understand that I will be told of any changes by AGNW staff.

I understand that it is my responsibility to read, understand, and follow the policies of this manual. I have asked and received an answer about any of the policies in this manual that I did not understand.

Participant Name:

Participant Signature:

Date:

SAFE REST VILLAGE VALUES & CODE OF CONDUCT

- Here at our Safe Rest Villages, we value mutual respect, participation in community life, non-violence, community safety, and non-discrimination.
- We respect the rights and privacy of our fellow villagers by making sure to clean up after ourselves and not take belongings that are not ours.
- We agree that appropriate attire should be worn.
- We understand that alcohol and drugs are not allowed on the Village property (see page 11)
- We acknowledge that weapons are not allowed at the Safe Rest Village (see page 5)
- We understand that violence is not tolerated. This includes intimidation, physical, verbal, or sexual abuse. We will attempt to resolve any conflict in a peaceful manner (see page 5)
- We refrain from any degrading ethnic, racist, sexist, transphobic, or homophobic remarks, and do not tolerate such language or behavior (see page 1)
- We understand that the weekly community meetings are required and occurs every Wednesday at 6:30pm.
- We agree that pets are to always remain on a leash. Owners are responsible for cleaning up after their pet (page 9).
- We acknowledge that large refrigerators, microwaves, propane tanks, and unauthorized heaters or appliances are not allowed in any individual structure.
- We will keep personal food labeled and stored in designated space in refrigerator.
- We acknowledge that there one bicycle per person is allowed and must be registered with Village staff.
- We understand that case management is required at the Safe Rest Village and meeting with our navigation specialist once a week (or during the scheduled time) is mandatory.
- We understand that villagers must check in with staff every day by being present on site, or calling the shelter phone to check in (see page 3)
- We agree that no open flames are allowed on property or in individual structures (see page 10)
- We agree that smoking must occur in designated smoking area (see page 11)
- We agree that no storage or personal belongings are permitted around the sides or back of the individual structures, or on public areas in the community (see page 7)