

Congregate Living & Social Services Licensing Board
Tuesday, September 27, 2022 6:00 PM
City Hall, 2nd Floor Council Chambers

AGENDA

I. **Call to Order** – Roll Call

II. **Minutes of Previous Meeting** – February 22, 2022 & June 28, 2022

III. **Unfinished Business:**

IV. **Public Hearings**

Continued LB 22-01: Applicant, Samuel L. Lake, Executive Director, of the Keene Serenity Center, located at 34 Mechanic St., Keene, which is in the Downtown Limited District and owned by DEW Properties, LLC; is requesting a Congregate Living & Social Services License for a Group Resource Center as defined in Chapter 46, Article X of the Keene City Ordinances.

LB 22-02: Applicant, Mindy Cambiar, Executive Director of Hundred Nights, Inc., 27 Main St., Keene, which is in the Downtown Core District and owned by Eighty-Eight Lambert Avenue Nominee Trust, is requesting a Congregate Living & Social Services License for a Homeless Shelter, located at 17 Lamson St., as defined in Chapter 46, Article X of the Keene City Ordinances.

LB 22-03: Applicant, Mindy Cambiar, Executive Director of Hundred Nights, Inc., 27 Main St., Keene, which is in the Downtown Core District and owned by Eighty-Eight Lambert Avenue Nominee Trust, is requesting a Congregate Living & Social Services License for a Resource Center, located at 25 Lamson St. as defined in Chapter 46, Article X of the Keene City Ordinances.

LB 22-04: Applicant, Beth Daniels, Chief Executive Officer of Southwestern Community Services, 63 Community Way, which is in the High Density District is requesting a Congregate Living & Social Services License for a Homeless Shelter, located at 32 Water St. as defined in Chapter 46, Article X of the Keene City Ordinances.

LB 22-05: Applicant, Beth Daniels, Chief Executive Officer of Southwestern Community Services, 63 Community Way, which is in the High Density District is requesting a Congregate Living & Social Services License for a Homeless Shelter, located at 139 Roxbury St. as defined in Chapter 46, Article X of the Keene City Ordinances.

V. **New Business**

VI. **Non Public Session:** (if required)

VII. **Adjournment:**

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1 City of Keene
2 New Hampshire

3
4
5 CONGREGATE LIVING AND SOCIAL SERVICES LICENSING BOARD
6 MEETING MINUTES
7

Tuesday, February 22, 2022

6:00 PM

Council Chambers,
City Hall

Members Present:

Andrew Oram, Chair
Medard Kopczynski, Vice Chair
Alison Welsh
Martha Curtis
Tom Salvastano

Staff Present:

John Roger, Acting Community Development
Director/Building & Health Official
Corinne Marcou, Board Clerk

Members Not Present:

All Present

8
9 **I. Introduction of Board Members – Staff Liaison**
10

11 Mr. Rogers called the meeting to order at 6:00 PM and the Board members introduced
12 themselves. Mr. Oram is a retired salesman who now does financial consulting, Mr. Kopczynski
13 is the Economic Development Director for the City of Keene and represents the City on the
14 Board, Ms. Welsh oversees the Cheshire County Drug Court and Behavioral Health Court
15 programs that are comprised of the Alternative Sentencing and Mental Health Court programs,
16 Ms. Curtis is a retired banker, Mr. Salvastano is an ordained minister and runs a non-profit
17 organization.
18

19 **II. Voting Chair and Vice Chair for 2022**
20

21 Mr. Kopczynski & Mr. Rogers provided a brief overview of the Chair and Vice Chair's duties.
22 The Chair simply runs the meeting, keeps them moving, and entertains motions for different
23 actions; the Vice Chair fills-in in their absence. Staff are always available to help guide the
24 Board on any procedural issues and will help to manage meetings. Mr. Oram volunteered to act
25 as Chair and Mr. Kopczynski said he would act as Vice Chair if no one else was interested.
26

27 A motion by Ms. Welsh to nominate Mr. Oram as Chair for the 2022 calendar year was duly
28 seconded by Ms. Curtis and the motion carried unanimously.
29

30 A motion by Chair Oram to nominate Mr. Kopczynski as Vice Chair for the 2022 calendar year
31 was duly seconded by Ms. Welsh and the motion carried unanimously.
32

33 **III. Unfinished Business:**

34 **A) Minutes of Previous Meeting**

35 **B) Hearings**

36

37 Mr. Rogers discussed the types of hearings this Board will encounter and the various meeting
38 procedures.

39

40 To begin a hearing, the Chair would recognize the first application, with specific talking points
41 to follow covering the proposed address and the type of license (multiple will come before this
42 Board). The Chair would recognize the application and then Staff would be recognized to give
43 any needed background. At this point, this Board would see two types of licenses: applications
44 that have already been through the Planning Board Conditional Use Permit (CUP) process if they
45 are a new use (like a recent one on Washington Street), and applications that are uses already and
46 previously were not required to have licenses, but are required now as a part of the new Land
47 Development Code.

48

49 After Staff has given a report, the Chair would recognize the applicant to address the Board.
50 Some people will read their applications and others might say little and let the application stand
51 on its own. Mr. Rogers encouraged the Board to interact with the applicants and ask questions to
52 better understand their proposals. The Chair would recognize the members of the Board for
53 discussion. All communications should be through the Chair so there is no side conversation that
54 cannot be captured cleanly in the public record.

55

56 Once the Board is done questioning the applicant, the Chair would open the hearing to public
57 comment, first requesting comments in favor and then those in opposition. All members of the
58 public who speak must provide their name and address for the record. It is at the Chair's
59 discretion whether to allow the applicant to speak to any opposition, after which public
60 comments in favor and opposed would need to be heard again. When there are no more questions
61 or public input, the public hearing portion of the meeting would close.

62

63 Following the public hearing, the Board would begin deliberating. In the Board's book provided
64 to them, there are criteria for what the Board will review. Section 46-565 outlines the Licensing
65 Board's three review criteria. It is at the Chair's discretion how the Board reviews the criteria.
66 Mr. Rogers recommended discussing each criterion individually and then moving to the next.
67 The Board would then be voting on a finding of fact, which would require motions first in the
68 positive for example, a motion to approve the application for a large group home, which would
69 require a second. Then, the Chair would hear a vote on criterion one, which would not require
70 another motion and the Board would have discussed it already; then the Board would vote on
71 criterion two, followed by criterion three. The Board is voting to say whether the applicant met
72 those criteria. After voting on the three criteria, the Board would vote on the motion on the table
73 to approve the application for that license. If the Board voted indicating that they believe the
74 applicant met all three criteria, then the vote for the overall motion should be in the positive. If

75 the Board votes no on one criterion, then they must vote no on the overall motion, because the
76 applicant is required to meet all three criteria to receive the license.

77
78 All votes require a quorum. Because this is a Board of five members, there must be at least three
79 members present to hear any business and there must be three yes votes on any motion to
80 approve a license. If there were a two in favor vs. three opposed (2–3) vote to approve the
81 application, the Board would need to make a motion to deny the application and vote again; this
82 does not require voting on each criterion once more.

83
84 Vice Chair Kopczynski and Mr. Rogers agreed that this mirrors the Zoning Board of
85 Adjustment’s variance process. Mr. Rogers said there are appeal processes available to
86 applicants and the Board should be prepared for re-hearings or something moving into the court
87 system. This is why the Board votes on finding of facts and why there must be accurate minutes
88 of the public record. The Board cannot vote to approve or deny something without good reason,
89 which is why the criteria exist. Mr. Rogers is available for questions and he and Ms. Marcou will
90 be at each meeting to help. They both Staff the Zoning Board of Adjustment as well.

91
92 Ms. Welsh asked whether facilities that are previously grandfathered in would have to begin the
93 application process annually. Mr. Rogers said no, but they would need the annual license. He
94 said that this first year it would be essential to ensure they have a complete application with all
95 necessary inspections (Fire Department/Housing and Health Standards). He said there might not
96 be much to see this first year but next year after some tracking, if an issue arises (e.g., FD visits
97 three times a week all year), something would likely be triggered under this Board’s review.

98
99 Vice Chair Kopczynski added that projects that go through the CUP process are backtracked.
100 The CUP anticipates that the applicant will receive a license and the license looks backward.
101 Therefore, if an applicant ran into a situation where they could not maintain their license, it
102 would potentially dissolve their CUP also. The theory was that some of these facilities would
103 move or add new buildings that would go through the CUP process.

104
105 The Board can also issue conditional licenses, which is outlined under the criteria (e.g., a small
106 group home allowed in a more residential neighborhood with a condition for no visitors after a
107 certain hour). Next, Mr. Rogers discussed the provisional licenses (suspension and revocation) in
108 Section 46-567. This would cover situations where, for example, the Board does not feel a
109 renewal meets the criteria for approval and they could issue a provisional license to improve
110 behavior. This allows the Board some flexibility. Mr. Rogers encouraged the Board to read the
111 Rules of Procedure to be familiar with these processes.

112
113 Mr. Salvastano asked what was considered proper use of email to communicate about
114 attendance, etc., knowing that business must occur at the meeting. Mr. Rogers said that Ms.
115 Marcou would send things via email, and it is essential to not reply all, which could initiate a
116 conversation of the quorum outside a noticed public meeting. If there is anything dealing with

117 the applications, members can email Staff, but he encouraged saving any conversation until the
118 meetings.

119

120 Ms. Welsh asked whether the Board would meet monthly regardless of applications. Mr. Rogers
121 replied no, unless there is ongoing business that needs the Board's attention. Unless there is an
122 application, the Board would likely not meet that month. He said that this first year, the Board
123 would have to spend time determining the existing uses and where they are.

124

125 **IV. New Business:**

126 **A) Rules of Procedure**

127

128 A motion by Chair Oram to adopt Rules of Procedure as provided was duly seconded by Ms.
129 Curtis and the motion carried unanimously.

130

131 The Board schedule for the year that was presented included the deadlines, inspection dates for
132 new licenses, and the meeting dates. Vice Chair Kopczynski said Staff created those dates on a
133 basis to keep everything open should applications arise; not everything is a renewal. However,
134 there are specific renewal dates in the Code for different classifications. Although a lot of dates
135 are reserved, it is unlikely that the Board would meet that often.

136

137 A motion by Vice Chair Kopczynski to approve the 2022 Board schedule was duly seconded by
138 Mr. Salvastano and the motion carried unanimously.

139

140 **V. Communications and Miscellaneous:**

141 **VI. Not Public Session: (if required)**

142 **VII. Adjournment**

143

144 A motion by Vice Chair Kopczynski to adjourn the meeting at 6:28 PM was duly seconded by
145 Ms. Welsh and the motion carried unanimously.

146

147 Respectfully submitted by,
148 Katie Kibler, Minute Taker
149 March 1, 2022

150

151 Reviewed and edited by,
152 Corinne Marcou, Board Clerk
153 March 1, 2022

154

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1 City of Keene
2 New Hampshire

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5 CONGREGATE LIVING AND SOCIAL SERVICES LICENSING BOARD
6 MEETING MINUTES
7

Tuesday, June 28, 2022

6:00 PM

Council Chambers,
City Hall

Members Present:

Medard Kopczynski, Vice Chair
Martha Curtis
Thomas Savastano

Staff Present:

John Rogers, Building & Health Official
Corinne Marcou, Board Clerk

Members Not Present:

Andrew Oram, Chair
Alison Welsh

8
9
10 **I. Call to Order – Roll Call**

11
12 Mr. Kopczynski called the meeting to order at 6:00 PM, called roll, and declared a quorum
13 present physically.

14
15 **II. Minutes of the Previous Meeting – May 24, 2022**

16
17 A motion by Ms. Curtis to adopt the May 24, 2022 minutes was duly seconded by Mr. Savastano
18 and the motion carried unanimously.

19
20 **III. Unfinished Business**

21
22 There was no unfinished business.

23
24 **IV. Public Hearing**

- 25 A) **LB 22-01: Applicant, Samuel L. Lake, Executive Director, of the Keene**
26 **Serenity Center, located at 34 Mechanic St., Keene, which is in the Downtown**
27 **Limited District and owned by DEW Properties, LLC; is requesting a**
28 **Congregate Living & Social Services License for a Group Resource Center as**
29 **defined in Chapter 46, Article X of the Keene City Ordinances.**

30
31 Vice Chair Kopczynski requested staff comments. Mr. Rogers stated that the Serenity Center
32 is a group resource center currently operating in the Downtown Limited District, which

33 allows for that use. No Conditional Use Permit is required because it is an existing operation,
34 but a license from this Board is required, which was requested in this application.

35 Vice Chair Kopczynski welcomed the Applicant, Samuel Lake, Executive Director of the
36 Serenity Center (since 2013) to speak about the organization and this application. Mr. Lake
37 recalled that the Serenity Center had operated at this location on Mechanic Street for 3.5
38 years; they were first located on Carpenter Street. The Serenity Center operates as a peer
39 support agency focused on substance use disorder; it is a recovery community organization
40 (there are 20 in the State Hub and Spoke Model—hub is medical help and spokes are peer
41 support). All recovery community organizations are overseen by a fiduciary organizer, Harbor
42 Care. The funding comes from a variety of grants, State opioid response, and some from the
43 Governor’s Council on Alcohol and Other Drugs. The main function is telephone recovery
44 support and individual support via recovery coaching—there are trained and certified
45 recovery support individuals; someone with lived experience willing and available to share
46 their experiences to help someone move through a use disorder, including harm reduction.
47 There is a temporary program called Road to Recovery that has one car in service each
48 Saturday to help people overcome the challenging barrier of transportation to treatment or
49 medical care; sometimes accompaniment and peer support helps someone arrive to treatment.

50 Vice Chair Kopczynski opened the hearing to questions from the Board.

51 Ms. Curtis questioned number two on the application, for which the Applicant’s response
52 stated that meetings occur during the days, with group meetings and workshops outside of
53 normal business hours. He asked how late in the evening those meeting occur. Mr. Lake
54 responded that the latest would be 8:30 PM on a Saturday night. He said workshops are
55 typically planned on the weekend outside normal business hours.

56 Mr. Savastano referred to the Serenity Center website that discusses to harm reduction, which
57 he said was not mentioned in the Petitioner’s application; he asked if that is something they
58 are doing actively. Mr. Lake replied that they are absolutely doing harm reduction in outreach
59 and internally, honoring people on all pathways to recovery, including medical assistance
60 (overdose training, harm reduction training, Naloxone training, and more). He said it is an
61 important part of the Center’s work. This harm reduction occurs primarily on site at this time,
62 but sometimes off site.

63 Vice Chair Kopczynski asked whether the client base is primarily from Keene or all over
64 Cheshire County. Mr. Lake said Cheshire County but that much of this population is transient.
65 The Serenity Center works with many people suffering homelessness. Most clients do not
66 have transportation and walk to the site. Vice Chair Kopczynski asked what resources the
67 Serenity Center provides to homeless clients. Mr. Lake said the organization considers
68 themselves as resource brokers and will partner with any organization. Whatever an avenue is
69 available for people seeking support, they try to help from housing, to getting IDs, to seeking
70 a proper primary care provider. They also direct clients to the City of Keene resources.

71 Vice Chair Kopczynski continued noting that the Serenity Center is on the edge of a
72 residential district and stated that no matter the business, there are occasional issues. He asked
73 if the Applicant had developed a residential communication plan. Mr. Lake said there was
74 nothing structured and that “face it head on” is there community engagement motto, which he
75 said had worked so far being that there were no major complaints to date. He called their

76 clients low barrier people to work with. He is glad they are not in a residential neighborhood.
77 The Serenity Center is across the street from the Community Kitchen, which many of the
78 clients utilize. Mr. Lake said he does get calls any time someone downtown finds a syringe,
79 and he responds that it is not the Serenity Center's fault, but that he would gladly go collect
80 and properly dispose of the item; he called this part of supporting harm reduction. He
81 continued that Keene is becoming more supportive at facing substance use disorder and
82 homelessness; ignoring something does not make it go away.

83 Vice Chair Kopczynski asked what kind of community outreach the Serenity Center does. Mr.
84 Lake replied that they do as much as possible, including: the Swamp Bats game with a full
85 booth, weekly Methadone clinic, coaching services at the Department of Corrections, the host
86 a table at the Library every Friday from 1:00 PM–3:00 PM. They will reach out to anyone
87 they can.

88 Hearing no public comments, Vice Chair Kopczynski closed the public hearing for Board
89 deliberation. The Vice Chair said that as these categories were created to be progressive and
90 recognize these different uses and have a home for them.

91 Mr. Savastano expressed concern that the application was incomplete, with things left out of
92 different categories, like the neighborhood relations plan. He wanted to see everything
93 answered according to the application to create a precedent moving forward; considering the
94 application point-by-point would establish a regular and constant pattern moving forward. Mr.
95 Savastano wanted the application filled out better before approving it, such as the missing
96 piece of harm reduction, rather than the Board needing to piece it together. Mr. Rogers said
97 that was certainly an option but said that because this is a new licensing process, the Board
98 was likely to see a wide spectrum of completeness. Mr. Rogers did not think it would be as
99 simple as a checklist because things are different for each organization. Mr. Lake stated that
100 the application was unclear and that his business is very small, with only four staff members.
101 Mr. Savastano said he understood but said the Applicant could at least fill in a response for
102 each, even if just "this does not apply to our organization." Vice Chair Kopczynski said that
103 perhaps in the future, Staff could work with Applicants to ensure more completeness; he did
104 not want to hold-up Mr. Lake because of that. The Vice Chair understood the desire for
105 consistency in a new process and said the Chair, Vice Chair, and Staff would work harder to
106 ensure applications are completed better.

107 A motion by Ms. Curtis to approve application LB 22-01 was duly seconded by Mr.
108 Savastano.

109 Ms. Curtis felt the application was completed enough for this organization but understood the
110 comments on consistency.

111 The Vice Chair led the Board in reviewing the criteria for approving an application before
112 hearing proposed conditions:

- 113 *1. The use is found to be in compliance with the submitted operations and*
114 *management plan, including but not limited to compliance with all applicable*
115 *building, fire, and life safety codes.*

116 Vice Chair Kopczynski said there was no evidence on the table of inspections and the Board
117 would need to clarify that in their Rules of Procedure. Mr. Rogers said there was an

118 inspection with Fire Chief Farquhar, the Police Captain, and the Health Official. They found
119 no major issues; there were a few small fire issues, which had been resolved. Mr. Rogers said
120 all three parties were satisfied with the inspection.

121 2. *The use is of a character that does not produce noise, odors, glare, and/or*
122 *vibration that adversely affects the surrounding area.*

123 Vice Chair Kopczynski said, he did not hear any during the Applicant's presentation. There
124 would be no large groups coming and going simultaneously. He said their operations are not
125 noisy compared to other uses. The Vice Chair said it was an office type enterprise.

126 3. *The use does not produce public safety or health concerns in connection with*
127 *traffic, pedestrians, public infrastructure, or police or fire department actions.*

128 Vice Chair Kopczynski said that based on Mr. Rogers' testimony there was no indication that
129 the Fire and Police were frequently visiting the organization. There was no evidence of
130 pedestrian issues. He reiterated that it was an office type environment.

131 On a vote of 3-0, the Congregate Living and Social Services Licensing Board approved LB
132 22-01.

133 Mr. Savastano said he wanted there to be a condition on the approval that the application be
134 completed. Mr. Rogers would look at the application and asked Board members to
135 communicate to him specifically what was missing so he could work on the application,
136 which would be sent to the Board for approval.

137 **V. New Business**

138

139 There was no new business.

140

141 **VI. Non-Public Session (if required)**

142 **VII. Adjournment**

143

144 A motion by Ms. Curtis to adjourn the meeting was duly seconded by Mr. Savastano and the
145 motion carried unanimously.

146

147 There being no further business, Vice Chair Kopczynski adjourned the meeting at 6:28 PM.

148

149 Respectfully submitted by,
150 Katryna Kibler, Minute Taker
151 July 6, 2022

152

153 Reviewed and edited by,
154 Corinne Marcou, License Clerk
155 July 7, 2022

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City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:

Case No. LB 22-02

Date Filled 2/3/22

Rec'd By MF

Page 1 of 45

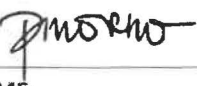


If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

- | | | |
|--|--|--|
| <input type="checkbox"/> Drug Treatment Center | <input type="checkbox"/> Group Home, Small | <input checked="" type="checkbox"/> Homeless Shelter |
| <input type="checkbox"/> Fraternity/Sorority | <input type="checkbox"/> Group Resource Center | <input type="checkbox"/> Lodginghouse |
| <input type="checkbox"/> Group Home, Large | <input type="checkbox"/> Residential Drug/Alcohol Treatment Facility | <input type="checkbox"/> Residential Care Facility |

SECTION 2: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER	APPLICANT
NAME/COMPANY: Eighty-Eight Lambert Avenue Nominee Trust	NAME/COMPANY: Hundred Nights, Inc
MAILING ADDRESS: 17 Roxbury Street Keene, NH 03431	MAILING ADDRESS: PO Box 833, Keene, NH 03431
PHONE: 617-980-1814	PHONE: 603-352-5197
EMAIL: pattimoreno@live.com	EMAIL: hundrednightsinc@gmail.com
SIGNATURE: 	SIGNATURE: 
PRINTED NAME: Patricia Moreno, Trustee	PRINTED NAME: Mindy Cambiar
AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)
	<input type="checkbox"/> Same as owner
NAME/COMPANY:	NAME/COMPANY: Hundred Nights, Inc
MAILING ADDRESS:	MAILING ADDRESS: PO Box 833, Keene, NH 03431
PHONE:	PHONE: 603-667-1481 (cell)
EMAIL:	EMAIL: hundrednightsinc@gmail.com
SIGNATURE:	SIGNATURE: 
PRINTED NAME:	PRINTED NAME: Mindy Cambiar

SECTION 3: PROPERTY INFORMATION

PROPERTY ADDRESS:

15-17 Lamson St., Keene, NH

TAX MAP PARCEL NUMBER:

575-029-000-000-000

ZONING DISTRICT:

Downtown Core



LOCATION MAP:

Please attach

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

The Hundred Nights Shelter provides emergency overnight shelter to people experiencing homelessness, on a year-round basis. Currently, between May 1st and October 31st there are 24 beds available, using only our own facility on Lamson St. When Covid happened in 2020, we lost our other 24 beds in the two churches that had been providing the space from November to April. Ultimately, we purchased a coach bus that had previously been converted into a sleeping coach to use as a shelter starting on December 31, 2020. The bus was parked in the parking lot across from the Shelter and slept up to 12 people a night, who go into the bus at 8:30 pm, sleep until 7 am and then go to the larger Resource Center/Day Shelter space for parts of the day. Hundred Nights will probably need to use the bus again this coming winter, as the new facility will not be completed before March. We will not have hotel rooms this coming winter as the funding is gone. This will leave us with 36 beds for this winter.

Every night people are welcomed in. A brief one-on-one intake interview is conducted, forms are filled in and copies are made of ID's, if available. Information is distributed about local services available such as meals and food boxes, laundry, counseling services, showers, clothing and other resources. People are asked if they need assistance in applying for or setting up an appointment for Medicaid, Food Stamps, Keene Human Services, SCS Programs like WIC or Fuel Assistance, housing, Safe-Link phones, eye exams and eyeglasses. An appointment is scheduled with the Case Manager for an initial meeting. There are lockers and totes that are assigned to people if they would like to store some of their belongings. If a family with children is in need of shelter the Hundred Nights staff will make every attempt to find them open beds in a Family Shelter; in the event that all Family Shelters are full, Hundred Nights will take them in if we have space, and their room is one that will lock from the inside.

Guests are allowed into the dormitory style shelter with bunks for the night at 6:30 pm and must leave at 7 am, except for the families with children who are able to stay inside during the day. There are staff people who are awake all night at all shelter locations, including on the bus, which has only been used for males.

SUBMITAL CHECKLIST

A complete application must include the following items and submitted by one of the options below:

- **Email:** communitydevelopment@keeneh.gov, with "CLSS License Application" in the subject line
- **Mail / Hand Deliver:** Community Development (4th Floor), Keene City Hall, 3 Washington St, Keene, NH 03431

The submittal requirements for a Congregate Living & Social Services License application are outlined further in **Chapter 46, Article X** of the City of Keene Code of Ordinances.

Note: Additional information may be requested to complete the review of the application.

<input checked="" type="checkbox"/> PROPERTY OWNER: <i>Name, phone number and address</i>	<input checked="" type="checkbox"/> POINT OF 24 HOUR CONTACT: <i>Name, phone number, and address of person acting as the operator, if not owner</i> <input type="checkbox"/> Same as owner
<input checked="" type="checkbox"/> REQUIRED DOCUMENTATION: <i>Provide all required state or federal licenses, permits and certifications</i>	<input checked="" type="checkbox"/> WRITTEN NARRATIVE: <i>Provide necessary information to the submittal requirements</i>
<input checked="" type="checkbox"/> PROPERTY INFORMATION: <i>Description of the property location including street address and tax map parcel number</i>	<input checked="" type="checkbox"/> APPLICABLE FEES: \$165.00 application \$ 62.00 legal ad (checks made payable to City of Keene)
<input type="checkbox"/> COMPLETED INSPECTION: <i>Inspection date: _____</i>	<input type="checkbox"/> SCHEDULED INSPECTION: <i>Inspection date: _____</i>
<input checked="" type="checkbox"/> OPERATIONS AND MANAGEMENT PLAN: Plan based on the industry standard "Best Management Practices" to include: <ul style="list-style-type: none"> ◇ Security Plan ◇ Life Safety Plan ◇ Staff Training and Procedures Plan ◇ Health and Safety Plan ◇ Emergency Response Plan ◇ Neighborhood Relations Plan ◇ Building and Site Maintenance Procedures In addition, Homeless Shelters will need to provide: <ul style="list-style-type: none"> ◇ Rules of Conduct, Registration System and Screening Procedures ◇ Access Policies and Procedures 	

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

The shelter at 15 Lamson St is on the second floor. The space is approximately 2,750 square feet and has Fire Dept approval for 26 beds. Currently, two of the beds are used by staff members and 24 beds are available for those experiencing homelessness. The shelter bunk beds are set up dormitory style. There is a larger room on one side of the building that has 7 sets of bunk beds and two couches in it, which provides 16 sleeping spaces. This is the men's side. On rare occasions if we have a woman who cannot manage a top bunk, she will sleep on the couch directly outside the shelter office where the overnight awake person is working. On the other side of the wall running down the middle of the space there is a smaller room that has 4 sets of bunk beds in it, which is the women's side. There are also two small private rooms on the same side which are the staff rooms.

The converted coach bus has 12 Fire Dept approved bunks in it. It is parked across from the Lamson St shelter in a lot owned by Cheshire County, and has been used for males only between November 1 and April 30 as overflow shelter space. There is a space at the front of the bus which contains a bathroom, a couch and chair for the overnight awake staff as well as a kitchenette with a microwave and small refrigerator.

Between January 1 and December 31, 2021 there were 233 unduplicated people who received a total of 12,104 bed-nights of shelter, due to the fact that we had more beds open year round because of health and safety concerns during covid. Services were provided to a diverse group that included 156 males and 77 females, 13 Veterans, 26 children under the age of 18, 19 Youth between ages 18 and 24, and 26 people over the age of 55. 56% of the total number of guests had \$0 income, while an additional 40% were at 100% of the Federal Poverty Level in terms of income.

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

Pre-covid the typical length of stay was anywhere from a week to 100 nights. The average was probably 45 days. There were apartments more readily available then.

In 2017 we opened year-round for families with children and people who were very medically frail. Still, the typical length of stay for that population was about 4 months.

Once covid happened, combined with no place else for people experiencing homelessness to go and a steady decline in available rental options, the average length of stay has increased for some people — especially those with children and the more elderly. We have two people here who been with us for over a year. We had families at the hotel last winter who spent 6 months there and then longer when SCS picked up their funding once ours ran out. Many people are still here for 30-60 days.

Security Plan

Hundred Nights Emergency Shelter

Hundred Nights staff and volunteers are dedicated to maintaining a secure environment for the guests and themselves. They attend training on how to identify and mitigate situations that may create a security issue. The training includes ways to de-escalation situations that may turn volatile.

As identified in the **Health and Safety Plan**, guests are required to read and sign the "Hundred Nights Shelter & Resource Center Rules and Expectations Guest Agreement". The document contains some policies/procedures that have a positive impact on the security of the staff, volunteers and guests. It outlines how violations of rules are enforced.

Hundred Nights has installed cameras indoors and at strategic locations outside. The cameras are connected to a system in an office area and is monitored by shelter staff. The system records and stores data for 30 days.

The privacy & security of guests - including their information - is critical. At no time will the information of guests be released over the phone to anyone who calls. The only time that information will be released is when it is asked for by the police, the sheriff, probation and the like. Messages will be taken and given to a guest when seen.

Visitation from outside is not allowed without prior consent approved by the Shelter Manager. Visitors may not come into the shelter and ask for a client.

HN will not be held responsible for any lost or stolen personal effects. All personal belongings brought into the shelter are brought in at the residents own will and they must lock them up in the lockers provided. At the Resource Center guests are expected to take care of their own belongings.

Guests may not enter another guest's space or go into their lockers or totes.

Although it is common for guests to assume friendships while residing in the Shelter, it must be understood that each person is there for their own personal gain. Each guest must be personally accountable not to interfere in the personal matters of other guests. Guests may not speak for or on behalf for another guest at any point during their stay. Each guest is responsible for communicating to staff.

Over the top Public Displays of Affection are prohibited on the property. A respectable demeanor must be kept by guests at all times.

Animals are not allowed into the facility, unless they are actual Service Animals.

Overnight shelter staff will conduct half hour perimeter well-being checks of both the interior and exterior of the facility. Shelter staff must have strong communication skills, strong active listening skills and strong speaking skills as they communicate with guests, other staff and neighbors.

Sleeping arrangements take into consideration different populations. Family quarters are separate from the general population, generally in a locking room, although all of the families over the last winter were in the Best Western Hotel, and there are currently no families at the Shelter. Men's and women's sleeping quarters are separated by walls and/or room dividers.

Children must be accompanied by a parent or guardian at all times in the emergency shelter and resource center.

Entrance doors are controlled by Shelter staff members. Guests may not let people who are not guests into the secured facility. Unauthorized people will be asked to leave. If the situation cannot be resolved, the police will be called. An external camera monitors anyone entering the front entrance alcove. There is an internal camera monitoring the stairway leading to the second floor.

The emergency shelter opens for guest intake at 6:30 pm. The doors are locked at 9:40 pm. The overnight staff manages access to the outside door. There is a buzzer at the entrance that can be use if the door is locked. No one is admitted without the knowledge of the overnight staff. Guests may leave after the door is locked, but may not be able to return that night.

During the day, the shelter doors are unlocked. Access to the sleeping area is limited to guests with special needs.

Overnight guests who are employed and have working hours that extend past 9:40 pm can enter the shelter after 9:40 pm. They must provide a copy of their work schedule to the Shelter staff.

Hundred Nights cooperates fully with state and local law enforcement. Hundred Nights cooperates and shares information with other social service providers in the area.

Life Safety Plan

Hundred Nights Emergency Shelter

“A life safety plan sets out how building occupants will be alerted to an emergency situation and evacuated from a building or public space. It’s specific to a particular location and it must address the needs of everyone who uses or may use the space or building.”

The Hundred Nights Emergency Shelter is located in a two-story building at 15 and 17 Lamson Street in Keene, NH.

Emergency Shelter

The Emergency Shelter space is configured to accommodate sleeping units for 26 individuals meeting the minimum square footage per individual required by state fire code. The space includes a dormitory style space with 7 sets of bunk beds and 2 couches, and three separate rooms.

Nightly, the shelter manager/overnight manager completes an intake form for individuals staying in the shelter and assigns a bed. It includes information about the guest’s disabilities, if any. In case of an emergency, this information will help the manager and/or first responders safely evacuate guests.

There are two egress points, the main entrance and a fire escape exit. Two egress points meets the minimum state fire code for the emergency shelter building classification. The egress points are lighted and clearly marked.

Emergency lighting is installed in case of a power outage.

An automatic sprinkler system is installed.

Fire and CO2 detectors are located in the shelter. They are tested regularly. Batteries and/or entire units are replaced as necessary.

Fire extinguishers are located in the building. They are maintained and/or replaced as needed.

Staff Training and Procedures Plan

When a candidate has been chosen for an open position with Hundred Nights, a background check is conducted.

Attached are the “Hundred Nights Hiring/Employment Policy”, the “Background Info for Hundred Nights Hiring Policy” and the Employee Handbook. All of these documents are reviewed with any new hires.

All new hires, as well as long established employees, are expected to watch a series of video’s put together by Ryan Dowd, which you can access at ryan@homelesslibrary.com. Following issues while working in a homeless shelter outside Chicago, Ryan has spent 20 years at the shelter learning how to prevent and deescalate conflict. He now trains organizations how to work with individuals experiencing homelessness. It is a great training series for anyone working with those experiencing homelessness, and was started as a way for librarians to increase their knowledge. Staff receive certificates as they complete each section.

Hundred Nights has also signed up Shelter and Resource Center staff for ongoing training sessions with the CSH Supportive Housing Training Center on subjects such as Trauma Informed Care.

There is additional, specific training for shelter staff and case management staff regarding the Homeless Management Information System (HMIS) database. HMIS is a state wide datastore maintaining information on individuals experiencing in Hew Hampshire.

There is one on one training of new staff for each position filled, it is based on the specifics of each position. For example, an overnight worker would be informed about all the procedures addressing how to deal with an emergency in the middle of the night, when to call the police or 911. A person who is hired for marketing would be trained on all of our past PR and media coverage and educated about our events.

Health and Safety Plan Hundred Nights Emergency Shelter

Hundred Nights policies and procedures are outlined below. Guests at Hundred Nights Emergency Shelter and Resource Center receive and sign the “Hundred Nights Shelter and Resource Center Rules and Expectations Guest Agreement” (attached) as part of the daily in-take process. The agreement outlined the Rules Enforcement for the shelter and resource center.

Safety

Hundred Nights cooperates with state and local law enforcement. When an unsafe situation arises in the shelter, resource center or directly outside of these locations, and cannot safely be managed by the staff, the local police will be contacted. Any threatening or aggressive behavior directed towards staff or guests will be reported to the local police. Any contact with the local or state police or fire department is logged in the computer and if necessary incident reports are filled in.

Hundred Nights cooperates and communicates with other community social service agencies. The shared information helps maintain a safe and secure environment.

The main entrance stairway is of sound construction. It has sufficient lighting and a sturdy well maintained hand rail. The main entrance door is properly installed and maintained. It opens and closes without restriction.

Security cameras are located in the shelter and resource center. There are cameras strategically located outside the shelter and resource center. All cameras are connected to a screen in the shelter office area. The screen is monitored by shelter employees.

Public areas, aisles to the exits, stairway and doorways are kept clear for passage in an emergency.

Emergency exits and doorways are clearly marked. Emergency lighting is installed.

The attached Hundred Nights Shelter Inc. Daily Intake Form; Rules, Expectations and Guest Agreement identifies these safety policies and procedures:

- guns are prohibited from the building. Other potential weapons, including but not limited to, knives, mace, sword, dagger, blackjack, brass knuckles, nunchaku are locked away overnight in the office cabinet or locker
- alcohol and/or illegal substances are not permitted in the buildings or the immediate areas surrounding the buildings

- fighting and/or threatening behavior amongst guests or guests and staff will not be tolerated in or around the buildings, parking area or kiosk/island.
- guests are not permitted in the offices without a staff member
- children in the shelter or resource center must be accompanied by their parent or guardian at all times

Health

Hundred Nights cooperates and communicates with local health care facilities and other local social service agencies.

Basic first aid kits are maintained in the shelter and resource center, including appropriate medical gloves.

There are guidelines to handle medical issues. Minor medical injuries, e.g. non-serious cuts and bruises, can be managed by the staff. For serious medical issues, the Fire Department is called. Narcan is available for use by trained staff when necessary. If Narcan is administered, the Fire Department is called.

Hundred Night will follow reasonable federal, state and local guidelines when possible during times of a pandemic. For example, during the COVID-19 pandemic, Hundred Nights established these rules: required mask in all areas, except while sleeping or eating and drinking in common areas; reconfigured the sleeping areas to socially distance the beds; hung transparent curtains between the beds; and instituted head to toe sleeping patterns.

Bathrooms are cleaned daily and as needed during the day.

Bedding is cleaned daily in on-site washers and dryers.

Floors are cleaned daily and as needed during the day.

A limited number of lockers are available to store personal items.

The attached Hundred Nights Shelter Inc. Daily Intake Form; Rules, Expectations and Guest Agreement identifies these health policies and procedures:

- only service animals are allowed in the buildings
- prescribed medication must be locked in your locker or the office cabinet overnight. If medication is required during the night, it must be locked in the office cabinet and the overnight staff member will retrieve when necessary
- use of tobacco products, including but not limited to cigarettes, cigars, e-cigs, vapes, chew is not permitted in the buildings. Smoking is not permitted at the stairs to the shelter or resource center entrances, Timoleons, St. James Church, the Daniels building or around the parking kiosk/island
- Shower facilities are available on a sign-up ahead of time basis

- Laundry facilities are available on a sign-up ahead of time basis
- No eating in the sleeping areas

Emergency Response Plan Hundred Nights Emergency Shelter

EMERGENCY DISASTER PROCEDURES

Provide training so employees know what to do in an emergency whether it's a fire, hurricane, flood or an active shooter according to guidelines identified on the site at <https://www.ready.gov/business>.

As a disaster approaches, the Executive Director, the Shelter Manager on duty and the Resource Center Manager on duty will participate in all related conference calls.

Shelters will remain open 24 hours a day until the relief effort stands down.

All pertinent information will be provided to staff involved in providing services related to the disaster. Staff shifts will be assigned for full coverage.

All people will be taken in during disaster but if they break the rules they will be asked to leave.

Mealtimes will follow year-round schedule.

Staff must communicate throughout the response period regarding needs to be met.

Phone, text, email and/or video conferencing will be used by the staff to communicate throughout the emergency.

The Executive Director will report activities to the media.

PROCEDURES FOR EMERGENCIES ON SITE

If there is a person on site who appears in need of medical attention 911 will be called immediately.

If there is a person who is in need of Narcan, trained staff will administer it and call 911.

All staff will provide basic first aid/supplies.

Any hazardous material spills within Hundred Nights Emergency shelter or Resource Center or in the immediate surrounding area will be reported to the fire and police department. Guests, staff and volunteers will be asked to evacuate the building and remain outside until cleared to enter. The Executive Director, in cooperation with the fire and police departments, will determine when it is safe to re-enter the buildings.

Any biological waste, spills, overflows, etc will be cleaned and sanitized immediately.

For any emergency situation that makes the Hundred Nights shelter unavailable for an extended period of time, the Executive Director and staff will work with federal, state and local agencies to locate shelter for the Hundred Nights guests.

Neighborhood Relations Plan

The Homeless Shelter and Resource Center provide a unique opportunity to incorporate security considerations and neighborhood impact into the facility operation to maximize the safety, security and privacy for those seeking shelter and the neighbors surrounding the building.

As a low barrier facility we do not require identification, income verification, sobriety, etc. **at the time of entry**, although we do work to ensure that everyone who stays with us has a personal file created with the following items; copies of ID's, Birth Certificates, Social Security card, documentation of income, wages and benefits and copies of all filled in housing applications. Low barrier does not mean there are no rules or behavior expectations. Making these expectations clear and utilizing progressive discipline with consequences helps us meet our responsibility to provide a safe place for our guests, staff and neighbors.

Shelter staff recognizes that we are part of a neighborhood and we are committed to being a good neighbor. Conversations with clients regarding good neighbor relations will be stressed with clear expectations provided. There will be no excuse for clients to state they are unaware of the expectations.

Hundred Nights current neighbors include St James Church, the Keene Sentinel, Lindy's Diner, Timoleon's, Citizens Bank, the Soul Emporium and other residents of the Greenwald's buildings. We have worked over the years to maintain a healthy relationship with these neighbors. Neighborhood safety concerns will be mitigated as quickly as possible and staff will take immediate action to resolve the concern. Mechanisms to resolve neighborhood complaints include, but are not limited to, regular perimeter checks of the facility, grounds and surrounding areas.

Building and Site Maintenance Procedures

Hundred Nights does not own the Emergency Shelter located at 15-17 Lamson Street. Agreements with the property owners are in place. For any major building structure, plumbing, heating or electrical issues, the building owner is responsible to manage. Hundred Nights will contact the owner and identify any maintenance issues. Hundred Nights will indicate the severity of the problem.

Minor issues resulting from day to day use of the buildings will be managed by Hundred Nights. Depending on the impact Hundred Nights may contact the building owner.

Hundred Nights maintains a list of local contractors, service and maintenance businesses to deal with any minor maintenance issues.

Rule of Conduct, Registration System and Screening Procedures

The attached document "*Hundred Nights, Inc. Daily Intake Form; Rules, Expectations and Guest Agreement*", clearly identifies the rules of conducts and expectations Hundred Nights has of its guests. Guests are required to read, sign and date the form. The bottom of the form identifies Hundred Nights enforcement procedures.

The attached document, "*NH HMIS CE Entry Assessment*" is the form used for guest registration. NH HMIS is a statewide information system maintain information on individuals experiencing homelessness in NH. Also included is a document, "*Hundred Nights, Inc.; 2020*". This document asks the question concerning registered sex offender and Tier and probation/parole status. Hundred Nights also visits the National Sex Offender Public website at www.nsopw.gov to determine more information on the guest. Hundred Nights does not shelter Tier 3 offenders without extensive consideration of the circumstances. The guest must be totally isolated from other guests.

For guests requesting shelter at Hundred Nights for the first time, Hundred Nights contacts the Keene Police and gives them the guest name and date of birth for the purpose of determining any local wants or warrants.

The attached document, "*Authorization to Release/Exchange Confidential Information*" authorizes Hundred Nights to share information with various listed agencies. It enables the guest to identify which information and for what purpose Hundred Nights can release/exchange.

Hundred Nights does it best to separate various populations in the space available. There are separate rooms for families with children. There are separate areas in the shelter for male and female guests. At times it may be necessary to use moveable partitions to separate guest in the same space.

Access Policies and Procedures

Hundred Nights works with state and local governments and partner agencies to shelter individuals experiencing homelessness. However, there are times when Hundred Nights is unable to assist someone requesting shelter, e.g. shelter at capacity. For these situations Hundred Nights will contact Southwest Community Services, the City of Keene and other local town's Human Services offices to locate space through their funding, e.g. hotel, motel. If there no space is found, the guest is advised to call 211. 211 is a state-wide hotline to connect residents to services throughout the New Hampshire.

HUNDRED NIGHTS, INC. DAILY INTAKE FORM
RULES, EXPECTATIONS, AND GUEST AGREEMENT

Name: _____ **Date** _____ **Bed#** _____

The following rules and expectations have been established for the safe and effective operation of our Shelter Program and Resource Center. They are intended for the benefit of each guest and are not intended to infringe on the rights of individuals. Violation of the rules is sufficient for removal from the shelter or resource center. There is an official Grievance Policy available upon request.

I. Alcohol/Drug and Tobacco use:

- No alcohol and/or illegal substances in the building or in the immediate area surrounding the building.
- All prescribed medication is to be locked in your locker or the office overnight. If medication needs to be taken during the night, it must be locked in the office, and staff will get your medication for you when needed.
- No use of tobacco products or e-cigs, chew, or vapes in the buildings. Smoking is also not allowed in the following areas: The stairs to the Hundred Nights entrance, Timoleons, St James Church, the Daniels building, or around the parking kiosk island.
- Last call for a cigarette is 9:20pm.

II. Physical/Personal Safety:

- No guns are allowed in the buildings. All other potential weapons such as knives, mace, etc. must be locked away overnight in the office or in a locker.
- No physical fighting or threatening behavior towards guests or staff will be tolerated in the building or the area around the buildings.
- You may not leave your children unattended or in the care of others.
- Guests are not permitted in the offices without a staff member.
- Guests are not allowed behind the Resource Center desk.
- Change clothes only in the bathroom.
- Guests need to safely negotiate the stairs without assistance to sign in.

III. Personal Space, Property, and Respect in the Shelter Environment

- No pets are allowed (unless it is a service animal).
- No improper dress, indecent mannerisms (full or partial nudity, risqué clothing, suggestive mannerisms), sexual contact of any kind, or inappropriate touch.
- No tampering or adjusting heat, fans, A/C's, windows/window blinds, or coffee makers without staff permission.
- No personal clothing in the house dirty linen bin.
- You are required to strip the bedding off your bed before you leave the shelter in the morning, put it in the laundry bin, and clean up the area around your bed (any trash goes in garbage and shoes, boots, clothing in locker and/or tote).
- All guests must wear a top and bottom whether in bed or not.
- Quiet hours are from 9:30pm to 6:00am; lights out at 10:00pm.
- Everyone must be in by 9:40pm, unless they have permission from staff.

IV. Expectations – Repeatedly ignoring these items could result in being asked to leave:

- No loud noises that disturb other guests or staff.
- No visitors allowed in the shelter without prior approval.
- No foul or inappropriate language, no discriminatory, threatening, sexual, or racial remarks or behavior to persons/property.

- Clean up after yourself, staff are not your personal maids (R/C and Shelter).
- Shower times are available during the day (check with R/C staff for availability) and during shelter hours, 6:30pm to 9:00pm (after checking in with staff).
- Laundry facilities are available during the day (check with R/C staff for availability).
- Cell phones and tablets are allowed inside the building for music, videos, texting, or phone calls with ear buds or headphones. Ringers must be turned off and screens dimmed at night. If other guests are disturbed, you will be asked to turn your device down or off.
- Any personal items not stored properly in a locker or tote will be placed in lost and found for 3 days and then disposed of if not claimed.
- Personal property may not be left in the Resource Center, unless you are just going outside for a short time. You must understand that the staff is not going to watch over your property for you. We are not liable for things that go missing if you leave them.
- Personal property left behind at the Shelter will be discarded after 21 days.
- See the Shelter Manager if you need a locker. You will need to sign an agreement as to the use an access. No locker access after 9:45pm without staff permission (example: you return from work after 9:45pm).
- No eating in bed. Only bottles of water with covers are permitted in the bedding area. No beverages or food should be on window sills.
- If your name comes to the top of a housing list, especially subsidized housing, we expect that you will make the decision to become housed.

When you come into the shelter, you will be issued a locker and/or tote. All of your things must fit in them as we have limited space. Once you have entered the shelter, you will have a bed until you leave, or have violated our rules/policies and are asked to leave. If you would like a night out, you must first clear it with the Manager on Duty and your bed will be held. You are allowed 3 approved nights out per month. Special situations may allow for more. All guests are expected to meet with the Case Manager on a schedule to be determined. Our goal is to get people into stable housing. If you miss a night at the shelter without permission and without calling you will be considered a No Call, No Show. If you sign in and do not return before 9:40pm you will be considered Did Not Return. See rule enforcement below. Emergency situations do arise (such as being in the hospital, ER, etc.) and will be excused with discharge paperwork or a letter from your Primary Care Physician. All approved absences are at the discretion of staff.

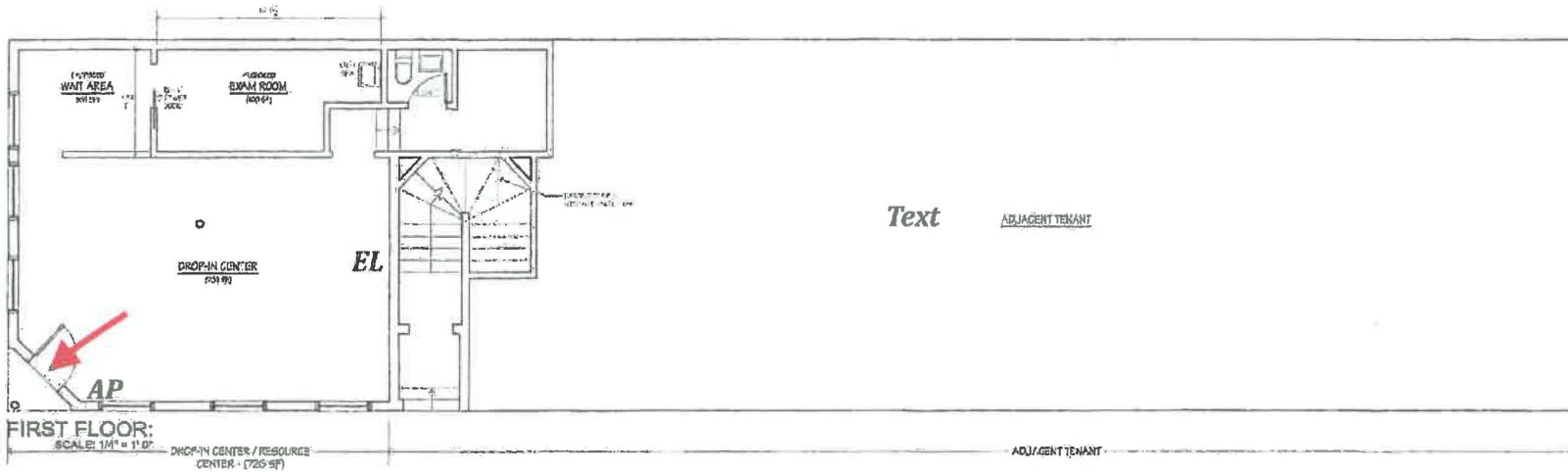
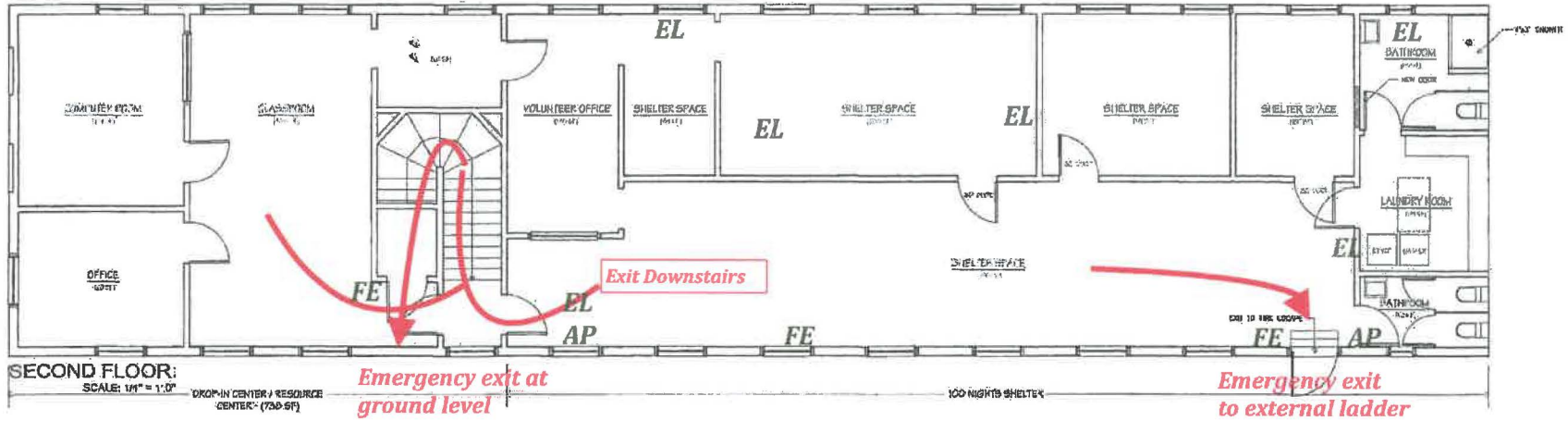
I/WE HAVE READ, OR BEEN READ, THE SHELTER RULES AND UNDERSTAND MY RESPONSIBILITIES WHILE A GUEST AT THE SHELTER.

I/WE HEREBY AGREE TO “HOLD HARMLESS” HUNDRED NIGHTS, INC., ITS STAFF, AND VOLUNTEERS FOR INJURY SUSTAINED BY ME OR MY PROPERTY WHILE VOLUNTARILY PARTICIPATING IN ACTIVITIES HELD AT THE SHELTER OR RESOURCE CENTER. THIS RELEASE IS INTENDED TO INCLUDE ACTIVITIES CONDUCTED BOTH WITH AND WITHOUT THE PRESENCE OF STAFF.

Signature: _____ Date: _____

Rule Enforcement Shelter: 1st violation = verbal warning. 2nd violation = written warning. 3rd violation = final warning. Any following violation will result in a 30-day suspension. The Manager On Duty reserves the right to request that you leave for the night if your actions are disrupting other guests or could cause harm to other guests or yourself. If the Manager On Duty feels/ is in fact threatened or abused, you will be out for a year.

Rule Enforcement Resource Center: 1st violation = verbal warning. 2nd violation = removal from R/C for 30 minutes. 3rd violation = removal from the R/C for the day. 4th violation = if questionable behavior happens repeatedly, person will be asked to leave for a week, then a month, then a year.



Evacuation meeting point - parking lot opposite of Resource Center and Shelter

DATE: 9.19.13

Legend:
 FE - Fire extinguisher
 EL - Emergency light
 AP - Alarm pull

LISTS OF ACCEPTABLE DOCUMENTS

All documents must be UNEXPIRED

Employees may present one selection from List A
or a combination of one selection from List B and one selection from List C.

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
<ol style="list-style-type: none"> 1. U.S. Passport or U.S. Passport Card 2. Permanent Resident Card or Alien Registration Receipt Card (Form 1-551) 3. Foreign passport that contains a temporary 1-551 stamp or temporary 1-551 printed notation on a machine-readable immigrant visa 4. Employment Authorization Document that contains a photograph (Form 1-766) 5. For a nonimmigrant alien authorized to work for a specific employer because of his or her status: <ol style="list-style-type: none"> a. Foreign passport; and b. Form 1-94 or Form I-94A that has the following: <ol style="list-style-type: none"> (1) The same name as the passport; and (2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form. 6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form 1-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI 		<ol style="list-style-type: none"> 1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address 2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address 3. School ID card with a photograph 4. Voter's registration card 5. U.S. Military card or draft record 6. Military dependent's ID card 7. U.S. Coast Guard Merchant Mariner Card 8. Native American tribal document 9. Driver's license issued by a Canadian government authority <p style="text-align: center;">For persons under age 18 who are unable to present a document listed above:</p> <ol style="list-style-type: none"> 10. School record or report card 11. Clinic, doctor, or hospital record 12. Day-care or nursery school record 		<ol style="list-style-type: none"> 1. A Social Security Account Number card, unless the card includes one of the following restrictions: <ol style="list-style-type: none"> (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH OHS AUTHORIZATION 2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240) 3. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal 4. Native American tribal document 5. U.S. Citizen ID Card (Form 1-197) 6. Identification Card for Use of Resident Citizen in the United States (Form 1-179) 7. Employment authorization document issued by the Department of Homeland Security

Examples of many of these documents appear in the Handbook for Employers (M-274).

Refer to the instructions for more information about acceptable receipts.

NH HMIS CE Entry Assessment

HMIS ID:

Entry Date:

Household Information (List everyone living in your household, related & unrelated.)

(1) First Name	(1) Last Name	Relationship to HoH	SSN	DOB	Gender	Race	Hispanic or Non-Hispanic
		SELF					

KEY:

American Indian, Alaska Native, or Indigenous = I; Asian or Asian American = A;
 Black, African American, or African = B; Native Hawaiian or Pacific Islander = H;
 White= W
 Female = F; Male = M; A gender that is not singularly 'Female' or 'Male' = GNC;
 Transgender = T; Questioning = Q

U.S Military Veteran?: Yes No

Relationship to Head of Household:

<input type="checkbox"/> Self (head of household)
<input type="checkbox"/> Head of household's child
<input type="checkbox"/> Head of household's spouse or partner
<input type="checkbox"/> Head of household's other relation member (other relation to head of household)
<input type="checkbox"/> Other: non-relation member

Client Location:

<input checked="" type="checkbox"/> NH-500 Balance of State CoC
<input type="checkbox"/> NH-501 Manchester CoC
<input type="checkbox"/> NH-502 Greater Nashua CoC

NH HMIS CE Entry Assessment

Disabilities

Does the client have a disabling condition? Yes No

DISABILITIES Sub-assessment

Disability Type	Disability Determination	If Yes, expected to be of long continued and indefinite duration and substantially impairs ability to live independently	Start Date
Alcohol Use Disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Both Alcohol and Drug Use Disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Drug Use Disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Chronic Health Condition	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Developmental Disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Mental Health Disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Physical	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
HIV/AIDS	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Health Insurance

Covered by Health Insurance: Yes No

HEALTH INSURANCE Sub-assessment

Source of Income	Receiving Income Source?		Start Date
MEDICAID	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
MEDICARE	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
State Children’s Health Insurance Program	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Veteran’s Administration (VA) Medical Services	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Employer – Provided Health Insurance	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Health Insurance obtained through Cobra	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Private Pay Health Insurance	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
State Health Insurance for Adults	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Indian Health Services Program	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Other	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

What MCO is client working with?

<input type="checkbox"/> Amerihealth
<input type="checkbox"/> NH Healthy Families
<input type="checkbox"/> WellSense

NH HMIS CE Entry Assessment

Section 2: Complete for Adults and Head of Household

Monthly Income

Income from Any Source: Yes No

Total Monthly Income: _____

MONTHLY INCOME Sub-assessment

Source of Income	Monthly Amount	Receiving Income Source?		Start Date
Alimony or Other Spousal Support	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Child Support	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Earned Income	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
General Assistance	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Other	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Pension or retirement income from another job	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Private Disability Insurance	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Retirement Income from Social Security	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
SSDI	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
SSI	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
TANF – (VT Reach Up)	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Unemployment Insurance	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
VA Non-Service Connected Disability Pension	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
VA Service Connected Disability Compensation	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Workers Compensation	\$	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Non-Cash Benefits

Non-cash benefits from any source: Yes No

NON-CASH BENEFITS Sub-Assessment

Source of Income	Receiving Income Source?		Start Date
Supplemental Nutrition Assistance Program (Food Stamps)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Special Supplemental nutrition Program for WIC	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
TANF Child Services	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
TANF Transportation Services	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Other TANF-Funded Services	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Other Source	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

NH HMIS CE Entry Assessment

Domestic violence victim/survivor: Yes No

If Yes for Domestic violence victim/survivor, when experience occurred:

<input type="checkbox"/> Within the past three months	<input type="checkbox"/> From six to twelve months ago
<input type="checkbox"/> Three to six months ago	<input type="checkbox"/> More than a year

If Yes for Domestic Violence Victim/Survivor, are you currently fleeing? Yes No

Chronic Homelessness Determination Questions:

Residence Prior to Project Entry:

----- HOMELESS SITUATION-----
<input type="checkbox"/> Emergency shelter, including hotel or motel paid for with emergency shelter voucher
<input type="checkbox"/> Place not meant for habitation
<input type="checkbox"/> Safe Haven
<input type="checkbox"/> Interim Housing

Length of Stay in Previous Place:

<input type="checkbox"/> One day or less	<input type="checkbox"/> One month or more, but less than 90 days
<input type="checkbox"/> Two Day to six nights	<input type="checkbox"/> 90 days or more, but then than one year
<input type="checkbox"/> One week or more, but less than one month	<input type="checkbox"/> One year or longer

Approximate date homelessness started: _____

Regardless of where they stayed last night – Number of times the client has been on the street, in ES or SH in the past three years including today:

<input type="checkbox"/> One time
<input type="checkbox"/> Two times
<input type="checkbox"/> Three times
<input type="checkbox"/> Four or more times

Total number of months homeless on the street, in ES or SH in the past three years:

<input type="checkbox"/> One month (This is the first month)	<input type="checkbox"/> 8
<input type="checkbox"/> 2	<input type="checkbox"/> 9
<input type="checkbox"/> 3	<input type="checkbox"/> 10
<input type="checkbox"/> 4	<input type="checkbox"/> 11
<input type="checkbox"/> 5	<input type="checkbox"/> 12
<input type="checkbox"/> 6	<input type="checkbox"/> More than 12 months
<input type="checkbox"/> 7	

Residence Prior to Project Entry:

-----INSTITUTIONAL SITUATION-----
<input type="checkbox"/> Foster care home or foster care group home
<input type="checkbox"/> Hospital or other residential non-psychiatric medical facility
<input type="checkbox"/> Jail, prison or juvenile detention facility
<input type="checkbox"/> Long-term care facility or nursing home
<input type="checkbox"/> Psychiatric hospital or other psychiatric facility
<input type="checkbox"/> Substance abuse treatment facility or detox center

Length of Stay in Previous Place:

<input type="checkbox"/> One day or less	<input type="checkbox"/> One month or more, but less than 90 days
<input type="checkbox"/> Two Day to six nights	<input type="checkbox"/> 90 days or more, but then than one year
<input type="checkbox"/> One week or more, but less than one month	<input type="checkbox"/> One year or longer

NH HMIS CE Entry Assessment

Did you stay less than 90 days? This will auto populate from what was selected in question above.

On the night before did you stay on the streets, ES or SH? Yes No (This will only show if above is yes)

If yes to above questions the answer the next section:

Approximate date homelessness started: _____

Regardless of where they stayed last night – Number of times the client has been on the street, in ES or SH in the past three years including today:

<input type="checkbox"/> One time
<input type="checkbox"/> Two times
<input type="checkbox"/> Three times
<input type="checkbox"/> Four or more times

Total number of months homeless on the street, in ES or SH in the past three years:

<input type="checkbox"/> One month (This is the first month)	<input type="checkbox"/> 8
<input type="checkbox"/> 2	<input type="checkbox"/> 9
<input type="checkbox"/> 3	<input type="checkbox"/> 10
<input type="checkbox"/> 4	<input type="checkbox"/> 11
<input type="checkbox"/> 5	<input type="checkbox"/> 12
<input type="checkbox"/> 6	<input type="checkbox"/> More than 12 months
<input type="checkbox"/> 7	

Residence Prior to Project Entry:

---TRANSITIONAL OR PERMANENT HOUSING SITUATION---	
<input type="checkbox"/>	Hotel or motel paid for without emergency shelter voucher
<input type="checkbox"/>	Owned by client, no ongoing housing subsidy
<input type="checkbox"/>	Owned by client, with ongoing housing subsidy
<input type="checkbox"/>	Permanent housing for formerly homeless persons
<input type="checkbox"/>	Rental by client, no ongoing subsidy
<input type="checkbox"/>	Rental by client, with VASH subsidy
<input type="checkbox"/>	Rental by client, with GPD TIP subsidy
<input type="checkbox"/>	Rental by client, other ongoing subsidy
<input type="checkbox"/>	Residential project or halfway house with no homeless criteria
<input type="checkbox"/>	Staying or living in a family member's room, apartment or house
<input type="checkbox"/>	Staying or living in a friend's room, apartment or house
<input type="checkbox"/>	Transitional housing for homeless persons (including homeless youth)

Length of Stay in Previous Place:

<input type="checkbox"/> One day or less	<input type="checkbox"/> One month or more, but less than 90 days
<input type="checkbox"/> Two Day to six nights	<input type="checkbox"/> 90 days or more, but then than one year
<input type="checkbox"/> One week or more, but less than one month	<input type="checkbox"/> One year or longer

Did you stay less than 7 nights? This will auto populate from what was selected in question above.

On the night before did you stay on the streets, ES or SH? Yes No (This will only show if above is yes)

If yes to above questions the answer the next section:

Approximate date homelessness started: _____

NH HMIS CE Entry Assessment

Regardless of where they stayed last night – Number of times the client has been on the street, in ES or SH in the past three years including today:

<input type="checkbox"/> One time
<input type="checkbox"/> Two times
<input type="checkbox"/> Three times
<input type="checkbox"/> Four or more times

Total number of months homeless on the street, in ES or SH in the past three years:

<input type="checkbox"/> One month (This is the first month)	<input type="checkbox"/> 8
<input type="checkbox"/> 2	<input type="checkbox"/> 9
<input type="checkbox"/> 3	<input type="checkbox"/> 10
<input type="checkbox"/> 4	<input type="checkbox"/> 11
<input type="checkbox"/> 5	<input type="checkbox"/> 12
<input type="checkbox"/> 6	<input type="checkbox"/> More than 12 months
<input type="checkbox"/> 7	

Section 3: Coordinated Entry Specific Data

Name of Case Worker Completing the Assessment: _____

Agency adding to CE list:

<input type="checkbox"/> 1269 Café	<input type="checkbox"/> Merrimack Valley Assistance Program
<input type="checkbox"/> 211	<input type="checkbox"/> My Friend's Place
<input type="checkbox"/> Belknap/Merrimack CAP	<input type="checkbox"/> Nashua Soup Kitchen
<input type="checkbox"/> Bridge House Inc	<input type="checkbox"/> New Generation Inc.
<input type="checkbox"/> Center for Life Management	<input type="checkbox"/> New Horizons for New Hampshire
<input type="checkbox"/> Community Action Partnership of Strafford County	<input type="checkbox"/> Riverbend Community Mental Health Center
<input type="checkbox"/> Concord Coalition to End Homelessness	<input type="checkbox"/> Seacoast Family Promise
<input type="checkbox"/> Cross Roads House, Inc.	<input type="checkbox"/> Southern New Hampshire Services Inc
<input type="checkbox"/> Easter Seals NH	<input type="checkbox"/> Southwestern Community Services, Inc. (SCS)
<input type="checkbox"/> Families in Transition (FIT)	<input type="checkbox"/> The Front Door Agency
<input type="checkbox"/> Family Promise of Southern New Hampshire	<input type="checkbox"/> The Mental Health Center of Greater Manchester
<input type="checkbox"/> Friends Program	<input type="checkbox"/> The Salvation Army Carey House
<input type="checkbox"/> Harbor Homes Inc	<input type="checkbox"/> The Salvation Army McKenna House
<input type="checkbox"/> Helping Hands Outreach Ministries	<input type="checkbox"/> Veterans Inc
<input checked="" type="checkbox"/> Hundred Nights	<input type="checkbox"/> The Way Home
<input type="checkbox"/> Laconia Area Community Land Trust	<input type="checkbox"/> Tri-County Community Action Program
<input type="checkbox"/> Lake Region Mental Health	<input type="checkbox"/> Waypoint
<input type="checkbox"/> Marguerite's Place	

NH HMIS CE Entry Assessment

NH Regional Access Point client is located in:

<input type="checkbox"/> Belknap (BOS CoC)
<input type="checkbox"/> Carroll (BOS CoC)
<input checked="" type="checkbox"/> Cheshire (BOS CoC)
<input type="checkbox"/> Coos
<input type="checkbox"/> Eastern Rockingham (BOS CoC)
<input type="checkbox"/> Greater Nashua CoC
<input type="checkbox"/> Manchester CoC
<input type="checkbox"/> Merrimack (BOS CoC)
<input type="checkbox"/> Northern Grafton (BOS CoC)
<input type="checkbox"/> Stafford (BOS CoC)
<input type="checkbox"/> Statewide
<input type="checkbox"/> Sullivan (BOS CoC)
<input type="checkbox"/> Upper Valley/ Grafton (BOS CoC)
<input type="checkbox"/> Western Rockingham (BOS CoC)

Are you willing to relocate?

Yes No

If Yes to willing to relocate, where?

First Location Choice:

<input type="checkbox"/> Belknap (BOS CoC)
<input type="checkbox"/> Carroll (BOS CoC)
<input type="checkbox"/> Cheshire (BOS CoC)
<input type="checkbox"/> Coos
<input type="checkbox"/> Eastern Rockingham (BOS CoC)
<input type="checkbox"/> Greater Nashua CoC
<input type="checkbox"/> Manchester CoC
<input type="checkbox"/> Merrimack (BOS CoC)
<input type="checkbox"/> Northern Grafton (BOS CoC)
<input type="checkbox"/> Stafford (BOS CoC)
<input type="checkbox"/> Statewide
<input type="checkbox"/> Sullivan (BOS CoC)
<input type="checkbox"/> Upper Valley/ Grafton (BOS CoC)
<input type="checkbox"/> Western Rockingham (BOS CoC)

Second Location Choice:

<input type="checkbox"/> Belknap (BOS CoC)
<input type="checkbox"/> Carroll (BOS CoC)
<input type="checkbox"/> Cheshire (BOS CoC)
<input type="checkbox"/> Coos
<input type="checkbox"/> Eastern Rockingham (BOS CoC)
<input type="checkbox"/> Greater Nashua CoC
<input type="checkbox"/> Manchester CoC
<input type="checkbox"/> Merrimack (BOS CoC)
<input type="checkbox"/> Northern Grafton (BOS CoC)
<input type="checkbox"/> Stafford (BOS CoC)
<input type="checkbox"/> Statewide
<input type="checkbox"/> Sullivan (BOS CoC)
<input type="checkbox"/> Upper Valley/ Grafton (BOS CoC)
<input type="checkbox"/> Western Rockingham (BOS CoC)

NH HMIS CE Entry Assessment

Current Living Situation:

Start Date: _____

Information Date: _____

Current Living Situation

----- HOMELESS SITUATIONS-----
<input checked="" type="checkbox"/> Emergency shelter, including hotel or motel paid for with emergency shelter voucher
<input type="checkbox"/> Place not meant for habitation
<input type="checkbox"/> Safe Haven
-----INSTITUTIONAL SITUATIONS-----
<input type="checkbox"/> Foster care home or foster care group home
<input type="checkbox"/> Hospital or other residential non-psychiatric medical facility
<input type="checkbox"/> Jail, prison or juvenile detention facility
<input type="checkbox"/> Long-term care facility or nursing home
<input type="checkbox"/> Psychiatric hospital or other psychiatric facility
<input type="checkbox"/> Substance abuse treatment facility or detox center
---TEMPORARY AND PERMANENT HOUSING SITUATIONS---
<input type="checkbox"/> Residential project or halfway house with no homeless criteria
<input type="checkbox"/> Hotel or motel paid for without emergency shelter voucher
<input type="checkbox"/> Transitional housing for homeless persons (including homeless youth)
<input type="checkbox"/> Host Home (non-crisis)
<input type="checkbox"/> Staying or living in a friend's room, apartment or house (
<input type="checkbox"/> Rental by client, with GPD TIP subsidy
<input type="checkbox"/> Rental by client, with VASH
<input type="checkbox"/> Permanent housing (Other than RRH) for formerly homeless persons
<input type="checkbox"/> Rental by client, with RRH or equivalent subsidy
<input type="checkbox"/> Rental by client, with HCV voucher (tenant or project based)
<input type="checkbox"/> Rental by client in public housing unit
<input type="checkbox"/> Rental by client, no ongoing housing subsidy
<input type="checkbox"/> Rental by client, with other ongoing housing subsidy
<input type="checkbox"/> Owned by client, with ongoing housing subsidy
<input type="checkbox"/> Owned by client, no ongoing housing subsidy

Living Situation as Verified by: *HUNDRED NIGHTS*

Is Client going to have to leave their current living situation within 14 days?

Yes No

If 'Yes' to 'Is Client going to have to leave their current living situation within 14 days?' answer the following questions:

Has subsequent residence been identified?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the individual or family have resources or support networks to obtain other permanent housing?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has the client moved 2 or more times in the last 60 days?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Location Details:

NH HMIS CE Entry Assessment

Coordinated Entry Assessment

Date of Assessment*: _____/_____/_____

End Date: _____/_____/_____

Assessment Location:

<input type="checkbox"/> 1269 Café	<input type="checkbox"/> Marguerite's Place
<input type="checkbox"/> 211	<input type="checkbox"/> Merrimack Valley Assistance Program
<input type="checkbox"/> Belknap/Merrimack CAP	<input type="checkbox"/> My Friend's Place
<input type="checkbox"/> Bridge House Inc	<input type="checkbox"/> Nashua Soup Kitchen
<input type="checkbox"/> Center for Life Management	<input type="checkbox"/> New Generation Inc.
<input type="checkbox"/> Community Action Partnership of Strafford County	<input type="checkbox"/> New Horizons for New Hampshire
<input type="checkbox"/> Concord Coalition to End Homelessness	<input type="checkbox"/> Riverbend Community Mental Health Center
<input type="checkbox"/> Cross Roads House, Inc.	<input type="checkbox"/> Seacoast Family Promise
<input type="checkbox"/> Easter Seals NH	<input type="checkbox"/> Southern New Hampshire Services Inc
<input type="checkbox"/> Families in Transition (FIT)	<input type="checkbox"/> Southwestern Community Services, Inc. (SCS)
<input type="checkbox"/> Family Promise of Southern New Hampshire	<input type="checkbox"/> The Front Door Agency
<input type="checkbox"/> Friends Program	<input type="checkbox"/> The Mental Health Center of Greater Manchester
<input type="checkbox"/> Harbor Homes Inc	<input type="checkbox"/> The Salvation Army Carey House
<input type="checkbox"/> Helping Hands Outreach Ministries	<input type="checkbox"/> The Salvation Army McKenna House
<input checked="" type="checkbox"/> Hundred Nights	<input type="checkbox"/> Veterans Inc
<input type="checkbox"/> Laconia Area Community Land Trust	<input type="checkbox"/> The Way Home
<input type="checkbox"/> Lake Region Mental Health	<input type="checkbox"/> Tri-County Community Action Program

Assessment Type:

<input type="checkbox"/> Phone
<input type="checkbox"/> Virtual
<input checked="" type="checkbox"/> In Person

Assessment Level:

<input checked="" type="checkbox"/> Crisis Needs Assessment
<input type="checkbox"/> Housing Needs Assessment

Prioritization Status:

<input checked="" type="checkbox"/> Placed on Prioritization List
<input type="checkbox"/> Not Placed on Prioritization List

NH HMIS CE Entry Assessment

Coordinated Entry Event

*Start Date: ____/____/____

End Date: ____/____/____

*Event:

----- Access Events-----
<input type="checkbox"/> Referral to Prevention Assistance Project
<input type="checkbox"/> Problem Solving/Diversion/Rapid Resolution intervention or service
<input type="checkbox"/> Referral to scheduled Coordinated Entry Crisis Needs Assessment
<input type="checkbox"/> Referral to scheduled Coordinated Entry Housing Needs Assessment

-----Referral Events-----
<input type="checkbox"/> Referral to post-placement/follow up case management
<input type="checkbox"/> Referral to Street Outreach project or services
<input type="checkbox"/> Referral to Housing Navigation project or services
<input type="checkbox"/> Referral to Non-continuum services: Ineligible for continuum services
<input type="checkbox"/> Referral to Non-continuum services: No availability in continuum services
<input checked="" type="checkbox"/> Referral to Emergency Shelter bed opening
<input type="checkbox"/> Referral to Transitional Housing bed/unit opening
<input type="checkbox"/> Referral to Joint TH-RRH project/unit/resource opening
<input type="checkbox"/> Referral to RRH project resource opening
<input type="checkbox"/> Referral to PSH project resource opening
<input type="checkbox"/> Referral to Other PH project/unit/resource opening
<input type="checkbox"/> Referral to emergency assistance/flex fund/furniture assistance
<input type="checkbox"/> Referral to Emergency Housing (EHA)
<input type="checkbox"/> Referral to Housing Stability Voucher

If 'Event' answer was 'Problem Solving/Diversion/Rapid Resolution intervention or service result,' please answer the following question:

Problem Solving/Diversion/Rapid Resolution intervention or service result- Client housed/re-housed in a safe alternative:

Yes No

If 'Event' answer was 'Referral to post-placement/follow up case management result,' please answer the following question:

Referral to post-placement/follow-up case management result- Enrolled in Aftercare project:

Yes No

If 'Event' answer was 'Referral to an ES, TH, Joint TH-RRH, RRH, PSH or Other PH Opening, please answer the following question:

Location of Crisis Housing or Permanent Housing Referral:

HUNDRED NIGHTS

If 'Event' answer was 'Referral to an ES, TH, Joint TH-RRH, RRH, PSH or Other PH Opening, please answer the following question:

Referral Result:

<input checked="" type="checkbox"/> Successful referral: client accepted
<input type="checkbox"/> Unsuccessful referral: client rejected
<input type="checkbox"/> Unsuccessful referral: provider rejected

NH HMIS CE Entry Assessment

If 'Event' answer was 'Referral to an ES, TH, Joint TH-RRH, RRH, PSH or Other PH Opening, please answer the following question:

Date of result: ____/____/____

NH COVID-19 Coordinated Entry Elements

Underlying conditions score: _____

Housing Barrier Considerations:

Reported Past Evictions:

Yes No

Reported Legal/Criminal Issues Related to Housing:

Yes No

Reported Significant Credit Issues:

Yes No

Sex Offender Status:

Yes No

Client refused to complete the COVID CE Assessment:

Yes No

Section 4: Other Data Elements

Answer for All Clients

Zip Code of Last Permanent Address: _____

Zip Code Data Quality:

- | |
|--|
| <input type="checkbox"/> Full or Partial Zip Code Reported (HUD) |
| <input type="checkbox"/> Client doesn't know (HUD) |
| <input type="checkbox"/> Client refused (HUD) |

Background Info for Hundred Nights Hiring Policy – What we stand for

Hundred Nights is a place that strives to provide warmth, compassion and dignity to our guests and volunteers. These are not just words, these are our guiding principles. We not only provide our guests with a bed, necessary amenities, and services to help become an independent citizen in our community, but we make every effort to do so in a manner that expresses no judgement.

Hundred Nights helps individuals and families experiencing the insecurity of having no place to spend the night. Although it was originally a cold weather shelter, Hundred Nights has expanded the mission because homelessness is not just a personal need during the winter months. Individuals and families dealing with mental health challenges, re-entry from incarceration or rehabilitation, physical health issues (both chronic and sudden), substance misuse disorders, eviction, lack of meaningful employment and financial insecurity need help both short or long term.

We provide amenities and meet needs most of us take for granted: bathrooms with toilets, sinks and showers, access to needed clothing, food, laundry, personal care items, a clean bed with a pillow and a blanket. We also work to make life manageable by assisting with obtaining birth certificates, social security cards and ID's, making appropriate contact with necessary other community social services, including education, mental health, treatment, medical, and employment. Hundred Nights partners with Monadnock United Way, Southwestern Community Services, Monadnock Center for Violence Prevention, The Community Kitchen, the Doorway at Cheshire Medical Center, Monadnock Family Services, Monadnock Developmental Services, HCS and Path Integrated Solutions. Additionally, the police, probation, corrections, legal services, the City of Keene and Cheshire County assist Hundred Nights by providing support, advice and services. The well-being of our community is a group effort. Hundred Nights is fortunate to have the active engagement of concerned citizens.

The mission of Hundred Nights has always been to take in **almost anyone** who needs shelter, who can demonstrate a willingness to follow the rules and pitch in to help when asked to do so. We are one of the shelters in the State of NH which allows people with criminal backgrounds, including tier 1 and tier 2 registered sex offenders, people struggling with addiction or mental health issues to come in for overnight shelter and resources. Anyone who is on the sex offender registry is legally obligated to tell us that they are, or they will go to jail for failing to disclose that. Our rules include not disrupting/endangering or harassing others who are also staying here. Although alcohol or illegal substances may not be brought on or used on Hundred Nights property, adults with active addictions are admitted. While not a treatment facility, we recognize that many of the chronically homeless who use our shelter are addicted to alcohol or other substances, and we work with them to seek treatment when they are ready.

Hundred Nights considers the safety and well-being of all guests (including children), volunteers and employees to be our highest priority. The Board of Directors and staff have had policies and procedures in place since at least 2013, when the current Executive Director joined us, to help protect all guests, including children, all volunteers and all staff from abuse (verbal, sexual, domestic) by other guests, volunteers and staff. This includes having families

in rooms that they can lock, having an awake on-duty person overnight at all locations and using surveillance cameras to help monitor our locations. The staff at Hundred Nights informs families, and others seeking shelter, about the fact that we accept guests with many different backgrounds, including those who may be on the sex offender registry or committed other criminal offenses. Parents must agree that they are not to ever leave their children unattended, and must have a signed waiver on file for anyone who is not the parent to watch the child(ren) in the event of an emergency.

Since it first opened at the end of 2009, there have been no reported incidents of sexual abuse at Hundred Nights.

Hundred Nights holds true to the belief that people deserve a second chance and an opportunity to chart a path for the future. If a shelter or resource center guest has demonstrated a willingness to volunteer at Hundred Nights, has the ability to do the job, follows the rules and provides background information that is thoroughly vetted, there may be a possibility of employment with Hundred Nights, even with a previous criminal record. As in all hiring decisions, the ability to do the job well is considered, as is maintaining a comfort level with guests and fellow employees. Background vetting is required, including Social Security and ID information, criminal background checks, previous employment and reference checks. If a person has a previous criminal record, Hundred Nights performs thorough background checks with probation/parole, relevant police departments, and court records. Employees are subject to all safety protocols.

"Choose Hope. I choose to believe in the goodness of people. Do I sometimes look like a fool? *Yes .Of course!* I would rather look foolish than live in the dark cloud of cynicism that assumes the worst in people. Cynicism destroys the human spirit and corrupts the soul. It is ruining our world. *You have to decide whether you believe in humanity.* Your answer has far-reaching implications for your life..... and the world." A quote from Ryan Dowd, www.homelesslibrary.com

Below is what Doug Iosue, Hundred Nights Board member and Superintendent of the Cheshire County Department of Correction, presented to the City Council/Budget Hearing in 2019, after the issue of certain guests/staff being registered sex offenders was brought up as a reason to block funding.

The mission of Hundred Nights has always been to take in anyone who needs shelter. We address a unique need in the community, though it does not always make us popular. We recently heard a 'rumor' that there might be some folks that are alarmed about HN accepting Registered Sex Offenders (RSO's) for shelter. To the extent that this might impact funding decisions, we wanted to briefly speak to this and share some information that we think will be helpful:

While we can't be sure of the exact nature of any concerns relative to RSO's we would surmise that the concern is that this policy somehow creates a risk or poses a safety issue for the community. . . .Perhaps the thought is that these persons would leave the City or County if they were not offered shelter? I wanted to share some information, from within my professional role at the jail and within the Criminal Justice system that I think will allay these concerns:

First, RSOs are placed onto "Tiers" based the nature and level of their offense or offenses. Those that would pose the greatest danger are very likely in prison serving extended time; or if having completed a lengthy prison sentence before returning to a community, they would have gone through a parole approval process. This parole process includes approving their housing in advance of their release. Hundred Nights is not, and would never be part of an approved Prison release/Parole plan.

2nd, lower level RSOs would almost certainly be on probation. An RSO on probation out of Cheshire County would be required to report to probation and also to the local police department. If they are homeless within Cheshire County, but have family outside the county, they would certainly opt to go through the probation transfer process and live with family. . . . However, those RSOs that are homeless and do not have family options are very much 'stuck' in Cheshire County. They cannot get approval from probation to transfer to any housing environment other than immediate family. They cannot leave the State, or even the County, to go to some other shelter. So...this also works in reverse... meaning that those on probation outside Cheshire County will not get approval to come reside in Keene at Hundred Nights. In other words, the RSO's in Cheshire County are very much 'stuck' here . . . they cannot just 'go somewhere else'

This brings me to the main point. Given all of this, I think it can easily be argued that, by providing a place where RSOs can have shelter, we not only keep them safe and alive (which they are entitled to as human beings), but HN also helps keep the community safer. Being allowed at HN provides them with an identified place, known to and approved by probation, to have shelter and where they can be in compliance with registration requirements. And, they are in a place with rules and overnight staff to help keep other guests safe. The alternative to allowing shelter at HN is to likely have RSOs 'at large' in the community . . . possibly sleeping outside, in tents, at overnight businesses, like McDonalds and not in a designated location known by probation and law enforcement. I've worked on enough release plans of RSO's with Keene Probation to know that probation would prefer they are at a designated location rather than completely 'unhoused.'

Thank you to all who help Hundred Nights fulfill the mission to provide shelter and resources so all citizens have the opportunity to be contributing citizens.

Hundred Nights Hiring/Employment Policy

All offers of employment at Hundred Nights are contingent upon clear results of a thorough background check. Background checks will be conducted on all final candidates and on all employees who are promoted, as deemed necessary.

Background checks will include:

- **Documents as needed for an 1-9 form see attached list**
- **Prior Employment Verification:** confirms applicant's employment with the listed companies, including dates of employment, position held and additional information available pertaining to performance rating, reason for departure and eligibility for rehire. This verification will be run on the past two employers or the previous five years, whichever comes first.
- **Personal and Professional References:** calls will be placed to individuals listed as references by the applicant.
- **Criminal History:** includes review of criminal convictions and probation. The following factors will be considered for applicants with a criminal history:
 - The nature of the crime and its relationship to the position.
 - The time since the conviction.
 - The number (if more than one) of convictions.
 - Whether hiring, transferring or promoting the applicant would pose an unreasonable risk to the business, its employees or its customers and vendors.

The following additional background searches will be required if applicable to the position:

- **Motor Vehicle Records:** provides a report on an individual's driving history in the state requested. This search will be run when driving is an essential requirement of the position.
- **Credit History:** confirms candidate's credit history. This search will be run for positions that involve management of Hundred Nights funds and/or handling of cash or credit cards.
- **Educational Verification:** confirms the applicant's claimed educational institution, including the years attended and any degree/diploma received.

Procedure

Final candidates must complete a background check authorization form and return it to the Executive Director

The Executive Director will order the background check upon receipt of the signed release form, and will review all results. In instances where negative or incomplete information is obtained, the appropriate management will assess the potential risks and liabilities related to the job's requirements and determine whether the individual should be hired.

Background check information will be maintained in a file separate from employees' personnel files for a minimum of five years.

Hundred Nights reserves the right to modify this policy at any time without notice.

Hundred Nights, Inc.

EMPLOYEE HANDBOOK

APPROVED BY BOARD OF DIRECTORS

NOVEMBER 13, 2013

AMMENDED DECEMBER 9, 2015

AMMENDED JUNE 21, 2017

AMMENDED JANUARY 9, 2019

AMMENDED JANUARY 9, 2020

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TABLE OF CONTENTS

SECTION 1: GENERAL.....	1
WELCOME.....	1
EQUAL EMPLOYMENT OPPORTUNITY POLICY.....	4
AMERICANS WITH DISABILITIES ACT.....	4
ANTI-HARASSMENT AND NON-DISCRIMINATION.....	4
<i>Reporting Harassment.....</i>	<i>5</i>
<i>Investigation.....</i>	<i>6</i>
<i>Responsive Action.....</i>	<i>6</i>
ETHICS POLICY.....	6
SUBSTANCE-FREE WORKPLACE.....	7
CONFIDENTIAL, PROPRIETARY AND OTHER NONPUBLIC INFORMATION.....	7
EMPLOYMENT CLASSIFICATION.....	8
AT-WILL EMPLOYMENT.....	8
INTRODUCTORY PERIOD.....	8
PERSONAL DATA CHANGES.....	9
OPEN COMMUNICATION.....	9
PERFORMANCE EVALUATION.....	9
RESIGNATION.....	10
SECTION 3: SCHEDULES, COMPENSATION & ABSENCES.....	11
WORK SCHEDULES.....	11
RECORDKEEPING.....	11
BREAKS/LUNCH FOR HOURLY STAFF.....	11
WORKWEEK & PAYROLL.....	11
PAYROLL DEDUCTIONS.....	12
OVERTIME.....	12
EXPENSE REIMBURSEMENT.....	12
ERRORS IN PAY.....	12
ABSENCES.....	12
EMERGENCY CONDITIONS.....	13
SECTION 4: BENEFITS.....	14
HOLIDAYS.....	14
INSURANCE.....	14
WORKERS' COMPENSATION INSURANCE.....	14
RETIREMENT PLANS.....	15
LEAVE PROVISIONS.....	15
<i>a. The Family Medical Leave Act (FMLA).....</i>	<i>15</i>
<i>b. Bereavement Leave.....</i>	<i>15</i>
<i>c. Jury Duty/Court Duty.....</i>	<i>15</i>
<i>d. Military Leave.....</i>	<i>15</i>
<i>e. Personal Leave.....</i>	<i>15</i>
<i>f. Voting.....</i>	<i>15</i>
ABSENCE DUE TO ILLNESS OR PERSONAL BUSINESS.....	16
VACATION.....	16
<i>Employees.....</i>	<i>Error! Bookmark not defined.</i>
VARIATIONS IN THIS POLICY ARE ALLOWED AS APPROVED BY THE BOARD OF DIRECTORS.....	16
SECTION 5: EMPLOYEE CONDUCT.....	17
COMPUTER USE.....	17
ELECTRONIC COMMUNICATION.....	17
OUTSIDE EMPLOYMENT.....	18
PERSONAL APPEARANCE.....	18
PERSONAL RELATIONSHIPS.....	18
PHONE USAGE.....	18

CELL PHONE USAGE	18
SOCIAL MEDIA.....	19
SMOKING POLICY.....	19
ACKNOWLEDGEMENT AND RELEASE FORM.....	20
ACKNOWLEDGEMENT AND RELEASE FORM.....	21

SECTION 1: GENERAL

Welcome

We are pleased to have you on staff with **Hundred Nights, Inc.**, and wish you every success in your new position. We pride ourselves on hiring and retaining individuals who have a strong ethic of service and contribute to the growth and success of our organization. We hope that you will take pride in being a member of our team.

This handbook is designed to familiarize you with **Hundred Nights, Inc.**, providing you with information about working conditions, employee expectations, and some of the policies affecting your employment. If you have questions or concerns about any of the material within this handbook, we urge you to discuss them with your immediate supervisor.

After reviewing this handbook, please sign the Acknowledgment form included at the back, confirming that you have received and understand the contents.

No handbook can anticipate every situation or question about all of our policies and terms of employment. **Hundred Nights, Inc.** reserves the right to add new policies and to change or cancel existing policies at any time. We will endeavor to notify you of any changes to this handbook as they occur.

This handbook supersedes all previous handbooks and management memos that may have been issued on the subjects covered.

Welcome to **Hundred Nights, Inc.** We hope that your experience here will be challenging, enjoyable, and fulfilling.

ORGANIZATION OVERVIEW

OUR MISSION

The Mission of Hundred Nights, Inc. is to provide shelter and crisis related services to the displaced or homeless. Our goal is to collaborate with and enable the community to see, hear, and support those among us who are equally deserving of dignity, but who currently lack the means to live independently. Our vision is a community where all people, regardless of means, are equally valued and supported.

OUR VISION

Every individual in the Cheshire County area will have access to appropriate, stable housing so they can live safe, productive and satisfying lives and be respected members of their community.

OUR OPERATING PRINCIPLES

1. Hundred Nights, Inc. believes that self-sufficiency can only be realized for those suffering from mental illness, substance abuse, illiteracy, chronic unemployment, or incarceration when the public and the business community come together to treat people with respect and support.
2. Hundred Nights, Inc. believes that all people are worthy, have a story to tell, and should be heard.
3. Hundred Nights, Inc. operates to minimize the devastating impact that homelessness creates for individuals and the community by providing a continuum of shelter options, housing referrals, health care, and educational services.
4. Hundred Nights, Inc. acts to build and maintain the strength of our leadership, the skills and motivation of our staff, and the active engagement of our guests as essential ingredients in order to strengthen our communities.

OUR CORE VALUES

1. Results: We are accountable for achieving excellence through measurable, thoughtful, and meaningful outcomes.
2. Integrity: We foster an environment of transparency and honesty that is built on respect and openness.
3. Community: We seek locally driven solutions that incorporate the views of our various stakeholders and audiences, building on diversity as a strength, and working in partnership with others to achieve results.
4. Effectiveness: We are resourceful, responsible stewards, leveraging resources to maximize impact.

Organizational Description and History

The Hundred Nights Shelter provides emergency overnight shelter to people experiencing homelessness, on a year-round basis. Currently, between May 1st and October 31st there are 24 beds available, using only our own facility on Lamson St. When Covid happened in 2020, we lost our other 24 beds in the two churches that had been providing the space from November to April. Ultimately, we purchased a coach bus that had previously been converted into a sleeping coach to use as a shelter starting on December 31, 2020. The bus was parked in the parking lot across from the Shelter and slept up to 12 people a night, who go into the bus at 8:30 pm, sleep until 7 am and then go to the larger Resource Center/Day Shelter space for parts of the day. Hundred Nights will probably need to use the bus again this coming winter, as the new facility will not be completed before March. We will not have hotel rooms this coming winter as the funding is gone. This will leave us with 36 beds for this winter.

Every night people are welcomed in. A brief one-on-one intake interview is conducted, forms are filled in and copies are made of ID's, if available. Information is distributed about local services available such as meals and food boxes, laundry, counseling services, showers, clothing and other resources. People are asked if they need assistance in applying for or setting up an appointment for Medicaid, Food Stamps, Keene Human Services, SCS Programs like WIC or Fuel Assistance, housing, Safe-Link phones, eye exams and eyeglasses. An appointment is scheduled with the Case Manager for an initial meeting. There are lockers and totes that are assigned to people if they would like to store some of their belongings. If a family with children is in need of shelter the Hundred Nights staff will make every attempt to find them open beds in a Family Shelter; in the event that all Family Shelters are full, Hundred Nights will take them in if we have space, and their room is one that will lock from the inside.

Guests are allowed into the dormitory style shelter with bunks for the night at 6:30 pm and must leave at 7 am, except for the families with children who are able to stay inside during the day. There are staff people who are awake all night at all shelter locations, including on the bus, which has only been used for males.

The Open Doors Resource Center (RC) currently located at 25 Lamson St., exists to connect people to one another and to the resources available in our community which they may need. It is also a safe and dry place to be between 7:00 am and 6:30 pm (who sleep in the shelter) or 8:30 pm (for those on the bus between November 1 and April 30) for those at risk of or experiencing homelessness. While the RC is open there is access to hot or cold beverages, daily breakfast and lunch, weekend dinners, laundry facilities with advance sign ups, a phone, fax or computer to use, a job board, a mailing address to pick up mail and use to procure an ID if needed, companionship, newspapers and books. Previous to Covid 19 many volunteers came in to hold classes, help write resumes, provide free haircuts, and hold a dental health day once a month – we hope to restart those soon. Personal care items such as toothbrushes and toothpaste, shampoo and conditioner, feminine hygiene products, deodorant, soap and clothing such as coats, hats, gloves, shoes, backpacks, pants and shirts are donated and available to guests in need. Referrals are made to other agencies and programs such as The Community Kitchen, Monadnock Family Services, Cheshire and/or Keene Housing, Southwestern Community Services, Veterans Services, federal, city and town welfare officers, the Saturday lunch program and showers at the Salvation Army, etc. Assistance is provided to any RC guest to get and help fill in applications for services

such as housing, security deposits and subsidies, eye exams and glasses through the Lion's Club, Food Stamps, Medicaid, Safe-Link phones and ID's. Often to get an ID, guests will first need assistance getting a birth certificate and/or social security card, which sometimes requires financial help from the Resource Center. There is also a small fund available to help with prescriptions for antibiotics.

SECTION 2: EMPLOYMENT

Equal Employment Opportunity Policy

Hundred Nights, Inc. is an equal opportunity employer and it is our policy that employees and applicants will not be subjected to unlawful discrimination or harassment based on race, color, religion, sex, age, national origin, veteran's status, marital status, physical or mental disability, or any other basis prohibited by applicable state, federal or local laws.

Accordingly, **Hundred Nights, Inc.** will hire, train, and promote individuals in accordance with this Equal Employment Opportunity Policy; make decisions according to the principle of equal opportunity by imposing only bona fide occupational qualification requirements for employment opportunities; and administer all personnel practices and programs (including, but not limited to, compensation, benefits, transfers and training) in accordance with this Equal Employment Opportunity Policy.

Americans with Disabilities Act

Hundred Nights, Inc. is committed to complying with all applicable provisions of the Americans with Disabilities Act (ADA) and offers equal employment opportunities for qualified individuals who may have a physical or mental disability, but can still perform the essential functions of the job.

Consistent with this policy of nondiscrimination, **Hundred Nights, Inc** will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made **Hundred Nights, Inc.** aware of his or her disability, provided that such accommodation does not constitute an undue hardship on **Hundred Nights, Inc.**

Anti-Harassment and Non-Discrimination

Hundred Nights, Inc. wants to provide all employees, Board Members, Guests and Volunteers an environment that is free from harassment and discrimination. Therefore, it shall be **Hundred Nights, Inc.**'s policy to prohibit discrimination or harassment of employees, Board Members, Guests and Volunteers based on race, religion, color, gender, age, national origin, citizenship, disability, citizenship, marital status, sexual orientation, pregnancy or any other basis protected by state, federal or local laws.

Hundred Nights, Inc. expects that all relationships among persons in this workplace will be business-like and free of bias, prejudice and harassment. Sexual harassment typically is **serious offensive conduct** directed towards an individual because of his/her gender and is **unwelcome**

by the individual. Sexual harassment does not refer to casual conversation or compliments of a socially acceptable nature.

Federal Law defines sexual harassment as unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when:

- (1) Submission to such conduct is made a term or condition of volunteering, employment, or residence; or
- (2) Submission to or rejection of such conduct is used as basis for decisions in regard to volunteering, employment, or residence; or
- (3) Such conduct interferes with an individual's work performance; or
- (4) Conduct creates an intimidating, hostile or offensive work environment.

The following list provides some examples of conduct that *could be viewed as* sexual harassment. This list does not cover every type of behavior that could constitute sexual harassment. It is meant to provide employees with some idea of the type of conduct that is prohibited under this policy.

- Sex oriented verbal "kidding," "teasing," or jokes
- Foul or obscene language or gestures
- Physical contact such as patting, pinching, or brushing against another's body
- Pressuring someone to go on a date
- Comments about an individual's sexual activity, deficiencies, or prowess
- Displaying sexually suggestive objects, pictures, or cartoons
- Unwelcome leering, whistling, body gestures, suggestive or insulting comments
- Inquiries into one's sexual experience and discussion of one's sexual activities.

Communication of any harassing material by e-mail, voice mail, organization bulletin boards or otherwise is a violation of **Hundred Nights, Inc.**'s policy against harassment.

Reporting Harassment

Hundred Nights, Inc. encourages employees to report any problems they experience or observe concerning harassment, including sexual harassment, discrimination or retaliation. Employees, Board Members, Guests and Volunteers should report harassment to the Executive Director or Hundred Nights Executive Committee **before** it becomes severe or pervasive.

- Any person who believes that he or she has been subjected to objectionable conduct prohibited by this policy is encouraged (but not required) to let the offending person know immediately and firmly that the behavior is offensive.
- Any person who believes that he or she has been subjected to objectionable conduct prohibited by this policy must report it to their immediate supervisor or a member of management if the supervisor is the offending individual.
- Every reported incident of unlawful harassment or discrimination will be investigated.
- Individuals reporting complaints or providing information in good faith in connection with an investigation will not be retaliated against for their participation in this procedure.

Investigation

Hundred Nights, Inc. will promptly undertake an investigation of all complaints of harassment, discrimination or retaliation. The investigation will include a private interview with the person filing the complaint, and with witnesses if applicable. The person alleged to have engaged in harassment will also be interviewed.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with an adequate investigation and appropriate corrective action.

Responsive Action

Persons found to have engaged in conduct in violation of this policy will be subject to disciplinary action, up to and including termination of employment (paid or volunteer).

No employee will be disciplined or otherwise retaliated against for filing a complaint or participating in the investigation of a bona fide complaint. However, an individual who brings a false or frivolous complaint is subject to discipline up to and including termination.

Ethics Policy

Ethics are integral to the successful achievement of our mission at **Hundred Nights, Inc.** Employees are expected to comply with this policy and to hold to the highest ethical standards. By understanding this policy, employees will recognize the situations and activities that must be strictly avoided and those that require disclosure or prior approval. Employees must treat all co-workers, clients, and external parties with honesty, integrity, and fairness in all regards.

Confidential Information

Rules pertaining to the use and disclosure of confidential information are listed below:

- Information entrusted to employees must be treated as confidential and privileged, and must not be disclosed to anyone, either inside or outside **Hundred Nights, Inc.**, who does not have a legitimate need for the information.
- Confidential financial information about **Hundred Nights, Inc.** must not be disclosed to outsiders.
- Using confidential information for personal gain is strictly prohibited.

“Confidential Information” is defined to mean confidential information of **Hundred Nights, Inc.**, including, but not limited to, **Hundred Nights, Inc.**’s existing and contemplated products and services; procedures of distributing, pricing, selling and marketing products and services; confidential and proprietary information related to current, former, and prospective clients; confidential and proprietary information related to vendors, and suppliers; trade secrets and proprietary information; treatments, applications, procedures, and testing methods; marketing, business and financial plans; proprietary literature and publications; and other confidential and proprietary information of **Hundred Nights, Inc.**, all of which are unavailable or not known to the general public or to individuals or entities working in the same or similar sector.

Conflicts of Interest

Employees must manage their personal financial and business affairs to avoid conflicts of interest or the appearance of a conflict of interest. A conflict of interest arises when an employee's personal interest in a transaction, or an obligation s/he owes to someone else, comes into conflict with the employee's obligation to **Hundred Nights, Inc.** or its clients.

If an employee is confronted with a conflict of interest, s/he must disclose the conflict to her/his manager, describe the facts giving rise to the conflict, and excuse her/himself from any deliberation or decision with respect to the transaction.

Employees must not accept anything of value from clients, suppliers, or others in return for any business, service, or confidential information of **Hundred Nights, Inc.**

Substance-Free Workplace

Hundred Nights, Inc., will provide a drug-free workplace. As a result, the following is prohibited:

- Reporting to work under the influence of alcohol or illegal drugs or substances, including the illegal use of prescription drugs;
- The illegal use, sale, manufacture, distribution or possession of drugs while on organization business or premises and while operating vehicles on organization business;
- The use, sale, possession, transfer or purchase of alcoholic beverages on organization premises or while performing organization business, except in connection with organization-authorized events; and
- Working under the influence of prescription or nonprescription drugs that could impair judgment or motor functions and potentially place persons or property in jeopardy.

Hundred Nights, Inc. will not condone criminal activity on its property, or on property under its direct control, and will take appropriate action up to and including terminating an employee or requiring him or her to participate in a drug abuse assistance or rehabilitation program.

As a condition of employment, employees must abide by the terms of this policy and must notify **Hundred Nights, Inc.** of any criminal drug statute conviction for a violation occurring in the workplace not later than five days after such conviction.

Hundred Nights, Inc. has the right to conduct a search of all organizational owned property (desks, cabinets, etc.) and employee property on the facilities, such as handbags and briefcases, if there is reasonable suspicion to believe that a violation of the substance abuse control policy has occurred. **Hundred Nights, Inc.** may, but is not required, to obtain the employee's consent when property belonging to or used by an employee is to be searched.

Confidential, Proprietary and Other Nonpublic Information

The protection of confidential information and proprietary inventions is vital to the interest and the success of **Hundred Nights, Inc.** Such confidential information includes but is not limited to the following:

- Donor Names/Information
- Employee data

-
- Financial information
 - Research and development initiatives
 - Pending projects and proposals

The disclosure of **Hundred Nights, Inc.**'s confidential, proprietary or other nonpublic information, whether intentional or unintentional, will be subject to disciplinary action (up to and including possible discharge), even if he or she does not actually benefit from the disclosed information.

Employment Classification

All employees are classified as either "exempt" or "non-exempt" from overtime compensation according to the overtime provisions of state and federal laws. Non-exempt employees are entitled to overtime pay. Exempt employees are not.

In addition, employees will be classified as the following:

Full-time/exempt: An employee who is normally scheduled to work a standard forty-hour work week and is paid a salary.

Full-time/non-exempt: An employee who is normally scheduled between 35 and 40 hours per week and is paid an hourly wage.

Part-time/non-exempt: An employee who is normally scheduled to work less than thirty hours per week, and is not temporary.

Regular: An employee who has completed their introductory period.

Temporary: An employee who is hired to temporarily supplement the work force or to assist in the completion of a specific project. Employment beyond the initial stated period does not in any way imply a change in employment status.

At-Will Employment

Employment with **Hundred Nights, Inc.** is at-will, meaning that either you or **Hundred Nights, Inc.** may terminate the employment relationship at any time with or without a reason or notice.

Statements or promises, information in this Employee Handbook, or in any other publications cannot modify this at-will employment relationship. Only a written and signed contract by the Executive Director or the Board can change an individual's at-will employment status.

Introductory Period

The first 30 days are considered the Introductory Period. Either the employee or the employer may end the employment relationship at will at any time during or after this period, with or without cause or advance notice.

The Introductory Period is intended to give new employees the opportunity to demonstrate their ability to achieve a level of performance acceptable to **Hundred Nights, Inc.** and to determine

whether the new position meets their expectations. Similarly, **Hundred Nights, Inc.** uses this period to evaluate the employee's capabilities, work habits, and overall suitability for the job.

The completion of the Introductory Period does not represent a guarantee of continued employment, as employment is always at-will.

Personal Data Changes

To help keep record and benefits program information accurate, please notify **Hundred Nights, Inc.** of any changes to your personal information, such as: mailing address, marital status, dependents, emergency contacts, and other possible relevant information.

Open Communication

Employees should share their concerns, provide input, seek information, and resolve work-related issues by professionally discussing them with their supervisors. The simplest, quickest and most satisfactory solution is often reached at this level.

If discussion with the employee's supervisor is not able to resolve the matter, the concern then may be presented to the next level of management, the Governance Committee of the Board of Directors.

Performance Evaluation

Supervisors and employees are encouraged to discuss job performance and goals informally, as needed. A formal written performance evaluation will be conducted at least every other year to provide both supervisors and employees the opportunity to review job tasks, recognize strengths, identify and correct weaknesses, and discuss positive approaches to achieving goals.

Corrective Action Process

All employees including high performers deserve guidance and coaching from their supervisor to help them achieve success in their jobs. No one is perfect, everyone makes mistakes occasionally, and there are always opportunities for improvement. Ongoing coaching is a cornerstone of good Human Resource Management practices and is not a form of corrective action. Corrective Action on the other hand is triggered when there are deficiencies in performance relative to clearly defined expectations or when an employee's behavior causes serious harm or threat of harm to an organization. Some of the issues that may require corrective action are:

- Missed deadlines
- Failure to meet objectives
- Performing below expectations
- Absenteeism and tardiness
- Violation of safety rules
- Harassment or discrimination
- Misuse of property
- Substance abuse
- Gross misconduct

Corrective action will follow a series of steps that encourage an employee to modify his/her behavior. Each step in the progression grows more severe as the corrective/discipline process unfolds. The steps in the corrective action process include:

Step 1) Written Warning Notice

Step 2) Second Written Warning Notice

Step 3) Termination

There are some occasions when these steps will not be followed and termination will be immediate.

Resignation

Resignation is a voluntary act initiated by the employee to terminate employment. While the law does not require advance notice, **Hundred Nights, Inc.** requests at least two weeks' written resignation notice from all employees.

SECTION 3: Schedules, Compensation & Absences

Work Schedules

Hundred Nights, Inc. retains the right to vary work schedules according to its needs. Staffing needs and operational demands may necessitate amendments in start and end times, as well as variations in the total hours that may be scheduled each day and week.

Your supervisor will inform you of your expected work schedule and when/if amendments are needed.

Recordkeeping

All hourly employees are responsible for accurately recording the hours they work. You must accurately record the time you begin and end work, as well as the beginning and ending time of each meal period. You should also record the beginning and ending time of any departure from work for personal reasons. Your supervisor must always approve overtime work before it is performed.

All employees (including exempt employees) are required to record any and all vacation and/or sick time taken.

Altering, falsifying or tampering with pay records is strictly prohibited and shall result in disciplinary action, up to and including termination.

Breaks/Lunch for Hourly Staff

Hundred Nights, Inc. does not have a defined break policy in which operations stop for a specified period of time. It is recognized, however, that occasional pauses for rest are beneficial. Therefore, it is suggested that the time and occasion of such breaks be at the discretion of the supervisor and that the taking of short breaks is not against **Hundred Nights, Inc.**'s regulations.

Non-exempt staff do not have to "sign out" for breaks, providing the break is no longer than 10-minutes in length.

All hourly employees who work more than 5 consecutive hours will have at least a 30-minute unpaid lunch or eating period. Working through break/lunch period must be authorized by a supervisor and signed off on by the employee, and an employee must be paid for all hours worked.

Workweek & Payroll

The payroll period is Saturday thru Friday.

Payday is on Wednesday.

In the event a regularly scheduled payday falls on a holiday, employees will receive pay on the business day prior.

There is a partial-week delay in the payment of wages after they are earned. Therefore, employees are paid for the prior work week.

Payroll Deductions

Hundred Nights, Inc. is required by law to deduct from your paycheck, federal, state and local withholding taxes, social security taxes and any court-ordered withholding such as garnishments or child support payments. These amounts, which are designated on your paycheck stub, are forwarded directly to the appropriate entity.

Hundred Nights, Inc. will also make other deductions that have been authorized by you, such as your elected insurances and other benefits.

Overtime

When operating requirements or other work plan needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. However, in instances where an insufficient number of employee's volunteer, a supervisor may require employees to work overtime. All overtime work must receive the supervisor's prior authorization.

Exempt employees are not eligible for overtime. Overtime compensation is paid to all non-exempt employees in accordance with prevailing federal and state laws. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Working overtime without prior authorization from your supervisor may result in disciplinary action up to and including termination.

Expense Reimbursement

Employees must maintain accurate documentation of any business-related expenses incurred on behalf of **Hundred Nights, Inc.** that need to be reimbursed. Receipts and detailed explanations of expenses must accompany all reimbursement requests.

Errors in Pay

If you become aware of an error in your pay or deductions, bring it to the attention of your supervisor so that it can be corrected as soon as possible.

Absences

Regular attendance is a condition of employment.

You should report any anticipated absence to your supervisor ahead of time. In an emergency, let your supervisor know as soon as possible the reason for your absence and when you expect to return.

Unexcused absences are subject to immediate discipline up to and including termination.

If you are absent from work for three consecutive days **without** advising your supervisor, you will be terminated.

Emergency Conditions

Emergency conditions, such as severe weather, power outages, or fire can disrupt operations and interfere with work schedules, as well as endanger employees. These extreme circumstances may require the closing of the work facility.

When operations are closed due to an emergency, the time off from scheduled work will be paid for regular full time and regular part time employees. In the event of an emergency or severe weather your supervisor will notify you of any schedule changes or closures.

Employees who come in late, leave early, or are absent because of an emergency or severe weather situation must notify their supervisor immediately. Failure to notify your supervisor may result in being charged the time against available personal or vacation leave balances. Please check with your supervisor to learn more about these policies for your specific job responsibilities.

SECTION 4: BENEFITS

Holidays

According to applicable restrictions, **Hundred Nights, Inc.** will grant paid holiday time off to all employees immediately upon hire. If the Open Doors Resource Center or Shelter is scheduled to be open on a holiday, the non-exempt staff have the option of either finding coverage by an approved volunteer in order to have the paid holiday off (and receiving the normal days rate as holiday pay) or working on the holiday for 1.5 times the hourly rate on that day. The exempt staff have the option of taking a day off on the actual day of a holiday, or to work on the holiday and take an alternate day off.

Paid holidays are as follows:

- New Year's Day
- Martin Luther King Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Christmas Day
- Veterans Day

To be eligible for holiday pay you must have worked your scheduled hours the days before and after the holiday. If a recognized holiday falls during an eligible employee's paid absence (e.g. vacation, sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied. If a recognized holiday falls during an eligible employee's unpaid absence (e.g. unpaid leave of absence), no holiday pay will be provided.

Insurance

Hundred Nights, Inc. provides a Dental Insurance Policy and a Health Insurance Policy is provided to its full time employees.

Workers' Compensation Insurance

Hundred Nights, Inc. provides a comprehensive workers' compensation insurance program to our employees. The workers' compensation program covers injuries or illnesses sustained in the course of employment that require medical, surgical, or hospital treatment.

If you are injured or think you have been injured while working, no matter how slightly, you must report the injury immediately to your supervisor to protect your eligibility for compensation and alert **Hundred Nights, Inc.** to any potential workplace hazards.

Workers' compensation is intended to cover only work-related injuries and illnesses. Because of this, neither **Hundred Nights, Inc.** nor the insurance carrier will be liable for the payment of

workers' compensation benefits for injuries that might occur during employees' voluntary participation in off-duty recreational, social, athletic or community-based activities sponsored by **Hundred Nights, Inc.**

Retirement Plans

Anyone who earns more than \$5,000 annually will have the opportunity to participate in a SIMPLE IRA. The employee can choose to contribute any amount per pay period in to the IRA, and will receive up to a 3% match by **Hundred Nights, Inc.** It is not a requirement to participate.

Leave Provisions

a. The Family Medical Leave Act (FMLA)

All Federal and State laws will be followed by **Hundred Nights, Inc.**

b. Bereavement Leave

At the discretion of management, full-time and part-time employees may be allowed an appropriate number of days off with pay in the event of the death of an immediate family member. Please notify your supervisor as soon as possible if you need to take bereavement leave.

c. Jury Duty/Court Duty

If you are called for jury duty or subpoenaed to appear in court as a witness, **Hundred Nights, Inc.** will pay up to 7 days (less any court pay received) per year to regular full-time and regular part-time employees. When the court obligation does not demand services for a full day, the employee must return to work. To receive this benefit, you must show the court summons or subpoena to your supervisor as soon as it is received.

d. Military Leave

Hundred Nights, Inc. will grant military leave of absence in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) of 1994.

e. Personal Leave

Under limited circumstances, employees may be granted a leave of absence for emergency circumstances (where the employee does not have available other leave, such as sick leave, vacation leave, etc.). Generally, this leave is only for extraordinary circumstances, and the decision about whether an employee will be granted such a leave is at the sole discretion of the Executive Director.

All personal leave is unpaid.

f. Voting

Hundred Nights, Inc. encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their

regular work schedule. Flexibility in the work hours will be allowed to accommodate your right to vote. Notify your supervisor prior to Election Day, if you require any such accommodation.

Absence Due to Illness or Personal Business

In the event of illness or personal emergency when you cannot ask for time off in advance, you must notify your supervisor at Hundred Nights of your absence and the reason within the first hours of the workday on your initial day of absence. If you fail to notify your supervisor on a timely basis, your absence will be unexcused and pay for such absence cannot be authorized.

Occasions sometimes arise when you need to be absent. In general, you are excused for reasons such as a brief illness, a day of religious observance, or a medical or legal appointment that can only be scheduled during your regular working hours. You are entitled to up to 40 hours of paid time during a calendar year to meet these needs Your supervisor will consider the circumstances of each situation and judge whether time off is to be granted with pay.

Vacation

Hundred Nights, Inc. provides vacation time to all regular full-time and part-time employees. An employee will earn no vacation time during an unpaid leave of absence. Vacation benefits for all employees are based on their normal wages.

The employee’s supervisor must approve vacation requests. Requests will be evaluated based upon various factors, including anticipated operating requirements and staffing considerations during the proposed absence.

Upon termination of employment, employees will be paid for vacation benefits which have accrued through the last day of work or as required by state law.

Vacation benefits will be awarded to eligible employees according to the following schedules:

Employee Length of Service	Number of Days Per Year
6 months – 1 year	5
1 year – 5 years	10 (accrued monthly)
5+ years	15 (accrued monthly)

Variations in this policy are allowed as approved by the Board of Directors.

SECTION 5: EMPLOYEE CONDUCT

Computer Use

The use of Hundred Nights, Inc. (HN) computers, telecommunication and technology equipment and resources and other organization equipment and access to the HN network is only permitted by properly authorized individuals. “Properly authorized individuals” include HN staff, HN volunteers, HN guests and individuals approved by HN staff. All employees have the responsibility to use their assigned computer and telecommunication resources in an efficient, effective, ethical, and lawful manner.

Employees may not install software onto their individual computers or the network without management authorization to do so. Any duplication of copyrighted software, except for backup and archival purposes, is a violation of organization policy and federal law. **Hundred Nights, Inc.** may delete unlicensed and personal software without notice.

Electronic Communication

All communications transmitted by, received from, or stored in **Hundred Nights, Inc.**'s computer systems are considered to be the property of **Hundred Nights, Inc.** The following apply to use of **Hundred Nights, Inc.**'s computer and telecommunication resources and services:

- Employees must comply with all software licenses, copyrights, and all other state and federal laws governing intellectual property.
- Employees should not alter or copy files belonging to others without first obtaining permission from the owner of the file.
- No personal right of privacy exists in any file contained within or transmitted by **Hundred Nights, Inc.**'s computers. **Hundred Nights, Inc.** reserves the right to monitor the operation of these systems, to access all records within them, and to retain or dispose of those records as it deems necessary.
- Electronic communication (e-mail, voice mail, Internet, etc.) should not be used in any way that is disruptive, offensive to others, harmful to morale, fraudulent, harassing, embarrassing, indecent, profane, obscene, intimidating or unlawful. Specifically prohibited are sexually explicit materials, ethnic or racial slurs, or anything that may be construed as disparaging of others based on race, national origin, gender, age, disability, sexual orientation, or religious or political beliefs. This also applies to downloading, displaying or storing of such materials in **Hundred Nights, Inc.**'s computers.
- The computer and telecommunication resources and services of **Hundred Nights, Inc.** may not be used for the transmission or storage of commercial or personal advertisements, solicitations, promotions, destructive programs (viruses and self-replicating code), religious, or political material.
- While **Hundred Nights, Inc.** understands that employees occasionally use their computer and the Internet for personal use, such use should be kept to a minimum and should not interfere with the performance and completion of their job responsibilities.

-
- Employees are responsible for safeguarding their passwords for the system. Individual passwords should not be printed, stored online, or given to others. Employees are responsible for all transactions made using their passwords.

Outside Employment

Hundred Nights, Inc. expects that all of its employees will be professionally committed to their position and responsibilities. **Hundred Nights, Inc.** also supports employees who wish to engage in outside employment or community related activities, as long as such efforts do not create a conflict of interest or interfere with the regular and punctual fulfillment of your work with **Hundred Nights, Inc.**

Employees who have questions regarding possible conflicts of interest should seek advice from their supervisor.

Personal Appearance

Employees' attire must be respectable and practical for the work environment. Employees represent our organization. Attire should be consistent with our public image, promote a productive work environment and comply with safety standards. Employees frequently serve as role models and are expected to dress appropriately.

This Dress Code Policy applies to all employees.

- Employees are expected to use good judgment when choosing work attire.
- Clothing must be clean and in good condition.
- Logo shirts must not have profanity, violence or provocative images on them.

Employees are expected to practice good personal hygiene and daily grooming.

Personal Relationships

While **Hundred Nights, Inc.** has no prohibition against hiring relatives of other employees, close family members such as parents, children, spouses, siblings, significant others, or in-laws will not be hired into, or transferred from, positions where they directly or indirectly supervise or are supervised by another close family member or significant other. **Hundred Nights, Inc.** reserves the right to determine in all cases if a close relationship exists to prohibit a supervisory relationship. **Hundred Nights, Inc.** will hire the most qualified applicant for any job open.

Phone Usage

Personal calls should be kept to a minimum and should not interfere with the employee's work.

Cell Phone Usage

Employees should restrict personal calls during work time to urgent matters and scheduled breaks or lunch periods in non-working areas.

Political Activity

You can participate in political activities as long as it does not conflict with your work performance and you make it clear in your interactions that you are acting as a private citizen, not representing **Hundred Nights, Inc.**

Social Media

Social media are defined as online technology tools that enable people to communicate easily via the Internet to share information. Some of the most popular social media are Facebook, Twitter, My Space and Linked In.

While social media can keep you connected with a broad range of colleagues and friends it also has inherent risks.

- Once information is released into cyberspace it is GONE FOREVER and CAN NEVER BE RETRIEVED. It can be copied and passed to thousands of people in a fraction of a second.
- You may think social media posts are private but they are NEVER PRIVATE. They can be copied by your friends and passed to people you don't know.

Because of the nature of social media, our policy is very clear and unequivocal.

Protect confidential information at all times. Never post any information, unless approved by The Executive Director, about a staff member, our organization or individuals involved in our care, either by name or by any other descriptive nature, on any social media site, ever. This includes positive as well as negative comments.

There is a good reason for this policy. For example, what may seem like an innocent "pat on the back" for handling a difficult medical situation could be a HIPAA violation, made far more serious by the broad dispersion of information via social media.

As your employer, we reserve the right to review sites to ensure adherence to this policy. Violations of this policy are grounds for discipline including the possibility of dismissal.

Smoking Policy

As required by law, all facilities and vehicles owned, operated or leased by **Hundred Nights, Inc.** are smoke-free. Smoking shall be permitted:

- Outside.
- In personal vehicles.

No additional breaks beyond those allowed under **Hundred Nights, Inc.**'s break policy may be taken for the purpose of using tobacco or similar products. Violation of this policy is subject to disciplinary action.

ACKNOWLEDGEMENT AND RELEASE FORM

(Employee's Copy—to Remain in Handbook)

I understand that I am an at-will employee, and I therefore understand that my employment may be terminated at any time, with or without prior notice, and with or without cause or reason by **Hundred Nights, Inc.** Likewise, I understand that I am free to resign at any time, for any reason. No employee, agent, or representative of **Hundred Nights, Inc.** other than its executive officers has authority to enter into any agreement guaranteeing employment for any specified period of time, or to make any representations, promises or agreements contrary to the foregoing. I further understand that any such agreement authorized by executive officers shall not be enforceable unless it is in writing and signed by both an executive officer and myself.

No employee handbook can anticipate every circumstance or question about policies. As **Hundred Nights, Inc.** changes, the need may arise to change policies described in this handbook. **Hundred Nights, Inc.** reserves the right to revise, supplement, or rescind any policies or portions of the handbook from time to time as it deems appropriate in its sole and absolute discretion. As soon as practical, **Hundred Nights, Inc.** will notify all team members of such changes. This Handbook supersedes any previous Employee Handbook.

Your signature below indicates that you have read and understood this statement and have received a copy of the Employee Handbook. Your signature further acknowledges and agrees that you will read and familiarize yourself with its contents and follow the policies and rules indicated.

Employee Printed Name

Employee Signature

Date

ACKNOWLEDGEMENT AND RELEASE FORM

I understand that I am an at-will employee, and I therefore understand that my employment may be terminated at any time, with or without prior notice, and with or without cause or reason by **Hundred Nights, Inc.** Likewise, I understand that I am free to resign at any time, for any reason. No employee, agent, or representative of **Hundred Nights, Inc.** other than its executive officers has authority to enter into any agreement guaranteeing employment for any specified period of time, or to make any representations, promises or agreements contrary to the foregoing. I further understand that any such agreement authorized by executive officers shall not be enforceable unless it is in writing and signed by both an executive officer and myself.

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Your signature below indicates that you have read and understood this statement and have received a copy of the Employee Handbook. Your signature further acknowledges and agrees that you will read and familiarize yourself with its contents and follow the policies and rules indicated.

Please date, print and sign your name and forward this form to your supervisor.

Employee Printed Name

Employee Signature

Date

Sexual Abuse and Misconduct Prevention Policy

Hundred Nights Inc. prohibits and does not tolerate sexual abuse or misconduct in the workplace or during any organization-related activity. Hundred Nights Inc. provides procedures for employees, volunteers, board members or any other victims of sexual abuse or misconduct to report such acts. Those reasonably suspected or believed to have committed sexual abuse or misconduct will be appropriately disciplined, up to and including termination of employment or membership, as well as criminally prosecuted. No employee, volunteer, board member or other person, regardless of his or her title or position has the authority to commit or allow sexual abuse or misconduct.

Definitions and Examples

The following definitions or examples of sexual abuse, misconduct or harassment, may apply to any and/or all of the following persons-employees, volunteers or third-parties.

Sexual abuse or misconduct may include, but is not limited to:

Child sexual abuse – any sexual activity, involvement or attempt of sexual contact with a person who is a minor (under 18 years old) where consent is not or cannot be given.

Sexual activity with another who is legally incompetent or otherwise unable to give consent.

Physical assaults or violence, such as rape, sexual battery, abuse, molestation or any attempt to commit such acts.

Unwanted and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, brushing, massaging someone's neck or shoulders and/or pulling against another's body or clothes.

Material such as pornographic or sexually explicit images, posters, calendars or objects.

Unwelcome and inappropriate sexual activities, advances, comments, innuendoes, bullying, jokes, gestures, electronic communications or messages (e.g. email, text, social media, voicemail) exploitation, exposure, leering, stalking or invasion of sexual privacy.

A sexually hostile environment characterized as comments or conduct that unreasonably interferes with one's work performance or ability to do the job or creates an intimidating, hostile or offensive environment.

Direct or implied threats that submission to sexual advances will be a condition of employment or affiliation with the organization.

Reporting Procedure

Immediately report suspected sexual abuse or misconduct to the Executive Director, or Chair of Board of Directors. It is not required to directly confront the person who is the source of the report, question or complaint before notifying any of the individuals listed. Hundred Nights Inc. will take every reasonable measure to ensure that those named in complaint of misconduct, or are too closely associated with those involved in the complaint, will not be part of the investigative team.

Anti-retaliation and False Allegations

Hundred Nights Inc. prohibits retaliation made against any employee, volunteer, board member or other person who lodges a good faith complaint of sexual abuse or misconduct or who participates in any related investigation. Making knowingly false or malicious accusations of sexual

abuse or misconduct can have serious consequences for those who are wrongly accused. Hundred Nights Inc. prohibits making false or malicious sexual misconduct allegations, as well as deliberately providing false information during an investigation. Anyone who violates this rule is subject to disciplinary action, up to and including termination of employment or membership and criminal prosecution.

Investigation and Follow-up

Hundred Nights Inc. will take all allegations of sexual abuse or misconduct seriously and will promptly, thoroughly and equitably investigate whether misconduct has taken place. The organization may utilize an outside third-party to investigate of misconduct. Hundred Nights Inc. will cooperate fully with any investigation conducted by law enforcement or other regulatory/proactive services agencies. Hundred Nights Inc. will make every reasonable effort to keep the matters involved in the allegation as confidential as possible while still allowing for a prompt and thorough investigation.

Reporting to Law Enforcement or Appropriate Child or Adult Protective Services

Hundred Nights Inc. is committed to following the state and federal legal requirements for reporting allegations or incidents of sexual abuse or misconduct to appropriate law enforcement and child or adult protective services organizations. It is the policy of Hundred Nights Inc. not to attempt to investigate or assess the validity or credibility of an allegation of sexual or physical abuse as a condition before reporting the allegation to proper law enforcement authorities or protective services organizations.

Employee and Worker Screening and Selection

As part of its sexual abuse and misconduct prevention program, Hundred Nights Inc. is committed to maintaining a diligent screening program for prospective and existing employees, volunteers and others that may interact with those employed by, associating with or serviced by Hundred Nights Inc. The organization may utilize a variety of methods of screening and selection, including but not limited to applications, personal interviews, criminal background checks and personal and professional references.

Supervision of Youth

To provide a safe environment for minors, Hundred Nights Inc. strives that a minimum of two adult workers supervise or be in attendance with minors during organization-related activities. The purpose is to avoid one-on-one interactions between adults and minors that are not easily observable by others. If Individual meetings with a minor must be held in an office, keep the door open. Only conduct closed door meetings when another adult is put on notice of the meeting and the door remains unlocked.

Acknowledgement Form: Sexual Abuse and Misconduct Prevention Policy

I acknowledge that I received and read the Sexual Abuse and Misconduct Prevention Policy and/or had it explained to me. I understand that it is my responsibility to abide by all rules contained in the policy. I also understand how to report incidents of sexual abuse or misconduct as set forth in the policy, including retaliation against any employee or volunteer exercising his or her rights under the policy.

I acknowledge that I will be alerted when changes and updates are made to the Sexual Abuse and Misconduct Policy and will be responsible for reading and complying with these updates.

Employee/Volunteer's Printed Name

Employee/Volunteer's Signature

Witness Signature

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Congregate Living & Social Services License Application

For Office Use Only:
 Case No. L1322-03
 Date Filled 8/13/12
 Rec'd By MF
 Page 1 of 14

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

<input type="checkbox"/> Drug Treatment Center	<input type="checkbox"/> Group Home, Small	<input type="checkbox"/> Homeless Shelter
<input type="checkbox"/> Fraternity/Sorority	<input checked="" type="checkbox"/> Group Resource Center	<input type="checkbox"/> Lodginghouse
<input type="checkbox"/> Group Home, Large	<input type="checkbox"/> Residential Drug/Alcohol Treatment Facility	<input type="checkbox"/> Residential Care Facility

SECTION 2: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER	APPLICANT
NAME/COMPANY: Eighty-Eight Lambert Avenue Nominee Trust	NAME/COMPANY: Hundred Nights, Inc
MAILING ADDRESS: 17 Roxbury Street Keene, NH 03431	MAILING ADDRESS: PO Box 833, Keene, NH 03431
PHONE: 617-980-1814	PHONE: 603-352-5197
EMAIL: pattimoreno@live.com	EMAIL: hundrednightsinc@gmail.com
SIGNATURE: 	SIGNATURE:
PRINTED NAME: Patricia Moreno, Trustee	PRINTED NAME: Mindy Cambiar

AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)
	<input type="checkbox"/> Same as owner
NAME/COMPANY:	NAME/COMPANY: Hundred Nights, Inc
MAILING ADDRESS:	MAILING ADDRESS: PO Box 833, Keene, NH 03431
PHONE:	PHONE: 603-667-1481 (cell)
EMAIL:	EMAIL: hundrednightsinc@gmail.com
SIGNATURE:	SIGNATURE:
PRINTED NAME:	PRINTED NAME: Mindy Cambiar

SECTION 3: PROPERTY INFORMATION

PROPERTY ADDRESS:

25 Lamson St

TAX MAP PARCEL NUMBER:

575-028-000-000-000

ZONING DISTRICT:

Downtown Core



LOCATION MAP:

Please attach



SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

The Open Doors Resource Center (RC) currently located at 25 Lamson St., exists to connect people to one another and to the resources available in our community which they may need. It is also a safe and dry place to be between 7:00 am and 6:30 pm (who sleep in the shelter) or 8:30 pm (for those on the bus between November 1 and April 30) for those at risk of or experiencing homelessness. While the RC is open there is access to hot or cold beverages, daily breakfast and lunch, weekend dinners, laundry facilities with advance sign ups, a phone, fax or computer to use, a job board, a mailing address to pick up mail and use to procure an ID if needed, companionship, newspapers and books. Previous to Covid 19 many volunteers came in to hold classes, help write resumes, provide free haircuts, and hold a dental health day once a month — we hope to restart those soon. Personal care items such as toothbrushes and toothpaste, shampoo and conditioner, feminine hygiene products, deodorant, soap and clothing such as coats, hats, gloves, shoes, backpacks, pants and shirts are donated and available to guests in need. Referrals are made to other agencies and programs such as The Community Kitchen, Monadnock Family Services, Cheshire and/or Keene Housing, Southwestern Community Services, Veterans Services, federal, city and town welfare officers, the Saturday lunch program and showers at the Salvation Army, etc. Assistance is provided to any RC guest to get and help fill in applications for services such as housing, security deposits and subsidies, eye exams and glasses through the Lion's Club, Food Stamps, Medicaid, Safe-Link phones and ID's. Often to get an ID, guests will first need assistance getting a birth certificate and/or social security card, which sometimes requires financial help from the Resource Center. There is also a small fund available to help with prescriptions for antibiotics.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

We were offered the space at 25 Lamson St to use as a larger Resource Center during Covid. That is where people can go between 7 am and 6:30 pm for breakfast, lunch, weekend dinners, phone charging, computer use, stay out of the extreme heat or cold, get their mail, do their laundry, sign up for a shower, look in our donation room for needed clothing or personal care items, or participate in the bike program. We hope to start other skill building classes again in the spring.

Between January 1 and December 31, 2021 there were 435 unduplicated people who visited the Resource Center a total of 15,981 times. This diverse group was made up of 301 males, 135 females, 22 Veterans, 29 children under the age of 18, 30 Youth between the ages of 18 and 24, and 60 adults over the age of 55. 57% of the total number of guests had \$0 income, while an additional 36% were at 100% of the Federal Poverty Level in terms of income.

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

No one is sheltered in the Resource Center.

SUBMITAL CHECKLIST

A complete application must include the following items and submitted by one of the options below:

- **Email:** communitydevelopment@keeneh.gov, with "CLSS License Application" in the subject line
- **Mail / Hand Deliver:** Community Development (4th Floor), Keene City Hall, 3 Washington St, Keene, NH 03431

The submittal requirements for a Congregate Living & Social Services License application are outlined further in **Chapter 46, Article X** of the [City of Keene Code of Ordinances](#).

Note: Additional information may be requested to complete the review of the application.

<input checked="" type="checkbox"/> PROPERTY OWNER: <i>Name, phone number and address</i>	<input checked="" type="checkbox"/> POINT OF 24 HOUR CONTACT: <i>Name, phone number, and address of person acting as the operator, if not owner</i> <input type="checkbox"/> Same as owner
<input checked="" type="checkbox"/> REQUIRED DOCUMENTATION: <i>Provide all required state or federal licenses, permits and certifications</i>	<input checked="" type="checkbox"/> WRITTEN NARRATIVE: <i>Provide necessary information to the submittal requirements</i>
<input checked="" type="checkbox"/> PROPERTY INFORMATION: <i>Description of the property location including street address and tax map parcel number</i>	<input checked="" type="checkbox"/> APPLICABLE FEES: \$165.00 application \$ 62.00 legal ad (checks made payable to City of Keene)
<input type="checkbox"/> COMPLETED INSPECTION: <i>Inspection date: _____</i>	<input type="checkbox"/> SCHEDULED INSPECTION: <i>Inspection date: _____</i>
<input checked="" type="checkbox"/> OPERATIONS AND MANAGEMENT PLAN: Plan based on the industry standard "Best Management Practices" to include: <ul style="list-style-type: none"> ◇ Security Plan ◇ Life Safety Plan ◇ Staff Training and Procedures Plan ◇ Health and Safety Plan ◇ Emergency Response Plan ◇ Neighborhood Relations Plan ◇ Building and Site Maintenance Procedures In addition, Homeless Shelters will need to provide: <ul style="list-style-type: none"> ◇ Rules of Conduct, Registration System and Screening Procedures ◇ Access Policies and Procedures 	

Security Plan

Hundred Nights Open Door Resource Center

Hundred Nights staff and volunteers are dedicated to maintaining a secure environment for the guests, visitors and themselves. They attend training on how to identify and mitigate situations that may create a security issue. The training includes ways to de-escalation situations that may turn volatile.

As identified in the **Health and Safety Plan**, visitors are required to read and sign the "Resource Center Rules & Expectations Agreement". The document contains some policies/procedures that have a positive impact on the security of the staff, volunteers, and visitors. It outlines how violations of rules are enforced.

Hundred Nights Shelter has installed cameras indoors and at strategic locations outside. There are plans to install security cameras in the Resource Center. The cameras are connected to a system in an office area and is monitored by shelter staff. The system records and stores data for 30 days.

The privacy & security of visitors - including their information - is critical. At no time will the information of visitors be released over the phone to anyone who calls. The only time that information will be released is when it is asked for by the police, the sheriff, probation and the like. Messages will be taken and given to a visitor when seen.

HN will not be held responsible for any lost or stolen personal effects. The Resource Center visitors are expected to take care of their own belongings.

Although it is common for visitors to assume friendships while in the Resource Center, it must be understood that each person is there for their own personal gain. Each visitor must be personally accountable not to interfere in the personal matters of other visitors. Visitors may not speak for or on behalf for another visitor at any point during their stay. Each visitor is responsible for communicating to staff.

Over the top Public Displays of Affection are prohibited on the property. A respectable demeanor must be kept by visitors at all times. Animals are not allowed into the facility, unless they are actual Service Animals.

Resource Center staff must have strong communication skills, strong active listening skills and strong speaking skills as they communicate with visitors, other staff and neighbors.

Children must be accompanied by a parent or guardian at all times in the resource center.

The resource center opens at 8:00 AM and closes at 4:00 PM. During these hours visitors are welcome as long as they follow the Resource Center Rules and Expectations (see attached).

Hundred Nights cooperates fully with state and local law enforcement. Hundred Nights cooperates and shares information with other social service providers in the area.

Life Safety Plan

Hundred Nights Open Door Resource Center

“A life safety plan sets out how building occupants will be alerted to an emergency situation and evacuated from a building or public space. It’s specific to a particular location and it must address the needs of everyone who uses or may use the space or building.”

The Hundred Nights Open Door Resource Center is located on the ground level floor at 25 Lamson Street in Keene, NH.

Resource Center

The Open Doors Resource Center opened as a means to provide a hospitable space with some amenities during the day for any displaced person (not just shelter guests). It offers a variety of services, like phone, fax, computer access, daily breakfast and lunch and weekend dinners.

The Resource center is equipped with Smoke and CO2 detectors. They are tested regularly. Batteries and/or entire units are replaced as necessary.

Fire extinguishers are located in the building. They are maintained and/or replaced as needed.

There are three egress points. One is the main door to the Resource Center. The second egress point is a door near the food area that leads to another room with an exit door to the outside. The windows could also be used as an egress in an emergency.

Staff Training and Procedures Plan

When a candidate has been chosen for an open position with Hundred Nights, a background check is conducted.

Attached are the "Hundred Nights Hiring/Employment Policy", the "Background Info for Hundred Nights Hiring Policy" and the Employee Handbook. All of these documents are reviewed with any new hires.

All new hires, as well as long established employees, are expected to watch a series of video's put together by Ryan Dowd, which you can access at ryan@homelesslibrary.com. Following issues while working in a homeless shelter outside Chicago, Ryan has spent 20 years at the shelter learning how to prevent and deescalate conflict. He now trains organizations how to work with individuals experiencing homelessness. It is a great training series for anyone working with those experiencing homelessness, and was started as a way for librarians to increase their knowledge. Staff receive certificates as they complete each section.

Hundred Nights has also signed up Shelter and Resource Center staff for ongoing training sessions with the CSH Supportive Housing Training Center on subjects such as Trauma Informed Care.

There is additional, specific training for shelter staff and case management staff regarding the Homeless Management Information System (HMIS) database. HMIS is a state wide datastore maintaining information on individuals experiencing in Hew Hampshire.

There is one on one training of new staff for each position filled, it is based on the specifics of each position. For example, an overnight worker would be informed about all the procedures addressing how to deal with an emergency in the middle of the night, when to call the police or 911. A person who is hired for marketing would be trained on all of our past PR and media coverage and educated about our events.

Health and Safety Plan

Hundred Nights Open Door Resource Center

Hundred Nights policies and procedures are outlined below. Visitors to the Hundred Nights Resource Center receive and sign the “Hundred Nights Shelter and Resource Center Rules and Expectations Guest Agreement” (attachment A). The agreement outlined the Rules Enforcement for the shelter and resource center.

Safety

Hundred Nights cooperates with state and local law enforcement. When an unsafe situation arises in the resource center or directly outside, and cannot safely be managed by the staff, the local police will be contacted. Any threatening or aggressive behavior directed towards staff or guests will be reported to the local police. Any contact with the local or state police or fire department is logged in the computer and if necessary incident reports are filed.

Hundred Nights cooperates and communicates with other community social service agencies. The shared information helps maintain a safe and secure environment.

The main entrance stairway is of sound construction. It has sufficient lighting and a sturdy well maintained hand rail. The main entrance door is properly installed and maintained. It opens and closes without restriction.

There are plans to install security cameras in the resource center. There are cameras strategically located outside the shelter and resource center. All cameras are connected to a screen in the shelter office area. The screen is monitored by shelter employees.

Public areas, aisles to the exits, stairway and doorways are kept clear for passage in an emergency.

Emergency exits and doorways are clearly marked. Emergency lighting is installed.

Attachment A identifies these safety policies and procedures:

- guns are prohibited from the Resource Center. Other potential weapons, including but not limited to, knives, mace, sword, dagger, blackjack, brass knuckles, nunchaku are prohibited from the Resource Center
- alcohol and/or illegal substances are not permitted in the building or the immediate areas surrounding the building
- fighting and/or threatening behavior amongst guests or guests and staff will not be tolerated in or around the building, parking area or kiosk/island.
- guests are not permitted in the offices without a staff member
- guests are not allowed behind the Resource Center desk

- children in the resource center must be accompanied by their parent or guardian at all times

Health

Hundred Nights cooperates and communicates with local health care facilities and other local social service agencies.

Basic first aid kits are maintained in the resource center, including appropriate medical gloves.

There are guidelines to handle medical issues. Minor medical injuries, e.g. non-serious cuts and bruises, can be managed by the staff. For serious medical issues, the Fire Department is called. Narcan is available for use by trained staff when necessary. If Narcan is administered, the Fire Department is called.

Hundred Night will follow reasonable federal, state and local guidelines when possible during times of a state, local or nation health crisis. For example during the COVID-19 pandemic, Hundred Nights established safety rules and guidelines like social distancing, required mask in all areas.

Bathrooms are cleaned daily and as needed during the day.

Floors are cleaned daily and as needed during the day.

Attachment A identifies these health policies and procedures:

- only service animals are allowed in the buildings
- use of tobacco products, including but not limited to cigarettes, cigars, e-cigs, vapes, chew is not permitted in the buildings. Smoking is not permitted at the stairs to the shelter or resource center entrances, Timoleons, St. James Church, the Daniels building or around the parking kiosk/island

Emergency Response Plan Hundred Nights Open Door Resource Center

EMERGENCY DISASTER PROCEDURES

Provide training so employees know what to do in an emergency whether it's a fire, hurricane, flood or an active shooter according to guidelines identified on the site at <https://www.ready.gov/business>.

As a disaster approaches, the Executive Director and the Resource Center Manager on duty will participate in all related conference calls.

The Resource Center will remain open 24 hours a day until the relief effort stands down.

All pertinent information will be provided to staff involved in providing services related to the disaster. Staff shifts will be assigned for full coverage.

All people will be taken in during disaster but if they break the rules they will be asked to leave.

Mealtimes will follow year-round schedule.

Staff must communicate throughout the response period regarding needs to be met.

Phone, text, email and/or video conferencing will be used by the staff to communicate throughout the emergency.

The Executive Director will report activities to the media.

PROCEDURES FOR EMERGENCIES ON SITE

If there is a person on site who appears in need of medical attention 911 will be called immediately.

If there is a person who is in need of Narcan, trained staff will administer it and call 911.

All staff will provide basic first aid/supplies.

Any hazardous material spills within Resource Center or in the immediate surrounding area will be reported to the fire and police department. Guests, staff and volunteers will be asked to evacuate the building and remain outside until cleared to enter. The Executive Director, in cooperation with the fire and police departments, will determine when it is safe to re-enter the building.

Any biological waste, spills, overflows, etc will be cleaned and sanitized immediately.

For any emergency situation that makes the Resource Center unavailable for an extended period of time, the Executive Director and staff will work with federal, state and local agencies to identify where the Resource Center services and assistance is available.

Neighborhood Relations Plan

The Homeless Shelter and Resource Center provide a unique opportunity to incorporate security considerations and neighborhood impact into the facility operation to maximize the safety, security and privacy for those seeking shelter and the neighbors surrounding the building.

As a low barrier facility we do not require identification, income verification, sobriety, etc. **at the time of entry**, although we do work to ensure that everyone who stays with us has a personal file created with the following items; copies of ID's, Birth Certificates, Social Security card, documentation of income, wages and benefits and copies of all filled in housing applications. Low barrier does not mean there are no rules or behavior expectations. Making these expectations clear and utilizing progressive discipline with consequences helps us meet our responsibility to provide a safe place for our guests, staff and neighbors.

Shelter staff recognizes that we are part of a neighborhood and we are committed to being a good neighbor. Conversations with clients regarding good neighbor relations will be stressed with clear expectations provided. There will be no excuse for clients to state they are unaware of the expectations.

Hundred Nights current neighbors include St James Church, the Keene Sentinel, Lindy's Diner, Timoleon's, Citizens Bank, the Soul Emporium and other residents of the Greenwald's buildings. We have worked over the years to maintain a healthy relationship with these neighbors. Neighborhood safety concerns will be mitigated as quickly as possible and staff will take immediate action to resolve the concern. Mechanisms to resolve neighborhood complaints include, but are not limited to, regular perimeter checks of the facility, grounds and surrounding areas.

Building and Site Maintenance Procedures

Hundred Nights does not own the Emergency Shelter located at 15-17 Lamson Street. Agreements with the property owners are in place. For any major building structure, plumbing, heating or electrical issues, the building owner is responsible to manage. Hundred Nights will contact the owner and identify any maintenance issues. Hundred Nights will indicate the severity of the problem.

Minor issues resulting from day to day use of the buildings will be managed by Hundred Nights. Depending on the impact Hundred Nights may contact the building owner.

Hundred Nights maintains a list of local contractors, service and maintenance businesses to deal with any minor maintenance issues.

HUNDRED NIGHTS, INC. DAILY INTAKE FORM
RULES, EXPECTATIONS, AND GUEST AGREEMENT

Name: _____ Date _____ Bed# _____

The following rules and expectations have been established for the safe and effective operation of our Shelter Program and Resource Center. They are intended for the benefit of each guest and are not intended to infringe on the rights of individuals. Violation of the rules is sufficient for removal from the shelter or resource center. There is an official Grievance Policy available upon request.

I. Alcohol/Drug and Tobacco use:

- No alcohol and/or illegal substances in the building or in the immediate area surrounding the building.
- All prescribed medication is to be locked in your locker or the office overnight. If medication needs to be taken during the night, it must be locked in the office, and staff will get your medication for you when needed.
- No use of tobacco products or e-cigs, chew, or vapes in the buildings. Smoking is also not allowed in the following areas: The stairs to the Hundred Nights entrance, Timoleons, St James Church, the Daniels building, or around the parking kiosk island.
- Last call for a cigarette is 9:20pm.

II. Physical/Personal Safety:

- No guns are allowed in the buildings. All other potential weapons such as knives, mace, etc. must be locked away overnight in the office or in a locker.
- No physical fighting or threatening behavior towards guests or staff will be tolerated in the building or the area around the buildings.
- You may not leave your children unattended or in the care of others.
- Guests are not permitted in the offices without a staff member.
- Guests are not allowed behind the Resource Center desk.
- Change clothes only in the bathroom.
- Guests need to safely negotiate the stairs without assistance to sign in.

III. Personal Space, Property, and Respect in the Shelter Environment

- No pets are allowed (unless it is a service animal).
- No improper dress, indecent mannerisms (full or partial nudity, risqué clothing, suggestive mannerisms), sexual contact of any kind, or inappropriate touch.
- No tampering or adjusting heat, fans, A/C's, windows/window blinds, or coffee makers without staff permission.
- No personal clothing in the house dirty linen bin.
- You are required to strip the bedding off your bed before you leave the shelter in the morning, put it in the laundry bin, and clean up the area around your bed (any trash goes in garbage and shoes, boots, clothing in locker and/or tote).
- All guests must wear a top and bottom whether in bed or not.
- Quiet hours are from 9:30pm to 6:00am; lights out at 10:00pm.
- Everyone must be in by 9:40pm, unless they have permission from staff.

IV. Expectations – Repeatedly ignoring these items could result in being asked to leave:

- No loud noises that disturb other guests or staff.
- No visitors allowed in the shelter without prior approval.
- No foul or inappropriate language, no discriminatory, threatening, sexual, or racial remarks or behavior to persons/property.

- Clean up after yourself, staff are not your personal maids (R/C and Shelter).
- Shower times are available during the day (check with R/C staff for availability) and during shelter hours, 6:30pm to 9:00pm (after checking in with staff).
- Laundry facilities are available during the day (check with R/C staff for availability).
- Cell phones and tablets are allowed inside the building for music, videos, texting, or phone calls with ear buds or headphones. Ringers must be turned off and screens dimmed at night. If other guests are disturbed, you will be asked to turn your device down or off.
- Any personal items not stored properly in a locker or tote will be placed in lost and found for 3 days and then disposed of if not claimed.
- Personal property may not be left in the Resource Center, unless you are just going outside for a short time. You must understand that the staff is not going to watch over your property for you. We are not liable for things that go missing if you leave them.
- Personal property left behind at the Shelter will be discarded after 21 days.
- See the Shelter Manager if you need a locker. You will need to sign an agreement as to the use an access. No locker access after 9:45pm without staff permission (example: you return from work after 9:45pm).
- No eating in bed. Only bottles of water with covers are permitted in the bedding area. No beverages or food should be on window sills.
- If your name comes to the top of a housing list, especially subsidized housing, we expect that you will make the decision to become housed.

When you come into the shelter, you will be issued a locker and/or tote. All of your things must fit in them as we have limited space. Once you have entered the shelter, you will have a bed until you leave, or have violated our rules/policies and are asked to leave. If you would like a night out, you must first clear it with the Manager on Duty and your bed will be held. You are allowed 3 approved nights out per month. Special situations may allow for more. All guests are expected to meet with the Case Manager on a schedule to be determined. Our goal is to get people into stable housing. If you miss a night at the shelter without permission and without calling you will be considered a No Call, No Show. If you sign in and do not return before 9:40pm you will be considered Did Not Return. See rule enforcement below. Emergency situations do arise (such as being in the hospital, ER, etc.) and will be excused with discharge paperwork or a letter from your Primary Care Physician. All approved absences are at the discretion of staff.

I/WE HAVE READ, OR BEEN READ, THE SHELTER RULES AND UNDERSTAND MY RESPONSIBILITIES WHILE A GUEST AT THE SHELTER.

I/WE HEREBY AGREE TO "HOLD HARMLESS" HUNDRED NIGHTS, INC., ITS STAFF, AND VOLUNTEERS FOR INJURY SUSTAINED BY ME OR MY PROPERTY WHILE VOLUNTARILY PARTICIPATING IN ACTIVITIES HELD AT THE SHELTER OR RESOURCE CENTER. THIS RELEASE IS INTENDED TO INCLUDE ACTIVITIES CONDUCTED BOTH WITH AND WITHOUT THE PRESENCE OF STAFF.

Signature: _____ Date: _____

Rule Enforcement Shelter: 1st violation = verbal warning. 2nd violation = written warning. 3rd violation = final warning. Any following violation will result in a 30-day suspension. The Manager On Duty reserves the right to request that you leave for the night if your actions are disrupting other guests or could cause harm to other guests or yourself. If the Manager On Duty feels/ is in fact threatened or abused, you will be out for a year.

Rule Enforcement Resource Center: 1st violation = verbal warning. 2nd violation = removal from R/C for 30 minutes. 3rd violation = removal from the R/C for the day. 4th violation = if questionable behavior happens repeatedly, person will be asked to leave for a week, then a month, then a year.

Resource Center Rules & Expectations

Respect for yourself and those around you are of the upmost importance

Shoes and shirts are required

New guests are expected to give needed information to Hundred Nights for database and expected to meet with Case Manager if services are needed

Conversations shall be acceptable to all present. If it becomes embarrassing or threatening to anyone, you will be asked to stop

No foul or inappropriate language

Hundred Nights will be conducting weekly Covid testing. If a positive result is detected, we may require masks

Please provide a current vaccination record

Maintain social distancing when possible (Please do not gather in a group)

No sleeping in the Resource Center at any time (exceptions are made for medical reasons)

Take personal property with you when you leave (Unless you're going out for a smoke break)

Public displays of affection will be limited (Keep it PG please)

You are expected to clean up after yourself (Do not leave a mess at your table)

You are expected to leave the bathroom clean after you have used it

Please use the bathroom log Sign in & out, & please wait your turn

Resource Center Rules & Expectations

**Personal electronic devices will not interfere with other guest or staff
(Headphones or ear buds please)**

**Parents shall supervise their children at all times unless there is a signed waiver
form giving permission to someone and a form saying Hundred Nights is not
responsible**

**NO WEAPONS OF ANY KIND! (No firearms. No Tasers. No Mace. No knives.
Etc...)**

**NO ALCOHOL OR ILLEGAL SUBSTANCES! (We reserve the right to inspect any
container)**

**Violating any of the above rules will result in verbal warning or be asked to
leave the property**

1ST violation = verbal warning

2ND = removal from the Resource Center for 30 minutes

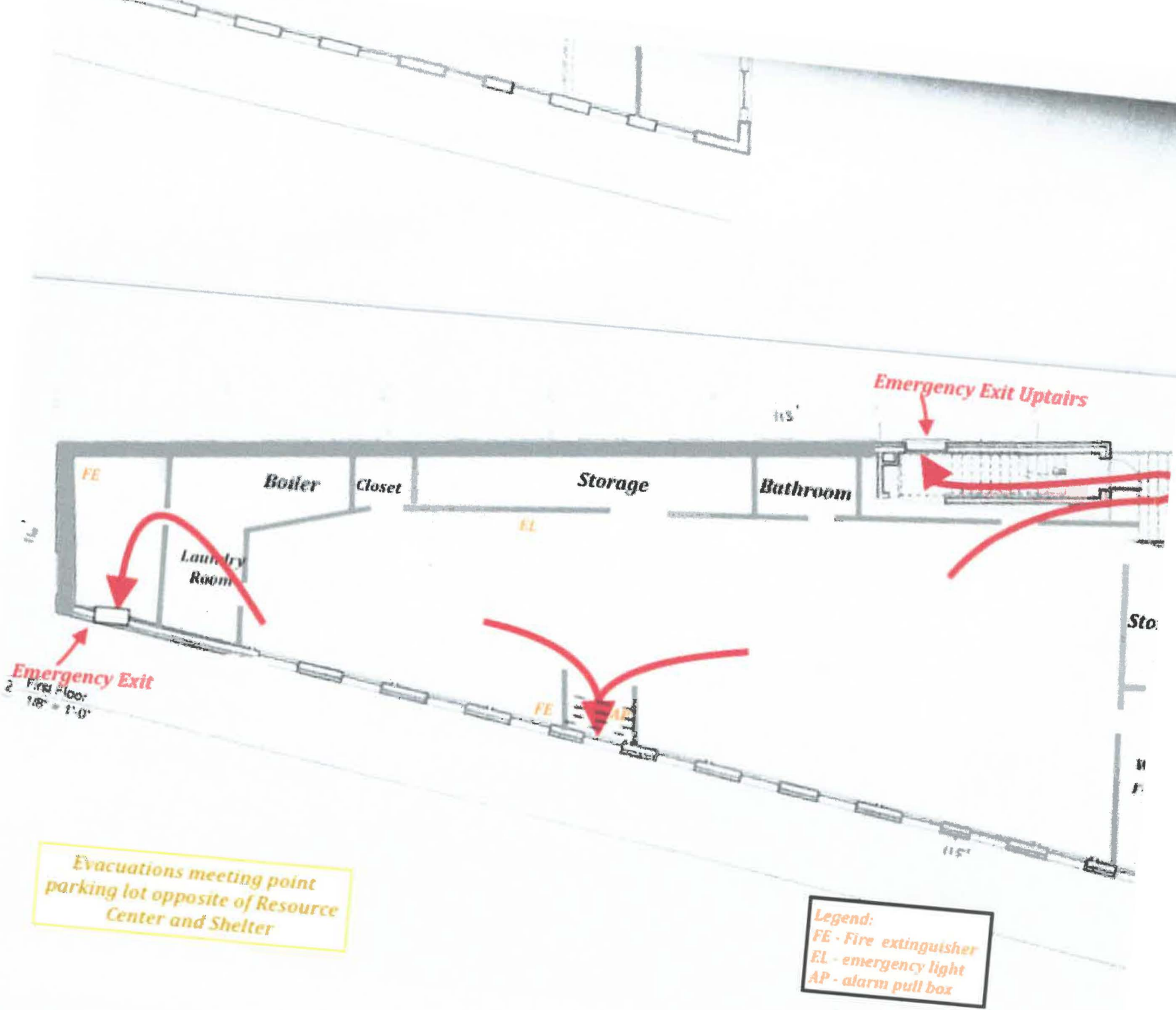
3RD = removal from the Resource Center for the day

4th = If questionable behavior happens several days in a week, person will be asked to leave for
a week then a month

Police will be called if necessary

Signature _____

Date _____



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City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:
 Case No. LB 22-04
 Date Filled 9/16/22
 Rec'd By CM
 Page 1 of 12

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

- | | | |
|--|--|--|
| <input type="checkbox"/> Drug Treatment Center | <input type="checkbox"/> Group Home, Small | <input checked="" type="checkbox"/> Homeless Shelter |
| <input type="checkbox"/> Fraternity/Sorority | <input type="checkbox"/> Group Resource Center | <input type="checkbox"/> Lodginghouse |
| <input type="checkbox"/> Group Home, Large | <input type="checkbox"/> Residential Drug/Alcohol Treatment Facility | <input type="checkbox"/> Residential Care Facility |

SECTION 2: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER	APPLICANT
NAME/COMPANY: Southwestern Community Services, Inc.	NAME/COMPANY: Southwestern Community Services, Inc.
MAILING ADDRESS: PO Box 603 Keene, NH 03431	MAILING ADDRESS: PO Box 603 Keene, NH 03431
PHONE: 1-603-352-7512	PHONE: 1-603-719-4130
EMAIL:	EMAIL: bdaniels@scshelps.org
SIGNATURE:	SIGNATURE: <i>Beth Daniels</i>
PRINTED NAME:	PRINTED NAME: Beth Daniels

AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)
NAME/COMPANY: Craig Henderson	<input type="checkbox"/> Same as owner
MAILING ADDRESS: PO Box 603 Keene, NH 03431	NAME/COMPANY: Morgan Britton
PHONE: 1-603-719-4293	MAILING ADDRESS: PO Box 603 Keene, NH 03431
EMAIL: chenderson@scshelps.org	PHONE: 1-603-313-9845
SIGNATURE: <i>Craig Henderson</i>	EMAIL: mbritton@scshelps.org
PRINTED NAME: Craig Henderson	SIGNATURE: <i>Morgan Britton</i>
	PRINTED NAME: Morgan Britton

SECTION 3: PROPERTY INFORMATION

PROPERTY ADDRESS:

32 Water Street

TAX MAP PARCEL NUMBER:

569/ / 098/000 000/000

ZONING DISTRICT:

High Density



LOCATION MAP:

Please attach

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

Emergency Housing Services will provide services for clients representing themselves as homeless regardless of age, race, color, religion, creed, sexual preference, gender, gender identification, familial status, or disabling condition. People experiencing homelessness will have their basic needs met in a safe environment, with a safe and clean place to sleep that is off the streets. Emergency Shelter Services will include access to personal care items, clothing, showers, laundry and food. Clients will be offered a housing focused case plan and provided ongoing case management services which will monitor progress towards housing goals. These case plans will prioritize housing and focus on housing applications, obtaining state and federal benefits, and employment income if applicable, and collecting all verification that may be required by housing providers. Clients will be provided access to education classes provided by SCS and community partners. We will provide various educational opportunities, our focus will be Tenancy 101, Life Skills, and Financial literacy. These classes are specifically designed to increase our clients financial and housing stability. All services provided in our emergency shelter program will adhere to the proven results of low barrier, Housing First model, within a Trauma Informed Care environment.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

32 Water Street is a duplex with 2638 square feet of living space and sits on a .2 acre lot with approximately 3397 square feet of lawn. The first unit on the Water Street side has a full kitchen and 2 full baths, a living room, a dining room, an office, and four bedrooms with an onsite laundry area. The second unit in the back of the building has an eat in kitchen, living room, two bedrooms, and one bathroom. The unit also has an onsite laundry area. The building at maximum capacity will serve 23 clients. While the capacity fluctuates on a day-to-day basis, the facility typically maintains 90% or more of its maximum capacity. The front unit of the building contains 17 beds with the rear apartment having 6 beds. The building's one office space is utilized by one staff member who is mostly onsite. SCS does not allow visitors to our facilities due to confidentiality concerns, but will allow community partners to meet with the clients as long as protocols are followed. SCS provides staff coverage from 8:30am-4:30pm and all buildings have a contact tree for off hours in case of an emergency.

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

Southwestern Community Services relies on a New Hampshire's Homeless Management Information System to track client information. Using the reports from the system using a timeframe of one year beginning on September 1, 2021 we found that all exiting clients had stayed an average of 41 days while all clients who remained in the shelter had stayed an average of 99 days.

SUBMITAL CHECKLIST

A complete application must include the following items and submitted by one of the options below:

- **Email:** communitydevelopment@keenenh.gov, with "CLSS License Application" in the subject line
- **Mail / Hand Deliver:** Community Development (4th Floor), Keene City Hall, 3 Washington St, Keene, NH 03431

The submittal requirements for a Congregate Living & Social Services License application are outlined further in **Chapter 46, Article X** of the [City of Keene Code of Ordinances](#).

Note: Additional information may be requested to complete the review of the application.

<input checked="" type="checkbox"/> PROPERTY OWNER: <i>Name, phone number and address</i>	<input checked="" type="checkbox"/> POINT OF 24 HOUR CONTACT: <i>Name, phone number, and address of person acting as the operator, if not owner</i> <input type="checkbox"/> Same as owner
<input checked="" type="checkbox"/> REQUIRED DOCUMENTATION: <i>Provide all required state or federal licenses, permits and certifications</i>	<input checked="" type="checkbox"/> WRITTEN NARRATIVE: <i>Provide necessary information to the submittal requirements</i>
<input checked="" type="checkbox"/> PROPERTY INFORMATION: <i>Description of the property location including street address and tax map parcel number</i>	<input checked="" type="checkbox"/> APPLICABLE FEES: \$165.00 application \$ 62.00 legal ad (checks made payable to City of Keene)
<input type="checkbox"/> COMPLETED INSPECTION: <i>Inspection date: _____</i>	<input checked="" type="checkbox"/> SCHEDULED INSPECTION: <i>Inspection date: <u>TBD</u></i>
<input checked="" type="checkbox"/> OPERATIONS AND MANAGEMENT PLAN: Plan based on the industry standard "Best Management Practices" to include: <ul style="list-style-type: none"> ◇ Security Plan ◇ Life Safety Plan ◇ Staff Training and Procedures Plan ◇ Health and Safety Plan ◇ Emergency Response Plan ◇ Neighborhood Relations Plan ◇ Building and Site Maintenance Procedures In addition, Homeless Shelters will need to provide: <ul style="list-style-type: none"> ◇ Rules of Conduct, Registration System and Screening Procedures ◇ Access Policies and Procedures 	



Southwestern Community Services

People helping people in Cheshire and Sullivan Counties since 1965

Narrative

Southwestern Community Services has been an integral part of Cheshire County since 1965. As a Community Action Program, the agency has successfully run a variety of programs such as Woman Infant and Children (WIC), Head Start, New Hope, Fuel Assistance, and a host of other programs designed to reduce poverty and the effects of poverty on those we serve. Housing Stabilization Services as part of SCS has provided short-, medium-, and long-term assistance to those who are in a homeless crisis and provided a myriad of other services for those who are at risk of homelessness.

Emergency Housing Services will offer a continuum of services to the homeless population in Cheshire County and those experiencing housing instability. We will utilize three best practices: low barrier, trauma informed care, and housing first. By utilizing the best practices listed above, we will achieve three goals: provide emergency shelter services to those in crisis, provided education opportunities, and increase financial and housing stability by accessing various local, state, and federal resources.

As the application to operate a congregational living facility is new to all social service providers in Keene, we know that meeting the full regulations, requirements, and policies that accompany this new process may take time to implement. In consideration of my program's long-standing partnership with the Keene community, we would ask for patience while navigate new and uncharted waters.

Sincerely,

Craig Henderson
Director -- Housing Stabilization Services
Southwestern Community Services
PO Box 603
Keene, NH 03431
chenderson@scshelps.org
office # 603-719-4293
cell # 603-313-3496

63 Community Way
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Call Toll Free: (800) 529-0005
TTY-NH: (800) 735-2964

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Claremont, NH 03743
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Fax: (603) 542-3140



Southwestern Community Services

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Registration, Screening, and Access Policies and Procedures

Eligible Clients –

Southwestern Community Services operates emergency shelters in a low barrier manner. Clients who represent themselves as homeless will be access accommodations if available. There are only two exceptions to this policy. SCS will not provide emergency housing services to those who are registered sex offenders or individuals who currently have a warrant out for their arrest.

Screening Procedures –

Clients needing emergency shelter, will initially be interviewed over the phone by the Coordinated Entry Program Manager. During this initial contact, the CEP Manager will determine if the client is eligible for services and if any beds are available. The CEP Manger will than coordinate with the appropriate Emergency Housing Coordinated to complete an in-person intake with the client. During the intake with client, the Emergency Housing Coordinator will perform a warrant check with the local police department and cross checked the individual's information against the National Sex Offender Registry of the Department of Justice. Those who are found to be on the registry or currently have a warrant for their arrest will not be provided shelter.

Registration –

Registration for the purposes of this document shall be considered intakes. Upon entry to the emergency shelter, clients will be asked to provide the Emergency Housing Coordinator basic information. The information we collect is called Universal Data Elements and it is a requirement of the Department of Housing and Urban Development. Once the Emergency Housing Coordinator has documented the client's answers on the intake forms and assessments, the clients are asked to sign several different releases, the shelter rules, and the contract of participation. After the intake is complete, clients are provided with an overview of the shelter. During the orientation, clients will be shown the kitchen, laundry, and bathroom areas, and sleeping accommodations. During the shelter orientation they will be also shown the chores list, public phone, and designated smoking areas.

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SCS Emergency Housing Services Operations and Management Plan

◇ Security Plan

SCS Emergency shelters will have security cameras system at each facility. All buildings will be locked at all times using a digital keypad that staff can change when necessary. Clients are to remain on the premises from 9pm to 6am and SCS will perform random head checks to assure guests are meeting curfew expectations. Per our shelter rules, no guests other than current clients are allowed into the facility and guests are not permitted to enter into any other guest's room. Clients, as part of the rules and regulations, further agree not to divulge the location of emergency shelters to others. As the privacy and confidentiality of our clients is a primary concern, all files will be kept in a locked office and in individual files.

◇ Life Safety Plan

SCS Emergency shelters will have adequate life safety systems that include both a sprinkler and electric monitoring system and updated fire extinguishers. These systems and items will be inspected yearly and copies of each inspection will be kept on site. Each of our emergency shelters are monitored using Southwestern New Hampshire District Fire Mutual Aid. Fire Mutual Aid has been provided with an emergency contact form that includes Southwestern Community Services after hours emergency answering service and 6 other SCS Staff members who have agency cell phones. Each shelter will contain escape route signs and all exits will be clearly marked. All clients will be notified upon entering the shelter program where the dedicated meeting areas of the property are located. The shelters will have monthly fire drills per year to evaluate and maintain a level of preparedness. The shelters will also have yearly fire department inspections in order to stay in compliance with fire code regulations.

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◇ Staff Training and Procedures Plan

SCS staff have yearly trainings in a variety of disciplines including Blood Borne Pathogens, and CPR. SCS has partnered with the Corporation for Supportive Housing to provide additional training in Trauma Informed Care, harm reduction techniques, promoting housing stability through active engagement, and Crisis Intervention through active engagement and de-escalation. We also provide Crisis Prevention and Intervention training through the Crisis Prevention Institute when it is available. SCS Staff keeps records of their individual trainings, but all certifications the staff receives is also kept with the Director of Housing Stabilization Services.

◇ Health and Safety Plan

SCS will perform a warrant check on all clients entering the shelter program and will verify that program participants are not a registered sex offender. SCS has a health and safety plan that contains some protocols unique to emergency shelters. Upon entry into our program clients must adhere to bed bug protocols. Part of this protocol is that clients must heat treat their clothes and other belongings upon their first entry into the program to minimize the risk of bed bugs. Clients can use heat boxes for larger items and a dryer for clothing. SCS has quarterly preventative bed bug treatments of each property and quarterly inspections of all shelter properties. To further reduce the chance of and infestation by other insects, clients are not allowed to enter into the bedroom of another client, and food or beverages are not allowed in the bedrooms. Clients take part in the health and safety of the property by completing chores. Chores include cleaning bathrooms and kitchens, vacuuming and mopping floors, trash disposal, and a host of other duties needed to assure a healthy environment. The Emergency Housing Coordinator will assign the clients chores that must be complete each week and will follow up on any items that need attention. Relative to the current and ongoing COVID19 pandemic, SCS provides Personal Protective Equipment (PPE) to all shelter guests as well as ample amounts of sanitizer and other cleaning supplies. Additionally, SCS continues to provide testing kits and access to vaccination clinics for any shelter guest who may need these services. The program continues to utilize specific spaces within HSS buildings to limit interaction and exposure to others should someone begin displaying symptoms of COVID or other illnesses.

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◇ Emergency Response Plan

All SCS staff directly monitoring the property and those on the emergency contact form will have contact information in their phones for the Fire and Police Department as well as local contractors who can address heating, plumbing, and electrical emergencies. Staff and clients are instructed to call 911 first for all emergencies that could negatively affect the health and safety of staff, clients, or the physical structures or systems of the shelter facilities. In a worst-case scenario where a shelter has become uninhabitable due to fire, floods, or other unexpected events, SCS has the advantage of multiple locations. These locations would be used to temporarily house displaced individuals. The Red Cross, The City of Keene, and local hotels are also integral parts of our emergency response. SCS has partnered with local hotels and the City of Keene to assist in an emergency response. We have partnered with a local hotel to provide emergency beds when necessary and The City of Keene has previously provided emergency shelter space in the Keene Parks and Recreation Department building. The Red Cross would be contacted to assist with any community wide emergencies that proved greater than local resources could handle.

◇ Neighborhood Relations Plan

The maintenance of a calm and healthy environment in the neighborhoods in which emergency shelters exist is crucial to our ongoing operations. To ensure SCS clients are informed and engaged around the rules and expectations of our facility, each client will sign a resident contract which clearly outlines the shelter rules and behavior expectations, including the importance of being a good neighbor. Shelter staff will hold regular house meetings to cover a variety of topics including reinforcement of important shelter rules and guidelines and the importance of being a good neighbor. If needed, staff will meet with clients on an individual basis to address concerns in a proactive manner and work to connect clients with any helpful resources.

Neighborhood safety concerns will be mitigated as quickly as possible and staff will take immediate action to resolve the concern. Mechanisms to resolve neighborhood complaints include, but are not limited to regular perimeter checks of the facility, grounds and surrounding areas. Concerned neighbors are invited to call to discuss any potential issue or concern related to the Shelter. All calls will be logged and tracked in a journal. Owners of contiguous properties to the shelters will be provided a list of the names and numbers of SCS staff. This list will serve as a call

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tree and allow neighbors to connect with an SCS representative 24 hours per day. Once an issue has been addressed, a supervisor will make a return call to the neighbor in order to confirm the situation has been resolved. If requested, staff will meet with partners and neighbors to ensure a sense of positive community, overall wellbeing and safety.

◊ **Building and Site Maintenance Procedures**

The onsite building managers will have the responsibility of daily inspections of the facilities. Daily inspections of the property will include both exterior and interior evaluations of the sanitation and safety of the property. Building and site maintenance is part of the larger maintenance and facility protocol of SCS. All major systems (HVAC, etc.) are inspected on an ongoing basis, and an inventory is kept regarding which buildings have completed capital needs assessments and reserve accounts. Due to the nature of the services provided at the shelters, there are also several other oversight teams that conduct ongoing inspections of the shelters, including the Bureau of Housing Supports through the Department of Health and Human Services and Keene Housing, among others. All of these ongoing oversight efforts keep the facilities in good working order with some consideration given to longer term sustainability.

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Shelter Rules and Regulations

These rules and regulations are designed to prevent direct threats to the health and safety of others in the shelter and to prevent behaviors that interfere with the peaceful use of the premises by other residents and staff.

Shelter staff is authorized to deny admission to persons whose behavior indicates a direct threat to them or other shelter residents (violent aggressive behavior, erratic, irrational behavior, indication someone is under the influence of drugs or alcohol.). *Shelter staff reserves the right to make exceptions to these rules due to individual circumstances.*

1. No use or possession of drugs, marijuana, or alcohol on shelter property. Violation of this rule will result in immediate termination.
2. Misuse of doctor prescribed medications and/or use of another person's prescriptions is prohibited and grounds for immediate termination.
3. Any violence, threats of violence, sexual harassment, bullying, or abusive and offensive behavior will not be tolerated against anyone.
 - No weapons allowed. Objects determined by staff to be weapons will be confiscated.
 - No abuse of staff, visitors, guests, or property will be tolerated.
 - Bullying of any type will not be tolerated.
 - No pornography allowed in the building.
 - Derogatory comments regarding race, creed, color, ethnic background, religion, or sexuality will not be tolerated.
 - The safety and peace of our staff, visitors, guests, and neighbors is foremost and disturbing the safety and peace of either will not be tolerated.
4. No smoking is allowed inside the building. Smoking anywhere other than in designated areas is a violation of the Fire and Safety Rules.
5. Shelter curfew is between 9pm and 6am each night. Variations of this must have prior approval from staff.
6. Children under the age of 18 must be in full view and under the supervision of their parent/guardian at all times.
7. For fire and safety reasons, residents must remain in the kitchen while using the stove/oven and electric appliances. Food and beverages are not allowed in bedrooms.
8. Quiet hours are observed from 9 p.m. to 6 a.m. This includes keeping noise levels to a minimum and eliminating noise and activities that may disturb neighbors and residents.
9. Do not reveal the shelter location or identities of other shelter residents to anyone, including family or friends.
10. Residents will respect the property, privacy, and rights of others and adhere to behaviors that maintain a safe and peaceful environment.
11. No visitors are allowed at SCS shelters so that we can maintain order and confidentiality.
12. No pets allowed.

Violation of shelter rules:

- **1st Violation** - Verbal warning w/file documentation
- **2nd Violation** - Written warning
- **3rd Violation** - Written final warning
- **4th Violation** - Termination



Violation of Rules 1-7, including any health and safety violations, may be cause for immediate termination from the shelter.

**Shelter Rules & Regulations
Signature Page**

I/we have read the Shelter Rules and Regulations and understand what my/our responsibilities are while residing at the shelter.

I/we have been given a copy of the Shelter Rules and Regulations.

Signature Date

Signature Date

I hereby agree to "hold harmless" Southwestern Community Services, Inc. for any injury sustained by me or my property while voluntarily participating in activities held at the shelter. This release is intended to include activities conducted with or without the presence of staff.

Signature Date

Signature Date

Page 1 – given to guest.

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City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:
 Case No. LB22-05
 Date Filled 9/6/22
 Rec'd By CSM
 Page 1 of 12

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

<input type="checkbox"/> Drug Treatment Center	<input type="checkbox"/> Group Home, Small	<input checked="" type="checkbox"/> Homeless Shelter
<input type="checkbox"/> Fraternity/Sorority	<input type="checkbox"/> Group Resource Center	<input type="checkbox"/> Lodginghouse
<input type="checkbox"/> Group Home, Large	<input type="checkbox"/> Residential Drug/Alcohol Treatment Facility	<input type="checkbox"/> Residential Care Facility

SECTION 2: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER	APPLICANT
NAME/COMPANY: Southwestern Community Services, Inc.	NAME/COMPANY: Southwestern Community Services, Inc.
MAILING ADDRESS: PO Box 603 Keene, NH 03431	MAILING ADDRESS: PO Box 603 Keene, NH 03431
PHONE: 1-603-352-7512	PHONE: 1-603-719-4130
EMAIL:	EMAIL: bdaniels@scshelps.org
SIGNATURE:	SIGNATURE: <i>Beth Daniels</i>
PRINTED NAME:	PRINTED NAME: Beth Daniels

AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)
NAME/COMPANY: Craig Henderson	<input type="checkbox"/> Same as owner NAME/COMPANY: Brenda Emperor
MAILING ADDRESS: PO Box 603 Keene, NH 03431	MAILING ADDRESS: PO Box 603 Keene, NH 03431
PHONE: 1-603-719-4293	PHONE: 1-603-313-4387
EMAIL: chenderson@scshelps.org	EMAIL: bemperor@scshelps.org
SIGNATURE: <i>Craig Henderson</i>	SIGNATURE: <i>Brenda Emperor</i>
PRINTED NAME: Craig Henderson	PRINTED NAME: Brenda Emperor

SECTION 3: PROPERTY INFORMATION

PROPERTY ADDRESS: 139 Roxbury Street	TAX MAP PARCEL NUMBER: 569/ / 098/000 000/000
ZONING DISTRICT: High Density	<input checked="" type="checkbox"/> LOCATION MAP: <i>Please attach</i>

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

Emergency Housing Services will provide services for clients representing themselves as homeless regardless of age, race, color, religion, creed, sexual preference, gender, gender identification, familial status, or disabling condition. People experiencing homelessness will have their basic needs met in a safe environment, with a safe and clean place to sleep that is off the streets. Emergency Shelter Services will include access to personal care items, clothing, showers, laundry and food. Clients will be offered a housing focused case plan and provided ongoing case management services which will monitor progress towards housing goals. These case plans will prioritize housing and focus on housing applications, obtaining state and federal benefits, and employment income if applicable, and collecting all verification that may be required by housing providers. Clients will be provided access to education classes provided by SCS and community partners. We will provide various educational opportunities, our focus will be Tenancy 101, Life Skills, and Financial literacy. These classes are specifically designed to increase our clients financial and housing stability. All services provided in our emergency shelter program will adhere to the proven results of low barrier, Housing First model, within a Trauma Informed Care environment.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

139 Roxbury Street is a single building with approximately 2614 square feet of living space and sits on a .23 acre lot with approximately 3889 square feet of lawn. The building has a full eat in kitchen, 2 full baths, a half bath, a living room, an office, and five bedrooms with an onsite laundry area. The building at maximum capacity will serve 20 clients. While the capacity fluctuates on a day-to-day basis, the facility typically maintains 95% or more of its maximum capacity. The building's one office space is utilized by one staff member who is mostly onsite. SCS does not allow visitors to our facilities due to confidentiality concerns, but will allow community partners to meet with the clients as long as protocols are followed. SCS provides staff coverage from 8:30am-4:30pm and all buildings have a contact tree for off hours in case of emergency.

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

Southwestern Community Services relies on a New Hampshire's Homeless Management Information System to track client information. Using the reports from the system using a timeframe of one year beginning on September 1, 2021 we found that all exiting clients had stayed an average of 41 days while all clients who remained in the shelter had stayed an average of 99 days.

SUBMITAL CHECKLIST

A complete application must include the following items and submitted by one of the options below:

- **Email:** communitydevelopment@keenenh.gov, with “CLSS License Application” in the subject line
- **Mail / Hand Deliver:** Community Development (4th Floor), Keene City Hall, 3 Washington St, Keene, NH 03431

The submittal requirements for a Congregate Living & Social Services License application are outlined further in **Chapter 46, Article X** of the [City of Keene Code of Ordinances](#).

Note: Additional information may be requested to complete the review of the application.

<input checked="" type="checkbox"/> PROPERTY OWNER: <i>Name, phone number and address</i>	<input checked="" type="checkbox"/> POINT OF 24 HOUR CONTACT: <i>Name, phone number, and address of person acting as the operator, if not owner</i> <input type="checkbox"/> Same as owner
<input checked="" type="checkbox"/> REQUIRED DOCUMENTATION: <i>Provide all required state or federal licenses, permits and certifications</i>	<input checked="" type="checkbox"/> WRITTEN NARRATIVE: <i>Provide necessary information to the submittal requirements</i>
<input checked="" type="checkbox"/> PROPERTY INFORMATION: <i>Description of the property location including street address and tax map parcel number</i>	<input checked="" type="checkbox"/> APPLICABLE FEES: \$165.00 application \$ 62.00 legal ad (<i>checks made payable to City of Keene</i>)
<input type="checkbox"/> COMPLETED INSPECTION: <i>Inspection date: _____</i>	<input checked="" type="checkbox"/> SCHEDULED INSPECTION: <i>Inspection date: <u>TBD</u> _____</i>
<input checked="" type="checkbox"/> OPERATIONS AND MANAGEMENT PLAN: Plan based on the industry standard “ <i>Best Management Practices</i> ” to include: <ul style="list-style-type: none"> ◇ Security Plan ◇ Life Safety Plan ◇ Staff Training and Procedures Plan ◇ Health and Safety Plan ◇ Emergency Response Plan ◇ Neighborhood Relations Plan ◇ Building and Site Maintenance Procedures In addition, Homeless Shelters will need to provide: <ul style="list-style-type: none"> ◇ Rules of Conduct, Registration System and Screening Procedures ◇ Access Policies and Procedures 	



Southwestern Community Services

People helping people in Cheshire and Sullivan Counties since 1965

Narrative

Southwestern Community Services has been an integral part of Cheshire County since 1965. As a Community Action Program, the agency has successfully run a variety of programs such as Woman Infant and Children (WIC), Head Start, New Hope, Fuel Assistance, and a host of other programs designed to reduce poverty and the effects of poverty on those we serve. Housing Stabilization Services as part of SCS has provided short-, medium-, and long-term assistance to those who are in a homeless crisis and provided a myriad of other services for those who are at risk of homelessness.

Emergency Housing Services will offer a continuum of services to the homeless population in Cheshire County and those experiencing housing instability. We will utilize three best practices: low barrier, trauma informed care, and housing first. By utilizing the best practices listed above, we will achieve three goals: provide emergency shelter services to those in crisis, provided education opportunities, and increase financial and housing stability by accessing various local, state, and federal resources.

As the application to operate a congregational living facility is new to all social service providers in Keene, we know that meeting the full regulations, requirements, and policies that accompany this new process may take time to implement. In consideration of my program's long-standing partnership with the Keene community, we would ask for patience while navigate new and uncharted waters.

Sincerely,

Craig Henderson
Director – Housing Stabilization Services
Southwestern Community Services
PO Box 603
Keene, NH 03431
chenderson@scs-hutpa.org
office # 603-719-4293
cell # 603-313-3496

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Fax: (603) 542-3140



Registration, Screening, and Access Policies and Procedures

Eligible Clients –

Southwestern Community Services operates emergency shelters in a low barrier manner. Clients who represent themselves as homeless will be access accommodations if available. There are only two exceptions to this policy. SCS will not provide emergency housing services to those who are registered sex offenders or individuals who currently have a warrant out for their arrest.

Screening Procedures –

Clients needing emergency shelter, will initially be interviewed over the phone by the Coordinated Entry Program Manager. During this initial contact, the CEP Manager will determine if the client is eligible for services and if any beds are available. The CEP Manger will than coordinate with the appropriate Emergency Housing Coordinated to complete an in-person intake with the client. During the intake with client, the Emergency Housing Coordinator will perform a warrant check with the local police department and cross checked the individual's information against the National Sex Offender Registry of the Department of Justice. Those who are found to be on the registry or currently have a warrant for their arrest will not be provided shelter.

Registration –

Registration for the purposes of this document shall be considered intakes. Upon entry to the emergency shelter, clients will be asked to provide the Emergency Housing Coordinator basic information. The information we collect is called Universal Data Elements and it is a requirement of the Department of Housing and Urban Development. Once the Emergency Housing Coordinator has documented the client's answers on the intake forms and assessments, the clients are asked to sign several different releases, the shelter rules, and the contract of participation. After the intake is complete, clients are provided with an overview of the shelter. During the orientation, clients will be shown the kitchen, laundry, and bathroom areas, and sleeping accommodations. During the shelter orientation they will be also shown the chores list, public phone, and designated smoking areas.





SCS Emergency Housing Services Operations and Management Plan

◇ Security Plan

SCS Emergency shelters will have security cameras system at each facility. All buildings will be locked at all times using a digital keypad that staff can change when necessary. Clients are to remain on the premises from 9pm to 6am and SCS will perform random head checks to assure guests are meeting curfew expectations. Per our shelter rules, no guests other than current clients are allowed into the facility and guests are not permitted to enter into any other guest's room. Clients, as part of the rules and regulations, further agree not to divulge the location of emergency shelters to others. As the privacy and confidentiality of our clients is a primary concern, all files will be kept in a locked office and in individual files.

◇ Life Safety Plan

SCS Emergency shelters will have adequate life safety systems that include both a sprinkler and electric monitoring system and updated fire extinguishers. These systems and items will be inspected yearly and copies of each inspection will be kept on site. Each of our emergency shelters are monitored using Southwestern New Hampshire District Fire Mutual Aid. Fire Mutual Aid has been provided with an emergency contact form that includes Southwestern Community Services after hours emergency answering service and 6 other SCS Staff members who have agency cell phones. Each shelter will contain escape route signs and all exits will be clearly marked. All clients will be notified upon entering the shelter program where the dedicated meeting areas of the property are located. The shelters will have monthly fire drills per year to evaluate and maintain a level of preparedness. The shelters will also have yearly fire department inspections in order to stay in compliance with fire code regulations.



◇ Staff Training and Procedures Plan

SCS staff have yearly trainings in a variety of disciplines including Blood Borne Pathogens, and CPR. SCS has partnered with the Corporation for Supportive Housing to provide additional training in Trauma Informed Care, harm reduction techniques, promoting housing stability through active engagement, and Crisis Intervention through active engagement and de-escalation. We also provide Crisis Prevention and Intervention training through the Crisis Prevention Institute when it is available. SCS Staff keeps records of their individual trainings, but all certifications the staff receives is also kept with the Director of Housing Stabilization Services.

◇ Health and Safety Plan

SCS will perform a warrant check on all clients entering the shelter program and will verify that program participants are not a registered sex offender. SCS has a health and safety plan that contains some protocols unique to emergency shelters. Upon entry into our program clients must adhere to bed bug protocols. Part of this protocol is that clients must heat treat their clothes and other belongings upon their first entry into the program to minimize the risk of bed bugs. Clients can use heat boxes for larger items and a dryer for clothing. SCS has quarterly preventative bed bug treatments of each property and quarterly inspections of all shelter properties. To further reduce the chance of and infestation by other insects, clients are not allowed to enter into the bedroom of another client, and food or beverages are not allowed in the bedrooms. Clients take part in the health and safety of the property by completing chores. Chores include cleaning bathrooms and kitchens, vacuuming and mopping floors, trash disposal, and a host of other duties needed to assure a healthy environment. The Emergency Housing Coordinator will assign the clients chores that must be complete each week and will follow up on any items that need attention. Relative to the current and ongoing COVID19 pandemic, SCS provides Personal Protective Equipment (PPE) to all shelter guests as well as ample amounts of sanitizer and other cleaning supplies. Additionally, SCS continues to provide testing kits and access to vaccination clinics for any shelter guest who may need these services. The program continues to utilize specific spaces within HSS buildings to limit interaction and exposure to others should someone begin displaying symptoms of COVID or other illnesses.

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United Way
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Claremont, NH 03743
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◊ Emergency Response Plan

All SCS staff directly monitoring the property and those on the emergency contact form will have contact information in their phones for the Fire and Police Department as well as local contractors who can address heating, plumbing, and electrical emergencies. Staff and clients are instructed to call 911 first for all emergencies that could negatively affect the health and safety of staff, clients, or the physical structures or systems of the shelter facilities. In a worst-case scenario where a shelter has become uninhabitable due to fire, floods, or other unexpected events, SCS has the advantage of multiple locations. These locations would be used to temporarily house displaced individuals. The Red Cross, The City of Keene, and local hotels are also integral parts of our emergency response. SCS has partnered with local hotels and the City of Keene to assist in an emergency response. We have partnered with a local hotel to provide emergency beds when necessary and The City of Keene has previously provided emergency shelter space in the Keene Parks and Recreation Department building. The Red Cross would be contacted to assist with any community wide emergencies that proved greater than local resources could handle.

◊ Neighborhood Relations Plan

The maintenance of a calm and healthy environment in the neighborhoods in which emergency shelters exist is crucial to our ongoing operations. To ensure SCS clients are informed and engaged around the rules and expectations of our facility, each client will sign a resident contract which clearly outlines the shelter rules and behavior expectations, including the importance of being a good neighbor. Shelter staff will hold regular house meetings to cover a variety of topics including reinforcement of important shelter rules and guidelines and the importance of being a good neighbor. If needed, staff will meet with clients on an individual basis to address concerns in a proactive manner and work to connect clients with any helpful resources.

Neighborhood safety concerns will be mitigated as quickly as possible and staff will take immediate action to resolve the concern. Mechanisms to resolve neighborhood complaints include, but are not limited to regular perimeter checks of the facility, grounds and surrounding areas. Concerned neighbors are invited to call to discuss any potential issue or concern related to the Shelter. All calls will be logged and tracked in a journal. Owners of contiguous properties to the shelters will be provided a list of the names and numbers of SCS staff. This list will serve as a call

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tree and allow neighbors to connect with an SCS representative 24 hours per day. Once an issue has been addressed, a supervisor will make a return call to the neighbor in order to confirm the situation has been resolved. If requested, staff will meet with partners and neighbors to ensure a sense of positive community, overall wellbeing and safety.

◆ **Building and Site Maintenance Procedures**

The onsite building managers will have the responsibility of daily inspections of the facilities. Daily inspections of the property will include both exterior and interior evaluations of the sanitation and safety of the property. Building and site maintenance is part of the larger maintenance and facility protocol of SCS. All major systems (HVAC, etc.) are inspected on an ongoing basis, and an inventory is kept regarding which buildings have completed capital needs assessments and reserve accounts. Due to the nature of the services provided at the shelters, there are also several other oversight teams that conduct ongoing inspections of the shelters, including the Bureau of Housing Supports through the Department of Health and Human Services and Keene Housing, among others. All of these ongoing oversight efforts keep the facilities in good working order with some consideration given to longer term sustainability.

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Shelter Rules and Regulations

These rules and regulations are designed to prevent direct threats to the health and safety of others in the shelter and to prevent behaviors that interfere with the peaceful use of the premises by other residents and staff.

Shelter staff is authorized to deny admission to persons whose behavior indicates a direct threat to them or other shelter residents (violent aggressive behavior, erratic, irrational behavior, indication someone is under the influence of drugs or alcohol.). *Shelter staff reserves the right to make exceptions to these rules due to individual circumstances.*

1. No use or possession of drugs, marijuana, or alcohol on shelter property. Violation of this rule will result in immediate termination.
2. Misuse of doctor prescribed medications and/or use of another person's prescriptions is prohibited and grounds for immediate termination.
3. Any violence, threats of violence, sexual harassment, bullying, or abusive and offensive behavior will not be tolerated against anyone.
 - No weapons allowed. Objects determined by staff to be weapons will be confiscated.
 - No abuse of staff, visitors, guests, or property will be tolerated.
 - Bullying of any type will not be tolerated.
 - No pornography allowed in the building.
 - Derogatory comments regarding race, creed, color, ethnic background, religion, or sexuality will not be tolerated.
 - The safety and peace of our staff, visitors, guests, and neighbors is foremost and disturbing the safety and peace of either will not be tolerated.
4. No smoking is allowed inside the building. Smoking anywhere other than in designated areas is a violation of the Fire and Safety Rules.
5. Shelter curfew is between 9pm and 6am each night. Variations of this must have prior approval from staff.
6. Children under the age of 18 must be in full view and under the supervision of their parent/guardian at all times.
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9. Do not reveal the shelter location or identities of other shelter residents to anyone, including family or friends.
10. Residents will respect the property, privacy, and rights of others and adhere to behaviors that maintain a safe and peaceful environment.
11. No visitors are allowed at SCS shelters so that we can maintain order and confidentiality.
12. No pets allowed.

Violation of shelter rules:

- **1st Violation** - Verbal warning w/file documentation
- **2nd Violation** - Written warning
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Violation of Rules 1-7, including any health and safety violations, may be cause for immediate termination from the shelter.

**Shelter Rules & Regulations
Signature Page**

I/we have read the Shelter Rules and Regulations and understand what my/our responsibilities are while residing at the shelter.

I/we have been given a copy of the Shelter Rules and Regulations.

Signature

Date

Signature

Date

I hereby agree to "hold harmless" Southwestern Community Services, Inc. for any injury sustained by me or my property while voluntarily participating in activities held at the shelter. This release is intended to include activities conducted with or without the presence of staff.

Signature

Date

Signature

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Page 1 – given to guest.