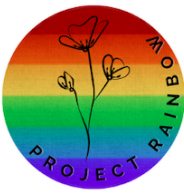


# **PROJECT RAINBOW'S "THE RAINBOW HOUSE" POLICY AND PROCEDURE MANUAL**

Created May 2023

Last Updated June 2024

Project Rainbow Policy Committee

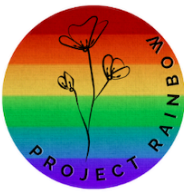


## ★ CODE OF CONDUCT FOR STAFF AND VOLUNTEERS

- Serving others is a privilege; the people we serve chose us. We want to be known as a shelter that provides a safe haven for members of the LGBTQ+ community. You are expected to treat each engagement with each guest as a privilege.
- The Mission, Vision, and Values of Project Rainbow are not just platitudes. We expect employees and volunteers to know them and put them into practice every single day.
- You are expected to be non-judgemental and demonstrate empathy in all of your interactions.
- Most of the people we serve have experienced trauma and are still impacted by that trauma, whether they readily recognize that or not. You are expected to make all engagements trauma-informed and actively work against re-traumatizing the folks we work with.
- Communication is the key to building respect. We expect you to engage in conversation with people, and we expect you to never yell.
- We get an intimate glimpse into the life of each person. Treat all of the information gleaned confidentially. You are expected to only share confidential information when there is consent to do so, and only when it improves the likelihood of that guest achieving housing.
- You will have bad days. We all do. The guests we serve, though, do not deserve your bad day. We expect you to separate whatever may be adversely impacting your personal life from impacting your professional life.
- This is a housing-focused shelter. Yes, we will meet immediate needs to the best of our abilities, but we do so with a desire to resolve the guest's homelessness forever. You are expected to keep engagements focused on permanent solutions to each person's homelessness.
- In this organization, we will make every effort to make decisions together. Staff are welcome and encouraged to share their ideas, concerns, and observations with the group even when the conversations may be difficult. You are expected to give input on the direction of the organization and work to ensure we are true to our mission.
- Staff and volunteers are expected to complete all mandatory training. Additionally, each staff person will create a training plan for themselves each year, including training required by the organization on topics such as de-escalation, racial equity, housing-first principles, and more, and review and update the plan yearly. You will be expected to consistently work on your own professional development with the full support of the organization.

## ★ MISSION AND VISION

- The mission of Project Rainbow is to address the problem of LGBTQ+ homelessness by providing a safe haven for unhoused LGBTQ+ individuals and allies, offering compassionate professional and peer-based assistance and advocacy, and connecting folks with life-saving, gender-affirming care as well as mental health supports and other wrap-around services to ensure empowerment and success.



- Our vision is simple: security and advocacy for the LGBTQ+ community led by the very individuals we intend to serve. Project Rainbow dares to take the phrase "nothing about us without us" to the next level through empowerment and professional development of the individuals in need of our services with an interest in working in the field. We believe that there is no better leader than someone with current or past lived experience, and we intend to provide these individuals with the support and resources to lead the project for years to come.

## ★ VALUES

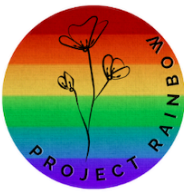
- Safety - Guests at our shelter can expect to be safe physically and emotionally. Our engagement will always be trauma-informed.
- Respect - We will treat all of our guests and their belongings with dignity. We will take time to know the strengths each person comes with as we assist them in the process of achieving housing.
- Effectiveness - What we can prove works, we do. What we think might work, we try and then evaluate. What is proven to not work, we do not do.
- Compassion - All the work we do is done with compassion for the people we are serving. Nothing is done with malice or bad intentions.

## ★ SERVICE ENVIRONMENT

- The Rainbow House is a three-story building in Morgantown, WV. The building has a main floor with a common area, dining area, kitchen, one room for sleeping with an attached bathroom, and an office with a bathroom. The bathroom in the office is for public use. Each bathroom in a bedroom is assigned to the individuals staying in that particular room. The foyer on the main floor has stairs leading to the second floor which has four rooms for sleeping, and four bathrooms. There is an unfinished basement that cannot be utilized at this time.
- There is a washer and dryer on the main floor which can be utilized by guests as they sign up. The showers can also be used by guests as they sign up.
- The front entrance of the facility has stairs as well as a wheelchair-accessible ramp. There is a back porch through a door in the kitchen area that has stairs leading to the backyard.

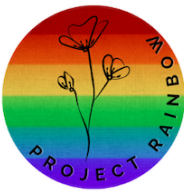
## ★ JOB DESCRIPTIONS

- All employees and volunteers are expected to adhere to the Project Rainbow Employee Handbook.
- The Rainbow House was exclusively volunteer-led until Grant Funding was acquired in July 2024 to sustain employment positions. The current (June 2024) paid staff positions are as follows:
  - The *Project Coordinator* will organize and manage the various parts of the project to ensure its success.
  - The *Sustainability Specialist/Life Skills Coach* will work with clients to develop essential skills that will help them succeed in shelter and housing and achieve



their goals and will create and implement strategies to increase housing sustainability in individuals transitioning out of homelessness.

- The *Grant Manager* will research funding opportunities, assist in applying for grants, oversee all data entry and tracking required for different funding streams, and prepare for grant monitoring and audits.
- In addition to their individual assigned jobs, the individuals in our paid positions will be required to serve in all essential roles necessary to operate the shelter on a rotating basis. This is to avoid burnout, help each team member develop a breadth of skills, and ensure that everyone is in touch with all aspects of the operation. Since The Rainbow House is a 24-hour shelter, this will require employees to work some nights and weekends. Each employee will rotate through the following roles on a weekly basis:
  - The Shelter Lead role involves overseeing day-to-day operations of the shelter, ensuring completion of program objectives, adherence to agency rules and regulations, and the safety and cleanliness of the shelter at all times. This individual will also conduct intakes as needed and document and address adverse events, incidents, or grievances that arise.
  - The Shelter Case Manager role involves working with clients who are currently living at The Rainbow House to work towards stable, independent housing, connecting individuals with local resources and programs that may benefit them. This individual will assess clients in HMIS so they can be prioritized for housing and assist them in getting their personal documents and other necessary documentation so they are housing ready as quickly as possible.
  - The Community-based Case Manager role involves working with individuals in the community to find and maintain housing, providing supportive services for at least six months after housing is achieved and connecting individuals to resources that will help them live independently.
  - The Night Shift role involves overseeing the shelter during the nighttime hours, addressing any needs that may come up and providing emotional support to clients as needed, in addition to working on doing inventory on and organizing donations and completing other special projects as needed.
- In addition to paid staff, we have a volunteer board and a dedicated team of volunteers.
  - The *Board of Directors* is composed of LGBTQ+ people and allies, many of whom have lived experience with being unsheltered and substance use. The Board of Directors is responsible for budgeting, payments, fundraising, policy and procedure, and oversight of The Rainbow House operations, volunteers, and staff. The Board of Directors, *Intake Committee* is responsible for reviewing applications and making decisions on admittance into the shelter.
  - The *Volunteers* of The Rainbow House are trained individuals who supplement paid staff efforts to facilitate day-to-day shelter operations. Volunteers will be responsible for showing up for scheduled shifts on time, following the lead of paid staff, performing duties such as circulating the floor and checking the bathrooms, engaging with guests in a kind, compassionate, and affirming way and assisting guests in filling out applications for and scheduling necessary services as directed by case managers, and should know the signs of overdose



and be trained to administer Narcan. If they wish to, volunteers may be scheduled for shifts alone without paid staff if they have been volunteering for three months or more and the Board of Directors deems them competent with a majority vote.

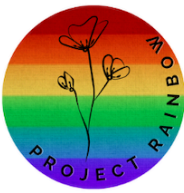
- Full job descriptions for full-time paid positions can be found in Appendix A.

## ★ APPLICATION PROCESS FOR THE SAFETY AND SECURITY OF LGBTQ+ PEOPLE

- Applications will be online on our website as well as distributed to outreach workers all over West Virginia. These applications will serve as pre-screenings for The Rainbow House.
  - Due to the nature of the shelter we are trying to create (a safe space for unhoused LGBTQ+ people), pre-screening and possible vetting will be necessary.
  - Applications will be sent directly to the *Intake Committee* of Project Rainbow and reviewed.
- Application Questions:
  - Name, DOB, and SSN
  - Do you identify as LGBTQ+?
  - What is your self-identified gender?
  - Do you consider yourself an ally to the LGBTQ+ community?
  - Any physical or mental disabilities?
  - Where are you currently staying? (Include photo if possible)
  - What kinds of services are you interested in receiving?
  - Contact information or information for an individual who can reach them
- Application entry does not guarantee a stay at The Rainbow House.
- Applications cannot be reviewed after 11pm. If an individual presents or applies for shelter after 11pm they will have to wait until the next morning to access shelter. Though we wish we could do intakes 24 hours a day, we must have extra layers of protection and privacy while working with this vulnerable population.
- If an individual has been accepted by the *Intake Committee*, they may come to the shelter at any hour for entry. If they arrive after 11pm, they will rest in the office bed until the following morning, when an intake will be completed. Once an intake is completed, shelter guests may come and go from the shelter at any time.

## ★ ELIGIBILITY

- The person must either identify as a member of the LGBTQ+ community or agree to be an ally to that community, as the shelter's main purpose is to create a safe place for unhoused LGBTQ+ people.
- The person must be at least 18 years of age.
- The person must be unaccompanied (no children or other dependents with them).
- The person must be experiencing category 1 homelessness. That is, they must be lacking a fixed, regular, and adequate nighttime residence, meaning:
  - They have a primary nighttime residence that is a public or private place not meant for human habitation.



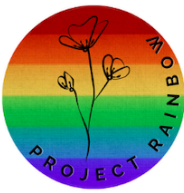
- They are living in a publicly or privately operated shelter designated to provide temporary living arrangements.
- They are exiting an institution where they have resided for 90 days or less and they resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
- All accompanying animals must be trained and cannot bite other guests or the animal will not be able to continue to stay.
- Sex Offenders will only be permitted on a review basis, meaning that if a person has to register as a Sex Offender, the *Intake Committee* will review the individual's case and determine if they are eligible for The Rainbow House.
- The person must want to end their homelessness as quickly as they are capable of doing so.
- The person must be ambulatory enough to get in and out of bed on their own, as well as take care of their bathroom and hygiene needs independently.
- Any person who identifies as having an infectious disease or appears to otherwise be ill shall be screened on an individual basis to determine if the shelter is appropriate for them and other occupants of the facility.
- The person does not need to be a citizen of the United States of America, nor do they have to have any documented immigration status for shelter services.

## ★ HOUSING FOCUS

- Getting each shelter guest housed is a shared responsibility. We all have to accept this responsibility and do our part to help each guest get out of homelessness and into housing.
- We do not believe in incentivizing or managing homelessness. In first engagements, repeated engagements, and daily engagements with guests we will have intentional conversations about housing.
- We make a range of housing-related materials available for guests. This includes daily lists of apartments for rent, how to apply for benefits, and determining under which circumstances they need to be connected to a case manager for housing assistance.
- Housing First is an approach to serving people experiencing homelessness that recognizes a homeless person must first be able to access a decent, safe place to live, that does not limit length of stay (permanent housing), before stabilizing, improving health, reducing harmful behaviors, or increasing income.

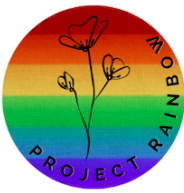
## ★ WHEN NEW GUESTS ARRIVE

- *Diversion*
  - We will determine if the person is eligible for our service (an unaccompanied adult member of the LGBTQ+ community or someone who agrees to be an ally, at least 18 years of age, experiencing category 1 homelessness). If they are ineligible we will redirect them elsewhere.



- If the person is eligible and arrives at the shelter or submits an application before 11:00 pm, we relocate to a private space (in the office) or speak with the person over the phone and attempt diversion.
- We will follow the nine steps of diversion for everyone that is eligible for shelter services, as outlined in Appendix B. Staff who have HMIS access can complete diversion in the system if the individual has provided consent to be entered into HMIS.
- If the individual arrives or applies for shelter after 11:00 pm, applicable diversion steps will be followed the next morning.
- *Intake*
  - A person can only stay in the shelter after the intake is completed, unless the guest has arrived after 11:00 pm, and their application was reviewed by the *Intake Committee* prior to arriving at the shelter. In this case, the individual will rest in the office bed until the next morning, at which time an intake will be completed and a bed will be assigned.
  - Intakes will always be done in a private space. The office will work best. This may be the same space where the diversion was attempted.
  - The flow of our housing-focused shelter will be explained. See Appendix C.
  - Shelter expectations will be explained, consent for entry into HMIS will be sought and HMIS entry will happen at the time of intake.
  - The person will be asked if they have identification. All identification they have will be scanned and attached to the client record within HMIS.
  - The person will be asked if there are any legal conditions placed upon them that they are currently required to fulfill.
  - The person will be asked if they have any medications, and if so, will have the option of medication storage and access process explained. Medication storage is encouraged but not required.
  - The person will be asked if they have any health conditions that the staff need to be aware of, or any other accommodation that may need to be considered during their stay at the shelter.
  - The person will be asked to run all clothing and other relevant items through the dryer on high and to wipe down other items to prevent infestations of pests, and potential for other health issues. Staff will assist with this if needed.
  - Staff will explain safe storage to the person and assign them a locker.
  - Staff will assign a bed, hamper, tote, and drawers to the person.
- *Orientation to Building and Services*
  - Immediately following intake, a staff person will provide a walking tour with the guest through the building which will include where their assigned bed is located, the storage available at their bed, where the restroom is located, where meals are served, and all exits that can be used in the case of an emergency.
  - Staff will provide the guest with bedding.
  - Staff will inform the guest how to get staff's attention should they require assistance while in the shelter.





- Staff will inform the guest of the toiletry items that are available for their use, if needed.
- Staff will inform the guest when meals are served and how to access the meal.
- Staff will inform the guest of when lights are off and when they come back on.
- Staff will show the guest where the telephone is located.
- Staff will show the guest where apartments for rent are posted daily
- *Assigning a Bed*
  - Beds are assigned by staff or volunteers as guests enter the building. Guests may request accommodations if there is a legitimate concern, but entrenchment or cliques will be avoided at all costs.
  - Staff and volunteers should assign beds randomly. This includes both top and bottom bunks. Staff are not to fill all bottom bunks and then fill top bunks.
  - Only when there are specific health and mobility concerns, or other extenuating circumstances, will a guest be given preference of a bottom bunk over a top bunk or vice versa. One example are guests where staff feel they have been using alcohol or other substances and it would be safer if the person was on a lower bunk.
  - Guests shall be provided linens, bedding and a towel at the same time that they sign in to the shelter.

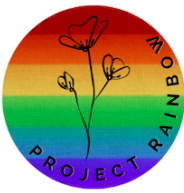
## ★ RETURNING GUESTS

- *Hours*
  - The Rainbow House will be open 24 hours a day, seven days a week. Hours will not be limited to guests at nighttime only due to the lack of services targeted toward unsheltered individuals in the area.
  - We believe in keeping individuals out of incarceration and giving them a safe place to exist while they navigate their housing journey. We do not force individuals out during the day to accomplish tasks if they do not wish to go, instead we try to help them where they are at by providing access to a phone to call landlords, a computer to apply for jobs, etc.
  - There is no maximum allotted time for guests to stay unless they cause a continuous disturbance, display behavior that is bigoted or racist, refuse to work on a housing plan, or prove to be a danger to themselves or others.
    - Guests who are asked to leave for these reasons can be welcomed back on a case-by-case basis as determined by the Intake Committee, which will confer with any staff, volunteers, or other guests who may have been harmed by this person's actions.

## ★ HOUSING PLAN

- Shelter and overnight staff will engage with all new guests every single day for the first 14 days of staying at the shelter to:
  - Ask what they plan to do that day to look for housing and secure housing

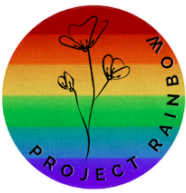




- Provide information and instruction how to apply for benefits and how to search for housing
- Debrief how their housing search went the previous day
- Provide counsel and advice on how to improve the housing search for the next day
- If a new guest is in the shelter for 15 days, a VI-SPDAT will be completed by the intake and assessment staff as soon as it can be scheduled
- All guests that score a 10 or higher on the VI-SPDAT shall have a meeting scheduled with the housing case manager as soon as possible to discuss housing strategies, as well as have the process of coordinated entry explained.
- All guests scoring 9 or lower on the VI-SPDAT shall meet with the shelter staff as soon as possible to develop a housing strategy, as well as have the process of coordinated entry explained.
- A guest may be asked to leave the shelter if they are not working on a housing plan, to the best of their ability, relative to each person's unique circumstances. However, we will prevent this whenever possible by setting milestones for guests who are not working towards independent housing to guide them in that direction and supporting them in meeting those milestones.

## ★ ESTABLISHING SHELTER EXPECTATIONS

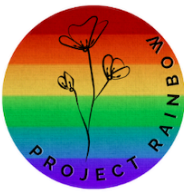
- All new guests during the intake process will have our expectations shared with them. Guests will sign off on these expectations upon intake and it will be kept in their file. See Appendix D. These are as follows:
  - Demonstrate responsibility for yourself, your actions, and your housing plan. This is not a permanent residency and our goal is to work with you to gain independent housing as quickly as possible.
  - Abstain from behavior that is disruptive, dangerous, and unacceptable to others. Examples include: verbal, physical, or sexual harassment, threats and/or violent behavior, nudity, possessing weapons, drug dealing, etc.
  - Do not display any homophobic, transphobic, racist, or otherwise bigoted language, symbols, or actions. We have no tolerance for this at our shelter as we want to be a safe space for the most vulnerable in our community.
  - Keep your bed and the common areas clean. Keep all belongings in the designated storage areas. Keep all items off the floor in bedrooms. Do not bring food into bedrooms or living rooms. Wash your own dishes as you use them and clean up your own messes.
  - Do not bring prohibited items into the shelter. This includes weapons (knives, guns, pepper spray, etc.), drugs, and alcohol. Safe storage lockers are provided for any items that you want to keep safe while you are inside the shelter. If any of these items are found within the shelter, they will be disposed of.
  - Do not enter any bedroom or bathroom that is not assigned to you. The office bathroom on the first floor is for communal use. Only one person should ever be in the bathroom at one time.



- Each morning someone will wake you up at 10am to start your day, unless you work the night shift or are otherwise out of the shelter at night. You must complete your daily chores and have a housing check-in with the staff member on shift before returning to bed. From the hours of 10am-10pm, bedroom lights will be on and beds should be made unless you are in them.
- Each evening "lights out" will be at 10pm. This is when lights are turned out in the bedrooms and you are expected to keep noise to a minimum out of respect for your roommates.
- Sign in and out when you leave and enter the shelter. You are not expected to leave or return at any given time, this is solely for safety purposes so we know who is in the building at any given time.
- You are responsible for your own belongings. Put your name on your belongings, including the food you store in the kitchen. Food left without a name in the kitchen will be for communal consumption. Additionally, products left in the bathrooms are for communal use. Please take your personal hygiene items with you when you leave the bathroom. Shower caddies will be provided as availability allows.
- Complete assigned chores daily. If you have a disability or other limitation that prevents you from doing certain chores, we will accommodate you by assigning chores that are accessible to you with your input.
- Store all prescribed and/or over the counter medication in the designated locked area or keep them put away with your personal belongings. Prescription medications should not be sitting out.
- Smoke only in designated areas.
- Sleep only in your room, in your bed. Sleeping in communal areas will not be allowed.
- Attend resident meetings and contribute to the community.
- Be responsible for your own stuff and do not buy, trade and/or sell stuff with others within the shelter.
- Respect your fellow shelter guests and abstain from bullying or intimidation of any kind.
- Each expectation will be read aloud with the program participant.
- Each program participant will be asked if there are any of the expectations they feel they may need assistance in meeting.
- In the event that an expectation is not being met during time in shelter, guests may be asked to enter into an improvement plan. This process, outlined in the "Improvement Plan" section below, will be explained to them during intake after expectations are explained.

## ★ MEALS

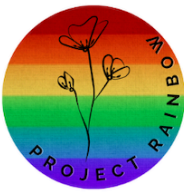
- Family style meal preparation will take place in The Rainbow House when supplies are available. Guests will be expected to contribute to the meal in some way. This can include cooking, preparing food, setting the table, cleaning up afterward, and/or doing the dishes.



- Staff and volunteers will oversee and help with meal preparation as needed.
- Family style, guest involved meal preparation teaches valuable life skills that will be needed for guests to learn and maintain in order to be successful in housing.
- Guests may be in the dining area at any time throughout the day, but it must be the only area where breakfast, lunch, and dinner are eaten. When there are not enough seats in the dining area, more will be added or guests can sit in the kitchen.
- Guests may only consume water in their bunk so as to avoid problems with cleanliness of the facility, infestations of pests, and potential for other health issues.

## ★ CHORES

- Each guest will be assigned a set of chores to complete every day for a week, when the week is up the chores will shift. There may be multiple guests assigned to the same chore and they must work together to complete it.
- All chores must be completed by 8:00 pm daily.
- A weekly deep cleaning of each area of the house will take place on Saturdays by 8:00 pm.
- Each guest will be assigned a chore on intake to begin completing the next day. They will be given a list of chore assignments and expectations. See Appendix E.
- The chores are as follows:
  - *Common Area*
    - The common area, or the living room, must be swept and wiped down daily. All trash must be removed and thrown in the proper receptacle. Weekly deep cleaning requires mopping the floor and wiping down the walls and windows.
  - *Dining Area*
    - The dining area must be swept and wiped down daily. This means the table and all the chairs, and the computer area as well. All trash must be removed and thrown in the proper receptacle. Weekly deep cleaning
  - *Refrigerator and Trash*
    - The refrigerator must be checked daily for expired items and wiped down briefly. Trash must be taken down to the dumpster daily. Deep cleaning requires everything to be taken out of the refrigerator and the shelving wiped down as well as the outside, and cleaning and wiping down the trash can.
  - *Kitchen Area*
    - The kitchen area must be swept and wiped down daily. All trash must be removed and placed in the proper receptacle. Weekly deep cleaning requires mopping the floor, cleaning the appliances, and wiping down the windows, in addition to pouring bleach down the drain to keep drain flies out of the facility.
  - *Bathrooms*
    - The bathrooms must be swept and wiped down daily. This means the counters and showers, as well as the toilet. Weekly deep cleaning requires mopping the floors as well as scrubbing out the toilet bowl,



walls must be wiped down, and trash taken out, in addition to pouring bleach down the drain to keep drain flies out of the facility.

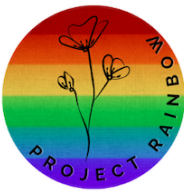
- *Outdoor Area*
  - The porches must be swept daily and any trash must be removed and placed in the proper receptacle. Weekly deep cleaning requires the porches to be scrubbed and the cigarette receptacles emptied out.
- *Stairs, Foyer, and Hallways*
  - The stairs, foyer, and hallways must be swept daily, any trash must be removed and placed in the proper receptacle. Weekly deep cleaning requires the stairs, hallway and foyer to be mopped and the walls wiped down.
- *Guest Sleeping Rooms*
  - Guest sleeping rooms must be picked up daily and swept. Surfaces must be wiped down. Trash must be removed and placed in the proper receptacle. Weekly deep cleaning requires the floors to be mopped as well as the walls wiped down. Each guest is responsible for cleaning their own sleeping area and will share the responsibility of sweeping and mopping the floors, as well as wiping down the walls. Closets must be orderly and neat.
- Completing chores is a necessary life skill for individuals to learn to help sustain housing and maintain tenancy if renting.

## ★ LAUNDRY

- There is a washer and dryer in the facility for guests to utilize so long as they have signed up for a time slot to use them.
- Guests will be limited to laundry services twice weekly in 2 hour long slots.
- Guests will not be permitted to start a load of laundry and then leave the facility. This is to prevent theft, lost items, and having another guest's laundry time compromised.
- Guests are responsible for their own laundry, no other guest will be permitted to handle someone else's laundry.
- If a guest wants to do laundry but has not signed up for a time slot, or they need to do laundry outside of the hours allotted for guest laundry, staff will do their best to accommodate them. However, we do all facility laundry in-house so it may not always be possible.
- Guests will be given this policy to review and have the policy read aloud to them before they utilize laundry services for the first time.

## ★ SHOWERS

- There are six showers in the facility that guests may utilize.
- Guests are not permitted to shower with other guests.
- Hygiene products will be provided to guests who need them.



- Guests are not permitted to leave any products, towels, or clothing in the bathroom after exiting the shower. Towels must be hung up or put in the communal bathroom hamper. No clothing should be placed in the communal bathroom hamper.
- Guests will be given this policy to review and have the policy read aloud to them prior to their first shower at The Rainbow House.

## ★ MEDICATION STORAGE

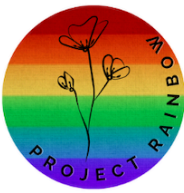
- As noted in the expectations, guests may opt to store all prescription and over the counter medications. These should be provided to the staff or a volunteer upon sign-in and guests may request to have access to it as needed. Staff or a volunteer will log the guest name and the name of the medication handed for safekeeping.
  - When a guest requests medication, staff or a volunteer will check that the guest requesting medication is the name on the medication label or sticker put on over the counter medication.
- Guests will self-administer all medications. Staff or volunteers are not acting as trained medical staff and are prohibited from administering medication. Staff or volunteers will only hand closed medication bottles or packets to the guests.
- Guests opting into medication storage will complete the Medication Storage Agreement form and turn it into staff. See Appendix E.

## ★ SMOKING

- All smoking must occur in the back of the building and not on the front porch.
- Guests may not bring any partially smoked cigarette butts inside the building, all cigarette butts must be placed in the proper receptacles.
- There is absolutely no smoking of cigarettes, or any other products/substances inside the building.

## ★ GUEST BELONGINGS

- As outlined in the expectations, guests are responsible for their own belongings. This must be communicated during the intake process.
- As each guest enters the shelter, they may surrender any belongings with complete amnesty into a safe storage locker without staff or volunteers knowing what is placed within the locker.
- When guests enter the shelter, they must run all clothing and other relevant items through the dryer on high.
- Guests will then be given a tote and a set of drawers assigned to them to store belongings. Clothing can be hung in a communal closet as long as the closet remains neat and tidy.
- Guest belongings must be kept in their assigned sleeping area in their tote or drawers. Belongings should not be left in bathrooms, the common area, kitchen, outside, or dining area.



- Any belongings left behind – other than those which were left behind in totes - will go into “Lost and Found” for up to 7 days, after which they will be disposed of as best determined by the daytime operations staff or volunteers.
- If guests have belongings that will not fit in their tote and drawers, they are welcome to store the items in locked storage in the basement. No prohibited items may be kept in basement storage.

## ★ SAFE STORAGE

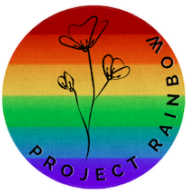
- We implement safe storage practices because we recognize there may be some items that our guests want to keep under lock and key to avoid theft, for privacy purposes, and/or so said items don't prevent them from entering the shelter.
- A small storage locker will be assigned to each individual who enters the shelter, along with a combination lock. The locker and lock will both be labeled with their initials. Staff will write down each person's code when they set it and put it in a locked drawer for safe keeping. The locker will only ever be accessed by staff when requested by the guest or in the case of an emergency.
- Inside their storage locker, guests store their belongings with total amnesty without staff or volunteers knowing what is placed in the locker.
- Guests may access safe storage when they enter and exit the shelter, and at no other time. Excessive access of one's safe storage locker will raise questions about drug dealing, and if an individual is caught drug dealing, safe storage and other services may be barred or restricted.

## ★ MAIL

- Any guest may choose to use the shelter as a mailing address for any correspondence related to them exiting homelessness.
- Mail will be provided to guests during the evening shift.
  - Guests may not request or receive mail prior to 4:00 pm. This is to limit staff or volunteer time to guest interactions and not digging through mail.
- Any mail unclaimed within 14 days will be returned to sender unless the individual has let staff know about extenuating circumstances. Overnight staff and volunteers are responsible for organizing this process.

## ★ HARM REDUCTION

- Any program participant that uses alcohol or any other substance – regardless of legality – is welcome to use the shelter services so long as they are independently mobile (can get to their bed on their own).
- We approach substance use with an open mind from a harm reduction framework, understanding that substance use is a part of our world for better or for worse.
- Guests should never be judged, ostracized, or mistreated because of their substance use. Guests who use substances should receive as much kindness and compassion as others who utilize the shelter.

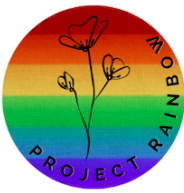


- Guests experiencing vomiting as a result of their substance use may be offered a bucket and extra towels. If the guest fouls themselves or their bedding or the floor, they will be requested to clean up in the morning.
- Guests that go to bed under the influence of substances will be encouraged to rest in the recovery position.
- Guests that go to bed under the influence will be checked in once per hour by staff or volunteers, within close enough proximity that breath sounds can be heard or breathing can be seen in the chest.
- Guests that request medical assistance, and/or are struggling to breath (labored breaths, turning blue or purple in color) or have stopped breathing, and/or do not respond to stimuli such as shouting or touching should have 911 called on their behalf immediately.
  - If an opioid overdose is suspected, the Naloxone Protocol can be used. See Appendix G.
- Guests that become violent while under the influence of alcohol or any other substance will be treated the same as any other guest that engaged in violent behavior.
- Guests that are yelling or touching any other guest while under the influence of alcohol or any other substance will be asked to refrain from doing so and return to their bed and go to sleep. If they are unwilling to do so or incapable of doing so, they may be requested to sit in the common area with staff or volunteers or out on the porch. If the guest refuses or does not de-escalate after sitting in the vestibule, they may be asked to leave and advised of any available 24 hour locations where they can still get indoors for the night.
- In the morning, guests that went to bed under the influence of alcohol or other drugs the night before will intentionally be engaged by staff and told that they do not need to achieve sobriety in order to be housed if they do not wish to be sober.
- Returning guests that are under the influence of alcohol or other drugs more often than not during their stay will be intentionally engaged by staff in the morning to have harm reducing strategies discussed with them. We want to foster open conversations about substance use so we can suggest safer use strategies and prevent harm to our guests when we can. Staff will refer guests to harm reduction resources as necessary.
- Staff and volunteers may let guests know what treatment options are available to them, and must do everything in their power to connect guests with said resources if they are interested in treatment. However, we respect the autonomy of the people we serve and treatment of any kind should be totally voluntary, and not forced or coerced.

## ★ ENGAGEMENT AND COMMUNICATION

- Staff and volunteers are to speak with guests. They are not to speak to them or at them.
- Staff and volunteers are not to yell at any particular guest or all guests at one time, unless there is an emergency requiring immediate attention.
- Staff and volunteers are expected to exercise open body language and reflective listening when engaging with guests.
- When there are intentional conversations (for example, inquiring about housing search) staff and volunteers should use an objective-based approach.
- All staff and volunteers are expected to use and exercise Motivational Interviewing techniques when engaging with guests.





- All staff are expected to be familiar with Assertive Engagement and know when and how to selectively apply it with guests.

## ★ SHELTER GUEST MEETINGS

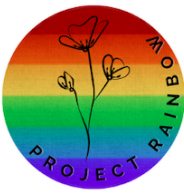
- Once per week, the shelter manager will convene a morning shelter guest meeting. All shelter guests that stayed the evening before are welcomed and encouraged to stay and attend.
- If there are any changes in staffing, operations, or policies, these will be communicated during the meeting and recorded in the minutes of the meeting.
- If there are external organizations that would like to communicate with guests as a group, this shall be done at the monthly meeting whenever possible rather than scheduling a separate meeting.
- Every meeting will provide guests the opportunity to raise concerns or suggest improvements to the shelter, as well as provide affirmation of anything they find to be of benefit in the shelter. The shelter manager will note each one of these in the minutes. The following meeting the shelter manager shall review all that was suggested from the previous meeting and outline what action, if any, has been taken.

## ★ DE-ESCALATION OF CONFLICT

- Shelter, by the very nature of congregate living, is going to have guests in conflict from time to time. Proactively this is addressed by ensuring staff or volunteers are communicating with guests, staff are circulating throughout the shelter while on shift and are visibly present, communicating expectations clearly at intake, and treating all guests with dignity and without judgment.
- If a guest expresses displeasure with staff or a volunteer, they will be reminded of the grievance process.
- If a guest expresses displeasure with another guest, staff or volunteers shall:
  - Calmly engage all involved in the displeasure.
  - Provide opportunities for cooling off such as going for a walk and coming back into shelter or, as operationally feasible, switching bedlocations.
  - Work to have both parties agree on a pathway forward such as talking through the issues or agreeing not to communicate to each other while in shelter going forward
  - Determine on a case by case basis whether police involvement is necessary, which. shall only be used when there is violence, the credible threat of violence, or one of the guests wishes to press charges or lodge a complaint against another guest.

## ★ ILLNESS AND DEATH OF GUESTS

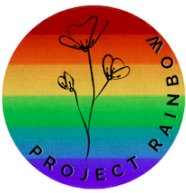
- Guests that indicate to staff or volunteers that they are not well will have health care access options discussed with them. If requested, staff or volunteers may call 911 on the guest's behalf.



- Guests that do not look well (discolored skin, issues with mobility, injury, etc.) or are acting in a way that suggests they may not be well (disoriented/confused, agitated, etc.) will be asked if they are feeling okay. Staff or volunteers should engage in a conversation about health care access options, and, if the guest requests, should call 911 on the guest's behalf.
- If a guest loses consciousness, struggles to breathe or stops breathing, does not respond to stimuli, overdoses, or experiences a heart attack, 911 will be called immediately by staff or volunteers. Staff and volunteers are expected to administer First Aid and Cardiopulmonary Resuscitation appropriately while waiting for medical professionals to arrive, as well as decrease the impacts of the event on other shelter guests.
  - If an opioid overdose is suspected, Naloxone Protocol can be used. See Appendix G.
- No guest requiring assistance with a medical device or medical condition that one would reasonably expect a health professional to deliver will be admitted to shelter. (For example, shelter staff do not provide wound care, assist with prosthetic devices, etc.). Shelter staff will redirect back to professional health resources.
- Any guest that discloses they have an infectious disease that may be easily transmitted to other guests/staff/volunteers will not immediately be assigned a bed. Health information advice will be sought before proceeding on whether it is appropriate for the guest to be in proximity as others in a closed space. If it is safe, they will be assigned a bed. If not, they will be redirected to appropriate health resources.
- When a guest passes away while in shelter, the staff or volunteer on duty will contact 911 as soon as they realize the person has died.
- In the event the death of a guest is at the hands of another individual, 911 will be called, staff or volunteers will usher other guests away from the individual that committed the violence, and staff or volunteers will comply with all requests from law enforcement.
- Every guest that passes away will be remembered in the shelter guest meeting of the following month.

## ★ INCIDENT REPORTING

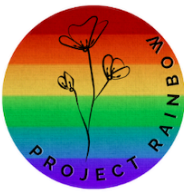
- The Rainbow House has set forth policy and procedures to ensure incidents do not occur, but the nature of shelters may cause incidents to arise. In the case of any incident, an Adverse Event Form must be completed by staff or volunteers who witnessed the event. See Appendix H.
- Incidents may be but are not limited to the following:
  - Known completed participant suicide and suicide attempts.
  - Known participant death or serious injury due to trauma, suicide, or unusual circumstances.
  - Selling drugs or substances on the premises.
  - Harassment or abuse, including physical, verbal, sexual, and emotional, of participants by staff.
  - Theft, burglary, break-in, or similar incident at the syringe services program.
  - Physical violence leading to injury



- Significant disruption of services due to disaster such as fire, storm, flood, or another occurrence.
- Incidents or adverse events shall be reviewed on a monthly basis by the Board of Directors who may choose to make recommendations and implement changes regarding improvements in the process to prevent further incidents.
- All adverse events will be fully documented on an adverse event form and appropriately reported to the police or correct State Agency as necessary and promptly reported to the Project Coordinator within 24 hours of knowledge of the adverse event.
- A prompt investigation and review of the situation led by the Project Coordinator surrounding the incident or adverse event will occur and a timely and appropriate corrective action will be taken.
- Ongoing monitoring of the corrective action will take place until effectiveness of the action is established.

## ★ EMERGENCY SITUATIONS

- In emergency situations, we want to avoid involving law enforcement unless someone is at imminent risk of harm. Many of our clients have had negative experiences with law enforcement and in non-emergent situations, law enforcement are not allowed to receive any information about shelter guests. Whenever possible, we will handle emergency situations through collaborative communication with guests and other staff.
- Emergency situations *involving guests* that may occur at The Rainbow House fall into three levels, each of which warrant different responses. Any emergency situation should be documented in the staff communication binder. When Level 2 and 3 situations occur, an Adverse Event form (See Appendix H) should be completed.
  - Level 1 emergency situations include simple drug possession, drug use, emotional or mental health episodes without suicidal ideation, messes in the shelter, refusal of a guest to comply with expectations, verbal altercations among guests with no threat of violence, and other events that need to be addressed swiftly but that do not present an imminent threat to guest or staff safety. In these situations, staff should attempt to resolve the issue through collaborative communication with guests and staff. Have a conversation with guests involved, reiterate our expectations, and ask if there is anything we can do to help them better meet those expectations going forward. Act as a listening ear for folks involved and mediate conflicts that arise to the best of your ability. Document these situations in the staff communication binder.
  - Level 2 emergency situations include psychosis without attempts of violence against oneself or others, drug dealing, visible impairment with warning signs of overdose, verbal altercations among guests with threats of violence but no attempts of violence, suicidal ideation without plans, harassment or bullying among guests, and instances of bigotry exhibited by guests including racist, homophobic, transphobic, and misogynist language or behavior. These are situations that have the potential to make guests and staff feel unsafe in the shelter and that may rise to a Level 3 situation if not resolved. In these instances, staff should do whatever they can to de-escalate the situation with the help of

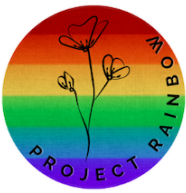


other staff. Remain calm and remove people from the area of the incidence if possible. Respect folks' personal space but be an active listener for those who need it, empathize with any feelings of upset or frustration and remain non-judgemental. Allow the involved parties to calm down and staff should have a meeting with them within 24 hours of the incident to determine what caused the incident and how further incidents can be avoided going forward. If uncomfortable while attempting to de-escalate a situation, staff and volunteers should call numbers on the emergency phone call list posted in the office. In extreme Level 2 situations, Valley Healthcare System's mobile crisis team may need to be called. All Level 2 situations should be documented in the staff communication binder and an Adverse Event form (See Appendix H) should be completed so the Board of Directors can determine if any further action should be taken.

- Level 3 emergency situations include overdoses, death or injury of a guest or staff member, attempts of violence, active psychosis with warning signs of violence against oneself or others, suicidal ideation with plans, attempts to break in to and/or damage the shelter, sexual assault, and any ongoing actions that are highly likely to result in serious injury of guests or staff. In these situations, it may be necessary to call 911. Before calling 911, whenever possible, consult with another staff member or volunteer to help determine if the situation rises to a Level 3 and whether any other measures can be taken to de-escalate the situation. When law enforcement arrives, mediate the interaction to avoid further escalation and ensure the most positive outcome. A Level 3 offense may also warrant filing a mental hygiene petition. The process of being involuntarily committed is traumatic, so consult with other staff to determine if the situation can be de-escalated in another way before filing a mental hygiene petition. If a mental hygiene petition needs to be filed, contact Valley Healthcare System's mobile crisis team for assistance. All Level 3 situations should be documented in the staff communication binder and an Adverse Event form (See Appendix H) should be completed so the Board of Directors can determine if any further action should be taken.
- Emergency situations not involving guests include natural disasters, active shooters, COVID outbreaks or other sickness in the shelter, plumbing issues, supply shortages, bug infestations, and fires. In these situations, depending on how emergent the situation is, inform a staff member, call the numbers on the emergency call list posted in the office, or call 911. Law enforcement should only enter into the shelter if someone's life is in danger. If the situation makes the shelter uninhabitable, seek guidance from the Board of Directors on how to move forward.

## ★ HOMELESS MANAGEMENT INFORMATION SYSTEM

- Every staff person and volunteer is expected to be knowledgeable of how to use HMIS – both entering data, as well as privacy controls.
- HMIS will be the repository of all information related to the provision of services.



- HMIS data entry and use is subject to privacy and confidentiality controls.

## ★ COMMUNICATING BETWEEN SHIFTS

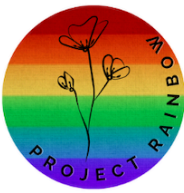
- Staff and volunteers will regularly check HMIS for case notes regarding various individual's housing journeys.
- Communication between staff and volunteers regarding daily operations, any incidents, etc will take place on a group thread on Signal.
  - Staff and volunteers are not allowed to divulge any personal guest information on the Signal thread. Only initials and details of the event without any identifying information.
- Staff and volunteers in the evening are expected to be knowledgeable of the housing plan for each returning guest. This will be achieved by reading case notes in HMIS and staying up to date on the Signal thread.

## ★ DOCUMENT READINESS

- All guests that reach 7 shelter nights in a 30-day period will be assigned to an evening and/or overnight staff person to help them get all of their documents in order to be house-able.
- All documents collected or procured for the guest will be scanned into HMIS.

## ★ CONDITIONS UNDER WHICH A GUEST MAY BE ASKED TO LEAVE OR DENIED SERVICE AND EXPECTATION OF SERVICES THAT SHOULD OCCUR

- Whenever possible it is our intent to deliver services, not to exclude or deny a person services. The exceptional reasons to this include:
  - Legally not permitted to use the shelter
  - Drug dealing on premises
  - Exploiting or trafficking others on premises
  - Physical or sexual assault to staff, volunteers or another guest
  - Incapable of caring for oneself (cannot use bed independently, or take care of toileting and hygiene independently)
  - Medical requirements or risk of transferring infectious disease
  - Intentional or excessive damage to the building that makes it less habitable or inhabitable for other guests
- Other, more minor offenses, some of which are listed under "Emergency Situations" may sometimes result in barring or restriction of services. However, this is only if they occur repeatedly and remain unchanged after extensive verbal and written redirection and attempts for improvement.
- We will do our best to avoid completely barring guests from the shelter, which will sometimes include restriction of services (e.g., guest may only utilize the shelter at night, guest may only bring a certain amount of belongings into shelter) for the safety and security of other guests.



- If services must be restricted, the guest will receive written details on said restriction and be reminded of the grievance process.
- If ever a person is asked to leave or denied services, they must be informed of the grievance process. If a guest is asked to leave the shelter for more than 24 hours, they must receive written details about why they were asked to leave and for how long.
- If a shelter guest is ever asked to leave the premises, they will be provided – to the best of staff or volunteer's ability – information on other shelters or locations that are open 24 hours, where they may go.

## ★ IMPROVEMENT PLANS

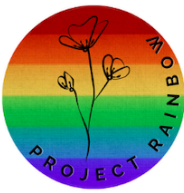
- Although it is our intent never to bar or restrict services, we recognize that sometimes it may be necessary for the safety of other guests, staff, and the shelter.
- In the event that a guest is exhibiting unacceptable behavior, the guest will be asked to meet with a staff person. This meeting will be held privately. The staff will outline which behaviors are unacceptable and outline what is expected going forward. The staff will ask the guest what may be needed to help the guest achieve the expectation on an ongoing basis. Whenever possible, staff will coach guests on how to meet the expectations rather than punishing the guest (barring or restricting) for not meeting the expectation.
- If verbal communication, coaching, and informal support does not result in the guest meeting expectations, a written improvement plan with tangible milestones and required tasks will be developed through a collaborative effort by staff and the guest, including detailed information about what the staff expects from the guest AND what the guest can expect from the staff to support them in meeting expectations.
- If the guest who is on an improvement plan cannot or will not work to meet expectations and their actions are harmful to other guests or the shelter, services may be restricted in various ways or they may be asked to leave. For more information on reasons a guest might be asked to leave, please see sections above..

## ★ GRIEVANCES

- All guests will be informed of the grievance process at the time of intake. See Appendix I for the Client Grievance Form.
- All guests may file a grievance without any fear of reprisal.
- Grievances can be provided in writing using the form provided, or may schedule a meeting with the Project Coordinator to discuss the grievance.
- In the event the grievance is against the Project Coordinator, the grievance will be considered by the Board of Directors.
- The outcome of the grievance shall be provided in writing to the guest(s) that lodged the grievance within one week.

## ★ GUEST FEEDBACK

- We value guest input. No one can tell us better what is working and what isn't working than the people receiving our services.



- There will be a lock box placed in the kitchen of The Rainbow House at all times where guests can submit anonymous feedback about things they like, things they would like to see change, suggestions for the shelter, etc.
- All feedback submitted will be kept in a locked filing cabinet and reviewed at each board meeting.
- Staff will thoroughly review and consider all guest feedback. Feedback will not be written off as false or irrational simply because staff do not agree with guests' perspectives or suggestions.

## ★ SEX, DRUGS, AND VIOLENCE

- Guests may be involved in relationships with other guests, however, may not engage in sexual acts while in the shelter.
- Guests may use alcohol or any other drug of their choosing. They may not use those inside the shelter or on the shelter property.
- Guests may not enact violence upon others within the shelter.

## ★ REQUESTS OF INFORMATION WITHOUT WARRANTS OR CONSENT

- No information can be provided to any other party – including any law enforcement official – without a warrant and/or written consent from the shelter guest.
- All guests, at time of intake, have their rights outlined to them including the right to confidentiality.
- All staff and volunteers are expected to sign a Confidentiality Waiver and adhere to it. See Appendix J.

## ★ ENGAGEMENT WITH OTHER SERVICE ORGANIZATIONS ON THE PROPERTY

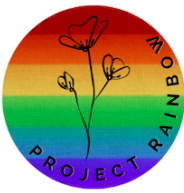
- Only those organizations with a written memorandum of understanding with our organization may provide any other service within the shelter.
- Other organizations may come within proximity of the shelter, but this is not sanctioned by our organization.

## ★ SLEEPING IN VEHICLES ON THE PREMISES AND STORING BELONGINGS

- If a shelter guest stores their belongings on State property it is subject to the jurisdiction of the State.
- If an individual is sleeping in their vehicle on State property, they are subject to the jurisdiction of the State. If the person is eligible for shelter, and there is space in the shelter, they may choose to come indoors and receive shelter services.
- We will not provide any services to people staying in vehicles.

## ★ PROVISION OF TRANSPORTATION ASSISTANCE





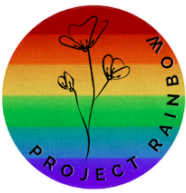
- Bus tickets are not a guarantee for any shelter guest and are subject to availability.
- When there are tickets available, a guest is eligible to receive bus tickets if they are involved in a housing plan – either on their own or with the assistance of a case manager. If the individual cannot indicate what their housing plan is and the need for the tickets, they are ineligible.
- If there is more than one staff or volunteer person on site, a ride may be given to the guest if needed, however rides to non-housing related appointments can never be guaranteed.

## ★ SECULAR SHELTER

- No religious paraphernalia may be brought on site by staff or volunteers, or displayed by guests.
- Staff or volunteers may not wear any clothing that evangelizes or promotes a particular religious belief (for example, a shirt with a passage from the New Testament).
- No religious group may be on the shelter premises for the purposes of engaging with their religious practices or beliefs.

## ★ BOUNDARIES

- Staff and volunteers are not to share any information about guests to any other party – including friends and family – without appropriate consents, and only when it benefits the professional delivery of services.
- Staff or volunteers may not engage in any financial relationship with any guest.
- Staff or volunteers may not enter into any romantic or sexual relationship with any guest.



## APPENDIX A

*Many parts of these job descriptions apply to every paid position. The parts of the description that are specific to each individual position are indicated as so.*

### Employee Job Description

Classified: Full time, exempt

Compensation: \$45,000 yearly salary

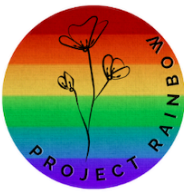
### Job Summaries:

- The Project Coordinator will organize and manage the various parts of the project to ensure its success. Additionally, this individual will work collectively with other staff members to perform all the essential functions necessary to operate The Rainbow House and any other housing services provided by Project Rainbow.
- The Life Skills Coach/Sustainability Specialist will work with clients to develop essential skills that will help them succeed in shelter and housing and achieve their goals. Additionally, this individual will work collectively with other staff members to perform all the essential functions necessary to operate The Rainbow House and any other housing services provided by Project Rainbow.
- The Grant Manager will research funding opportunities, assist in applying for grants, oversee all data entry and tracking required for different funding streams, and prepare for grant monitorings and audits. Additionally, this individual will work collectively with other staff members to perform all the essential functions necessary to operate The Rainbow House and any other housing services provided by Project Rainbow.

### Responsibilities:

To avoid burnout, help each team member develop a breadth of skills, and ensure that everyone is in touch with all aspects of the operation, everyone employed to work at The Rainbow House will be required to serve in all essential roles necessary to operate the shelter on a rotating basis. Since The Rainbow House is a 24-hour shelter, this will require employees to work some nights and weekends. Each employee will rotate through the following roles:

- The Shelter Lead role involves overseeing day-to-day operations of the shelter, ensuring completion of program objectives, adherence to agency rules and regulations, and the safety and cleanliness of the shelter at all times. This individual will also conduct intakes as needed and document and address adverse events, incidents, or grievances that arise.
- The Shelter Case Manager role involves working with clients who are currently living at The Rainbow House to work towards stable, independent housing, connecting individuals with local resources and programs that may benefit them. This individual will assess clients in HMIS so they can be prioritized for housing and assist them in getting their personal documents and other necessary documentation so they are housing ready as quickly as possible.
- The Community-based Case Manager role involves working with individuals in the community to find and maintain housing, providing supportive services for at least six months after housing is achieved and connecting individuals to resources that will help them live independently.
- The Night Shift role involves overseeing the shelter during the nighttime hours, addressing any needs that may come up and providing emotional support to clients as needed, in addition to



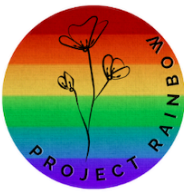
working on doing inventory on and organizing donations and completing other special projects as needed.

General requirements of each employee as they move throughout these roles include:

- Work as a collective with other team members to operate and make decisions about the organization and its services.
- Develop an understanding of the Coordinated Entry System and know how to use it to divert, assess, and match unhoused individuals with the housing resources they need.
- Work to achieve permanent housing for all clients served by taking an individualized, strengths-based approach with each person.
- Assist, through case management and linkages to mainstream resources, clients to maintain housing stability in the long-term.
- Ensure clients' connection with primary health services, job training, and educational services and offer opportunities to connect with Peer Recovery, harm reduction, and other supports as needed.
- Seek knowledge about issues relevant to the population we serve and provide advocacy for clients in any space where it may be needed.
- Build rapport with clients, taking a trauma-informed approach to communicating with the individuals we serve and recognizing the ways in which it may be hard and take time for our clients to build trust.
- Enter client-level data of services to the Homeless Management Information System (HMIS) in real-time, or within 48 hours of contact or service provision. Maintain appropriate data collection and reporting as required for internal management reports, external funding sources, and regulatory agencies.
- Provide suggestions to develop new or modify existing services, policies, and protocols to meet the needs of program participants.
- Participate in training opportunities as available, with the understanding that service providers must continuously learn, grow, and adapt to the needs of our clients.
- Challenge actions, ideas, or norms that do not align with Project Rainbow's mission.

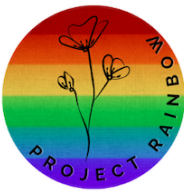
Qualifications for all positions:

- Applicants should have an understanding in all areas related to homelessness, substance abuse and mental health. Ideally, candidates will have prior experience working with these populations.
- Candidates must understand LGBTQ+ issues and commit to providing an inclusive and affirming environment for clients.
- Applicants must be proficient in the English language and have excellent writing and speaking skills.
- Successful candidates will be able to prioritize tasks and manage a complex array of needs while working independently and communicating with a diverse population in a professional demeanor.
- Prior experience using the Homeless Management Information System (HMIS), or any experience with data entry, is a plus but not required. At minimum, applicants must be proficient with computers and able to navigate the systems we utilize for data collection with ease.
- Must have good problem-solving skills, communication, and conflict resolution skills, with experience in crisis management and de-escalation. The individual in this role will need to provide



intensive emotional support to clients while working and must be able to navigate emotionally taxing and high-stress situations with a level head.

- Applicants will need an understanding of community resources and the ability to navigate complex eligibility requirements for community resources.
- Ideal applicants will have experience with or knowledge of motivational interviewing techniques, harm reduction, trauma informed care, low-barrier service provision, and person-centered planning.
- Ability to build individual life skills, including family finance and budgeting skills.
- Candidates must have a valid WV driver's license and active car insurance, reliable transportation and be willing to travel between The Rainbow House, community-based client homes, and other community resources.
- Degrees and professional certifications, case management experience, and lived experience with homelessness, substance use, and other life experiences common to the people we serve are all preferred, but not required.
- Because of the diverse array of tasks involved, the individual in this position will need to be able to meet the following physical demands: sit in a stationary position for extended periods of time for office work, travel to encampments that are only accessible by foot in areas with rough terrain, and lift up to 50 pounds to assist clients in moving.



## APPENDIX B

# DIVERSION PRACTICES

### STEP ONE:

Explanation of the diversion conversation.

“Our goal is to learn more about your specific housing situation right now and what you need so that together we can identify the best possible way to get you a place to stay tonight and to find safe, permanent housing as quickly as possible. That might mean staying in the shelter tonight, but we want to avoid that if at all possible. We will work with you to find a more stable alternative if we can.”

### STEP TWO:

- ★ Why are you seeking emergency shelter today?
- ★ What are all the other things you tried or thought about trying before you sought shelter today?

### STEP THREE:

- ★ Where did you stay last night?
  - If staying with someone else, what is the relationship between them and you?
  - How long have you been staying there?
  - Where did you stay before that?
  - Would it be safe for you to stay there again for the next 3-7 days?
  - If they indicate that the place where they stayed is unsafe, ask why it is unsafe.
  - If they cannot stay there safely, or if they were staying in a place unfit for human habitation, move to Step Six.

### STEP FOUR:

- ★ What is the primary/main reason that you had to leave the place where you stayed last night?
- ★ Are there additional reasons why you can't stay there any longer?

### STEP FIVE:

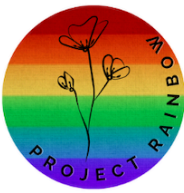
- ★ Do you think that you could stay there again temporarily if we provide you with some help or referrals to find permanent housing or connect with other services?
- ★ If no, why not? What would it take to be able to stay there temporarily?

### STEP SIX:

- ★ If no, is there somewhere else where you could stay temporarily if we provide you with some help or referrals to find permanent housing and access other supports? For example, what about other family members? Friends? Co-workers?
- ★ What would it take for you to be able to stay there temporarily?

### STEP SEVEN:

- ★ What is making it hard for you to find permanent housing for you – or connect to other resources that could help you do that?
  - For example, do you have special needs or a medical condition? How does this affect your housing situation?



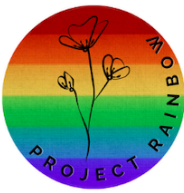
- Do you owe money for rent or utilities?
- Are you new to the area?

#### STEP EIGHT:

- ★ What resources do you have right now that could help you find a place to stay temporarily or find permanent housing?
  - For example, are you getting any help from other family members or friends?
  - Do you have income? What are the sources?
  - Are you involved with any other services right now?

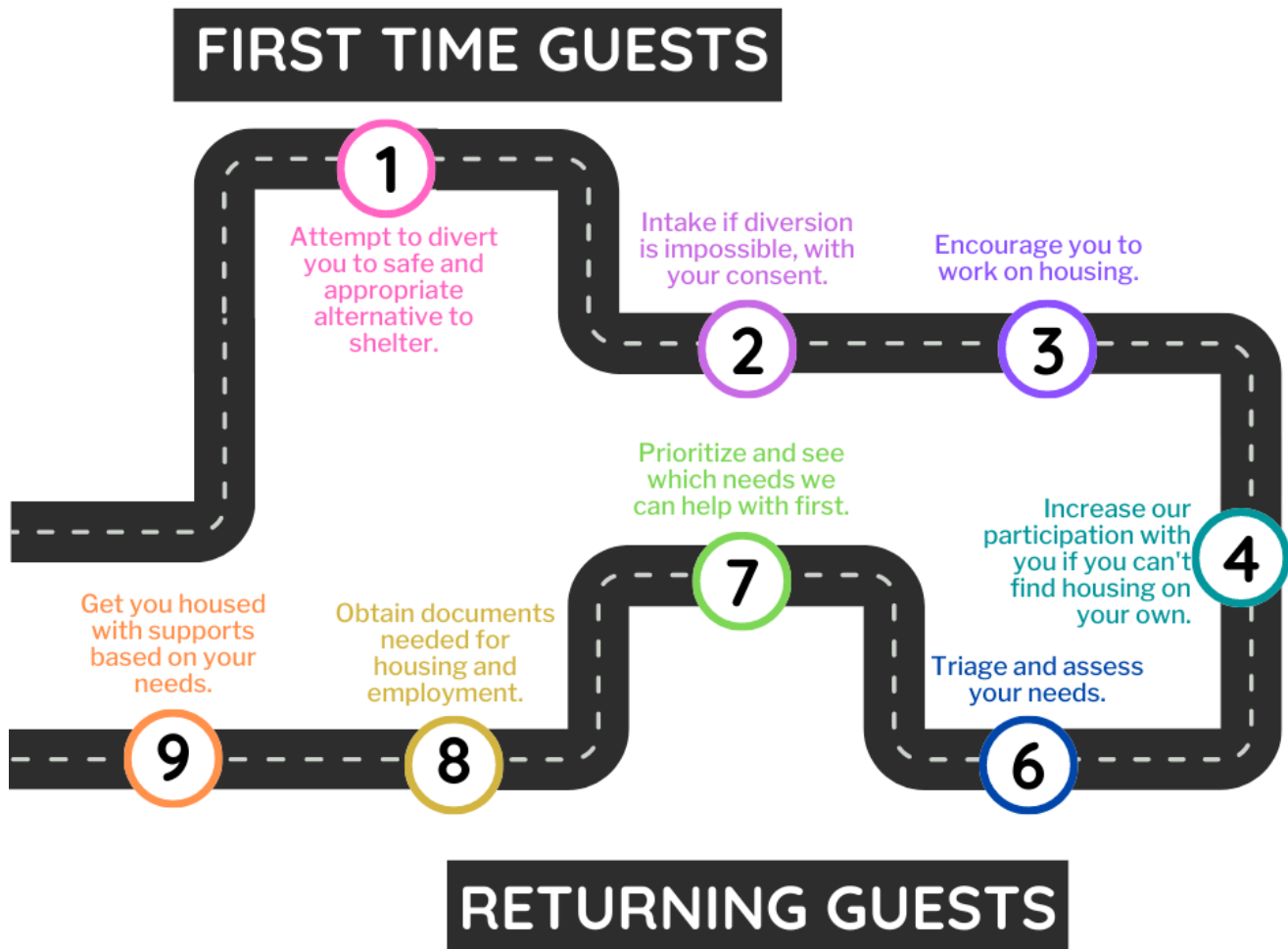
#### STEP NINE:

- ★ If admitted to shelter there is still an expectation that you will be attempting to secure permanent housing for you.
- ★ What is your plan at this point for securing housing if you are admitted to shelter?

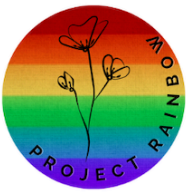


## APPENDIX C

### FLOW OF THE RAINBOW HOUSE





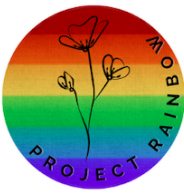


## APPENDIX D

### Consent for Shelter and Guest Expectation Agreement

Expectations for the guests of The Rainbow House are as follows:

- Demonstrate responsibility for yourself, your actions, and your housing plan. This is not a permanent residency and our goal is to work with you to gain independent housing as quickly as possible.
- Abstain from behavior that is disruptive, dangerous, and unacceptable to others. Examples include: verbal, physical, or sexual harassment, threats and/or violent behavior, nudity, possessing weapons, drug dealing, etc.
- Do not display any homophobic, transphobic, racist, or otherwise bigoted language, symbols, or actions. We have no tolerance for this at our shelter as we want to be a safe space for the most vulnerable in our community.
- Keep your bed and the common areas clean. Keep all belongings in the designated storage areas. Keep all items off the floor in bedrooms. Do not bring food into bedrooms or living rooms. Wash your own dishes as you use them and clean up your own messes.
- Do not bring prohibited items into the shelter. This includes weapons (knives, guns, pepper spray, etc.), drugs, and alcohol. Safe storage lockers are provided for any items that you want to keep safe while you are inside the shelter. If any of these items are found within the shelter, they will be disposed of.
- Do not enter any bedroom or bathroom that is not assigned to you. The office bathroom on the first floor is for communal use. Only one person should ever be in the bathroom at one time.
- Each morning someone will wake you up at 10am to start your day, unless you work the night shift or are otherwise out of the shelter at night. You must complete your daily chores and have a housing check-in with the staff member on shift before returning to bed. From the hours of 10am-10pm, bedroom lights will be on and beds should be made unless you are in them.
- Each evening "lights out" will be at 10pm. This is when lights are turned out in the bedrooms and you are expected to keep noise to a minimum out of respect for your roommates.
- Sign in and out when you leave and enter the shelter. You are not expected to leave or return at any given time, this is solely for safety purposes so we know who is in the building at any given time.
- You are responsible for your own belongings. Put your name on your belongings, including the food you store in the kitchen. Food left without a name in the kitchen will be for communal consumption. Additionally, products left in the bathrooms are for communal use. Please take your personal hygiene items with you when you leave the bathroom. Shower caddies will be provided as availability allows.
- Complete assigned chores daily. If you have a disability or other limitation that prevents you from doing certain chores, we will accommodate you by assigning chores that are accessible to you with your input.



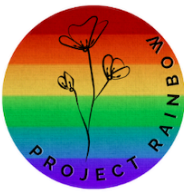
- Store all prescribed and/or over the counter medication in the designated locked area or keep them put away with your personal belongings. Prescription medications should not be sitting out.
- Smoke only in designated areas.
- Sleep only in your room, in your bed. Sleeping in communal areas will not be allowed.
- Attend resident meetings and contribute to the community.
- Be responsible for your own stuff and do not buy, trade and/or sell stuff with others within the shelter.
- Respect your fellow shelter guests and abstain from bullying or intimidation of any kind.

In the event that an expectation is not being met during time in shelter, the guest will be asked to meet with a staff person. This meeting will be held privately. The staff will outline which of the expectations they feel are not being met. The staff will ask the guest what may be needed to help the guest achieve the expectation on an ongoing basis. Whenever possible, staff will coach guests on how to meet the expectations rather than punishing the guest (barring or restricting) for not meeting the expectation. If verbal communication does not help the guest meet expectations, a written improvement plan with tangible milestones will be developed through a collaborative effort by staff and the guest, including detailed information about what the staff expects from the guest AND what the guest can expect from the staff to support them in meeting expectations. If the guest who is on an improvement plan cannot or will not work to meet expectations and their actions are harmful to other guests or the shelter, services may be restricted in various ways or they may be asked to leave. For more information on reasons a guest might be asked to leave, please see our policies and procedures.

I, \_\_\_\_\_, consent to become a guest at The Rainbow House emergency shelter and promise to work towards meeting the expectations detailed in this agreement. I understand that if expectations are consistently not met, I may be exited from services.

\_\_\_\_\_  
Guest Signature

\_\_\_\_\_  
Date



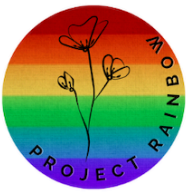
## APPENDIX E

### CHORE AGREEMENT

I, \_\_\_\_\_, have read and understand the chore agreement outlined below and will complete my assigned chore daily with weekly deep cleaning, as well as keep my sleeping area clean.

The chores are as follows:

- *Common Area*
  - The common area, or the living room, must be swept and wiped down daily. All trash must be removed and thrown in the proper receptacle. Weekly deep cleaning requires mopping the floor and wiping down the walls and windows.
- *Dining Area*
  - The dining area must be swept and wiped down daily. This means the table and all the chairs, and the computer area as well. All trash must be removed and thrown in the proper receptacle. Weekly deep cleaning
- *Refrigerator and Trash*
  - The refrigerator must be checked daily for expired items and wiped down briefly. Trash must be taken down to the dumpster daily. Deep cleaning requires everything to be taken out of the refrigerator and the shelving wiped down as well as the outside, and cleaning and wiping down the trash can.
- *Kitchen Area*
  - The kitchen area must be swept and wiped down daily. All trash must be removed and placed in the proper receptacle. Weekly deep cleaning requires mopping the floor, cleaning the appliances, and wiping down the windows, in addition to pouring bleach down the drain to keep drain flies out of the facility.
- *Bathrooms*
  - The bathrooms must be swept and wiped down daily. This means the counters and showers, as well as the toilet. Weekly deep cleaning requires mopping the floors as well as scrubbing out the toilet bowl, walls must be wiped down, and trash taken out, in addition to pouring bleach down the drain to keep drain flies out of the facility.
- *Outdoor Area*
  - The porches must be swept daily and any trash must be removed and placed in the proper receptacle. Weekly deep cleaning requires the porches to be scrubbed and the cigarette receptacles emptied out.
- *Stairs, Foyer, and Hallways*
  - The stairs, foyer, and hallways must be swept daily, any trash must be removed and placed in the proper receptacle. Weekly deep cleaning requires the stairs, hallway and foyer to be mopped and the walls wiped down.
- *Guest Sleeping Rooms*
  - Guest sleeping rooms must be picked up daily and swept. Surfaces must be wiped down. Trash must be removed and placed in the proper receptacle. Weekly



deep cleaning requires the floors to be mopped as well as the walls wiped down. Each guest is responsible for cleaning their own sleeping area and will share the responsibility of sweeping and mopping the floors, as well as wiping down the walls. Closets must be orderly and neat.

- Completing chores is a necessary life skill for individuals to learn to help sustain housing and maintain tenancy if renting.

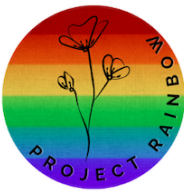
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Guest Signature

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Date





## APPENDIX F

# MEDICATION STORAGE AGREEMENT

I, \_\_\_\_\_, am relinquishing the following medications into the locked Medication Storage Cabinet at The Rainbow House:

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I understand that I will be expected to self-administer my own medication while at The Rainbow House regardless of whether or not I store my medication in the Medication Storage Cabinet.

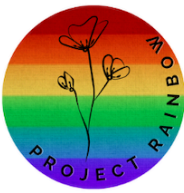
\_\_\_\_\_  
Guest Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature

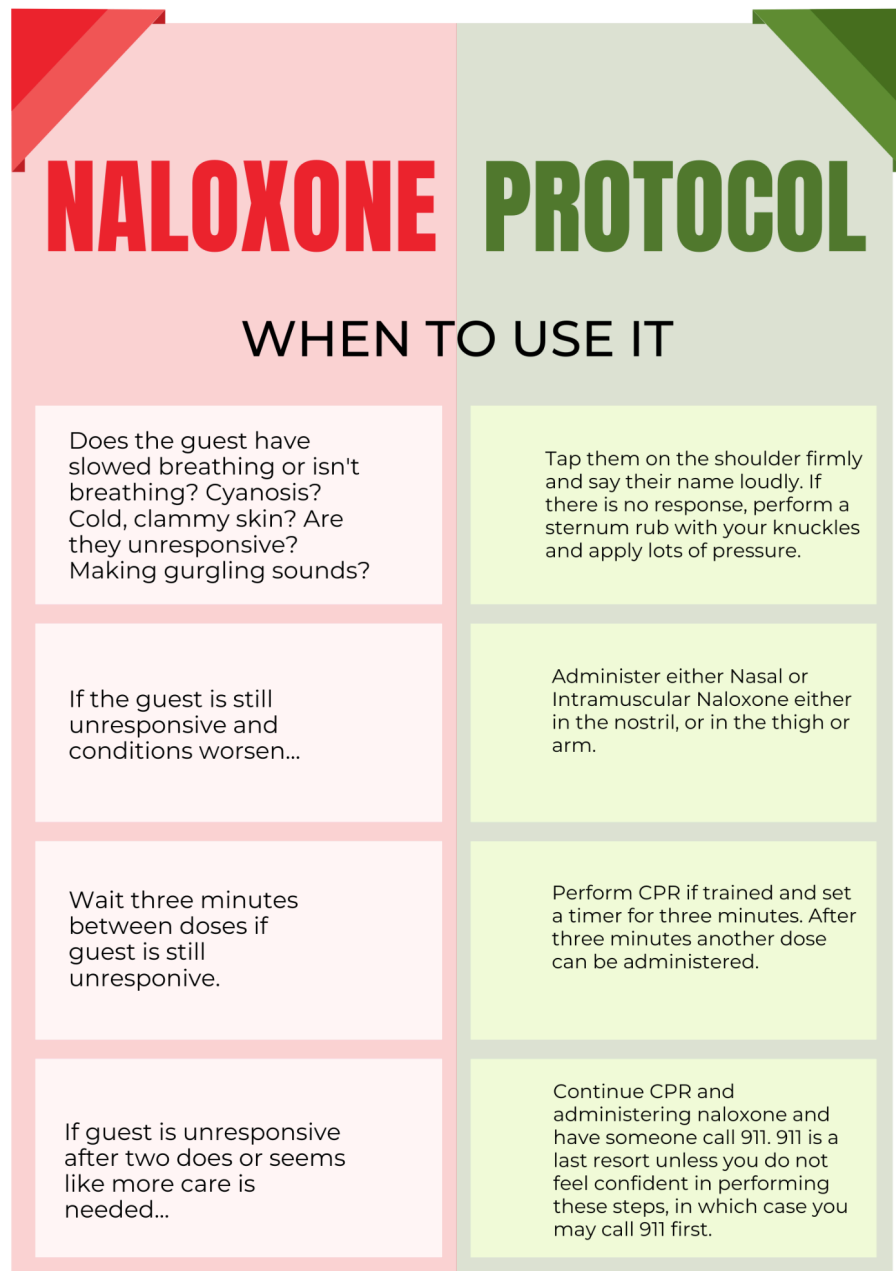
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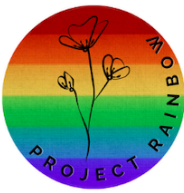




## APPENDIX G

### NALOXONE PROTOCOL





## APPENDIX H

### ADVERSE EVENT REPORTING FORM

Date: \_\_\_\_\_

Reporting Person: \_\_\_\_\_

Individuals Involved (list by name): \_\_\_\_\_

\_\_\_\_\_

Description of Event:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature of Reporting Person: \_\_\_\_\_

REPORT TO BOARD OF DIRECTORS WITHIN 24 HOURS

Planned Corrective Action:

\_\_\_\_\_

\_\_\_\_\_

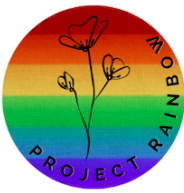
\_\_\_\_\_

\_\_\_\_\_

Signature of Board Member : \_\_\_\_\_







## APPENDIX I

### GUEST GRIEVANCE FORM

Guest Name: \_\_\_\_\_ Date of Grievance: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Reported to: \_\_\_\_\_

Staff/Volunteer/Guest Involved: \_\_\_\_\_

Describe the concern or grievance in as much detail as possible below:

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In keeping with our Values and with the guidelines of the Department of Housing and Urban Development, we will carefully investigate all client concerns and complaints.

You can expect a response to your concern or complaint within one week after you submit this form. If you are not satisfied with the response, you may request a review of the decision by the Board of Directors. (Use a new Client Concern/Complaint Form to request that review). You can expect a response to your request for a review within one week.

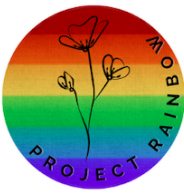
If you are not satisfied with the response you receive from the Project Rainbow Board of Directors, you may file a grievance with the Department of Housing and Urban Development by writing to:

451 7th Street, S.W  
Washington, DC 20410

\_\_\_\_\_  
Guest Signature

\_\_\_\_\_  
Date





## APPENDIX J

### RAINBOW HOUSE STAFF AND VOLUNTEER AGREEMENT FORM

**CONFIDENTIALITY:** As a staff member, volunteer, or student with The Rainbow House, you may have direct or non-direct access to protected information regarding guests. At no time should ANY information about a guest or guest's family be shared with anyone outside of Project Rainbow and The Rainbow House without consent. This includes referrals. In order to obtain consent a Release of Information must be signed by the participant. Absolutely no sharing of any photos of information regarding The Rainbow House visitors or participants on social media will be tolerated, unless you are sharing a post made from Project Rainbow social media accounts. One's guest status at The Rainbow House should not be acknowledged outside of The Rainbow House. It is of the utmost importance that our participants and visitors have trust in our staff and volunteers, thus privacy concerns will be addressed immediately. Violation of privacy of a participant or visitor will result in immediate termination from employment or dismissal from volunteering, or student clinical rotation.

**CONDUCT:** As a staff member, student, or volunteer you represent Project Rainbow. No offensive or discriminatory acts will be tolerated. This also applies to outreach and community events. You must maintain a non-judgemental attitude to all visitors and participants and other staff/volunteers. Dress is casual but should remain appropriate.

**TRAINING:** You will receive training on a variety of topics and shadow for one shift. Please ask questions during training if anything seems unclear.

**EXPECTATIONS:** You are expected to abide by this agreement at all times while working or volunteering at The Rainbow House. You are expected to utilize the Sign-Up Genius online platform to sign-up for shifts if you are a volunteer. You are expected to supply adequate notice if you are unable to maintain your volunteer commitment that you signed up for. You are expected to provide the Board of Directors with any documents that you may need signed for a class one week prior to the deadline.

I, \_\_\_\_\_, have read the above statements and agree to abide by these policies in order to work with visitors and participants of The Rainbow House and Project Rainbow. I agree to complete any required training and any additional training on specific topics as needed. I agree to maintain the confidentiality of all Rainbow House guests and always respect their right to privacy.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_

