

Connections for the Homeless Good Neighbor Agreement

Use of the Margarita Inn as a Rooming House to Provide Temporary Housing for People Experiencing Homelessness

February 2023

Connections for the Homeless is a non-profit that has partnered with the Evanston community to provide comprehensive services for people experiencing homelessness or unstable housing since 1984. This agreement focuses on their temporary housing program at the Margarita Inn, located at 1566 Oak Ave. Connections began operating at the Inn in March 2020 as a response to provide shelter that met COVID-19 policies. This type of hotel-based shelter program was adopted by many organizations nationwide at the start of the pandemic and has shown to be a more successful model than the traditional shelter model because it helps more people move to permanent housing faster.

Connections for the Homeless is committed to working with the City of Evanston and community members to ensure that program participants and the community surrounding the Margarita Inn have safety, security, livability, and the ability to conduct business. The intent of this Agreement is to foster a collaborative relationship between the community, program participants, and Connections for the Homeless; establish open communications with all community stakeholders; and implement procedures and protocols for addressing problems and concerns.

Assumptions and Goals

Inherent in this Agreement is the assumption that everyone in the community has certain basic rights. These rights include:

- The right to be safe, welcome, and treated with dignity and respect
- The right to the enjoyment of their homes and public spaces and the ability to conduct business
- The right to access available community resources, services, and public facilities to meet their needs
- The right, when experiencing homelessness, to work, live, and recover at the Margarita Inn in accordance with its mission and rules

The purposes of the Agreement are to:

- Initiate and maintain open communications and understanding among community members.
- Foster strong, mutually beneficial relationships among program participants, Connections for the Homeless, the City of Evanston, and other community members.
- Establish procedures and protocols supplemental to those already in place that enable collaboration between stakeholders to support the effectiveness of the program and grow its positive impact on the community and ending homelessness.
- Encourage all parties to be proactive and ready to respond to concerns that may arise.
- Address concerns regarding neighborhood safety while promoting access to services.
- Address concerns regarding the impact of the Margarita Inn on livability and on commercial viability of businesses in the community.
- Increase community awareness and understanding of the issues regarding homelessness.

Parties to the Agreement

The following are the parties to this Good Neighbor Agreement:

- Connections for the Homeless, the agency that manages the Margarita Inn
- The City of Evanston Police and Health and Human Services Departments

Individual residents and businesses who want to show support of this agreement may do so by submitting their name to Connections (at info@connect2home.org) to be added to the Good Neighbor Partner List, which is in Appendix A of this Agreement.

Legal Requirements around Operations of the Margarita Inn

The Special Use Permit and license granted by the City of Evanston and the Operating Agreement with the City are attached in the appendices to this Agreement and will govern the policies and procedures related to all operations of the Margarita Inn. A summary of the provisions in these documents and in Margarita Inn policies and procedures is also included in the appendices. These provisions are not part of this Agreement, but this Agreement assumes their enforcement by the City as needed. The provisions are included in this document as a communications tool.

The Good Neighbor Agreement will be a working document that details the most current best practices and procedures for all stakeholders to use for communications around the Margarita Inn and visible issues of poverty in the community.

Agreement:

Margarita Inn:

Connections agrees to do the following related to operation of and communications related to the Margarita Inn:

- Be responsive to community concerns as set forth in this agreement
- Follow the policies and comply with the regulations set forth in the following documents, attached in the appendices to this agreement:
 - Connections' Special Use Permit granted by the City of Evanston
 - License granted by the City of Evanston
 - Operating Agreement with the City of Evanston
 - Margarita Inn Participant Handbook
 - Margarita Inn Program Operations Manual
- During the required orientation for all Margarita Inn incoming residents, provide an overview of downtown Evanston and share the Good Neighbor Agreement. Identify that the following are priorities for neighbors of the Margarita Inn:
 - Friendly, polite interactions
 - No littering
 - Smoking only in areas established away from other properties and sidewalks
 - No trespassing on neighbor properties
 - No idling vehicles for long periods of time, double parking, bicycles left in public areas, etc.
- Comply with the escalation procedures set forth in Appendix C to ensure responsiveness to the community and its property owners and businesses affected by the operations at the Margarita Inn

- Provide mechanisms for clear communications and strong community relations by doing the following:
 - Maintaining and staffing ways for community members to contact staff as described in Appendix B, including a 24-hour phone number (224-422-7969) and an email that can be used to contact both the Margarita Inn and Connections' Outreach Team
 - Responding to questions and concerns in a prompt and helpful manner
 - Committing to regular communication with neighbors and holding quarterly Advisory Committee meetings open to the public as defined below
 - Being available to meet with neighbors to update them on the Margarita Inn and educate them on issues of homelessness

City of Evanston:

The City of Evanston agrees to do the following:

- Maintain open lines of communication with parties to this agreement
 - Note: Emergency situations should always be reported by calling 911 or 988 (for mental health emergencies).
- Provide community education about the role of law enforcement as it relates to the homelessness crisis
- Assign a member of the Health and Human Services Department to participate as a liaison to the Good Neighbor Advisory Council

Monitoring and Management of the Agreement

The Good Neighbor Agreement will be managed and monitored by a Good Neighbor Advisory Council as follows:

- Membership: Connections will seek to have a maximum membership of 16, including:
 - Up to 2 members from each of the following groups:
 - i. Neighbors who are homeowners
 - ii. Neighbors who are renters
 - iii. Neighbors who are landlords
 - iv. Neighboring businesses
 - v. City of Evanston (Human Services staff)
 - And up to 3 members from each of the following groups:
 - i. Residents of the Margarita Inn
 - ii. Staff of the Margarita Inn

If more members per group wish to participate than allowed above, it is the responsibility of those who wish to participate to decide who their delegates will be.

- Quarterly Meetings: The Advisory Council will conduct quarterly meetings, open to the public, at which:
 - Connections will provide reports on the following:
 - Number of people who received services at the Margarita Inn during the quarter
 - Programmatic successes and participant success stories
 - Number of incidents requiring police, fire, and EMT resources
 - Number and nature of complaints received and how those complaints were resolved
 - Support, long term and urgent, that Connections is seeking from the community (e.g., donations, volunteers, awareness building)

- Stakeholders may share the following:
 - Concerns and questions about the Margarita Inn during the last quarter
 - Changes they have noticed around street homelessness or panhandling that they think the Connections Outreach Team should be aware of

- Remedies for problems will be proposed and discussed. The process for decision-making will be determined, allowing for input from Connections' leadership as needed. When changes cannot be decided upon during Advisory Board meetings, decisions will be reported back to members via email between meetings or during subsequent meetings.

- Between Meetings:
 - Delegates to the Advisory Council will serve as a point of contact for stakeholders who want to add topics to the agendas for quarterly meetings.
 - Connections will maintain an updated contact info page on its website so that people know who to contact.
 - The Advisory Council will conduct an annual review of the GNA. At that time, the Advisory Council will make any necessary amendments to this agreement, so long as they are in line with the Assumptions and Goals listed herein.

- Mediation: The Advisory Council will formulate its own process for decision-making and attach it as an addendum to this Agreement. If a decision needs to be made and the Advisory Council reaches an impasse, the Council will seek mediation services with the support of the *Moran Center* prior to pursuing other remedies.

Signatures

Connections for the Homeless

Printed Name: _____

Signature: _____

Date: _____

City of Evanston

Printed Name: _____

Signature: _____

Date: _____

List of Appendices:

- A. Good Neighbor Partner List
- B. Contact List
- C. Response Times and Escalation Recommendations
- D. Summary of Margarita Inn Rules & Regulations
- E. Special Use Permit
- F. License
- G. Operating Agreement with the City of Evanston
- H. Margarita Inn Participant Handbook
- I. Margarita Inn Program Operations Manual
- J. Definition of Aggressive Panhandling

Appendix A

Good Neighbor Partner List

Individual community members and businesses may want to take an active role in assuring the mutual success of the Margarita Inn and the surrounding neighborhood. They may show their intention to do so by signing on to the attached Good Neighbor Partner List. Signatures indicate the parties' endorsement of the following guidelines created by the community members who wrote this Good Neighbor Agreement.

Guidelines for All Good Neighbors

- Treat all community members, including Margarita Inn program participants, with respect and dignity and promote the safe use of public spaces for all.
- Participate in quarterly Advisory Council meetings and neighborhood meetings.
- Elevate urgent or time-sensitive concerns to the appropriate party in a timely manner using the Contact List in Appendix A.
- Use and promote direct, respectful, and civil communications while promoting responsiveness to community concerns and engaging in problem-solving.
- Invite and welcome service providers and Margarita Inn residents to attend meetings and events open to other neighbors and offer opportunities for regular updates on the facility.
- Participate in electing delegates to the Good Neighbor Advisory Board.

List of Good Neighbor Partners

The following individuals and businesses endorse the above guidelines as best practices to assure the mutual success of the Margarita Inn and the surrounding neighborhood. Connections will keep a list of contact information for all signers and will update them as needed about quarterly meetings and any other issues that need communication throughout the neighborhood.

Printed Name	Signature	Date

Appendix B: Contact List

Call This Number....	For These Situations....
9-1-1	Emergencies; violent or dangerous situations
	Crimes in process
	Physical health emergency
	Aggressive panhandling
Trilogy FACT Team: 1-800-FACT-400 (1-800-322-8400)	Mental health emergency
	Individual in a mental health crisis and intoxicated
	Individual appearing to be experiencing a mental health crisis
9-8-8	Mental health emergency
Non-Emergency Police Number: 847-866-5000	Reporting a crime already committed, no one in danger
	Non-emergency police concerns
	Open alcohol or public intoxication
	Reporting someone urinating or defecating in public
Street Outreach Team (Connections): (847) 475-7070, ext. 201 24-hours. leave a message if no one answers	Outreach requests in the city of Evanston to engage people experiencing homelessness in the street or other unsheltered environments, loitering, or sleeping in public places.
	Assistance in talking with panhandlers outside your business
	Advice on dealing with non-aggressive panhandlers
Margarita Inn 24-Hour Phone Line: (224) 422-7969	Urgent matters happening on the property of the Margarita Inn.
General Number Connections for the Homeless 847-475-7070	Questions about eviction prevention, rental assistance, donating or volunteering, advocacy, any non-urgent issues
City of Evanston Public Works Department: (847) 448-4311	Concerns about sanitation
3-1-1	General services from the City of Evanston
NUMBER FOR PARTICIPANTS	Who can they contact if they're having issues with non-residents

Appendix C: Response Times & Escalation Recommendations

Connections for the Homeless Response Times to Calls & Notifications:

Connections will respond to calls as follows, with questions or with information on what we have done to address the situation reported on:

- All health and mental health emergencies: Will refer to 911 immediately
- Calls/Emails to the Street Outreach Team: Within two business days
- Calls to the Margarita Inn 24-Hour Line: If staff are unable to answer, callers can leave a message, and staff will return it as soon as possible (usually within two hours).

Issue Resolution:

- If an issue can be resolved before Connections staff calls or emails back, staff will attempt to do so and will report back to the caller/sender, sharing information that does not breach confidentiality with the resident or client.
- If an issue cannot be resolved (e.g., we cannot locate an individual reported on), staff will report this result to the caller/sender.

Escalation Recommendations

If a stakeholder does not feel that Connections is being responsive, they have several ways to seek action:

- They can contact other organizations on the Contact List about specific situations. For instance, there may be some individuals who panhandle, for instance, who may be more responsive to Trilogy than to Connections, or vice versa.
- Connections has a close working relationship with the 4th Ward Council Member regarding the Margarita Inn, as well as the quality of life in the downtown area. You can contact the Council Member for assistance.
- As described in the Special Use Permit and in the Shelter License, Connections is accountable to the City of Evanston for complying with the provisions of these documents. If you believe that Connections is not complying, you should contact the City Manager's Office or 3-1-1.

Appendix D: Summary of Margarita Inn Obligations under the Special Use Permit, License, and Operating Agreement

To be inserted when the SUP and License are finalized

Appendix F: Special Use Permit

To be inserted when the SUP and License are finalized

Appendix G: License

To be inserted when the SUP and License are finalized

Appendix H: Operating Agreement with the City of Evanston

To be inserted when the SUP and License are finalized

Appendix I: Margarita Inn Participant Handbook



connections

FOR THE HOMELESS

**SHELTER
PARTICIPANT
HANDBOOK**

Revised 01.15.2022

WELCOME

Welcome to Connections' Shelter program! At Connections, we recognize that safe and stable housing is the foundation from which we grow and reach our full potential. As we work to get you connected to a housing opportunity suited to your needs, we are happy to have you here at our Shelter.

By accepting you into our Shelter, Connections makes a commitment to shelter you until we are able to secure safe, stable housing for you. This is dependent on you actively working with our Staff to identify, plan, and execute your housing plan.

To help provide a safe and supportive environment for all Participants, we have put together this Shelter Resident Handbook to explain the services, expectations, and policies of our shelter program. Please read through this handbook thoroughly. You are responsible for being familiar with all our policies and procedures. If you have questions beyond the information provided to you in this Handbook, please speak with our Staff.

On behalf of everyone at Connections, welcome home!

Tina White

Director of Community Programs

James Barnett

Community Programs Manager

Andrew Seibert

Operations Manager

Jeffrey Leach

*Shelter Case Manager
Supervisor*

Maria Ynot

Shelter Case Manager

Malik Muhammad

Shelter Operations



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A. OUR PHILOSOPHY OF CARE

We work to end homelessness using a philosophy and approach that includes two evidenced-based practices:

- **Harm Reduction embraces respect, trust, and a nonjudgmental stance as essential components of an effective relationship. A harm reduction approach includes the following beliefs and practices:**
 - **Each individual is the expert in his/her own life**
 - **Individuals have the right to make their own choices**
 - **Any positive change is acknowledged and celebrated**
 - **Based in relationship building, honesty, and treating all people with dignity and respect**
 - **Emphasis on personal responsibility for behavior and separating behavior from the value of a person**
 - **Individuals have a voice in their care and treatment**
 - **Focus on reducing harm, not total abstinence from risky behavior, such as drug use**

- **Trauma-Informed Care is a strengths-based approach that is grounded in an understanding of, and responsiveness to, the impact of trauma and includes and emphasizes physical, emotional, and psychological safety and creates opportunities for individuals to rebuild a sense of control and heal from past traumas. A trauma-informed approach includes the following:**
 - **Realizes the widespread impact of trauma and understands potential paths towards recovery**
 - **Recognizes the signs and symptoms of trauma in individuals and families**
 - **Responds by fully integrating knowledge about trauma into policies, procedures, and practices**
 - **Seeks to actively resist re-traumatization**

B. OUR CORE VALUES

In support of our mission, we operate using the following Core Values to guide our interactions between participants, colleagues, and our community.

Equity and Inclusion

- We acknowledge that privilege exists and intentionally promote equitable access to resources and representation in leadership and decision making.
- We design solutions with humility and intentionally include voices that have been historically and structurally excluded.

Community

- We are more effective in community than in isolation.
- We build partnerships through authentic relationships.
- We value the expertise of all and use empathy and collaboration to fulfill our mission.

Transparency

- We operate with integrity by being forthright, honest, and open with participants, staff, volunteers, supporters, and our community.
- We invite feedback in all relationships, commit to self-reflection and strive for continuous improvement.

Generosity of Spirit

- We create spaces that are kind, non-judgmental and affirming of the entirety of every individual's experience.
- We believe that hope, growth, and healing take place in a safe, welcoming and respectful environment.

Resilience

- We honor the courage, perseverance, and grit of those who deliver, receive and support our services.
- We believe individuals are defined by their strengths and they are experts in their own lives.
- We persevere through challenges and view setbacks as opportunities to redefine and refocus our work.

C. VIOLATIONS OF THE SHELTER RULES

This Handbook outlines rules and policies that have been put in place for the safety and well-being of all individuals living and working in the Shelter. Unless otherwise stated in the Handbook, Connections uses an incremental process to address behaviors that negatively impact the community and/or violate the Shelter rules*. This process provides Participants an opportunity to change their behavior and includes:

- **1st Incident: Connections Staff will give a verbal warning to reiterate the rule or guideline that was not followed and let the Participant know what is expected moving forward.**
- **2nd Incident: Connections Staff will complete a written Learning Agreement that outlines what the issue is, what is expected of the Participant moving forward, how Staff will support the Participant, and the potential consequences of continuing the behavior. Staff will provide the Participant with a copy of the Agreement.**
- **3rd Incident: Participant will be suspended from the Shelter for 24 hours. Refusal to leave the Shelter will result in immediate dismissal.**
- **4th Incident: Participant will be dismissed from the Shelter.**

*** This includes a failure or refusal to engage and participate in a meaningful way in case management services in order to identify a permanent housing solution. {Also see CASE MANAGEMENT}**

D. ZERO TOLERANCE BEHAVIORS

Connections has a “zero tolerance” policy for the following behaviors when they occur on-site, either inside the Shelter or on the exterior property, and can be substantiated. Any incident involving these offenses will result in the Participant’s immediate dismissal from the Shelter.

- 1) Possession of a weapon, regardless of whether it is used.**
- 2) Physical violence toward Connections Staff, Participants, and/or other individuals involved with its programs (ie. hotel staff, volunteers).**
- 3) Illegal and/or illicit activity including, but not limited to, drug dealing and sex work.**

E. ATTENDANCE

Attendance is tracked daily as you pick up your meals. While meals are not required, even if you don’t want meals, you should check in with Connections Staff at least once a day so that you can be marked as being present.

With a waitlist of more than 100 individuals in need of shelter, we expect that you are taking advantage of and utilizing the bed in the Shelter that has been made available to you. If you need to be absent for more than 48 hours (ie. visit family, work), you must notify Staff before leaving the Shelter. Unexcused absences of more than 72 hours may result in your dismissal from the Shelter.

F. ON-SITE STAFF

Connections Staff are present in the Shelter at all times. Participants should address all concerns, issues, etc. with Connections Staff. If the issue needs to be escalated to the hotel staff (ie. Housekeeping, Maintenance), Connections Staff will handle doing so. {Also see TOILET PAPER + TOILETRIES.}

G. 911 CALLS

Calling 911 should be limited strictly to life-threatening emergencies. For non-life-threatening medical needs, please contact Connections Staff to determine appropriate course of action. If the staff member determines an ambulance is necessary, one will be called. If it is determined that a non-emergency transport is more appropriate, Staff will help arrange for you to get to the hospital.

H. ALCOHOL + OTHER SUBSTANCES

Alcohol is allowed in the Shelter, but may only be consumed in your room. At no time is open alcohol permitted in any common area, including the hallways, Courtyard, or anywhere outside on the shelter property. Non-prescription substances that are illicit/illegal are not allowed anywhere in the Shelter, including in individual rooms, or on the property.

I. BICYCLES

Bicycles are not permitted inside the Shelter. All bicycles must be stored outside. Connections has provided a bike rack at the back of the Shelter and installed a security camera monitoring this area. Connections will provide each Participant with one (1) bike lock, if needed. *Neither Connections nor the Margarita Inn assume responsibility for lost or stolen bicycles.* All bikes kept on the shelter property must be registered with Staff. Any unregistered bikes are subject to removal. Please see a Connections Staff member to register your bike.

J. BUILDING ACCESS

All Participants must enter and exit the building through the Shelter's main front entrance. Use of the rear entrance, located on the 1st Floor, is strictly restricted to Participants with handicap accessibility needs who have received prior approval from Connections Management to use that entrance. Use of any of the marked emergency exit doors is strictly prohibited, except in the event of a fire alarm.

Participants are strictly prohibited from entering the Kitchen or rear balconies at any time. Participants are also not permitted to enter the Parlor, Library, or Rooftop without being accompanied by Connections Staff.

Because unauthorized entry and exit from the building creates a serious security risk for everyone, repeated unauthorized entry and/or exit from any entrance other than the main entrance may result in dismissal from the Shelter.

K. CASE MANAGEMENT

The Case Management office is located on the 1st Floor in Room 107. All Participants residing in the Shelter will be assigned a Shelter Case Manager and will be transitioned from the Case Manager(s) who they were previously working with. All Participants of the Shelter program are required to engage in regular sessions with their assigned Case Manager to identify, and work towards, a permanent housing solution.

Shelter Case Managers are available to assist Participants from Monday through Friday during normal business hours. Accommodations can be made for Participants who are not able to meet with their Case Manager during regular business hours. If this is the case for you, let your Case Manager know so they can make arrangements to meet at a time that works for you.

L. CHILD SUPERVISION

All Staff members at Connections are mandated reporters and are required by law to make a report of the following concerns:

- Suspected abuse or neglect of a child
- Suspected abuse or neglect of a senior, elderly person or an individual with a disability
- If we believe you or someone in your household could become a harm to yourself or others, we will help you get to the hospital for a psychiatric assessment and support you through this process

The Illinois state laws, which Connections abides by, around children being left unattended are:

- Children under the age of 12 cannot be left unattended.
- If a child under the age of 12 is left by their parent/guardian, they must be left with someone over the age of 15. Any caretaker over the age of 15 must be awake while caretaking.

Additionally, it is Connections' policy that NO children (ages 17 and younger) may be left alone OVERNIGHT (11:00pm - 7:00am).

If a child on the premises is put in a situation that jeopardizes his/her safety, Connections Staff are required by law to file a report with child protective services.

Because of the nature of staying in a hotel setting, where children can easily leave the room on their own and face threats to their safety, these guidelines must be followed at all times.

Leaving your child(ren) includes coming down to microwave food or going outside for a cigarette. Your child(ren) should be with you at all times or following the age guidelines above. It is also Connections' policy that children under age 12 are not permitted to wander around the Shelter unsupervised, this includes running "errands" within the hotel to get food, etc. Children of any age are not permitted in the Courtyard at any time without their parent/guardian present.

If you are having childcare issues or other challenges, please speak with your Case Manager.

M. CLOTHING CLOSET + HAIR CUTS

Participants in the Shelter may sign up to visit Hilda's Place on Thursdays to access the Clothing Closet and/or get a haircut. Participants must sign up for an appointment in advance. Walk ups will not be accepted. Please see Connections Staff at the Shelter to schedule an appointment.

N. COMPUTERS + WIFI

A computer for Participant use is located in the Lobby. Rules regarding its use are posted at the desk and will be enforced. The Shelter is equipped with WIFI. Connectivity to the network may vary throughout the building and is beyond the control of Connections.

Network: Margarita Guest Passcode: Inn1566

O. COURTYARD

Use of the Courtyard is a privilege. The Courtyard is intended to be used for short-term use, no longer than 15 minutes. Capacity limits for the space are posted on the door and are enforced at all times. Playing music, etc on phones/speakers is not allowed at any time. Food and beverages are not allowed in the Courtyard. All garbage is to be properly disposed of. Repeated violation of the Courtyard rules may result in suspension of access to this space and/or further disciplinary action.

P. CURFEW + QUIET HOURS

For everyone's safety, a curfew will be in effect daily from 11:00pm – 5:00am. During this time, Participants may exit the Shelter at any time, however entry into the building is at the discretion of Connections Staff.

Quiet hours are in effect throughout the Shelter from 10:00pm – 8:00am daily. This applies inside the building, as well as in the Courtyard.

Q. ELEVATORS + STAIRS

The Shelter is equipped with an elevator servicing all floors. Due to its limited size, no more than 2 individuals or 1 family may occupy the elevator at any time. Please use great care when using the elevator and do not force the doors and/or gate open. If you need instruction on how to operate the elevator, please contact a Connections Staff member.

Participants may only use the main stairwell for accessing their assigned floor. The North Stairs are only to be used in the event of an emergency. {Also see BUILDING ACCESS.}

R. FIRE ALARM

In the event of a fire alarm, please proceed to the nearest stairs and exit the building. Do not use the elevator. Once outside, all Participants should gather across the street in front of The King Home (1555 Oak Ave). Connections Staff will let you know when it is safe to come back inside the Shelter.

S. HOUSEKEEPING

Maintaining a clean living environment is essential for not only your own health and well-being, but that of everyone living and working in the Shelter. Each Participant is responsible for ensuring that his/her/their room is kept in a clean and sanitary condition.

Once a week, the Housekeeping staff will visit your room – please see the Housekeeping Schedule (Appendix 1). To ensure the care of the rooms and Shelter property, housekeeping is not an optional service.

At your assigned time, Connections Staff will come to your door and ask you to step out of the room while the Housekeeping staff complete the weekly cleaning. If you are not in your room at the assigned time, Housekeeping will still enter the room. Each week, Housekeeping will exchange bed linens and remake the bed(s), exchange bath towels, disinfect the bathroom, and vacuum the carpet.

In preparation for Housekeeping each week, Participants should not remove bed linens from the bed, but should remove all personal items from on and/or around the bed.

Participants should not remove bed linens from the bed. At no time are any Shelter linens, both bedding or bath, to be placed in the hallway or removed from the room. Shelter linens are not to be put in your laundry bag with clothes and sent out for cleaning. {Also see LAUNDRY.}

Please note that bed linens and towels will only be replaced once a week at your assigned time. If you have an urgent need for your linen to be replaced at any other time, please contact a Connections Staff member to make arrangements.

Connections staff also reserve the right to conduct room checks as needed to ensure that the room is in good condition and sanitary.

T. ITEMS NOT ALLOWED IN THE SHELTER

For the health and safety of everyone living and working in the Shelter, the following items are expressly prohibited from being in the building. Having any of these items in your possession or in your room may result in dismissal from the Shelter. Connections Management reserves the right to determine that items, beyond the list below, are not permitted in the Shelter.

- Candles, Incense, and/or Sterno
- Gasoline, Lighter Fluid, and/or Other Accelerants
- Glitter
- Grills
- Hot Plates + Pressure Cookers
- Motor Oil
- Paint
- Propane
- Space Heater
- Weapons (including but not limited to: Guns* and Knives with a blade longer than 3")

* The possession of a weapon will result in the immediate dismissal from the Shelter.

Connections Management reserves the right to search a room at any time if there is cause to believe a weapon is present.

U. LAUNDRY

Laundry service is provided once a week. Your dirty laundry should be placed in the grey, numbered laundry bag you were assigned upon moving into the Shelter. Bags should be drawn tight and placed outside your door between 8:00p – 11:00p on the assigned night. Late laundry will not be accepted and must wait until the following week.

4th + 5th Floors

Pick Up: Sunday night | Returned: Tuesday afternoon

1st, 2nd + 3rd Floors

Pick Up: Tuesday night | Returned: Thursday afternoon

If you are not in your room when laundry is returned, Connections Staff will key into your room and leave the bag just inside your door.

At no time are hotel linens (towels, bedding, etc) to be sent with laundry or taken out of the building. Do not put these items in your laundry bag.

Neither Connections nor its laundry vendor are responsible for lost or damaged items.

V. LOITERING + GATHERING OUTSIDE

Loitering and/or gathering outside the Shelter, in both the front or the rear, is prohibited. At all times, the public sidewalks and those leading to and from the building must be clear for people to walk by. {Also see SMOKING.}

W. MAIL

If you receive your mail at Connections, it will be delivered to your room on Tuesdays, Thursdays, and Saturdays. If you are not present in your room at the time of delivery, the mail will be returned to the Operations Office (Rm 108) and you may pick it up at your convenience from Connections Staff. Mail will not be left under your door.

Participants are not to go to Connections' Main Office or Hilda's Place to pick up mail. Mail and/or packages are not to be mailed directly to the Shelter.

If you are not currently receiving your mail at Connections, but would like to, please see your Case Manager for further instruction.

X. MASKS

To protect everyone's health and safety, and because we have individuals living and working in the Shelter who are at high risk, we continue to require the wearing of face masks at all times by anyone over the age of 2 when you are outside your room. Absolutely no exceptions will be permitted. Bandanas, scarves, face wraps, and/or neck gaiters are not acceptable.

Masks are to be properly put on BEFORE you walk out of your room and BEFORE you walk into the Shelter from outside. Masks must be on to run down the hall for ice or to throw away garbage.

If you lose your mask, please contact Connections Staff. Safeguard and take good care of your mask.

Repeated failure to comply with wearing your mask will result in dismissal from the Shelter.

Y. MEALS

Connections partners with Volunteers and organizations throughout the city to provide you with three meals a day. Meals will be served on the 1st Floor during the following times:

Breakfast (8:30a – 10:00a)

Lunch (12:30p – 2:00p)

Dinner (5:45p – 7:15p)

After picking up your meal, you must return to your room to eat it. Meals may not be eaten in the common areas, including the Lobby, Courtyard, or hallways.

Still hungry? If you'd like an extra meal, you are welcome to check with Connections Staff to see if there are any leftover meals from the prior day available. To ensure that everyone has an opportunity to receive a meal, we are unable to provide you with an additional serving of the current day's meal.

Connections provides each Participant with a cup when he/she/they move into the Shelter, which can be brought to Dinner to receive lemonade with the meal. No other cups or containers may be used to receive the beverage.

Z. MICROWAVES + REFRIGERATORS

All rooms are equipped with a refrigerator. Refrigerators are to be kept clean and food should be regularly thrown away to keep from spoiling and/or developing mold. Refrigerators are not to be moved or unplugged.

Microwaves are available 24/7 on the 1st and 2nd Floors. You must remain at the microwave while your food is cooking. If your food creates any mess inside the microwave, please clean it out. All trash and debris are to be cleaned off the countertop and properly disposed of. At no time are any metal objects (ie. coffee travel mugs, aluminum foil containers) to be placed inside the microwave.

AA. PARKING

Connections and the Margarita Inn are unable to provide on-site parking for Participants who have vehicles. Street parking is available on the surrounding streets. Please pay close attention to parking restrictions, including time limits and street sweeping. Participants are solely responsible for any parking tickets they received while staying at the Shelter; Connections will not pay for tickets.

BB. PERSONAL PROPERTY

Participants are responsible for the safe storage of their own personal property. Neither Connections nor the Margarita Inn accept responsibility for lost, stolen, or damaged personal property. If a Participant believes their personal property has been stolen, he/she/they should inform Connections Staff. Connections will not search rooms for allegedly stolen property unless a Connections Staff member witnessed the theft or it was captured on a security camera. In such instances, Participants will be redirected to file a police report for the property. Connections strongly discourages the loaning and borrowing of money and/or property between Participants. Participants are not to solicit Staff members.

CC. PEST CONTROL (Ants, Bed Bugs, etc.)

Please review the Connections' Pest Policy at the end of this handbook (Appendix 2).

DD. PETS

Animals of any kind are strictly prohibited from the Shelter, unless authorized in writing by Connections Management before the Participant moves into the Shelter.

EE. PHOTO DIRECTORY

In lieu of issuing ID Badges to Participants, all adult Participants residing in the Shelter will have a headshot taken upon moving into the Shelter so that Connections can maintain a photo directory of Participants. Photos will not be used or shared publicly in any way. Photos must clearly show each Participant's face – sunglasses, hats, etc must be removed.

FF. ROOM INSPECTIONS

Connections Staff will routinely enter Participant rooms, typically in conjunction with scheduled housekeeping, to visually inspect the cleanliness of the room, condition of the furniture, etc. Connections Management reserves the right to enter a room at any time if there is believed to be a health or safety issue within the room.

GG. SMOKING

Smoking is not allowed inside of the Shelter at any time. Smoking inside the Shelter and/or tampering with or disabling smoke detectors can lead to immediate dismissal from the Shelter. Smoking is permitted 24/7 in the Courtyard, which can be accessed near the main entrance. Participants smoking in the Courtyard must remain 15' front the doors and at least 6' from any other individuals in the Courtyard. Repeated failure to social distance while in the Courtyard will result in a Participant's loss of access to this area. All cigarette butts are to be properly disposed of in the provided receptacles. {Also see COURTYARD.}
Participants are not permitted to smoke anywhere else on the Shelter property, including in front, behind or along the side of the building.

HH. TOILET PAPER + TOILETRIES

Participants will be supplied with toilet paper, if needed, as part of the weekly housekeeping. If toilet paper is needed at another point during the week, please contact the Connections Staff. Connections maintains a stock of toiletry items (ie. deodorant, toothpaste) and is happy to provide participants with toiletries, when available. Please understand that we may not always have every item available and that we may limit the quantity of an item to ensure that we have enough for all Participants in the Shelter.

II. TRASH

Participants are expected to remove trash from their room frequently, particularly leftover food and food containers. This is essential to maintaining a clean and healthy environment for everyone in the Shelter. It is also critical in helping to reduce the presence of pest, such as ants.

Participants will be provided trash bags by the Connections Staff. Large trash bins are located on each floor near the elevator. Participants should bag their room trash and then place their individual bag of trash in the trash bin. Connections Staff will routinely empty the large bins. At no time are bags of trash to be placed in the hallway. If the large trash bin is full, please contact the Connections Staff so that it can be emptied.

JJ. VISITING OTHER ROOMS/PARTICIPANTS

Participants are not to be in any Participant's room other than their own at any time or on a different floor (other than common areas) from their assigned room. Repeated violation of this rule will result in dismissal from the Shelter.

Participants not residing in the Congregate Room are prohibited from entering the Congregate Room and/or Room 106 at any time.

KK. VISITORS + OUTSIDE SERVICE PROVIDERS

There will be no visitors or guests allowed at any time in the Shelter. This includes children, grandchildren, and/or partners who are not determined to be a part of the Participant's household at the time of moving into the Shelter.

The only exception to this rule is in the case of a child custody change. In the event that there is a custody change and you are now in custody of your child(ren), you must speak to a Case Manager at least 48 hours before bringing your child(ren) to the Shelter. Any change to the number of occupants in a room must be approved in advance by Connections Management. Participants who have caretakers or other outside service providers (i.e. in-home health aide) who need to enter the Shelter must receive approval from Connections Management at least 24 hours in advance.

APPENDIX 1: HOUSEKEEPING SCHEDULE

Each room has been assigned a 45-minute time frame during which the housekeeping will occur each week.

The actual cleaning is anticipated to take 15-20 minutes, during which time you will need to exit your room.

TUESDAY			THURSDAY			FRIDAY		
414	9:15 A	10:00 A	506	9:15 A	10:00 A	314	9:15 A	10:00 A
411	9:15 A	10:00 A	504	9:15 A	10:00 A	313	9:15 A	10:00 A
412	9:30 A	10:15 A	503	9:30 A	10:15 A	312	9:30 A	10:15 A

409	9:30 A	10:15 A
410	9:45 A	10:30 A
407	9:45 A	10:30 A
408	10:00 A	10:45 A
405	10:00 A	10:45 A
406	10:15 A	11:00 A
404	10:15 A	11:00 A
403	10:30 A	11:15 A
402	10:30 A	11:15 A
401	10:45 A	11:30 A
400	10:45 A	11:30 A

502	9:30 A	10:15 A
501	9:45 A	10:30 A
500	9:45 A	10:30 A
213	10:00 A	10:45 A
212	10:15 A	11:00 A
211	10:15 A	11:00 A
210	10:30 A	11:15 A
208	10:30 A	11:15 A
105	10:45 A	11:30 A
Cong	11:00 AM	11:45 AM

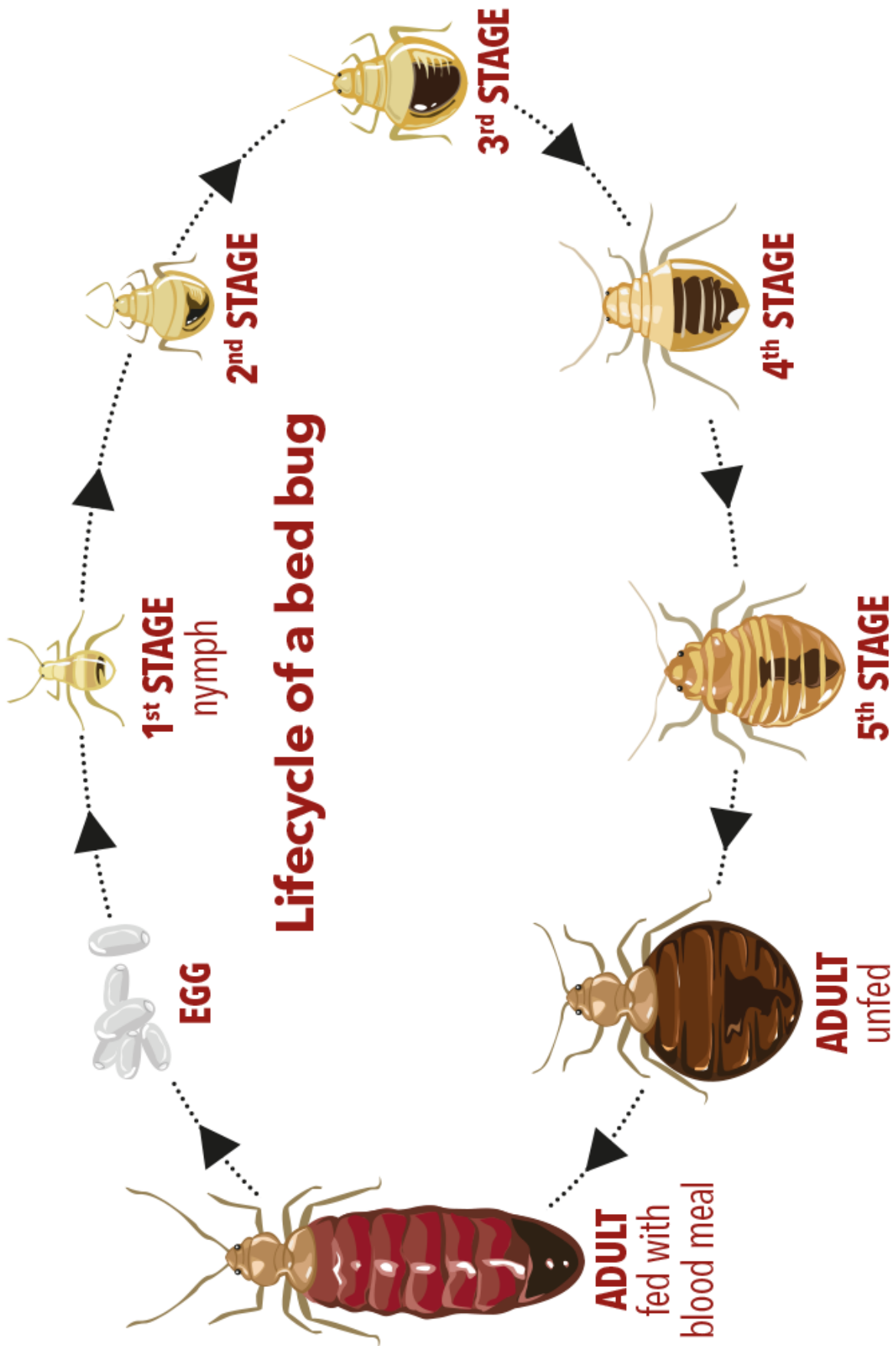
311	9:30 A	10:15 A
310	9:45 A	10:30 A
309	9:45 A	10:30 A
308	10:00 A	10:45 A
307	10:00 A	10:45 A
306	10:15 A	11:00 A
305	10:15 A	11:00 A
304	10:30 A	11:15 A
303	10:30 A	11:15 A
302	10:45 A	11:30 A
301	10:45 A	11:30 A
300	11:00 AM	11:45 AM

Shelter Pest Policy + Guidelines

All Participants in Connections' Shelter are expected to follow the guidelines below as a condition of their stay in the Shelter. Failure to comply may result in dismissal from the Shelter.

- Any indication of pests in your room is to be immediately reported to Connections Staff. This includes, but is not limited to, bed bugs and/or ants.
- Do not spray anything on the pests. Connections Staff will use approved treatment products and/or methods once made aware of the pests.
- Connections Staff will access your room weekly per the housekeeping schedule posted in each room. During these visits, Staff will monitor for any pest issues and/or housekeeping issues that could lead to a pest problem developing in the room.
- Regarding bed bugs:
 - When changing your sheets weekly, you should inspect the outer perimeter of the mattress encasement (cover), both on the top and bottom of the mattress. *Do not open or remove the encasement at any time.* Look for castings, feces, and/or blood stains.
 - Not everyone reacts to bites (less than 50% of those bitten), so “no bites” doesn’t necessarily mean “no bugs.”
 - Do NOT use bed bug sprays you can buy at the store. Research does not recommend this. They just leave toxins in your room, send the bugs “hiding” for a bit, and then help them return even stronger which makes expert extermination even more difficult.
 - Refer to the backside of this document for a diagram of the growth stage of a bed bug. Note that they can look different over the course of their life cycle.

See following page for diagram of what bed bugs look like.



Inclusion Policy for Participants

You belong here! You deserve to be included and served with respect! Connections for the Homeless promises to serve all Participants fairly, and without discrimination based on any of these things:

- Your gender, gender status or gender expression
- If you're LGBTQI+
- Your race, color, tribe or ethnicity
- Your immigration, refugee or citizenship status or what country you're from
- Your income or lack of income, or source of income
- How well you read, write or speak English
- Your job status
- Your education level
- Your marital, family or partnership status
- Your religion or non-religion or personal philosophy
- Your health or mental health status
- Your physical, developmental, intellectual or emotional ability
- If you have HIV or AIDS
- If you have alcohol or drug use or addiction, or other addictions
- Your legal history
- Your veteran or military discharge status
- Your participation in the street economy
- Whether or not you follow a doctor's or therapist's medical or treatment suggestions
- Your body size
- Your age

This means when we assess your service needs and match you to programs you're eligible for, we will make decisions and provide care and services fairly and with respect.

These are some of the ways we do this:

1. We do not allow any speech, language, or behavior that is hateful or abusive for anyone who might come into our spaces. If you feel other Participants or Staff have mistreated you or made you feel bad or unsafe because of your identity, please let Staff know right away.
2. If you are transgender, genderqueer or gender non-conforming in your identity or experience, you can choose whether or not to discuss this with Staff or others. Your gender self-identity will be respected, regardless of whether you express that identity in a way others might expect. It won't matter whether you have chosen medical interventions, or changed your gender marker on your IDs. What matters is how you

identify. Staff will use your chosen name and pronouns and protect your privacy. You can work with Staff to decide what is safest for you in gendered spaces.

3. We don't need to know your immigration, refugee or citizenship status. We will not work together with ICE or any other law enforcement people, or even let them know we are serving you, unless they present an arrest warrant that is signed by a judge and names you.
4. We have these things to help you communicate with us if you need them:
 - a. TDD/TTY access
 - b. Large print forms and policies- available upon request
 - c. Language translation service
5. If you find it hard to read or write, Staff will read forms and other written things to you, or help you write on forms. We try hard to make our forms and writing easy to read and understand.
6. If you have mobility difficulties, Staff will help you decide which buildings are most accessible for you. We will send an Outreach worker as soon as possible to a mutually agreed upon location if needed.
7. Your family is your family, no matter what the ages and genders of the family members are. It's up to you to tell us who's in it, and you can stay together in the same program regardless if you're legally married, and no matter what your sexual or romantic orientation is, as long as space and housing stock make it possible to accommodate you safely.
8. You can have whatever religion or personal philosophy you want, and we don't expect you to go along with any religious activity while you're with us.
9. We really value diversity and want you to be feel safe expressing and celebrating your own culture!
10. Our programs might have rules that you can't drink alcohol or use illegal drugs on-site, but as long as you are behaving respectfully and being safe, it's your business about what you use off-site and whether or not you are intoxicated when you come to us. We do not do drug testing or keep people out because of drinking or using outside program spaces.
11. You don't need to tell us if you have HIV or AIDS, but if you do, we will protect your privacy, and it might help us find you housing faster.
12. If you feel you have been excluded or discriminated against because of your identity as listed above, you can file a complaint with Connections for the Homeless. The complaint process is below.
13. We hold everyone accountable to the same standards of inclusion and non-discrimination and anticipate that you will extend the same inclusive and non-discriminatory attitudes and behaviors toward other Participants, Connections for the Homeless agency program Staff, and program Volunteers.

Discrimination Complaint Process:

Step 1: As soon as possible after the discrimination happens, contact the Program Manager by filling out the Discrimination Complaint Form. Your worker will get you the form, and help you get the completed form to the Program Manager.

Step 2: The Program Manager will take up to 30 days to investigate your complaint by reviewing documents and talking to people who might know about the complaint. They will make a decision, and then will communicate the decision to you and others in 30 days after that.

Step 3: If you feel the Program Manager made the wrong decision, you may appeal the decision made by the Program Manager with their Supervisor. The grievance will be reviewed again and within 30 days you will be informed of the decision. This decision is final.

Discrimination complaints can also be directed to the Department of Housing and Urban Development: Chicago Regional Office: (800) 765-9372; or online at: https://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/online-complaint

Inclusion / Non-discrimination policies:

Discrimination: Suburban Cook County Coordinated Entry (Entry Point) and its agencies do not discriminate in the course of assessment, matching, and referral for housing and other services on the sole basis of anyone's:

- gender, gender status or gender expression
- sexual identity or orientation
- race or color
- tribal identity or ethnicity
- immigrant or citizenship status or nationality
- income or lack of income, or source of income
- English language literacy or proficiency
- employment status
- marital, familial or partnership status
- education level
- religion or non-religion or personal philosophy
- health or mental health status
- physical, developmental, intellectual or emotional ability
- HIV serostatus
- alcohol or drug use or addiction, or other addictions
- veteran or military discharge status
- participation in the street economy
- adherence or non-adherence to medical or treatment recommendations
- physical size
- age
- alcohol or drug use or addiction, or other addictions
- veteran or military discharge status
- participation in the street economy
- adherence or non-adherence to medical or treatment recommendations
- physical size
- age

- legal history¹

We seek to serve those who have been marginalized or previously rendered service-ineligible for these or any other reasons. Therefore, we do not tolerate any speech, language, or behavior that is abusive or demoralizing to anyone who might participate in our services. We expect staff, interns, and volunteers to be vigilant in enforcing this standard.

Some programs may be required to prioritize enrollment based on regulations imposed by their funding sources and/or state or federal law. For example, a HOPWA-funded project might be required to serve only participants who have HIV/AIDS. Some programs are dedicated to veterans, youth, or survivors of domestic violence, etc. All such programs will avoid discrimination to the maximum extent allowed by their funding sources and their authorizing legislation.

All aspects of Entry Point will comply with all Federal, State, and local Fair Housing laws and regulations. Participants will not be “steered” toward any particular housing facility or neighborhood based on their race, color, national origin, religion, sex or gender identity, sexual orientation, disability, or the presence of children.

The Entry Point Lead Agency conducts quarterly rotating training of staff on Coordinated Entry basic training, this Anti-Discrimination Policy and procedures, and on a wide array of cultural competency topics.

This Inclusion and Non-Discrimination policy pertains specifically to the client assessment, matching and referral processes, but it is assumed that each agency maintains an Inclusion and Non-Discrimination policy regarding their services and programs that substantially and materially echoes this policy, and this policy is not intended to circumvent or exempt an agency’s own policies.

Discrimination Complaint Process: Participants will be shown / read the Inclusion and Non-Discrimination policy as part of the standard assessment, and will sign to indicate that they have had it presented. The policy will also be posted in a visible location at all access points. The policy page will inform participants of their right to file a verbal or written Discrimination Complaint, and will contain all information needed to file the complaint.

When a Discrimination Complaint about the Entry Point process is received in verbal or written form, the Entry Point Lead Agency will complete an investigation of the complaint within 30 calendar days by attempting to contact and interview a reasonable number of persons who are likely to have relevant knowledge about the circumstances surrounding the complaint, and by collecting any documents that are likely to be relevant to the investigation. If a complaint is determined to pertain to matters outside the realm of assessment, prioritization, matching and/or referral, but is related to housing, shelter or other services of a particular agency or

¹ In the case that a client presents at an access point who is the subject of a Protective Order held by another client also being served at that access point, Entry Point will prioritize right of service at that location to the client holding the order. The client prohibited from proximity or contact will be referred to another Entry Point access point for assessment and/or service. If, during the course of housing matching and referral, it comes the attention of the Entry Point Lead Team that a client has experienced abuse by their partner who would otherwise be housed together with them, the wishes of the abuse survivor regarding cohabitation will be honored. If a perpetrator of abuse cannot then be housed with their partner, they will be housed separately as an individual.

program, or involved complaint of mistreatment or discriminatory behavior between clients, grievances will be directed back to the appropriate agency for resolution. Within 30 days after concluding the investigation, the Entry Point Lead Agency will write a report of the investigation's findings, including a proposed decision about whether inappropriate discrimination occurred, and any action(s) recommended to prevent discrimination from occurring in the future. The findings of the investigation will be shared with the Entry Point Committee at the next scheduled meeting to finalize the decision, and will thereafter be shared with the client as soon as practicable. If necessary, the Entry Point Lead Agency may recommend that the client be re-assessed or re-prioritized for housing or services. The report will be retained on file at the Alliance to End Homelessness in Suburban Cook County (Alliance) for two years. If the complainant or other parties continue to dispute the conclusion of the investigation and wish to appeal the decision, they may file an appeal through the Alliance with the Entry Point Committee within 30 calendar days after notice of the Entry Point Lead Team's determination. The Entry Point Committee will address the complaint appeal within 30 calendar days of its receipt by reviewing all relevant materials, notes and reports from the Entry Point Lead Team's investigation, and within 30 calendar days, will notify all parties of their disposition, which will be considered final.

Discrimination complaints can also be directed to the Department of Housing and Urban Development: Chicago Regional Office: (800) 765-9372; or online at:

https://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/online-complaint

Equal Access and Inclusion Regardless of Family Composition: Clients' designation of their familial relationships will be honored and respected, regardless of marital status, gender identity or expression, sexual or romantic orientation, age, disability, proof of legal guardianship, or any other feature of identity or circumstance. Family members will not be denied access or separated based upon these reasons, and will be accommodated together, when possible, within space limits of available shelter or housing stock.

Equal Access and Inclusion of Transgender ("trans*") and Gender Non-conforming Clients: In accordance with federal guidelines and pursuant to standard best practices, we recognize that trans* and gender non-conforming clients are among the most vulnerable who will enter our service spaces and programs. We respect the gender self-identification of all of our clients, use people's preferred names and pronouns, and invite trans* clients to consider and indicate what would be the safest arrangement for them for sleeping quarters and bathroom use. We do not consider gender markers on people's IDs, people's appearance, the gender assigned to someone at birth, or anything other than or over the person's self-identity. (In other words, regardless of how a client's gender features are read by staff or others or what her ID might say, if the client identifies as female, she may use the women's bathroom and shower and sleep in the women's section if she feels that is safest for her.) We do not ask intrusive questions about a clients' anatomy or medical business, or seek "proof" of anyone's gender status, and do not allow gossip or speculation about these things. We do not single out trans* clients for different treatment, but consider their comfort and safety to be paramount above the comfort level of cisgender (non-trans) clients, staff and volunteers. If a client feels more privacy is needed, we discreetly provide individual private shower or bathroom time for the client as much as possible. We do not, however, prescribe or demand more privacy or modesty from trans* clients than from their cisgender peers.

Access for people with disabilities: Appropriate auxiliary aids and services will be available for individuals with disabilities to ensure effective communication. The Suburban Cook Call Center has a TDD number, and each agency will utilize a TDD service as necessary to serve people who are Deaf or hard of hearing. Large type (and ability to enlarge text) versions of documents will be made available for people with visual impairments. Picture communication cards are available for those who are non-verbal. Staff will offer to assist clients in reading any forms, policies or written correspondence, and will offer to write on forms as needed.

Entry Point will ensure that individuals with disabilities, including individuals who use wheelchairs are able to access the Entry Point Assessment process by providing ADA accessible Access Points or arranging reasonable accommodations for mobility-impaired individuals such as assigning a Street Outreach worker or Housing Navigator to provide mobile assessment services. Marketing materials will clearly convey ADA accessible Access Points and processes.

Access for clients with limited English language literacy or proficiency: Forms and policies are to be made available in Spanish. Translation services are secured when needed to communicate with anyone whose primary language cannot be engaged by staff. Entry Point will take reasonable steps to offer process materials and participant instructions in multiple languages to meet the needs of minority, ethnic, and groups with Limited English Proficiency. Staff will offer to assist clients in reading any forms, policies or written correspondence, and will offer to write on forms as needed. The Inclusion and Non-Discrimination Policy and all other important policies and forms will be screened for literacy level using widely accepted best practices.

Cultural and Linguistic Competence: Staff use identity language chosen by clients, and do not select identity descriptors for clients during assessment. Assessments use culturally and linguistically competent questions for all persons that reduce cultural or linguistic barriers to housing and services for special populations, including LGBTQI people and families, youth, immigrants or refugees, devotees of minority religions, etc.

Grievance Policy + Procedure

A Grievance can be filed at any time if a Participant feels that they have been treated unfairly or would like to communicate a concern they have with Connections Staff or procedures. The procedure for submitting a Grievance is as follows:

- **When a Participant would like to make a Grievance, it is asked that they complete it on the attached Grievance Form.**
- **The grievance can be given directly to a Case Manager or can be given to the Supervisor of whoever the Grievance is regarding. The Participant will be contacted regarding the grievance within 48 hours. If a Participant needs assistance writing the Grievance, Connections Staff can connect you with assistance.**
- **The Participant will be contacted with the outcome of the Grievance and any result of the Grievance will be communicated to the Participant. In some cases, there are confidential outcomes of a Grievance that cannot be shared and the Participant will be made aware of this.**
- **The Participant has the right to appeal the decision of a Grievance if they believe it was unfair and the Grievance will be passed to the next level manager.**

For discrimination matters, please see the Inclusion Policy.



connections
FOR THE HOMELESS

2121 Dewey
Avenue
Evanston, IL 60201
847.475.7070

PARTICIPANT GRIEVANCE FORM

A copy of our full Inclusion and Grievance Policy will be provided upon request.

Participant Name: _____

Date filed: ____ / ____ / ____

Best way to contact me: _____

Please describe the incident, mistreatment, or discrimination in as much detail as you can:

When did this event happen? ____ / ____ / ____

What staff and others were present or aware of the incident?

Were there any other witnesses? (If so, how can we reach them?)

What are you hoping will happen as a result of filing a complaint?

If you feel that you have been discriminated against at Connections for the Homeless, please specify how you were discriminated against:

- | | |
|--|---|
| <input type="checkbox"/> My gender, gender status or gender expression | <input type="checkbox"/> My physical, developmental, intellectual, or emotional ability |
| <input type="checkbox"/> Being LGBTQI+ | <input type="checkbox"/> My alcohol or drug use or addiction, or other addictions |
| <input type="checkbox"/> My race, color, tribe, or ethnicity | <input type="checkbox"/> My legal history |
| <input type="checkbox"/> My immigration, refugee or citizenship status or nationality | <input type="checkbox"/> My veteran or military discharge status |
| <input type="checkbox"/> My income or lack of income, or source of income | <input type="checkbox"/> My body size |
| <input type="checkbox"/> My not following a doctor's or therapist's medical or treatment suggestions | <input type="checkbox"/> My participation in the street economy |
| <input type="checkbox"/> How well I read, write, or speak English | <input type="checkbox"/> My religion or personal philosophy |
| <input type="checkbox"/> My job status or education level | <input type="checkbox"/> My health or mental health status, or having HIV or AIDS |
| <input type="checkbox"/> My marital, family or partnership status | <input type="checkbox"/> My age |

I promise that everything I have said is true to the best of my memory:

Participant Name (Print) Participant Signature Date

FOR PROGRAM USE ONLY

Date complaint received: ____ / ____ / ____

Findings:

Resolution:

Date participant informed of disposition: ____ / ____ / ____

Staff signature: _____

Date: _____

Staff printed name: _____

Title: _____

APPENDIX 5: TV CHANNEL LINE UP

DIRECTV RESIDENTIAL EXPERIENCE



Margarita European Inn Ascend Collection Hotel

2 CBS-WBBM HD	265 A&E HD	361 AccuWeather HD
5 NBC-WMAQ HD	269 History HD	363 GEB: Golden Eagle Broadcasting
7 ABC-WLS HD	271 Viceland HD	364 Inspiration HD
9 IND-WGN HD	274 Ovation HD	365 GOD TV
11 PBS-WTTW HD	275 QVC HD	366 Jewish Life TV
20 PBS-WYCC	276 National Geographic HD	367 World Harvest Television
23 IND-WWME	278 Discovery Channel HD	368 Hope Channel
26 CW-WCIU HD	280 TLC HD	369 Daystar
32 FOX-WFLD HD	281 MotorTrend HD	370 EWTN
38 ION-WCPX	282 Animal Planet HD	371 Hillsong Channel
44 TMO-WNSN HD	285 Investigation Discovery HD	372 TBN
50 MNT-WPWR HD	289 Disney Junior HD	373 The Word
56 PBS-WYIN HD	290 Disney Channel (East) HD	374 BYU TV
60 UMA-WXFT HD	291 Disney Channel (West)	375 Link TV
62 IND-WJYS	292 Disney XD HD	376 Christian Television Network
66 UNI-WGBO HD	293 BabyFirstTV	377 TCT Network
100 DirecTV Cinema Screening Room	296 Cartoon Network (East) HD	378 NRB Network
202 CNN HD	297 Cartoon Network (West)	379 Uplift
204 Headline News HD	299 Nickelodeon/Nick at Nite (East) HD	380 Impact
206 ESPN HD	300 Nickelodeon/Nick at Nite (West)	388 JBS
207 ESPNNews HD	301 Nick Jr HD	401 Aqui
208 ESPNU HD	303 TeenNick	402 Univision HD
209 ESPN2 HD	304 TV Land HD	404 Galavision HD
214 MAVTV HD	311 Freeform HD	447 ONCE Mexico
219 Fox Sports 1 HD	312 Hallmark Channel HD	448 Enlace
226 Shop LC	313 Jewelry Television Network	461 HITN TV
228 Gem Shopping Network	315 QVC 2	501 HBO HD
229 HGTV HD	316 EVINE	502 HBO2 East HD
231 Food Network HD	319 NEW Channel	503 HBO Signature East HD
236 E! Entertainment Television HD	321 Russia Today TV	504 HBO West HD
237 Bravo HD	327 CMT HD	505 HBO2 West HD
238 REELZ Channel HD	329 BET HD	506 HBO Comedy HD
239 Audience Network HD	331 MTV HD	507 HBO Family East HD
240 HSN HD	332 MTV2	508 HBO Family West
241 Paramount HD	335 VH1 HD	509 HBO Zone East HD
242 USA Network HD	340 AXS HD	511 HBO Latino HD
244 Syfy HD	344 Son Life Broadcasting Network	515 Cinemax East HD
245 TNT HD	345 RFD-TV HD	516 Cinemax West HD
246 truTV HD	347 OAN HD	517 MoreMax HD
247 TBS HD	348 Free Speech TV	519 ActionMax HD
248 FX HD	349 Newsmax	520 5StarMax HD
249 Comedy Central HD	350 C-SPAN	521 MovieMax HD
252 Lifetime HD	351 C-SPAN2	522 ThrillerMax HD
254 AMC HD	353 Bloomberg Television HD	523 Cinemáx HD
256 TCM HD	355 CNBC HD	557 Sundance HD
259 FXX HD	356 MSNBC HD	565 Hallmark Movies & Mysteries HD
260 WE: Women's Television HD	359 Fox Business Network HD	604 Pursuit Channel HD
264 BBC America HD	360 Fox News Channel HD	



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847.475.7070

SHELTER RESIDENT HANDBOOK ACKNOWLEDGEMENT

By signing below, I acknowledge that I have received a copy of Connections' Shelter Resident Handbook (*revised 11.01.2021*). I understand that receipt of this Acknowledgement is a requirement for me to be a Participant in Connections' Shelter.

I understand that it is my responsibility to read and abide by the policies and procedures outlined within this Handbook. Furthermore, I understand that it is my responsibility to contact Connections Staff with any questions or concerns I have about the Shelter policies and procedures.

I understand that Connections reserves the right to amend, add, and retract its policies and procedures as deemed necessary for the health, safety, and well-being of Participants, Staff, and the Community. When possible, these changes will be communicated to me in writing in advance of their implementation.

Participant Name (PRINT): _____

Participant Signature: _____

Date: ____ / ____ / ____

Phone Number: _____

Laundry Bag: _____

Staff Initials: _____

Appendix J: Margarita Inn Program Operations Manual



connections
FOR THE HOMELESS

Margarita Inn Policies and Procedures – Updated September, 2022

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CLIENT INTAKE AND ONBOARDING PROCESS

Most residents at the Margarita Inn are known to CFTH and referred from other programs, primarily from one of two Drop-In Programs at CFTH. Individuals are referred by program staff using a referral form (Smartsheet) to be added to our wait list. The wait list is divided by household type (single male identified; single female identified; couples; and families) and is “dynamic” meaning we consider additional factors for prioritization other than the date they are added to the wait list. Additional criteria include number and types of disabilities, age, and other considerations. Below is the process for filling openings:

1. Shelter Manager, Shelter Supervisor, Coordinated Entry Manager and Director of Community Programs meet to review the wait list and identify households for the opening.
2. The referring program staff person is then contacted to let them know of the opening and give them a time frame to reach out to the participant to accept or decline.
3. The Shelter Manager or Shelter Supervisor completes the Shelter Intake Checklist which includes the following:
 - a. Review of the Sex offender registry. No one on the sex offender registry is allowed to stay at the Shelter.
 - b. Background check is completed and reviewed. If there are any findings the shelter management team will review appropriateness for the Shelter. This evaluation is done on a case-by-case basis but findings that are more recent AND those that are related to community safety will be strongly considered and a determination will be made on accepting the individual or household based on safety considerations.
 - c. Review of Drop-In Incident Reporting log. If there are any findings, incidents will be reviewed and evaluated on a case-by-case basis again focusing on an individual’s history of past violence, destruction of property or other behavior that can be considered a safety issue.
 - d. Health Screening is completed and reviewed to assess if there are any behavioral health or physical issues that might need a higher level of care than we are able to provide. This screen also provides critical information to Margarita Inn (MI) staff such as existing medical and behavioral health diagnoses, medication history and compliance, mobility, or ambulatory issues. These issues do not exclude acceptance into the program, but a determination is made whether MI staff are able to provide the appropriate level of care.
4. After the check list is completed, a determination is made by the team to 1) approve the individual or household for move in 2) decline the individual or household for move in or 3) request more information from the referring staff person if needed to make a final determination.
5. For those approved for move in, a meeting is scheduled prior to the move in date to review the Participant Handbook focusing on the rules and expectations of the program. This meeting gives the individual an opportunity to ask questions and determine if the Shelter is the right fit for them. If they agree to abide by the program rules and expectations a move in date is set.

STAFF OVERVIEW AND ROLES



STAFF ROLES

Director of Community Programs: Responsible for overall oversight of CFTH’s Community Programs Division which includes the Margarita Inn Shelter. Provides support to Manager of Shelter Programs around daily operations and services at the Margarita Inn (MI).

Manager of Shelter Programs: Responsible for the daily operations and services at the MI. Acts as main community contact for MI participants and services.

Shelter Supervisor: Supports the Manager of Shelter Programs with scheduling, supervision of program staff, and other administrative duties.

Program Operations Specialist: Supports the overall operations of the MI. See shift expectations later in this document for more detailed responsibilities.

Community Nurse: Supervises the MI’s full-time Certified Nursing Assistance and provides basic healthcare services to MI participants.

Certified Nursing Assistance: Assists Community Nurse with providing basic healthcare services and provides medical case management to program participants.

Behavioral Health Specialist: Provides therapeutic interventions and services to participants of the MI including individual and group counseling, crisis intervention, and linkage to community mental health treatment, substance abuse treatment and psychiatric services.

Shelter Case Managers: Provide case management to participants of the MI with a particular focus on locating and working towards a permanent housing solution.

CASE MANAGEMENT AND HOUSING / HOUSING PLAN

Each household is assigned a case manager and are required to meet with them at minimum every other week to work towards a permanent housing solution. Initial activities including helping households become “document ready” to have the necessary IDs and documents required by housing providers.

The case manager works individually with each household to develop a housing plan specific to their needs and works with them to complete the necessary assessments and paperwork to apply for housing. Some households only need shorter term rental assistance while others might need permanent supportive housing. It can take weeks, months, or a year or longer to get “matched” to an appropriate housing solution. Once someone is matched to housing the case manager often helps the participant identify, apply for, and move into a unit in the community. MI participants can be housed all over suburban cook county and even beyond.

USE OF PATIO / COURTYARD

The patio area is the designated smoking area for MI participants intended for short term use (15 minutes) with no more than 5 people at a time. No alcohol or prohibited substance are allowed on the patio. Participants are expected to utilize the provided trash and cigarette disposal receptacles. Playing music and food and beverages are not allowed in the courtyard. Use of the courtyard is a privilege and repeated violation of the rules may result in a participant being restricted from the space.

PROGRAM CURFEW AND QUIET HOURS

A curfew is in effect from 11:00 pm to 5:00am. During this time participants may exit the shelter at any time but entry into the building is at the discretion of CFTH staff.

Quiet hours are in effect from 10:00 pm – 8:00am daily for the building, including the courtyard/patio space.

ROOM INSPECTIONS

Staff should follow the Room Check Policy and complete a Room Check log any time they conduct a room check for any reason including wellbeing checks, scheduled congregate floor checks, as requested by management, or as dictated by a learning agreement. The Room Check Log is a SmartSheet form located on the channel “[Shelter \(Margarita\)](#)” on Microsoft Teams. It can also be found [here](#).

At the start of each shift, staff should review the “Room Check Requests” spreadsheet pinned to the top of the channel “[Shelter \(Margarita\)](#)”’s file tab on Microsoft Teams to ascertain who requires a room check, and at what frequency and why. Room checks are not optional. **If a participant is scheduled for a room check, it must be performed** unless staff feel their safety would be in jeopardy if they completed the room check. In this instance, staff must immediately notify the manager on duty so that the manager on duty can devise a plan to safely complete the room check. Staff would also in this instance complete an incident report. not optional for participants who are scheduled to receive one. It is worth noting that **participants are not required to be present for room checks**.

There are three categories of room checks:

1. **Visual room inspection & Wellbeing Check**
2. **Wellbeing Checks**
3. **Afterhours Wellbeing Checks**

Each category has its own series of procedures described in further detail below.

1. Visual Room Inspection & Wellbeing Check Procedure

The goal of the Visual Room Inspection and Wellbeing check is to not only confirm the health and safety of the participant/s in a specific room, but to also identify any maintenance concerns, housekeeping issues, property damage, or visual evidence of rule violations (such as signs that a participant may be smoking in their room). The procedure is as follows:

- i. **Staff enter the room after knocking.** Wait to be let in first if possible.
 - a. **If participant is present**, staff visually assess the participant to ensure they are breathing, and do not appear to require immediate emergency attention. Staff may also verbally confirm that the participant is feeling well and does not require additional support.
 - b. **If a participant is present but is indisposed** (e.g., the participant is in the bathroom or is undressed), staff should alert the participant that they will return in 15 minutes to check on the participant. Staff should then complete the wellbeing check at that time.
- ii. **Staff should complete a visual inspection of the room, including the bathroom** to look for any maintenance concerns or health or safety concerns. Do not search the room or the participant’s belongings. Do not open drawers or cabinets. Use nonjudgmental language, and do not directly confront the participant about any concerns. The participant/s’ case manager/s will follow up with them directly if the room fails inspection. This is a simple visual inspection.
- iii. **Staff should complete a [Room Check Log](#) as soon as possible.**
 - a. If staff identify nonemergent concerns or rule violations (e.g., a maintenance issue or signs a participant is smoking in the room) staff should file an incident report and a Room Check Log.

- b. If staff find a health or safety emergency during their room check, staff should follow the emergency procedures, then file an incident report along with the Room Check Log.

2. Wellbeing Checks Procedure

A wellbeing check is conducted strictly to confirm that the participant appears to be well and is not experiencing a health or safety emergency that requires immediate intervention. Wellbeing checks should not involve a room inspection. Staff should only do the minimum necessary to confirm that the participant is well, if the participant is present in their room. If the participant is absent during the wellbeing check, staff would note their absence on the Room Check Log but do not have to take any further steps to locate the participant unless they have been specifically directed to do so by the management team.

The Wellbeing Check procedure is as follows:

- i. **Staff knocks on the participant's door.**
 - a. **If the participant answers the door**, staff does not need to go into the participant's room. It is enough for staff to visually assess the participant to ensure they are breathing, and do not appear to require immediate emergency attention. Staff may also verbally confirm that the participant is feeling well and does not require additional support.
 - b. **If the participant does not answer the door**, staff should knock on the participant's door a second time and wait a moment to allow the participant time to respond. If there is still no response, staff should key into the participant's room. Staff should politely announce themselves by politely stating their name, title, and reason for entering the room before stepping inside (e.g., "This is Jane, one of the ops team with Connections, I need to do a quick room check"). **If the participant/s is not in their room, the wellbeing check is immediately over.** Do not complete a visual room inspection.
- ii. **If the participant/s is present**, staff should visually assess the participant to ensure they are breathing, and do not appear to require immediate emergency attention. Staff may also verbally confirm that the participant is feeling well and does not require additional support.
 - a. **If a participant is present but is indisposed** (e.g., the participant is in the bathroom or is undressed), staff should alert the participant that they will return in 15 minutes to check on the participant. Staff should then complete the wellbeing check at that time.
 - b. **If a participant is present and is not in crisis but does appear to be struggling** either with a health, behavioral, or psychiatric concern staff should alert the participant's case manager and note the apparent concern in the shift log. For instance, if Jane Doe answers the door in tears and tells you that she just broke up with her boyfriend, but is alright, you would record the concern in the shift log and alert her case manager so that staff can follow up and provide support as is appropriate and possible.
 - c. **If a participant is present and is in a physical, behavioral, or psychiatric crisis** staff should alert the manager on duty, complete an incident report, and follow the appropriate emergency procedures.
- iii. **Staff should complete a [Room Check Log](#) as soon as possible.** A Room Check Log must be completed promptly every time a room check occurs.

3. Afterhours Wellbeing Check Procedure

An Afterhours Wellbeing Check refers to any wellbeing check that occurs during the shelter’s specified quiet time (i.e., between 10pm-8am). The goal of the Afterhours Wellbeing Checks is to confirm that the participant appears to be well and is not experiencing a health or safety emergency that requires immediate intervention without disturbing participants who may be resting or asleep.

The Afterhours Wellbeing Check Procedure is as follows:

- i. **Staff softly knocks on the participant’s door once.** Staff should take care that the knock is quiet enough to not wake a participant if they are asleep. Staff should then pause briefly so that in the instance that the participant is awake, the participant has an opportunity to respond.
- ii. **Staff should enter the room unless the participant answers the door.** If the participant did not answer the door or verbally respond to staff’s “soft knock,” staff should assume that the participant is resting or is asleep and should take every effort to enter the participant’s room as quietly as possible. Do not turn on the room’s lights. Do not speak loudly.
- iii. **If the participant appears to be asleep or resting, visually confirm that the participant is breathing normally** by watching to see that the participant’s chest or stomach rising and falling regularly. If it is too dark for you to see, you should use the minimum amount of light possible to be able to assess their breathing. (For instance, you might use a flashlight, or phone screen).
 - a. **If the participant does NOT appear to be breathing regularly,** follow the appropriate emergency procedure protocol including but not necessarily limited to trying to awake the participant, calling 911, administering Narcan if an overdose is suspected, alerting the Manager on Duty, and filing an incident report.
 - b. **If the participant/s is absent,** Afterhours Wellbeing Check is immediately over. Do not stay to visually inspect the room.
- iv. **If the participant is awake,** staff visually assess the participant to ensure they are breathing, and do not appear to require immediate emergency attention. Staff may also quietly confirm that the participant is feeling well and does not require additional support.
- v. **Complete a [Room Check Log](#) as soon as possible.**

RULE VIOLATIONS AND ZERO TOLERANCE BEHAVIORS

CFTH uses an incremental process to address behaviors that have a negative impact on the community. This process provides participants an opportunity to change problematic behaviors and includes:

- 1st Incident: CFTH staff will give a verbal warning to reiterate the rule or guideline that was not followed and clarify expectations moving forward.
- 2nd Incident: CFTH staff will complete a Learning Agreement that outlines what the issue is, what is expected of the participant moving forward, how the staff will support the participant, and the potential consequences of continuing the behavior. Staff will provide a copy of the LA to the participant.
- 3rd Incident: Participant will be suspended from the MI for 24 hours. Refusal to leave the MI will result in discharge.
- 4th Incident: Participant will be discharged from the MI.

Zero Tolerable Behaviors result in immediate discharge from the MI and include:

- Possession of a weapon, regardless of whether it is used

- Physical violence or aggression towards CFTH staff, hotel staff, participants, or other individuals involved with its programs (volunteer, etc.). This includes making threats of violence or using hate speech.
- Illegal or illicit activity including, but not limited to, drug dealing or sex work on site.

ON-CALL PROCEDURE

MANAGER ON DUTY (MOD) NUMBER IS (847) 404-0445.

- On call line will be staffed by a weekly rotation of program management staff.
- On call hours are 4:00 p.m. to 8:00 a.m. on weekdays and 24 hours on weekends and holidays.
- If there is no answer leave a voice mail with your contact number and the manager will get back to you within 15 minutes. After 15 minutes if you do not receive a call back contact Tina White (773) 573-5216. As soon as you are able, please complete an incident report (see below).
- Reasons to call:
 - Fire/police reports (both onsite and in the community)
 - Mandated reporting incidents (DCFS; threat to harm self/others)
 - Mental health crises / consultation re: psychiatric petitions
 - All Level 1 incidents (see below)
 - Consultation regarding urgent participant issues
 - Urgent facilities issue
 - Domestic violence incidents
 - Inquiries from the media

INCIDENT REPORTING

When an incident occurs with a participant that needs to be documented, regardless of whether it warrants the need for follow up, staff should complete an Incident Report. Each program location has a designated reporting form, accessible via TEAMS. To submit an incident report, staff should go to the location’s Teams channel and click the tab labeled “Incident Reports”. The form should be completed in its entirety and with as much detail regarding the incident as possible. Once the form is submitted, a manager will determine if follow-up is warranted and, if so, assign it to the appropriate staff member to complete the follow-up. Below is a summary for how to rank incidents.

Level 1
Level 1 behavior encompasses acts of severe aggression or violence within the Margarita shelter, and behavior that puts the Margarita population at risk. All incidents that result in police contact are Level 1. Complete incident report immediately. In addition, during business hours inform the manager immediately. Outside of business hours, the Manager on Duty should be contacted as soon as it is safe to do so (See On-Call Procedure).
Level 2
Level 2 behavior encompasses less severe acts of aggression (non-physical), disrespect, noise violations within the Margarita shelter. It includes victimless rule-breaking, property issues in the community surrounding the shelter. Complete incident report within one hour of the incident.
Level 3
Level 3 behavior encompasses victimless rule-breaking that occurs within the Margarita shelter. Complete incident report within one hour of the incident.

CALL OFF PROCEDURE

	SUN	MON	TUES	WED	THURS	FRI	SAT
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MARGARITA INN POLICIES AND PROCEDURES – UPDATED SEPTEMBER, 2022

12:00a – 8:00a	MOD	MOD	MOD	MOD	MOD	MOD	MOD
8:00a – 4:00p	MOD	SUPVR	SUPVR	SUPVR	SUPVR	SUPVR	MOD
4:00p – 12:00a	MOD	SUPVR	SUPVR	SUPVR	SUPVR	SUPVR	MOD

BLUE SHIFTS: CALL OFFS

STEP 1: CALL the Manager on Duty (847.404.0445). If the call is unanswered, leave a detailed voicemail. Wait ten (10) minutes and call again if the MOD has not called back.

STEP 2 (if necessary): If after two attempts Staff have been unable to reach the MOD, they should CALL their Immediate Supervisor. If the call is unanswered, leave a detailed voicemail.

STEP 3: CALL the on-site phone at work location (Margarita: 224.422.7969 || Our House: 224.531.3607). Staff should inform co-worker(s) that they will not be in and if they have been able to reach Management.

STEP 4: Input PTO request into Paychex within 24 hours.

YELLOW SHIFTS: CALL OFFS

STEP 1: CALL Immediate Supervisor (*at or after 7:00am*). If the call is unanswered, leave a detailed voicemail. Wait ten (10) minutes and call again if the Supervisor has not called back.

STEP 2 (if necessary): If after two attempts Staff have been unable to reach their supervisor, they should CALL a Margarita manager (Keegan Olson, Malik Muhammad or Tina White). If the call is unanswered, leave a detailed voicemail.

STEP 3: CALL the on-site phone at work location (Margarita: 224.422.7969). Staff should inform co-worker(s) that they will not be in and if they have been able to reach Management.

STEP 4: Input PTO request into Paychex within 24 hours.

ALL SHIFTS: LATE ARRIVALS

In the event Staff is going to arrive late to their shift, the following procedure is to be followed.

If arriving less than 10 minutes after start of Shift:

- **STEP 1:** CALL the on-site phone at work location (Margarita: 224.422.7969 || Our House: 224.531.3607) no less than five (5) minutes prior to the start time of their Shift. Staff should inform co-worker(s) that they will be late and the approximate time of arrival.
- **STEP 2:** Send a Teams message to Immediate Supervisor informing them of late arrival and reason.

If arriving more than 10 minutes after the start of Shift:

Staff is to use the Call Off procedure outlined on the previous page to inform Management and co-worker(s) of late arrival. These calls should be initiated as soon as possible in the event that alternate coverage has to be found.

PROGRAM OPERATIONS SHIFT EXPECTATIONS/DUTIES

1ST SHIFT OVERNIGHT (12:00AM – 8:00AM)

Position 1

- Stationed inside the front door on the Entry Landing
 - May not be sitting at the Bar or in the 2nd Floor Lobby
 - Front door required to be always staffed until Front Desk staff arrives
 - Responsible for letting participants in the front door
 - When enforcing curfew (11:00p – 5:00am), an Incident Report must be submitted for any Participant denied entry into the building
 - Responsible for securing the Courtyard Door and allowing participants re-entry
- Responsible for monitoring:
 - Participants entering/exiting the Shelter
 - Participants in the Courtyard
 - General behavior on the 1st + 2nd Floors

Position 2

- Responsible for completing:
 - Laundry pick-up (Sun + Tues)
 - Milk delivery (Mon)
 - Hourly rounds through the entire building, including the back stairwell
 - Hourly rounds outside the building
 - When not doing the above or on break, stationed on the 3rd or 4th Floor
- Responsible for monitoring general behavior on the 3rd, 4th, + 5th Floors
- Responsible for responding to participant issues throughout the building as needed
- Staff will not be in the Office except when on their designated break.
 - When in the Office, the door must remain open unless in the restroom.

2ND SHIFT: DAYTIME (8:00AM – 4:00PM)

Position 1

- Responsible for preparation, distribution, and clean-up of Breakfast (8:30a – 10:00a)
 - Take out the kitchen trash after the meal
 - Clean and organize the fridge
 - Toss any perishable leftovers that are dated more than 2 days old
 - Put away any leftovers after breakfast, mark the date on any leftover food
 - Sanitize surfaces (e.g., kitchen counters used during meal prep/distribution)
 - Mop kitchen
- Responsible for tracking and inputting AM attendance in the Shelter Census
- Responsible for checking trash on each floor and emptying, as needed, at 11:00am
- Responsible for delivering returned laundry to participants (Tues + Thurs)
- Responsible for hourly rounds outside the building from 12:30p – 3:30p

Position 2

- Responsible for hourly rounds outside the building from 8:30a – 11:30a
- Responsible for the outgoing and incoming laundry pick-ups and deliveries (Mon, Tue, Wed, Thurs)
 - Including the processing of returned laundry (Tues + Thurs)
- Responsible for receiving lunch deliveries and recording on Lunch Log
- Responsible for the preparation, distribution, and clean-up of Lunch (12:30p – 2:00p)
 - Take out the kitchen trash after the meal

- Clean and organize the fridge
- Clean out the coffee pot and put it away
- Put away any leftovers after lunch, mark the date on any leftover food
- Sanitize surfaces (e.g., kitchen counters used during meal prep/distribution)
- Mop kitchen
- Responsible for tracking and inputting NOON attendance in the Shelter Census
- Responsible for checking trash on each floor and emptying, as needed, at 3:00pm

Shared responsibility for overall monitoring of participant behavior throughout the building, including the Courtyard

3RD SHIFT: EVENING (4:00PM – 12:00AM)

Position 1

- Responsible for receiving dinner deliveries and recording on Dinner Log
- Responsible for the preparation, distribution, and clean-up of dinner (5:45p – 7:15p)
 - Including purging any leftover perishable dinner foods from the day before
- Responsible for tracking and inputting PM attendance in the Shelter Census
- Responsible for notifying Management of any Ptps absent more than 48 hours
- Responsible for checking trash on each floor and emptying, as needed, at 11:00pm
- Responsible for hourly rounds outside the building from 8:30p – 11:30p
- After 9:00pm, when not doing the above, stationed on the 3rd or 4th Floor
- Responsible for monitoring general behavior on the 3rd, 4th, + 5th Floors
- Responsible for responding to Ptp issues throughout the building as needed

Position 2

- Responsible for hourly rounds outside the building from 4:30p – 7:30p
- Responsible for checking trash on each floor and emptying, as needed, at 7:00pm
- Responsible for receiving breakfast deliveries
- After 9:00pm, stationed inside the front door on the Entry Landing
- Responsible for letting Participants in the Front Door once Front Desk staff leaves
- When enforcing curfew (11:00p – 5:00am), an Incident Report must be submitted for any Ptp denied entry into the building
- Responsible for monitoring:
 - Pts entering/exiting the Shelter
 - Ptps in the Courtyard
 - General behavior on the 1st + 2nd Floors

From 4:00p – 9:00p, shared responsibility for overall monitoring of participant behavior throughout the building, including the Courtyard

ALL SHIFTS

- Respond to Behavioral, Health, and Operational issues that arise throughout the building, as well as on the exterior property
- Notify MOD of all Level 1 Incidents

- Assist Ptps with accessing basic needs, including clothes, food, hygiene products, etc. Record on designated log forms, when required
- Verbally de-escalate situations with and between Ptps
- Ensure the maintenance of a clean environment, both in general communal areas and individual participant rooms, as well as the exterior property
- Ensure that the environment is safe and community-oriented by helping the Ptps adhere to general and program-specific rules
- Engage and collaborate with Ptps to explore their case management needs and make appropriate referrals
- Responsible for completing room checks
- Responsible for maintaining required documentation and records (e.g., room check logs, shift logs). This additionally includes submitting comprehensive and detailed Incident Reports for all Ptp Behavioral and Health issues and/or Operational issues.
 - Level 1 Incidents to be reported immediately, once it is safe to do so
 - Level 2 + 3 Incidents to be reported within one (1) hour of the incident

SHELTER RADIO COMMUNICATION PROTOCOLS

Radios are used to facilitate better and more efficient communication between staff throughout the building.

Radio Locations:

- Front Desk
- Operations Staff x 2
- Shelter Supervisor
- Shelter Manager

Protocols:

Staff will operate with the understanding that the radios act not as a telephone, but rather as a loudspeaker throughout the shelter. Therefore, the radios will be strictly used as follows:

- Radios are for business use only. Personal conversations should be conducted via phone, text, or in person.
- Participants shall be referred to by room number only whenever possible. If names are essential, only first names are to be used.
- The nature of the issue will be kept as brief and generic as possible.
- If an issue requires a lengthy discussion and/or explicit details, the staff involved should move the conversation to the phone or in person after connecting on the radio.
- Once the radio call has been concluded, one staff member will say “293 clear” to indicate that the conversation has completed, and a new call may be initiated.
- Staff will have the radio always turned on and in their possession during their shift. This includes when going out to the exterior of the shelter.
- Volume will be kept at a reasonable level, ensuring that staff can easily monitor calls but without broadcasting any louder than necessary.
- Radios will always operate on Channel 1, unless otherwise directed by the Operations Supervisor/Manager.
- Radios do not leave the shelter property at any time.
- Staff may be held liable for any damage and/or loss caused to the radio while it is in their possession.

CONGREGATE FLOOR POLICY

The first-floor participant rooms of the Margarita Inn (i.e., 105, 106, 107, and 108) comprise our “Congregate Floor” space and are reserved for participants who have a recent history of health or safety incidences such as overdose, property damage, or other higher risk concerns. Staff must conduct daily scheduled room checks on all participants who are housed on the Congregate Floor for health and safety reasons.

Participants roomed on the congregate floor for health or safety reasons always have the following room check schedule:

Time of inspection	Inspection type*
11am	Visual Room Inspection & Wellbeing Check
3pm	Wellbeing Check
7pm	Wellbeing Check
11pm	Afterhours Wellbeing Check
3am	Afterhours Wellbeing Check
7am	Afterhours Wellbeing Check

- *Note: Participants are not required to be present during any inspection.

On occasion, participants on other floors may also require the same schedule of inspections. Please review the “Room Check Policy” below for a detailed description of the procedures.

Currently, our Congregate Floor rooms are additionally reserved for participants who use wheelchairs or who otherwise cannot navigate the elevator or stairs until we can expand the accessibility of the building. Participants who are housed on the Congregate Floor solely for accessibility reasons (e.g., they use a wheelchair) do not require room checks unless there are additional health or safety concerns and room checks have been specifically requested for them by management.

MENTAL HEALTH EMERGENCIES

SUICIDAL IDEATION:

If someone expresses thoughts of suicide staff should complete a [Suicide Risk Assessment June, 2022](#)

in addition to immediately consulting with a manager or a member of the Health Team. If the incident occurs outside of regular business hours call the Manager on Duty at (847) 404-0445. After the incident, the form should be given to the Behavioral Health Specialist at the Margarita for follow up and an incident report completed.

PETITIONING PARTICIPANTS:

Psychiatric petitioning is the process in which a person hospitalizes another person against their will. This occurs because the individual is (a) deemed as a potential harm to themselves or others; or (b) because their mental

illness prevents them from taking care of themselves. The person being petitioned must have current symptoms of a mental illness; however, it does not have to be diagnosed. To petition a participant, the petitioning individual must witness behaviors that indicate potential harm and must complete a petition immediately.

EXAMPLES OF BEHAVIORS WHICH MIGHT GIVE RISE TO PETITIONING:

- Comments or behaviors that indicate someone may cause harm to themselves. For example, an individual who makes suicidal comments.
- Comments or behaviors that indicate someone may cause harm to someone else. For example, an individual who makes comments about wanting to hurt or kill another person or group of people.
- Behaviors that indicate that someone with a mental illness is unable to care for themselves because of their mental illness. For example, an individual who stops taking their insulin for diabetes because they think it is poison.

For behavioral health issues that are NOT emergencies complete an Internal Referral Form for Margarita's Behavioral Health Specialist to further assess the individual and provide appropriate follow up.

See [Emergency Procedures](#) for information on how to petition someone and a link to the forms.

MEDICAL EMERGENCIES

9-1-1 EMERGENCY SERVICES SHOULD BE CALLED FOR THE FOLLOWING MEDICAL EMERGENCIES:

- Chest pain
- Loss of consciousness
- Difficulty breathing or shortness of breath
- Severe bleeding or unable to stop bleeding
- Signs of Stroke
- Seizure
- Falls where head, neck, back involved
- Suicidal thoughts/plan
- Medication/Drug Overdose- overly sedated, not responding to attempts to call name.

For medical issues that are NOT emergencies complete an Internal Referral Form for Connections' Nurse to follow-up with the participant to assess the medical issue and link to appropriate care.

OVERDOSES / USE OF NARCAN

Narcan blocks or reverses the effects of opioids, including extreme drowsiness, slowed breathing, or loss of consciousness. It is used to treat a narcotic overdose in an emergency. It is only effective for opioid overdoses (heroin, fentanyl, and certain prescription pain medications).

Multiple doses of nasal Narcan are kept in a red bag in the Health + Operations office (Fabbri room) at the Margarita. All CFTH staff are trained at the new employee orientation on how to administer Narcan. if you did not receive the training contact the Margarita Health program staff for a brief overview on how to use Narcan. instructions are also found on the packaging. You will not harm someone by administering Narcan even if it turns out that they are not experiencing an opiate overdose at that time. Always call 911 and complete an incident report when you utilize Narcan at the Margarita.

SIGNS OF AN OPIOID OVERDOSE INCLUDE:

- Slow or weak breathing
- Gradual increase in breathing followed by a decrease in breathing and airflow
- Trouble breathing or not breathing
- Deep snoring or gurgling noises
- Dizziness, confusion, drowsiness including extreme drowsiness
- Passing out
- Collapse and coma
- Unable to be woken up by touch, shaking of shoulders or shouting
- Slow or no heartbeat
- Cold, pale, clammy skin
- Very small pupils, like a pinpoint

FACILITY EMERGENCIES

FIRE/FIRE ALARM

In the event of a fire alarm, all participants should be directed to the stairwells to exit the building and gather across the street. The elevator should not be used. Once the building has been cleared, staff should go outside to wait for the fire department to arrive. Upon arrival, staff should inform the Fire Department of any Participants known to be unable to exit via the stairs due to physical handicap.

If there is an active fire in the building, the staff member at the front door should contact the Manager on Duty once participants are safely gathered outside the hotel.

INCLEMENT WEATHER/TORNADO WARNING

Participants should be encouraged to remain inside the building until the weather passes. Any participants waiting outside for services should be brought into the building until the weather passes.

In the event of a tornado warning, participants and staff should shelter away from any exterior windows and doors. If a tornado is sighted, all persons should shelter in the lower-level area of the building.

FLOODING

If there is flooding, the Operations Manager should be called immediately as well as completing an incident report. If the Operations Manager is not available, contact the MOD number.

DE-ESCALATION

Definition: Reduction of the intensity of a conflict or a potentially violent situation using verbal and non-verbal techniques. Primary goal in reducing a conflict is using these techniques to build rapport/trust and a sense of connection with the agitated person.

All Margarita staff receive an initial de-escalation training overview during the new employee orientation in addition to attending and completing a Handle with Care certification class within 90 days of their employment with the agency. Staff should first try to deescalate a non-emergency situation before contacting police. If possible, pull in another staff member and Manager or contact the MOD number if additional assistance is needed.

See [Emergency Procedures](#) for more information on de-escalation techniques and [Niche Academy](#) for additional on-demand training on de-escalation.

CALLING LAW ENFORCEMENT

CFTH seeks to have a constructive working relationship with the Evanston Policy Department to mutually serve our community. At the same time, participants have a right to privacy and CFTH has an obligation to protect participant confidentiality. To this end police will not be allowed past the entrance with the following exceptions:

- If MI staff have contacted the police or emergency responders for assistance for an on-site incident
- If a participant has requested police or emergency responders for assistance
- The officer(s) presents a subpoena and/or warrant authorizing access to the-site.

When the police are called, please meet the police outside to brief them on the concern and stay present with the police throughout their time on site. If you feel the police are screening for other criminal activity in the space beyond the reason you called them, please advocate for them to focus on the issue at hand or ask a co-worker to assist if you do not feel safe doing so. **An incident report must be completed any time police is called by both staff and participants.**

EXAMPLES OF WHEN TO CALL 9-1-1 (THIS LIST IS NOT EXHAUSTIVE):

- Imminent safety risk on site such as a participant threatening to harm another resident or staff-person and person is unable to be de-escalated by staff
- Medical or behavioral health emergency/psychiatric emergencies when there is a threat to harm self or someone else
- Overdose

See [Emergency Procedures](#) for more guidance on working with law enforcement and ICE

MANDATED REPORTING

Staff providing services at Connections for the Homeless are mandated reporters for both minors (children aged 17 and younger) AND adults aged 60 or older and people with disabilities aged 18-59. Mandated reporters are required to call the appropriate Hotline to make a report if they suspect, or if there is evidence of, abuse or neglect by a caretaker. The Hotline worker or agency will determine if the information given by the reporter meets the legal requirements to initiate an investigation. In addition to making a hotline report you should also complete an incident report and let your direct supervisor know or the MOD if it is not during regular business hours.

MINORS/CHILDREN

Illinois Child Abuse Hotline: 1-800-25-ABUSE (1-800-252-2873)

See [Emergency Procedures](#) for additional information on mandated reporting requirements and child abuse and neglect.

SENIORS

24-HOUR ADULT PROTECTIVE SERVICES HOTLINE: 1-866-800-1409, 1-888-206-1327 (TTY).

MEDIA INQUIRIES

Per the Connections Employee handbook all media inquiries should be directed to the Director of Development. If the Director of Development is not available, the inquiry should be directed to a Development staff member, or in their absence, the Executive Director. If there is no one available at the time of the call/visit by person representing a media outlet, inform the person that you will pass along their contact information, and someone will get back to them as soon as possible. This process will assure that Connections has a clear and coordinated response to any incoming inquiries.

APPENDIX 1



SHELTER INTAKE CHECKLIST

Date:

Name:

Referring Program:

- 1) Sex offender registry was checked. Anyone currently on the sex offender registry will not be able to be served at the Margarita Inn.
- 2) Background check was completed. If any findings summarize below:
- 3) Drop-In Incident Reporting Log reviewed. If any findings summarize below:
- 4) Health Screening Completed. If any issues summarize below:

Outcome:

If not approved for move in or if more information is needed summarize below:

Person Completing Form:

APPENDIX 2

SUICIDE RISK
ASSESSMENT

If someone expresses thoughts of suicide this tool should be completed in addition to immediately consulting w/ a manager or member of the health team. For after-hours consultation call the MOD # at (847) 404-0445. After the incident, the form should be given to the Behavioral Health Specialist for your program and an incident report completed.

NAME:

DATE:

PROGRAM:

- Recent Suicidal threats
- Recent Suicidal Ideation
- Has a plan for how to commit suicide
- Has access to firearms, drugs, or other common means of suicide
- Previous suicide attempts
- Current substance use
 - If yes, substance use has recently increased
- Recent Stressors (e.g., loss of relationship, illness, etc.)

Depression				
1	2	3	4	5
Not at all depressed				Very depressed
Hopelessness				
1	2	3	4	5
Optimistic				Hopeless

Social Support				
1	2	3	4	5
High social support				No social support
Impulse Control				
1	2	3	4	5
Calm				Highly agitated/anxious

Appendix K: Definition of Aggressive Panhandling

City of Evanston Municipal Code

9-5-25. - PANHANDLING AND SOLICITING.

(C) *Aggressive Panhandling or Soliciting Prohibited.* It shall be unlawful to engage in an act of panhandling or soliciting in an aggressive manner. A person's manner is aggressive if the person engages in any of the following actions:

1. Panhandling or soliciting a person who is standing at an automated teller machine while located within ten (10) feet of that person.
2. Panhandling or soliciting a person who is standing at an automated teller machine while the person is standing at the machine and within fifteen (15) seconds after the person begins to leave the machine.
3. Repeating a panhandling or soliciting request when the person to whom the panhandling or soliciting request is made is stationary and has refused an immediately prior request made at that location. Examples of a person who is stationary include, but are not limited to:
 - a. Someone waiting in line, at a bus stop, or for a traffic signal;
 - b. Someone seated on a public bench or in a car parked or stopped in a public street or alley; or
 - c. Someone sitting, standing, or otherwise in or upon a premises they own or occupy.
4. At any time immediately before, during, or after the panhandling or soliciting request, touching the person to whom the panhandling or soliciting request is made without that person's consent.
5. Panhandling or soliciting while blocking the path of the person to whom the panhandling or soliciting request is made, or blocking the entrance to any premises, building or vehicle.
6. Following behind, alongside, or ahead of the person to whom the panhandling or soliciting request is made during or after the panhandling or soliciting request.
7. Directing profane or abusive language at the person to whom the panhandling or soliciting request is made at any time immediately before, during, or after panhandling or soliciting.
8. Immediately before, during, or after panhandling or soliciting, making any statement other than the panhandling or soliciting request or acting in any other manner which, in light of the circumstances taken as a whole, e.g., darkness, would cause a reasonable person to feel harassed, intimidated, or compelled to contribute.