



## **BETHLEHEM INN GUIDELINES NEXT STEPS PROGRAM/ INDIVIDUAL ADULTS**

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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**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 Next Steps program is a 5-week program. Once entered into case management, individuals will be given an exit date (5 weeks from the date of intake). Every week individuals meet with a case manager to create an Action Plan and review progress towards self-sufficiency. If an individual 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 5:45pm. 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.

**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. 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:** Off-limits areas include participant rooms or lounges of the opposite gender and rooms that are not assigned to you. Participants must be accompanied in the clothing room and/or commercial laundry by a staff member. Families First Program designated areas are off-limits to Next Steps. 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 Next Steps entryway. After exiting the Inn, an individual has a 30 day separation from the NS program. The Inn will hold personal items left behind for **48 HOURS** only.

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 participant's responsibility to notify all businesses, agencies, and employers of a mailing address change.

**Unplanned Exit:** Participants who are asked to exit due to a violation of the BI rules and guidelines have a 30 day separation from all BI programs. These exits are effective 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.

<b>EMERGENCY SHELTER RULES</b>
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**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 and rounds at least 3 times a 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 deep clean and locker 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 Family Participants:** For the safety and security of participants enrolled in the Inn's Families First Program, Next Steps participants agree to not communicate with Family First participants regardless if there is a past/current relationship with Families 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 30-day 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. **ALL** personal possessions must fit into the locker assigned to each bed. This includes clothing, shoes, dirty clothing, and toiletries. All medications must be locked in the assigned locker. Participants will be issued a combination lock that is left on the locker at exit. Items such as fishing poles, skateboards and guitars are permitted to be stored in lockers. Participants agree to not use personal bedding, sleeping bags, personal pillows, or decorative pillows/items in rooms. All participants agree to keep in compliance with cleanliness expectations and complete all Deep Clean requirements.

**Electronic Devices:** Participants agree to use electronic devices in participant rooms and communal areas between 4 a.m. and 10 p.m. and use headphones or earbuds rather than speakers. As a courtesy to all participants, electronic devices, including cell phones, must be in “silent mode” from 10pm until 4 a.m. 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.

**Participant Rooms:** Participants agree to not switch rooms/beds or use lockers that belong to a different room unless directed by staff. Participants agree to not knock on another participant's door, including participants of the same gender. Beds must not be obstructed. Bunks are not to be shadowed or tented by any material. All towels must be hung on hooks and not on bed posts. If locked out, ask staff for assistance.

**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 rooms. Dried tea, dried spices, and instant coffee may be stored but not consumed in rooms. Personal food items may not be stored by the Bethlehem Inn, including in the refrigerators or freezers. Food and drinks may not be stored in the dining room.

**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. Sanitizer is available in the janitor closets for cleaning participant mattresses. There is a weekly deep clean check of the room/bathroom and expectations are posted on the door the previous day. Participants are required to change bedding weekly as well. Participants are expected to participate in morning/evening chores, weekly deep cleans, 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 - 5:45 PM						
<b>Dinner Announcements:</b>	As needed at 5:45 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	5:00 - 7:00 AM					Brunch at 10am	
- Lunch	Sack Lunch (sign up for Mon-Fri every week)					Only for participants who work on Sat. & Sun.	
- Dinner	5:45 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>	Must sign up and complete laundry within the time slot on the laundry signup sheet.						
<b>Clothing Room:</b>	Dependent on staff availability						
<b>Phone Calls:</b>	4:00 AM – 10:00 PM						
<b>Televisions:</b>	4:00AM – 10:00 PM						
<b>Electronics:</b>	No media without headphones at all times of the day						
<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 enter participant rooms <b>at least</b> 3 times per day						
<b>Chores:</b>	Chores should be completed by all participants						
<b>Bedding exchange:</b>	Same day as Deep Clean Room Check						

