# Portland Community Guidelines
# Clinton Triangle (Updated 8/12/26)

**WELCOME TO URBAN ALCHEMY:**

Welcome to the Site Safe Rest Village (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 sign below indicating you understand and agree to 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.

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**OCCUPANCY CONSIDERATIONS:**

**Occupancy:** The program does not provide permanent housing. Guests staying at this site do not have tenancy rights. This program creates no right or interest enforceable under Oregon or Portland landlord-tenant laws. UA reserves the right to move a guest or guests to a different pod or site 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.

**Length of Stay:** This is a temporary program with a stay limit of 120 days. Within this time limit, guests are expected to reach milestones furthering their progress toward permanent housing. Milestones include obtaining an identification card, a social security card, employment, other income sources, i.e., SSI, SSDI, and filling out housing applications. Engaging in other services such as medical, addiction, or mental health are supportive services, but might not necessarily be enough to retain a guest after the 120-day stay limit. Reasonable diligence towards permanent housing by reaching milestones may extend the length of stay. A Care Coordinator

will help you obtain these milestones. Engaging with a Care Coordinator is mandatory. If milestones are not achieved by the 120-day stay limit or inadequate due diligence is shown toward reaching permanent housing, even if some milestones have been met, UA may terminate the guests stay.

**Couple Policy:** In general, each space in the program is for a single individual. However, the program has a limited number of spaces for two people who identify as a couple. We recognize that couples want to live with each other. In this case, the referral partner will make a referral stating that two individuals are entering the program as a couple. UA reserves the right to separate couples into individual pods or sites. Please be advised that if domestic violence arises, the aggressor will be exited from the program.

**Transferring to a Different Site:** Urban Alchemy reserves the right to transfer guests to a different pod or another site at its sole discretion and for any reason. Urban Alchemy is under no obligation to grant a transfer request. Guests who would like to request a transfer may complete a Transfer Request Form for consideration.

**Abandoning a Pod:** If a guest does not check in for more than 72 hours, the pod will be considered abandoned; in these circumstances, the guest will be exited from the program and not allowed to return. There are some exceptions that can be worked out in advance with program staff, including situations related to employment, medical care, short incarceration terms, detox, or essential activities.

If a pod is deemed abandoned, UA will store the guest's personal property for up to fifteen (15) days. Property not claimed within that time may be disposed of in accordance with Program procedures.

**Pod Utilization:** A pod must be utilized. This means a guest must use it to sleep in on a consistent basis. Guests, who merely check in and leave to get around the 72 hour limit, are not utilizing the pod as intended. Also, Guests, who are chronically absent, meaning if a guest accumulates several absences ranging between 48 hours and the 72 hour limit in a single month are not utilizing the pod as intended. In these instances, the guest will be deemed to be under utilizing the pod and will be exited.

As above,there are some exceptions that can be worked out in advance with program staff, including situations related to employment, medical care, short incarceration terms, detox, or essential activities.

**Reasons for Program Discharge:** All guests are required to comply with all site rules, Community Guidelines, and staff directives while staying at the Program. Failure to comply may result in corrective action, including the issuance of a Behavior Contract to align the guests' behavior with site rules and guidelines. All Behavior Contracts and related interactions will be documented in the guest's file and maintained as part of the Program record.

A behavior contract outlines the offense and the course of action to correct it. It is signed by the guest as an agreement to correct the behavior. If a behavior contract is not adhered to, the guest may be exited from the program. Guests who receive three (3) Behavior Contracts for the same repeated violation or behavior may be exited from the Program. Some behaviors are grounds for immediate exit. They include, but are not limited to, violence, threats of violence, drug distribution, theft,  or destruction of property.

The purpose of this policy is to maintain a safe, respectful, and accountable environment for all guests, staff, and community members.

**Housing Acceptance:** This is a temporary or interim housing option for those experiencing homelessness, it is not a long term solution in which a guest can stay for extended periods of time, except by the rules of exception surrounding the 120 day stay limit. In this regard, a guest must make every effort to move into a housing option when available.This means if a guest has another housing option or has been accepted into a housing option the guest must move into that housing option completely. Failure to move will be grounds for program exit.

**Dual Residency:** A guest must not maintain an alternate or dual residence. This includes but is not limited to tents, vehicles, or other sleeping accommodations. A guest must utilize the pod as intended and as their only residence. Maintaining a dual residence is grounds for program exit.

**Referrals and Waiting Lists:** Access to the program is by invitation only and managed by the City of Portland outreach teams through the PDX311 process. 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 City of  Portland staff, and UA cannot accept referrals and does not maintain a waiting list.

**Mail and Packages:** Mail and / or packages will not be accepted at the site. All mail and/or packages must be addressed to:

Your name
PO Box 42128, Portland, OR, 97242

Mail will be distributed by Care Coordination staff.

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**ENTRY POINT CONSIDERATIONS:**

**Checking-In & Out:** Guests must check in and check out with the reception staff when coming and going through the main gate. This may include signing in and signing out on a form, electronic device, or both. 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. Guests are prohibited from using other points of entry not designated as the main entrance.

**Items Considered Contraband:** Some items are prohibited from the program for safety reasons and will not be allowed on the grounds. Staff reserves the right to check all guests for items deemed a risk to the program or others. The following is a partial list of items.

- **No 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 main 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.
- **No drugs, alcohol, marajuana, or drug paraphernalia:** Guests are not allowed to use or possess drugs, alcohol, marajuana, or have paraphernalia on the premises. UA reserves the right to confiscate any substance in this category found on site.
- **No Flammable liquids, solids, or gases:** This includes lighters, candles, spray paint, propane, etc Anything that can be used to, or by accident, ignite, incinerate, or burn by itself is considered dangerous to the program.
- **No unauthorized electrical devices:** This includes, but is not limited to, refrigerators, television sets, cooking appliances, space heaters, electrical cords, or splitters. Any electrical device that can cause a spark or short circuit in the pod is strictly prohibited.

**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. Service providers are welcome on site with notice and intent of visit. If guests staying at the program want to visit with each other, they should do so in open spaces rather than individual pods. Common areas have been created for just such purposes.Guests who allow an unauthorized visitor onto the site or into their assigned pod may be subject to corrective action, up to and including immediate exit from the Program.

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**RESPECTING OTHERS:**

Respect is the foundation of peaceful and harmonious community living. When we respect others, we acknowledge their feelings, wishes, rights, and traditions, even if they differ from our own. This recognition helps create an environment where everyone feels valued and safe. It's important to understand that respect does not mean we have to agree with everything someone else thinks or believes. Rather, respect means accepting their right to hold those views without judgment or hostility. For example, you might disagree with a neighbor's cultural practice or opinion, but by showing respect, you allow for peaceful coexistence and mutual understanding. Ultimately, respect fosters empathy and cooperation, which are essential for any community to thrive.

**Respect for the Program Community:** All guests, staff members, vendors, and service providers must be treated with respect and dignity at all times, regardless of background or circumstances. Discrimination or harassment based on race, color, religion, national origin, gender, age, sexual orientation, gender identity or expression, marital status, military status, or physical or mental disability is not permitted. Harassment, intimidation, abusive language, discriminatory remarks, threatening behavior, bullying, or lewd conduct toward staff, guests, vendors, or service providers is prohibited and may result in a shelter warning, discharge, or denial of service depending on the severity of the behavior.

**Respect for the Program's Neighbors:** Guests are expected to be respectful and considerate of people living, working, and visiting the surrounding neighborhood. Trespassing on neighbors property and particularly in the open lots are strictly forbidden. Drug sales or use, criminal activity, disruptive behavior, camping, and / or excessive noise 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.

**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.

**Dress Code in Common Areas:** Guests must be fully dressed at all times while in common areas of the Program. Appropriate clothing must fully cover private areas to ensure a respectful and comfortable environment for all guests and staff.

**Right to Privacy and Prohibition on Photography/Videotaping:** To ensure a safe, respectful, and supportive environment for all residents and staff, the privacy of every individual in this community is of utmost importance. Therefore, photographing, videotaping, or recording any staff members or fellow guests without their explicit consent is strictly prohibited anywhere within the village. This policy protects everyone's dignity and fosters trust and comfort within our community.

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**HEALTH AND SAFETY:**

**Wellness Checks:** Wellness Checks are designed to bring awareness to the possibility of distress of a guest member who might not be able to ask for help themselves. They are imperative to the safety and service that UA provides to our guests. Staff will conduct regular pod visits for observation and/or verbal communication to ensure the health and wellbeing of our guests. This might include knocking on the pod door and entering if there is no response or reasonable cause to enter the pod.

**Wellness Walks:** Wellness Walks are conducted outside of the hours of Wellness Checks. Wellness Walks include two Practitioners who walk by each pod with no contact necessary. Wellness Walks are designed to bring awareness to the possibility of distress without interrupting a Guest during a guest's sleeping hours.

**Personal Property:** Guests may not accumulate personal property in excess (hoarding property). Personal property that is found to be over the two forty gallon bag limit should be downsized to minimize fire hazard for safety purposes. Some sites have limited space for storing excess, not excessive, belongings. Please consult with staff if personal property exceeds health and safety limits. If a guest pod presents an ongoing health or safety hazard to the community, the guest may be discharged from the program.

**Personal Property Outside Pod:**Guests may not store personal property outside of their assigned pod, except for up to two (2) bags of redeemable cans and one (1) wagon. Bicycles must be stored in designated bicycle racks at all times. Wagons are not considered storage containers and may not be used to store, stack, or accumulate additional property. Property that creates a health, safety, sanitation, or fire hazard may be bagged, tagged, and removed by staff. Guests may not store personal property near the entrance gate or elsewhere outside the designated Program area.

Guests may not store, loan, or have another guest repair property in other Guest's pods. If a Guest gets exited, all property in that pod will be considered belonging to the exited guest.

**Personal Property Outside Site:** Guests may not store property immediately outside or around the fence of the site also which includes vehicles and trailers or using natural landscaping as camouflage to hide property.

**Personal Property Storage:** Property removed by staff will be stored for up to fifteen (15) days. Unclaimed property may be disposed of after that period.

**Responsibility for Personal Property:** Guests are responsible for their personal belongings at all times. Program staff are not liable for any lost, stolen, misplaced, or damaged property.

**Cleanliness of Pod:** Guests are expected to maintain their pod and keep it tidy allowing a person to walk freely from the door to the back of the unit without obstruction. Heating and AC units must remain free and clear of belongings without any obstructions. Food items must be properly stored. No body fluids, urine, or feces should be stored in a pod at any time. UA reserves the right to inspect pods on a regular basis to ensure they meet health and safety requirements.

**Cleanliness of  Community Area:** 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. Please respect others by cleaning up after yourself.

**Pod Inspections:** Program staff have the right to conduct regular pod inspections to ensure safety, cleanliness, and compliance with shelter rules. Guests must allow staff access to their pod for inspections. Any visible contraband or prohibited items will be confiscated and documented. Guests who deny access may receive a shelter warning or denial of service.

**Zero Tolerance for Violence:** Urban Alchemy enforces a strict No Violence Policy. Violence includes, but is not limited to, physical aggression, pushing, shoving, fighting, threats of harm, intimidation, destruction of property, or behavior that places others at risk. Any guest who engages in violence or credible threats may be subject to immediate removal from the Program. Criminal behavior will be reported to law enforcement.

**Alcohol and Drug Prohibition:** The use or possession of marajuana, alcohol, illegal drugs, or drug paraphernalia is prohibited on Program property and within 1,000 feet of the site. Violations may result in corrective action, including denial of service or exit from the Program..

**No Distributing Drugs Or Engaging in Illegal Activities:** Distributing drugs or engaging in any criminal activity at the Program or within 1,000 feet of the site is strictly prohibited. Any guest found distributing drugs or engaging in criminal activity will be subject to immediate denial of service from the Program and the incident will be referred to law enforcement.

**Weapons:** Weapons of any kind are not allowed on the property. Firearms and illegal weapons may not be possessed or stored on site and must be surrendered to staff for transfer to law enforcement. Staff have the right to check all guests for firearms or other weapons upon entry. Guests are not permitted to bring any item that could reasonably be used as a weapon, including pocketknives, past the front entrance. Legal weapons, excluding firearms, must be checked in with staff for secured storage. Any belongings that could reasonably be used as weapons may be restricted, checked in, or confiscated as necessary to maintain safety.

**Substance and Alcohol Use:** Urban Alchemy operates under a harm-reduction model, and shelter placement is not dependent on abstinence from substance use or alcohol. However, the use or possession of drugs or alcohol and any paraphernalia is not permitted within the Program. Behaviors related to substance use or alcohol that compromise safety, health, or the well-being of others are not permitted. Drug, marijuana, and alcohol use is prohibited everywhere on the site, including within pods, and within 1000 feet of the site. The manufacturing, selling, or distributing of illegal substances or alcohol is strictly prohibited and will result in immediate removal from the Program.

**Smoking:** Smoking is only permitted in designated outdoor smoking areas, if available. Smoking is strictly prohibited inside guest pods, bathrooms, hallways, stairwells, elevators, common areas, and anywhere inside the building. Violations of this policy will result in a progressive disciplinary process that could lead to program exit.

**Smoke Detectors And Fire Safety:** Guests must not hang, attach, or place any items on or near smoke detectors. Tampering with or obstructing smoke detection systems creates a serious safety risk and is not permitted. Guests must not engage in activities that could result in fire. Open flames, candles, propane tanks, fuel, torches, generators, kerosene lanterns, and flammable materials are prohibited. Violations of this policy will result in a progressive disciplinary process, including behavior contracts, that could lead to program exit.

**Food Storage And Cooking Food: :** Proper food storage is required to maintain a clean, safe, and healthy living environment for all guests. All food must be stored in sealed containers with lids at all times and kept inside the designated storage bin. Any food that cannot fit in the bin must be discarded. Open food containers and open beverages are not permitted in guest pods and must be discarded in designated trash bins outside of the pod. These requirements help prevent pests and reduce health and safety risks.

Cooking is not permitted in guest pods. The use of hot plates, electric kettles, toaster ovens, or any other cooking or heating devices is strictly prohibited in pods due to fire safety concerns. Guests may only prepare or heat food in designated common areas approved by staff, if available.

Failure to follow food storage or cooking restrictions may result in a staff reminder, shelter warning, removal of prohibited items, or further action to address ongoing health or safety concerns.

**Entering Unauthorized Areas:** Guests may not enter staff-only areas, other guests' pods, rooftops, stairwells, maintenance areas, kitchens or conexes, or any restricted spaces, such as and including the Wellness Village, if not assigned to that area.

**Emergency Procedures:** Guests must follow all emergency instructions from staff, including evacuation orders, fire drills, lockdowns, and public health directives. Failure to comply may result in corrective action or removal from the shelter.

**Sanitation** ● Garbage must be disposed of in designated areas. Participants must use the restrooms on site and avoid storing containers filled with urine or feces inside of the pod.

**Guest's Personal Vehicle:** All guests, who possess vehicles, must adhere to these guidelines. If vehicle parking is allowed on the site, Guests are permitted to have no more than one (1) vehicle on site unless otherwise approved by Program management. Parking in designated no-parking zones is strictly prohibited. Vehicles can not be used to store excessive property. The driver's side and passenger-side doors must remain clear and accessible at all times. All vehicles parked on or adjacent to the site must remain operable. If a vehicle needs to be repaired, permission from the site director must be obtained first. Abandoned, inoperable, or improperly stored vehicles may be subject to towing at the owner's expense.

**Services Building:** The building onsite has community space for Guests. Guests are only allowed in the designated section of the first floor. The building is off-limits from 10pm-7:00am which is subject to change based on staffing levels and programming. Misuse of the facility, trespassing, theft, or disruptive behavior could lead to discharge from the program.

**Railroad Tracks:** Guests are advised to not enter the area around the railroad tracks. Please use the nearby footbridge to get across the tracks. Trespassing on railroad property could lead to your discharge from the program.

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**PET POLICY**

UA recognizes the positive impact that pets can have on their owners' well-being. Guests who have 1–2 service animals and/or pets at the time of referral may bring those same animals to the program. No more than two animals will be allowed in a pod. Guests are responsible for the behavior and care of their animals at all times. Guests may not acquire additional pets while participating in the Program without prior written approval from the Site Director.

**Guests with Pets must follow these rules:** Failure to follow these rules may result in warnings, a behavior contract, temporary or permanent relocation of the pet, or guest exclusion.

- **Common Areas:** Guests must maintain direct physical control of their animals at all times. Pets must be kept on a leash or in a secure container when in common areas. Pets must remain with their owners and are not allowed to roam freely or be left unattended.
- **Pet Relief Area:** Pets are allowed to be off-leash in this area. During quiet hours (10 pm – 7 am), the pet relief area is to be used for pet relief purposes only (no socializing).
- **Personal Pod Area:** Pet owners are responsible for their pet's behavior throughout the site, including within their personal pods. This includes cleaning up after the pet, mitigating noise and aggressive behavior.
- **Pet Noise Policy:** Guests with pets are responsible for ensuring their animals do not create excessive or disruptive noise within the Common areas, Pet Relief Area, and the guest's pods. Noise must be kept to a minimum. If significant noise occurs that is impacting the neighboring community, shelter staff can initiate warnings followed by the next steps as needed.
- **General Pet Care:** Guests are responsible for feeding and caring for their animals. All animal waste must be cleaned up immediately and properly disposed of by the guest. All animals must have current rabies vaccinations, as required by law. Site staff can assist in arranging temporary shelter for animals with Portland Animal Services if removal is necessary and the guest cannot provide alternative care.

  In the event of a pet's death, the animal must be removed as soon as possible. Deceased animals shall not be stored on the premises. For cremation, Contact the Oregon Humane Society at (503) 285-7722. Alternatively, the deceased pet may be

triple bagged and placed in the thrash bin. If a guest hasn't made provision for the deceased animal, Multnomah County Animal Services at (503) 988-7387 will be contacted immediately to arrange for swift removal from the premises.

- **Pets with Litters:** In the event a pet becomes pregnant, Guests must make arrangements for the animals to be given to homes off-site. No pets' offspring are allowed to be given to staff or other guests. If a guest can not make those arrangements, staff will assist by contacting the Oregon Humane Society.
- **Aggressive Animals:** Animals must not display aggressive or excessively loud behavior. If an animal attacks or bites another animal or person, site staff will report the incident to Portland Animal Services, and the guest will be required to remove the animal from the site. If an animal displays aggressive behavior, a sign must be adhered to the pod warning others of the animal's nature and the animal must wear a muzzle. Has your animal ever been registered as a "Vicious & Dangerous Dog" by Animal Control and is required to wear a special tag? □ YES □ NO
- **Animals Unattended:** Animals must not be left unattended either inside or outside a pod for no more than 10 hours. Animals must have access to food and water during this time period. Animals left unattended for more than 10 hours will be considered abandoned and staff will call Animal Control.

Failure to comply with these guidelines may result in the removal of the pet from the site.

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**SOCIAL SERVICES**

**Care Coordination Agreement:** Within the first 2 weeks of a guest's stay at this program, the guest must meet with a Care Coordinator to develop a services plan related to their housing and other milestone goals. Care Coordination staff will also help guests meet their milestone requirements. 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.

**Care Coordination Engagement:** It is your responsibility to meet with your care coordinator weekly to discuss progress and milestone achievements.

**Supportive Services Requirement:** Participation in supportive services is required. Each guest must meet weekly with their assigned Care Coordinator to work on housing goals, service needs, referrals, and documentation. Failure to participate without good cause may result in non-immediate denial of service. Guests are expected to engage in good faith with their Care Coordinator, attend scheduled meetings, and communicate in advance if a meeting needs to be rescheduled.

**Housing Search and Placement:** When housing opportunities are available, guests will be referred to a housing navigator. Guests who refuse to participate or refuse housing placements may be discharged. Guests who accept housing placements must move out within three (3) business days of availability or may be discharged immediately.

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

**Group Participation Requirement:** All guests are required to attend a minimum of one (1) approved group or program activity per week. Participation in groups is an essential component of service engagement and residency within the Program. Excused absences may be granted for guests who are employed full-time, enrolled as full-time students, or have another approved exception. Failure to meet this requirement may result in corrective action, up to and including exit from the Program.

**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. UA also has partnerships with other service providers who may offer mental health counseling.

**Medical Services:** The program has agreements with medical providers to provide some medical services on-site and make referrals to clinics in the surrounding area. However, if you are experiencing a medical emergency, please contact 911**.** If in the event you don't have a phone, contact the staff who will contact 911 for you.

**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 Grievance Form.

**Family Reunification:** If you decide you want to be reunited with family, UA will help facilitate transportation to another city, state, or country. We just need verification from a family member that they are willing to accept you.

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

**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 elderly 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 themselves. If an occupant presents a danger to others. In the case of a medical emergency, for the purpose of obtaining medical treatment. If a court subpoenas your record.

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**GUEST DISPUTES and 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 a 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. We will make every effort to resolve the issue within a reasonable amount of time. If a dispute can't be resolved in this way, follow the instructions to fill out a Guest Grievance Form below.

## Guest Grievances:

Urban Alchemy values open communication, respect, accountability, and the right of every guest to have their voice heard. A Guest Grievance Form is available to all guests for submitting grievances, suggestions, requests, concerns, or complaints regarding their experience, services, interactions, or participation within the program.

Guests are encouraged to utilize the Urban Alchemy grievance process whenever they feel comfortable doing so, as this allows site leadership the opportunity to review concerns, address issues, and work toward a timely resolution. Grievances may be submitted electronically by scanning the QR code located on grievance flyers posted throughout the site. Once scanned, guests can complete and submit the form directly.

If a guest does not have access to a smartphone or needs assistance completing the form, they may request a paper grievance form from any Care Coordinator, Practitioner, Supervisor, or staff member. Completed paper grievance forms may be submitted to any staff member or placed in the designated grievance box. Staff will ensure paper grievances are uploaded into the grievance system for review.

Urban Alchemy Guest Grievance Email:
guestgrievance@urban-alchemy.us

Urban Alchemy maintains policies and procedures for reviewing, responding to, and addressing grievances. Guests may request a copy of the grievance process from any staff member.

Guests have the right to access additional support or submit concerns outside of Urban Alchemy. If a guest does not feel safe, comfortable, or believes their concern cannot be

appropriately addressed through the Urban Alchemy grievance process, they may contact the City of Portland Shelter Services or the Ombudsman's Office directly.

City of Portland Shelter Services:
shelterservices@portlandoregon.gov

The City of Portland Shelter Services may be contacted regarding concerns related to shelter operations, program services, unresolved complaints, or when a guest would prefer their concern be reviewed outside of Urban Alchemy.

**City of Portland Ombudsman's Office:**
ombudsman@portlandoregon.gov
503-823-0144

**The Ombudsman's Office** is an independent resource available to review concerns involving City-funded programs, unresolved issues, or situations where a guest feels they need additional support outside the standard grievance process.

**Protection from Retaliation:** Guests are encouraged to communicate concerns openly and honestly. Submitting a grievance, complaint, suggestion, or requesting outside support will not result in retaliation, loss of services, changes in treatment, or negatively impact a guest's standing within the program. Urban Alchemy is committed to ensuring all guests can participate in the grievance process safely, respectfully, and without fear of consequences.

**In any case of an emergency please do not hesitate to call 911 yourself or ask staff to call for you.**

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***See next (14) page for signature block**

**SIGNATURES**

By signing this document, you acknowledge receipt, agree to its terms, and to abide by its guidelines. Also, you acknowledge that this is a temporary program with no tenancy rights, and that you can be discharged from this program for violating the terms of this agreement.

Guest Name: _____ Pod/Site: _____

Guest Signature: _____ Date: _____

Staff Name: _____ Title: _____

Staff Signature: _____ Date: _____

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Notes: