



All Good Northwest Program Manual

All Good Northwest is a non-profit organization that operates a shelter setting that provides case management, housing navigation, and behavioral health support for individuals who are working towards a permanent and stable housing solution from our sheltering programs. We emphasize relationship-building, one-on-one engagement, supportive services, and partnering with our neighbors and community.

Purpose

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

Services Offered

- Supportive 24-Hour shelter
- One daily meal with access to pantry items
- Bathroom and shower facilities
- Laundry facilities
- Access to case management services, housing resource navigation, and behavioral health services on site
- Access to Client Assistance Funds per allowable CAF expenses (see Appendix A)



- Access to referrals 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

Non-Discrimination Policy

All Good Northwest does 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 participants, and provision of services. We are committed to providing an inclusive and welcoming environment for all participants and members of our staff, clients, volunteers, subcontractors, and vendors.

Site Roles

A participant is an individual who currently shelters at an All Good Northwest shelter site and actively participates in the program by:

- 1) Following the Program Manual & Good Community Partner Agreement
- 2) Attending the mandatory community meetings
- 3) Attending the scheduled appointments with the Case Manager and Navigation Specialist



Site Volunteer: A non-participant or prior participant (who have been outside of the program for at least 6 months) who is trained to assist in the operation and maintenance of the program.

Case Manager: An All Good Northwest staff member who assists participants with case management services:

- Development of personal goals
- Referrals to outside resources
- Support in de-escalation
- Support in identifying and overcoming barriers (including documentation and appointment setting)
- Getting participants document-ready

Navigation Specialist: An All Good Northwest staff member who assists participants with navigating the social and housing services for participants by:

- Identifying housing goals
- Connecting with Client Assistance Funds
- Completing housing assessments/housing-ready assessments
- Collaborating with participants and their case managers to further progress their housing goals
- Locating housing resources

Team Lead Supervisor: An All Good Northwest staff member who assists with the daily shelter operations and supervise shelter staff

Program Manager: An All Good Northwest staff member who oversees all program operations and is responsible for implementing policies and procedures

Behavioral Health Specialist: An All Good Northwest staff member who provides personal wellness services for participants, including behavioral health, recovery support, life skills, and community integration



Peer Support: An All Good Northwest staff member who has lived experience, can advocate for participants, and assists with daily tasks as needed, including appointments

Participant Intake (to be completed prior to move in)

- Complete All Good Northwest Intake Packet
- Fully read and sign the Program Manual
- Complete a tour of the program site

Participant Intake (to be completed within 7 days of move-in)

- Complete AGNW Housing Questionnaire
- Meet with Case Manager, Team Lead Supervisor, Behavioral Health Specialist, Program Manager, and Navigation Specialist

Program Governance and Participation

Participation is a core expectation of the program. Your success in the program rests on your participation.

1. Community Meeting (Optional)
 - a. These community development meetings are optional and provide an opportunity for our community to build relationships, plan and engage in fun activities, suggest new community project ideas, etc. Newsletters will also be provided in advance for new information. This is a great time to ask questions and raise concerns.
2. Mandatory Participation
 - a. Upon every participant's arrival at an All Good Northwest program, they will work through an initial intake process to



assess their needs.* Within the first ten days, the participant is required to create a case plan. This means they meet with their case manager to discuss their goals. Case plans are subject to revision as needed.

- b. Case meetings are mandatory and will recur on a weekly or bi-weekly basis. Within the first two meetings, participants are required to schedule a VI-SPDAT* screening.
- c. Weekly living space checks are mandatory and will be completed by two staff members. The frequency of the living space checks may be increased at staff discretion.

Site Security Plan

1. Site entrance/exit
 - a. The site entrance/exit is for program participants and AGNW staff only.
 - b. Rockwood and Market have an 11:00 PM – 7:00 AM curfew.
1. Individual structure security
 - o Participants are forbidden from entering another participant's living space or must have the door open. (see safety matrix**)
- Weapons policy
 - o No weapons of any kind (including firearms, metal knives, explosives, bows and arrows, crossbows, BB guns, anything that looks like a firearm or weapon, flamethrowers, whips, machetes, flammable liquids) are permitted on village property. Any item used as a weapon will result in the participant being exited from the program.
- Media policy



- Participants are not permitted to display graphic visual media. This includes depictions of violence, pornography, or illicit substances.
- Taking photos or videos of other participants or staff is forbidden.
- Reporting emergencies
 - Staff must be notified immediately in case of any fire or medical emergency.
- Fire safety
 - Any self-sustaining flame is prohibited on program property. This includes candles, tiki torches, campfires, and charcoal grills. Any outdoor cooking must be done using the program's propane grill in its designated location between the hours of 8am-9pm. Camp stoves are not allowed.



Program Policies

Conflict Resolution Policy

We expect participants to treat their fellow participants, staff, and volunteers with respect. Participants are to resolve conflicts peacefully using respectful dialogue and if needed, follow the AGNW conflict resolution process stated below:

In the instance of conflict or frustration with another participant, please follow the steps below:

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, 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.

Grievance forms are available for participants to fill out if they would like to record their complaint in writing. Grievance forms are only seen and kept on file by staff members.

Individual Living Space Policy

Each program participant will be assigned an individual space to use for sleeping and the storage of personal belongings. The individual spaces are under the ownership of All Good Northwest, but participants are responsible for the maintenance of their space and items. They are not the property of the program participants. Each individual structure is assigned to one participant only.



1. Entry and Maintenance Assessment

AGNW may enter your assigned individual space at any time. AGNW intends to only enter the individual space to perform mandatory checks or assess health, wellness, safety, or maintenance issues. AGNW reserves the right to search any individual living space.

2. Changes to living spaces

Modifications to living spaces are generally not allowed. Modifications that pertain to accessibility may be approved after consultation with the Program Manager. Participants are not permitted to bring in large electrical devices (such as large refrigerators, microwaves, unauthorized heaters, hot plates, etc.). In addition, participants are not permitted to change any fixture or wiring within the individual living space or the site premises.

3. Living Space Checks

Each participant's individual living space will be inspected on a regular basis by staff to assess safety, maintenance, and adherence to the belonging policy, in accordance with your site's requirements.

- a. Failure to comply with the space check stipulations will result in Notice Of Concerns and can potentially lead to an exit from the program.

4. Belongings Policy

- a. Villages and Rockwood: Each Participant will receive two 55 gal. bags at intake. Participants will be expected to maintain only the amount of belongings that will fit in three 55 gal bags. Large items (TVs and Furniture may be approved at the discretion of the Program Manager.
 - i. If staff notice that belongings are accumulating beyond the belonging policy, participants may be expected to measure their belongings in these bags.



Failure to comply may result in a Notice of Concern and potentially an exit.

b. Market: Participants will be expected to maintain only the amount of belongings that will fit in their storage bin and under their assigned bed.

5. Outside Unit Policy:

a. Villages may have outside their unit: 3 alive plants, one outdoor chair, and one bike.

6. Repairs

If you have an issue with the individual living space or believe that repairs are needed, please speak with staff.

Visitor Policy

- Visitors are not allowed on site property at any time.
- Visitors of participants must follow the Good Neighbor Policy, which states that congregating is prohibited within two blocks of the shelter.
- Visitors from partnering organizations may enter the site with an ROI and Volunteer Waiver completed before. Otherwise, staff cannot confirm nor deny if a participant is at our site.

Pet Policy

- Refer to pet policy in intake.
 - 1 pet per participants policy
 - Participants may not bring in a new pet once they have entered the shelter.
- Participants may store food in community refrigerators. Food must be labeled with name and date. Anything that is not labeled will be considered communal.
- Staff will not be responsible for monitoring the kitchen. Participants may store food in the kitchen at their own discretion.



- 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.

Warnings & Intervention Process

AGNW staff will address incidents that involve disruptive behavior to the property, participants, and staff of the shelter, such as verbal or physical violence, theft, the use of drugs or alcohol on site, overnight guests that are non-participants, and other behavior that violates the Village Manual and Good Community Partner Agreement. Staff may rely on video footage but is not required to do so to review incident reports. When an incident occurs, staff will:

Notices of Concern (NOC):

Staff will issue a notice of concern if behaviors arise that go against our community guidelines, but do not require an immediate exit. NOC will be given at the discretion of leadership. Behavioral Health Support team will initiate a follow up. The intended purpose of a NOC is to initiate support to maintain success in our program.

Accumulation of NOC will potentially result in a final notice and exit from the program. Immediate exits will take place when behavior enters the extreme category of the program’s safety matrix.

Exits:

- Once exited participants will have 7 days to retrieve their belongings from the specified location given to them at exit.
- Returning to site after an exit may result in a trespass.
- Once a participant is exited, services in the program will no longer be accessible to the individual.



- Exits take place at the discretion of staff leadership and are held to but not limited to our safety matrix. Participants have no legal rights over their space they are using as shelter and understand that this is not a residence.

Fire & Smoking Area Policy

- Recreational fires, candles or open flames are **not** allowed on the property.
- Fire extinguishers are accessible on property.
- Smoke detectors and carbon monoxide alarms are installed in the community building and each individual living structure and inspected to ensure they are working.
- Smoking is not allowed anywhere on the property except the designated smoking area, pointed out during the move-in orientation.
- Cigarette butts must be properly disposed of.

Abandonment Policy

- Participants must notify their case manager or other staff if they plan to be away for over 24 hours.
 - If the participant does not communicate to staff within 48 hours, the Program Manager or other staff may contact the participant, their emergency contact and/or inspect the individual structure as part of safety/wellness check.
- If a participant is absent and out of contact with staff for 3 days, along with missing their case manager 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 3 days to pick up their belongings before AGNW has the right to dispose of these items.
 - Staff will contact the Oregon Humane Society if animals are left behind after an exit.



Emergency Protocol

- Staff conduct quarterly fire drills.
 - All participants who are onsite at the time of the drill are expected to follow protocol and participate in the drill.
 - During these drills staff are expected to open each door to the living space.



Manual Acknowledgment Form

I understand that the Program Manual and Code of Conduct describes important information about 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 manual, including 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 been given the opportunity to ask questions about this manual, and I've received all answers about any of the policies in this manual that I did not understand.

Participant

Name: _____

Participant

Signature: _____

Date: _____