



## BETHLEHEM INN GUIDELINES FAMILIES FIRST PROGRAM

Bethlehem Inn (the “Inn”) offers emergency shelter for Individual adults and families. Individuals without minor children (regardless of marital status) are housed in rooms according to their gender identity. Registered sex offenders cannot be sheltered at the Inn. Post intake, Bethlehem Inn collaborates with Oregon State Police to verify status. Adult applicants must pass urinalysis and breathalyzer tests at intake and may be retested during their stay. The Inn staff do not provide medical care, medication management, housekeeping, shower assistance, transportation or assistance around the site, or other services related.

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**FAMILIES FIRST PROGRAM:** The Families First Program is to help stabilize families by providing emergency shelter and accountability. The Families First Program is for minor children and their legal guardian(s) only. Other individuals aged 18 and above must stay in the individual adult (Next Steps) program. All school age children must be enrolled in public school or an alternate school program and attend school regularly. If choosing an alternate school program, staff require that participants show documentation of the notification given to the appropriate school district regarding this choice.

**CASE MANAGEMENT PROGRAM:** The Inn currently offers housing readiness, brief intervention case management. Participants agree to communicate with staff regarding immediate needs and goals they would like to work towards (budgeting, agency referral, personal development, and educational/training opportunities, housing ready, etc).

Bethlehem Inn’s Families First program is a 5-week program. Once entered into case management, families will be given an exit date (5 weeks from the date of intake). Every week families meet with a case manager to create an Action Plan and review progress towards self-sufficiency. If a family is offered stable, long-term housing and refuses the opportunity, it may affect continued residency at the Inn. Residency is contingent upon following program expectations, guidelines and working towards self-sufficiency. A 5-week stay is not guaranteed. \*Participants may gain week-to-week extensions from their case manager, taking into account

goal completion, progress towards self-sufficiency, and adherence to the rules and guidelines, etc.

**PARTICIPANT ACCOUNTABILITY:** Participants of the Inn agree to be responsible for their behavior and actions while at the facility. Breaking this agreement may affect continued shelter at the Inn. In extreme safety and security cases, a participant may be asked to leave immediately.

**ACCESSING STAFF:** Community volunteers/Staff are available at the Front Desk to assist residents from 4:00am – 10:00pm. After hours between 10:00pm – 4:00am, participants may ring the building doorbell located left of the front lobby doors if assistance is needed. Participants agree to remain in their rooms between 10:00pm – 4:00am.

**PRIVACY AND CONFIDENTIALITY:** The staff at the Inn are committed to employ best efforts to ensure the confidentiality of its participants. Inn participants agree to respect the confidentiality of other participants. Participant information may be shared by Inn staff with agencies and other organizations only under the conditions of the *Release of Information (ROI)* agreement signed by the participant during intake. Privacy, including and without limitation to auditory privacy, is not guaranteed in common areas of the Inn, which are subject to video surveillance. **Participant property is subject to search.**

**REASONABLE ACCOMMODATION REQUESTS:** Any Inn participant may request a reasonable accommodation in relation to Inn procedures and practices. Inn management and the Inn Fair Housing Officer will evaluate the request on a case-by-case basis and attempt to resolve the issue through an interactive process. All reasonable accommodation requests should be directed to Inn management and/or the Inn Fair Housing Officer. Forms are available for this purpose at the Front Desk.

**SERVICE ANIMALS:** Participants with service animals must submit a written request for reasonable accommodation as provided above. The animal's rabies immunization must be current, the animal must be spayed or neutered, and a Deschutes county license is required for dogs. The participant is responsible for the behavior of the service animal and for its care and grooming. The participant is required to properly dispose of all animal waste. Service animals must be kept under control and respond to verbal command. Any damage to the Inn facility by the service animal and/or hostile behavior or harm to other participants or staff by the service animal may result in immediate revocation of the reasonable accommodation. Prior to any animal intake, an animal is required to pass an animal interview.

## EMERGENCY SHELTER ACCESS

**Key Cards:** Keys are to be kept on participants' person while on-site and will be turned in at the front office when leaving site. When participants return to site they need to immediately report to the office to receive their key back.

**Late Curfews:** Participants are able to leave site between 4am and 5:30 pm. Curfew extensions will only be made for employment, treatment, medical needs or housing. Late Curfews need to be turned in **48 Hours** in advance of the requested day. Participants are responsible for checking in with staff regarding approval prior to their late curfew. Forms are available at the front desk. **If a participant returns after curfew without an approved late curfew and does not have an explanation or prior communication with staff, they may be asked to exit the program.** Exceptions are made in the case of a confirmed hospital stay. Parenting plans already in place for minor children will be accommodated (Children must be present in the program at least 50% of the time.)

**Entering and Exiting the Inn Facility:** Participants agree to not walk/drive/ride through neighboring parking lots, driveways, or alleys. All participants agree to drive slowly and carefully through the Inn parking lot.

**Visitors and Pickups:** To ensure confidentiality, on-site visitors and pick-ups **ARE STRICTLY PROHIBITED** unless coordinated with and approved by staff and involves an official agency (DHS, Parole and Probation, Medical transport, etc.). Participants agree to have visits and/or pick-ups involving community members off-site. Minors and participants utilizing mobility devices may use the striped zone in front of the Office for pick-up and drop-off.

**Transportation:** Each participant is permitted to have one vehicle on site. The vehicle must be in running condition and currently licensed, registered, and insured. Documentation will be requested during intake. No vehicle maintenance may be performed on-site. Once parked, no participant may remain in the vehicle. Police will be notified if a participant does not pass a breathalyzer or urinalysis test and attempts to drive off site. Participants may not park in parking lots of neighboring businesses, in accordance with the Good Neighbor Policy. The Inn is not responsible for the security of any vehicle left on-site. Abandoned vehicles will be towed after 48 hours.

Bicycles are to be parked in designated bike areas with a tag containing a participant's first name and last initial, along with their room number. Tags are available at the front desk. Bethlehem Inn staff conduct regular bicycle audits and pay forward any bicycle that doesn't have a labeled tag attached to it.

**Off-limits Areas:** The following areas are off-limits to family participants: (a) Next Steps (NS) areas; including NS building, NS dining room and smoking area; (b) commercial kitchen and pantries; (c) another family's unit; (d) clothing rooms and downstairs commercial laundry room - without staff accompaniment. Participants should not be in the kitchen unless supervised and/or authorized by staff.

**Good Neighbor Policy:** It is very important that we as an organization have good relationships with the businesses in our neighborhood. You can help by only visiting the businesses as a customer. This means you should not be loitering in front of Midas, DMV, Burger King, CosmoProf, or the International School at any time. Our Good Neighbor Policy applies to businesses 1/2 mile offsite in all directions. If at any point it is discovered you are soliciting at or causing problems for local businesses, this could affect your stay at Bethlehem Inn.

### **Participant Reminders & Exits:**

**Participant Reminders:** Safety and security is a priority at Bethlehem Inn. Bethlehem Inn's accountability system comes in a way of participant reminders. A participant who receives three participant reminders regarding the same missed expectation will receive a letter re-capping the conversations. If the expectation is not met again, the participant will choose to exit. Safety and security concerns can either lead to an immediate exit or an immediate behavioral letter.

**Voluntary Exit:** Participants voluntarily exiting the Inn agree to fill out an Exit Form (available at the Front Desk). Key cards are to be returned before exiting the facility. All linens, blankets, pillows, and towels are to be taken to the laundry cart in the Families First Hallway. After exiting the Inn, an individual may not return for 365 days. The Inn will hold personal items left behind for **48 HOURS** only. Food items may be discarded immediately upon exit. All mail received after two-weeks will be returned to sender. Change-of-address forms do not work for business addresses. Accordingly, it is the participants' responsibility to notify all businesses, agencies, and employers of an address change.

**Unplanned Exit:** Participants who are choosing to exit due to a violation of the BI rules and guidelines will be asked to leave immediately. If a participant returns after curfew without explanation or notification they are believed to have ended their residency at the Inn. Exceptions are made in the case of a confirmed hospital stay.

**Involuntary Exit:** In extreme cases of violations of the rules and guidelines, an individual will be involuntarily exited. Involuntarily exited individuals may not return to the Inn as a participant in any of the Inn's programs. These exits are effective immediately. If an individual refuses to leave, they will be trespassed via law enforcement. Only after 90 days may an individual submit a reasonable accommodation request, along with professional letters of support, to have their involuntary exit status reviewed. The documentation included in the request must demonstrate a change in behavior.

**Grievance and Incident Reports:** Grievance and Incident Reports are available from staff on shift. A grievance is filed against a staff member(s) or can be a grievance against the organization. An incident report is filed against another participant.

## **EMERGENCY SHELTER RULES**

**Damage to Inn Property:** Participants agree to respect Inn property. If damage is caused to the BI property or property of another participant, this results in an involuntary exit.

**Room Checks:** Staff will enter a room for room checks once per day. Participants consent to searches of property, either as a random search or due to staff concern. Participants are asked to exit the room when room or deep clean checks are performed. **Participants agree to follow all staff directives.**

**Hygiene:** Participants agree to maintain personal hygiene appropriate for living in a communal environment. The Inn has hygiene products at the front desk for participants. Ask staff about the clothing room if needed.

**Clothing:** Participants agree to remain fully clothed while at the shelter except when in their room or bathroom. Participants agree to not wear clothing that is overly revealing or has images or messages that promote violence, discrimination or is overtly sexual in nature. No swimsuits or pajamas may be worn outside a participant's room. Participants agree to wear shoes in all common areas.

**Language and Behavior:** The Inn will not tolerate abusive language, yelling, gossip, bullying, aggressive actions, speech or actions that are racist, homophobic, and/or sexist or that in any way belittle an individual's race, sexual orientation, gender, or religious beliefs. Any unwanted sexual advances either in person or electronically will not be tolerated. Threats of harm or the causing of actual harm are prohibited. **Bethlehem Inn is committed to providing an inclusive environment for everyone, regardless of ability or identity. We expect participants, staff and volunteers to demonstrate respect and consideration in speech and actions, refrain from**

**demeaning, discriminatory or harassing behavior and speech, and be mindful of others and our surroundings. Please inform Bethlehem Inn staff if you experience or hear about any threatening or inappropriate situations that violate this agreement. Bethlehem Inn follows an anti-harassment policy in these situations.**

**Communication with Next Steps Participants:** Families agree to not communicate with adult participants in the Next Steps program, regardless if there is a past/current relationship with a Next Steps participant(s).

**Public Displays of Affection:** Participants agree to avoid public displays of affection among participants while on shelter property.

**Tobacco:** Participants agree to **only** use Tobacco – regular, e-cigarettes, vapes, and chewing tobacco - in the permitted smoking area between 4 a.m. to 10 p.m. Smoking area is closed during brunch and dinner chores. No cigarettes are to be rolled in participant rooms, the dining room or lounges; please use the smoking area for rolling cigarettes. Smoking, vaping, or using tobacco in any building will lead to an immediate exit.

**Drugs and Alcohol:** All participants agree to random urinalysis and breathalyzer tests. Participant use and/or possession of drugs and alcohol, including, without limitation to, cannabis (all ways you can consume) and Kratom, both on- and off-site, is strictly prohibited. Being under the influence of drugs or alcohol while a participant will result in an immediate unplanned exit. Possession of either drugs or alcohol on site will result in an immediate involuntary exit. Any over-the-counter items containing alcohol, including non-alcoholic beverages, are not permitted. Drug paraphernalia (including needles, pipes, syringes, cooking devices, etc.) are not permitted. Violation will result in an immediate involuntary exit. Participants may not possess prescription drugs that they themselves have not been prescribed. Prescribed medications must be kept in the original container. Prescription drugs are to be used as prescribed.

**Personal Possessions:** Bethlehem Inn is not responsible for any lost, missing or stolen property. Bethlehem Inn provides all bedding and has hygiene items available for free to participants.

**Personal possessions must be kept organized and fit in the provided dressers and closet.** Participants agree to not use personal bedding, sleeping bags, personal pillows, or decorative pillows/items in rooms. Any medications must be stored out of reach of children. All participants agree to keep in compliance with cleanliness expectations outlined in the *Daily Room Checks* sheets and complete all Deep Clean requirements. No other appliances or furniture are permitted in the room or in communal areas.

**Electronic Devices:** While using electronic devices in communal areas, participants agree to use headphones or earbuds rather than speakers. As a courtesy to all participants, televisions in FF rooms need to be turned off between 10 pm and 4 am. Filming, photographing, or audio recording of participants or staff are not permitted. Participants agree to not Zoom or Google Meet with cameras on in common areas. Large personal electronics, such as televisions, are not permitted to be stored or used on site.

**Weapons and Tools:** **Projectile weapons are never allowed.** Weapons (non-projectile) and tools of any kind must be turned over to staff during intake. If a tool is needed for work, it may be picked up from staff before leaving for work and returned at check-in.

**Pornography:** Pornographic or sexually-explicit material (electronic/video/print) is not permitted anywhere on Inn property.

**Lending, Borrowing, Trading, or Sale of Belongings:** Participants agree to not lend, borrow, trade, or sell belongings or request the same, including, without limitation, over-the-counter medications, prescription drugs, tobacco products, and rides to, from, or with any other participant, staff member, volunteer, or donor.

**Family Units:** Participants may not switch rooms or use furniture that belongs to a different room unless directed by staff. Furniture in the family units may NOT be moved for any reason. **Due to safety and security, participants agree to not be in any other participant's family unit and agree to not supervise another family's child.** Participants agree to not knock on another family unit's door. Mattress covers may not be removed. Participants must notify staff if they are assigned a bed without a cover or if the cover is damaged.

**Fire Safety:** Fires or burning of any kind (candles, smoking, incense, oils, plug-in deodorizers, etc.) are not permitted in any room. Tampering with smoke detectors or unnecessarily discharging a fire extinguisher is prohibited. Fireworks or explosives may not be on property at any time. Violation will result in an immediate involuntary exit.

All participants agree to participate in random fire drills. In the event of an emergency, an alarm will be heard, and all participants must proceed immediately to the designated muster area - outside the dumpster enclosure by the north end of the parking lot. Individuals using oxygen cannot be in the smoking area with their oxygen.

**Food and Drinks:** Participants agree to not have food or drinks (except water) in family units. Exceptions may apply to breast milk or infant formula. Family participants are permitted to keep food in their assigned shelves in the refrigerator and freezer in the Family Dining Room. Any food not on your assigned shelf is subject to being discarded. Each family is given a locking

cabinet for non-perishable food items. Participants may not take food from another family’s designated shelving or cabinets.

**Cleaning and Chores:** Participants agree to keep their beds, rooms, and common areas neat and orderly at all times. Participants agree to make their bed daily. There is a weekly deep clean check of the room/bathroom and expectations are posted on the door the previous day. The deep clean includes a required bedding exchange. Participants are expected to participate in their daily assigned chore and assist with the cleanliness of the community.

<b>Participant SCHEDULE</b>							
	<b>Mon.</b>	<b>Tues.</b>	<b>Weds.</b>	<b>Thurs.</b>	<b>Fri.</b>	<b>Sat.</b>	<b>Sun.</b>
<b>Daily Check-in &amp; Key Pickup:</b>	Between 4:00 AM - 5:30 PM						
<b>Dinner Announcements:</b>	As Needed at 5:30 PM - In the dining area						
<b>Lights out:</b>	----- 10:00 PM to 4:00 AM Every Night -----						
<b>MEALS</b>	<b>Mon.</b>	<b>Tues.</b>	<b>Wed.</b>	<b>Thurs.</b>	<b>Fri.</b>	<b>Sat.</b>	<b>Sun.</b>
- Breakfast	N/A					Brunch at 10am	
- Lunch	N/A						
- Dinner	5:30 PM						
<b>Tobacco Permitted:</b>	4:00 am - 10:00 PM (designated Smoking Area ONLY) <b>NO SMOKING DURING DINNER/CHORES</b>						
<b>Mail:</b>	Mail is handed out to participants during dinner time						
<b>Laundry:</b>	See signup sheet in laundry room						
<b>Clothing Room:</b>	Dependent on staff availability						
<b>Phone Calls:</b>	4:00 AM – 10:00 PM						
<b>Televisions:</b>	4:00AM – 10:00PM						
<b>Electronics:</b>	Must be on silent when in the room from 10:00 PM – 4:00 AM. The walls are thin.						
<b>HOUSEKEEPING &amp; CHORES</b>							
<b>Deep Clean and Room Checks:</b>	The time of room checks varies between rooms. Deep cleans should be completed by noon on the day a room is set for cleaning. Staff will enter a room for room checks and rounds <b>at least 1</b> time per day.						
<b>Chores:</b>	Chores should be completed by all participants. Each family is assigned a daily chore, which is listed on the whiteboard in the FF dining room.						

<b>Bedding exchange:</b>	Same day as Deep Clean Room Check
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