



Portland Community Guidelines

Reedway SRV

Welcome to the Peninsula Crossing SRV (the program). This program is currently operated by Urban Alchemy (UA). UA strives to create comfortable, safe, and healing environments where all guests can enjoy a peaceful stay and have access to resources that will help them achieve their goals. Urban Alchemy refers to those staying at this program as guests, because we intend to treat you like a guest in our home. We are here to serve you and will do everything we can to provide a high-quality environment that respects everyone who lives and works in and around the program. All guests are entitled to fair, respectful, and equitable treatment and we ask that you provide the same to our guests, staff, and neighbors.

As a condition of participation in this program, you must agree to the terms and conditions in these Community Guidelines. Please read the Community Guidelines and initial next to each item to indicate that you fully understand and accept each guideline. Please note that these guidelines can be modified at any time and guests will be notified of any changes. Please also note that this agreement is fully enforceable in the event of a transfer in management to another operator and any new operator reserves the right to issue new guidelines.

OCCUPANCY ISSUES

_____ **Occupancy:** The program does not provide permanent housing. Guests staying at this site do not have tenancy rights. You understand that this program creates no right or interest enforceable under Oregon or Portland landlord tenant laws. UA reserves the right to move a person or persons to a different space for any reason. UA may terminate a guest's ability to enter or remain on the premises at any time and for any reason, at UA's sole discretion.

_____ **Couples:** In general, each space at the program is for a single individual. However, The program has a limited number of spaces for two people who identify as a couple. UA reserves the right to separate couples into individual units/sites. If you have entered the site as a couple and later prefer a single unit/site, please inform a member of staff and we will do our best to accommodate you. Please note if one member of a couple is discharged from this program, the other member is welcome to stay assuming they are following these guidelines. They may be relocated to another unit/site.

_____ **Length of stay:** This is a temporary program designed to provide a safe, clean environment to unsheltered individuals. If you comply with these Community Guidelines, there is no limit to how you can stay as long as the program remains open. If the program closes, we will do our best to find a bed in another program.

_____ **Abandoning a Unit/Site:** If you do not check in for more than 72 hours, your unit/site will be considered abandoned; you will not be able to return to the program. There are exceptions that can be worked out in advance with program staff including situations related to your job, getting medical care, or essential activities. If your unit/site is abandoned, UA will store your property for no more than 30 days.

_____ **Reasons for program discharge:** Guests are expected to follow these Community Guidelines. Failure to do so may result in discharge from the program. Please note that violence toward other guests or staff will result in immediate discharge from the program. Our goal is to never discharge our guests, but please be aware that UA has a NO TOLERANCE POLICY FOR VIOLENCE.

_____ **Referrals and Waiting Lists:** Access to the program is by invitation only and managed by local outreach teams. There are absolutely no walk-ins, so please do not invite other unhoused individuals to come to the program in search of shelter. Referrals are managed by the local government and UA cannot accept referrals and does not maintain a waiting list.

ENTERING THE SITE

_____ **Checking-In & Out:** Guests must check-in and check-out with the reception staff when coming and going. This may include signing-in and signing-out on a form or electronic device. UA staff will check bags for weapons or other prohibited contraband. UA staff may also perform health checks as required by local public health officials. Guests who do not follow these guidelines will not be admitted to the village.

_____ **No weapons:** Staff have a right to check all guests for firearms and weapons. Absolutely no firearms or illegal weapons are allowed on site. Guests are not allowed to bring anything that can be used as a weapon (i.e., pocketknives) past the front entrance. All legal weapons (not including firearms) must be checked in at the entrance. Staff will tag it with a number and store it in a locked cabinet.

_____ **Visitor policy:** For privacy and safety reasons, visitors from outside of the program will not be permitted to enter. However, if a service provider is requesting to meet you at the program, please speak with a UA staff member. If guests staying at the program want to visit with each other, they should do so in open spaces rather than individual units/sites. Common areas have been created for just such purposes.

RESPECTING OTHERS

_____ **Quiet hours:** Quiet hours will be enforced between 10pm and 7am to ensure that all guests have an opportunity to rest and sleep. Please note that any kitchen areas, dog runs, offices, community gardens, laundry, and other community spaces will be closed during quiet hours. UA reserves the right to change the hours of operation for any community space at this program and will make every effort to post the hours.

_____ **Respect for the program community:** All guests and staff members should be treated with respect and dignity, regardless of their background or circumstances. Discrimination or harassment based on race, ethnicity, gender, sexual orientation, or any other characteristic will not be tolerated.

_____ **Respect for the program's neighbors:** Guests are expected to be respectful and considerate of people living, working, and visiting the surrounding neighborhood. Drug sales or use, criminal activity, disruptive behavior, excessive noise, and/or destructive behavior by guests, their friends, family, or pets will not be tolerated. UA will monitor the surrounding area within 1,000 feet from the site and will take measures to help ensure the health, safety, and peace of our neighborhood. Failure of guests to respect the program's neighbors can lead to discharge from this program.

HEALTH AND SAFETY

_____ **Zero tolerance for violence:** Violence or threats of violence towards any guest, staff member, visitor, or neighbor will not be tolerated. This includes but is not limited to pushing, shoving, slapping, kicking, or throwing things. Threats of violence are also not permitted. Any guest who engages in violence or threats could be subject to immediate discharge, as well as possible criminal prosecution.

_____ **No selling drugs:** Selling drugs at the program or within 1,000 feet is strictly prohibited. Urban Alchemy will investigate all allegations of drug sales. Any guest found to be selling drugs will be discharged from the program and could be subjected to possible criminal prosecution.

_____ **Security:**

- You are responsible for your own belongings.
- Program staff are not liable for any lost, stolen, or destroyed property at the site.
- Personal belongings must remain in their assigned space.
- Guests must be fully dressed at any time while in the common areas.
- No open flames are allowed anywhere in the program.
- Smoking is only permitted in designated smoking areas.
- No illegal activities are permitted in the program.
- Drugs and alcohol are not permitted at the program.

_____ **Pets:** If a guest has 1-2 service animals and/or pets at the time of referral, the guest may have those same animal(s) at the program. Guests must get prior approval from the site to have more than 2 pets or to bring additional animals onsite after move-in. Additional service animals may be approved through the reasonable accommodation process (see below). Guests are responsible for the behavior of their animals at all times. Guests with pets must comply with all the following rules:

- Pets must be on a leash or in a container in common areas and guests must always have direct physical control of their animals.
- All pets must be with owners and cannot roam throughout the area unattended.
- Guests are responsible for the care and feeding of their animal.
- Guests must properly dispose of all animal waste.
- Animals may not be aggressive or loud.
- If an animal attacks or bites another animal or a person, site staff will report the incident to Portland Animal Services and the guest must remove the animal from the site.
- Guests must have current rabies vaccination for their animals as required.
- Site staff can arrange for animals to be temporarily sheltered with Portland Animal Services if the animal needs to be removed from the site and the guest does not have other alternatives or can no longer care for the animal.
- Failure to comply with these guidelines may result in the pet being removed from the site.

_____ **Keep the community area clean:** All guests are expected to maintain a clean and tidy area around their living space. Guests are expected to dispose of their waste properly, and not leave trash or belongings in common areas outside of their living space.

_____ **Keep your sleeping area clean:** Guests are expected to maintain their unit/site and keep it tidy. Food items must be properly stored and there must not be an excess of personal property. UA has limited space for excess belongings, and you should see a staff person if you need to store items. If your sleeping area presents an ongoing health or safety hazard to the community, you may be discharged from the program.

_____ **Emergencies:** In case of an emergency, please contact the staff or call 911.

SOCIAL SERVICES

_____ **Care coordination agreement:** Within the first 2 weeks of a guest's stay at this program, you must meet with a Care Coordinator to develop a services plan related to your housing and other goals. Guests must continue to meet and work with their Care Coordinators throughout the duration of their time at this program and are expected to search for other housing options.

_____ **Mental health services:** If you are feeling stress, anxiety, distress, or facing other challenges, please call the 24/7 Crisis Helpline at 503-988-4888. You may also check with staff and meet with a Care Coordinator for further assistance.

_____ **Community participation:** Guests are encouraged to participate in and/or suggest community activities, meetings, and events organized within this program.

_____ **Data collection:** All guests are required to be entered into Portland's Homeless Management Information System / Client Management Information System (HMIS/CMIS). This is a computer system that is used to collect and share information on homelessness and social services throughout Multnomah County. Guests are required to sign a Release of Information (ROI) but have the right to decline answering most questions and limiting who has access to their information.

_____ **Reasonable Accommodations:** UA complies with the Americans with Disabilities Act (ADA) and will make every effort to provide accommodations for people with disabilities or special needs. To begin this process, see a staff person or complete a Guest Report Form.

_____ **Confidentiality:** UA will only share personal information with your consent. However, by law, there are a few exceptions to confidentiality that allow for disclosure of information without your consent. These exceptions are as follows:

- If there is a reasonable suspicion of abuse or neglect towards a child.
- If there is a reasonable suspicion of the abuse or neglect of an elder adult (age 65 or over)
- If there is a reasonable suspicion of abuse or neglect toward a dependent adult (someone who is not capable of caring for themselves).
- If an occupant presents a danger to self.
- If an occupant presents a danger to others.
- In the case of a medical emergency for purposes of obtaining medical treatment.
- If a court subpoenas your records.

GRIEVANCES

_____ **Dispute resolution:** We take disputes between guests and between guests and staff seriously. We aim to provide a peaceful environment in which everyone should be able to come to some resolution of their issues with another person or people. When disputes occur, guests are expected to approach staff for mediation and resolution. If the dispute is with a staff member, ask for a supervisor or fill out a Guest Report Form. We will make every effort to resolve the issue within a reasonable amount of time.

_____ **Grievances:** A Guest Report Form will be made available to all guests in the event of grievances, suggestions, requests, or acclamations. These forms can be submitted to any staff member or dropped in the designated box. UA maintains policies and procedures for addressing grievances; see a staff member for a copy.

PENINSULA CROSSING SRV SPECIFIC GUIDELINES

 Peninsula Crossing Trail: The nearby trail, park, goat area, and surrounding neighborhood are beloved community resource; Guests should do nothing to inhibit or interfere with their peaceful and quiet enjoyment.

SIGNATURES

Acknowledgement of receipt

By signing this document, you acknowledge receipt of this six-page document that outlines the Community Guidelines above. By signing this document, you also acknowledge that this is a temporary program with no tenancy rights, and you can be discharged from this program for violating the terms of this agreement.

Guest Name: _____

Unit/Site: _____

Guest Signature: _____

Date: _____

Staff Name: _____

Title: _____

Staff Signature: _____

Date: _____

Notes: _____
