



City of Escondido Zoning Administrator

MEETING AGENDA AND RECORD OF ACTIONS

201 North Broadway
City Hall – Parkview Conference Room

January 24, 2019

3:00 p.m.

A. Call to Order:

Zoning Administrator: Mike Strong

Staff Present:

B. Agenda items:

1. [PHG 18-0045](#) – Modification to an existing Conditional Use Permit (2004-71-CUP) for Interfaith Services to expand the on-going social service operations on site to include medical services.
(Public Hearing)

Applicant: Interfaith Community Services

Location: 550 W. Washington Ave.

Planner: Darren Parker

DECISION OF THE ZONING ADMINISTRATOR:

- _____ Approved, as set to form
- _____ Conditionally approved with the attached modifications
- _____ Denied
- _____ Continued to: ___ Date Certain (_____) ___ Date Unknown
- _____ Referred to Planning Commission

C. Adjournment: _____

I certify that these actions were taken at the Zoning Administrator meeting on January 24, 2019.

Zoning Administrator

Witness

Decisions of the Zoning Administrator may be appealed to the Planning Commission pursuant to Zoning Code Section 33-1303

ZONING ADMINISTRATOR

- CASE NUMBER:** PHG 18-0045
- APPLICANT:** Interfaith Community Services
- PROJECT LOCATION:** The 1.22-acre site is located on the northeastern corner of the intersection of Washington Avenue and Quince Street, addressed as 550 W. Washington Ave.
- REQUEST:** A minor modification to the existing Conditional Use Permit (2004-71-CUP) for Interfaith Community Services to expand on-going social service operations on site to include medical services. The proposal also includes the adoption of the environmental determination prepared for the project.
- STAFF RECOMMENDATION:** Approve, subject to conditions
- GENERAL PLAN DESIGNATION:** LI (Light Industrial)
- ZONING:** M-1 (Light Industrial)

BACKGROUND/PROJECT DESCRIPTION:

The subject property has been utilized as a social service facility for the past fifteen-plus (15+) years. On September 20, 2000 the City Council approved a Zoning Code Amendment and Conditional Use Permit (2000-03-AZ and 2000-36-CUP/BEZ) allowing Interfaith Community Services (ICS) to operate at their current location. The Zoning Code Amendment added social services as a conditional use in the Light Industrial zone (M-1 Zone), when adjacent to a General Commercial zone (CG Zone) and when located within 500 feet of public transportation. The Conditional Use Permit (CUP) allowed the ICS facility to utilize 16,000 SF within a larger 24,000 SF building. Approved uses include administrative and case management offices, bulk food storage and distribution, food preparation, provision of breakfast and sack lunches to the homeless, and a 10-bed shelter for veterans.

In November of 2004, the Planning Commission approved a modification to the Interfaith CUP (2004-71-CUP) that converted the northern portion of the building from previous automotive tenant uses to a 44-bed transitional housing facility (known as Merle's Place) and a warehouse/storage room. The approximately 4,500 SF space occupied by Merle's Place previously had been used as a temporary winter shelter in 2003-2004. Once this modification was approved, only one automotive tenant (Meza Auto Paint) remained (in approximately 2,100 SF of the 23,170 SF building). The rest of the building was used for ICS programs and administrative functions.

The last remaining tenant, Meza Auto paint, vacated the building in 2011. On January 10, 2012, the Planning Commission approved a modification to the CUP (PHG 11-0039) for the operation of a temporary winter shelter in this 2,100 SF space. The decision was appealed to the City Council in order to discuss a "sunset provision" for the CUP. The City Council approved the modification to the CUP on February 15, 2012.

ICS is proposing a modification to their current CUP to provide medical services within a 437 SF area. The designated space accommodates two (2) small exam diagnostic and treatment rooms, as well as a small reception area. Medical services would include primary care, with limited access to specialty medical services such as podiatry and diabetes prevention. Medical services would be provided by Neighborhood Healthcare, a Federally Qualified Healthcare Center also headquartered in Escondido. Medical services will be prioritized for current Interfaith clients seeking help with food, employment, addiction treatment, counselling, and housing at the current location. Through the partnership with Neighborhood Healthcare, clients with ICS would also have access to on-site healthcare. Interfaith Community Services believes that providing health care on-site will help improve their clients lives and well-being. The hours of operation for the limited medical service provided will be synced with their existing hours of operation. The existing administrative and support services in the ICS facility would remain the same.

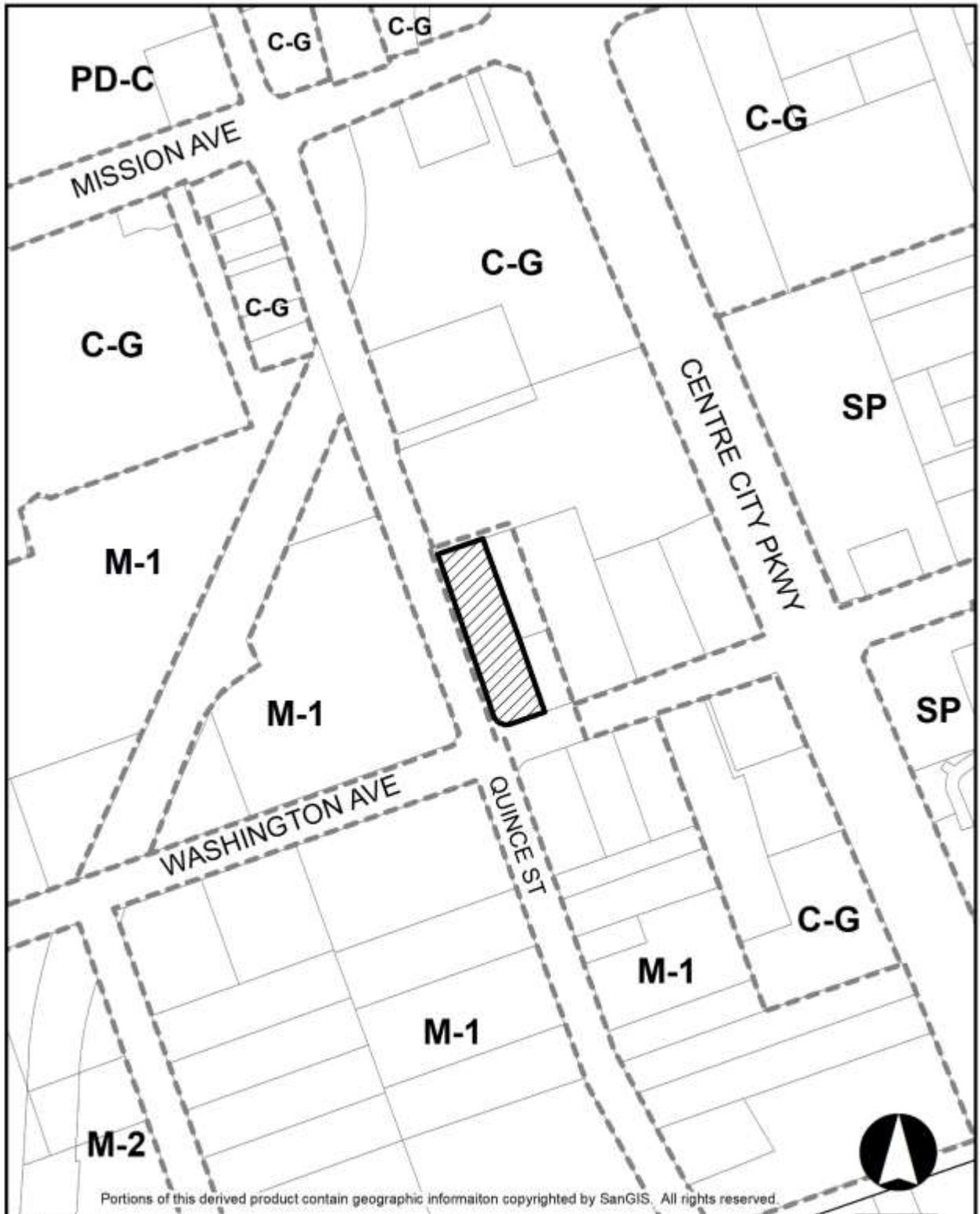
REASON FOR STAFF RECOMMENDATION:

1. As conditioned, City staff believes the proposed expansion to the existing interfaith facility to include medical services would not create any adverse impact on the surrounding properties or the public right-of-way and provide a valuable service in return. The subject site is surrounded by commercial uses on two sides, and fronts onto two Circulation Elements streets on the north and west. The project is still subject to the previous Conditions of Approval (2004-71-CUP), which are incorporated therein Exhibit "B". Staff has not received any comments from the public regarding the request.

Respectfully submitted,



Darren Parker
Associate Planner

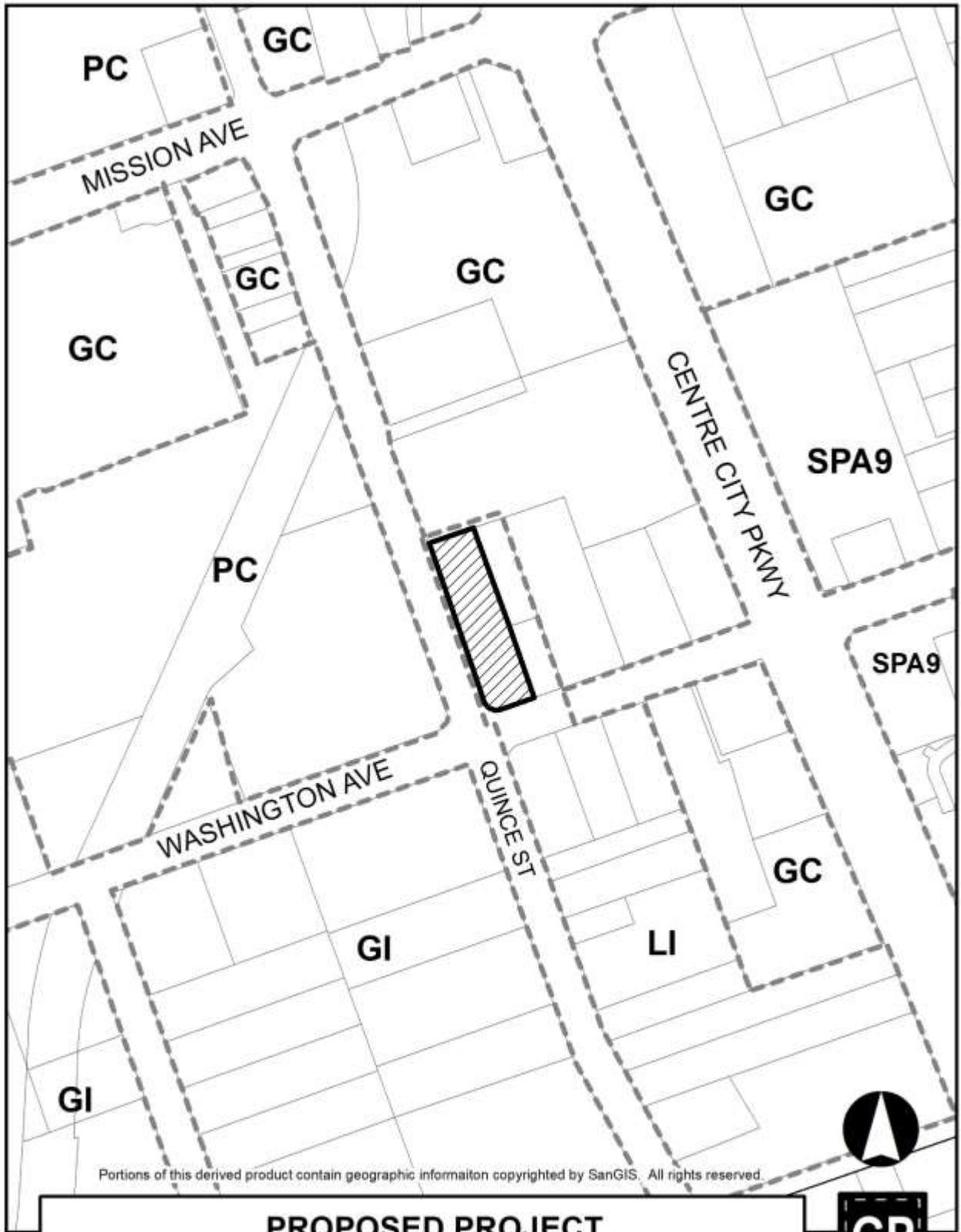


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PROPOSED PROJECT
PHG 18-0045



LOCATION/ZONING

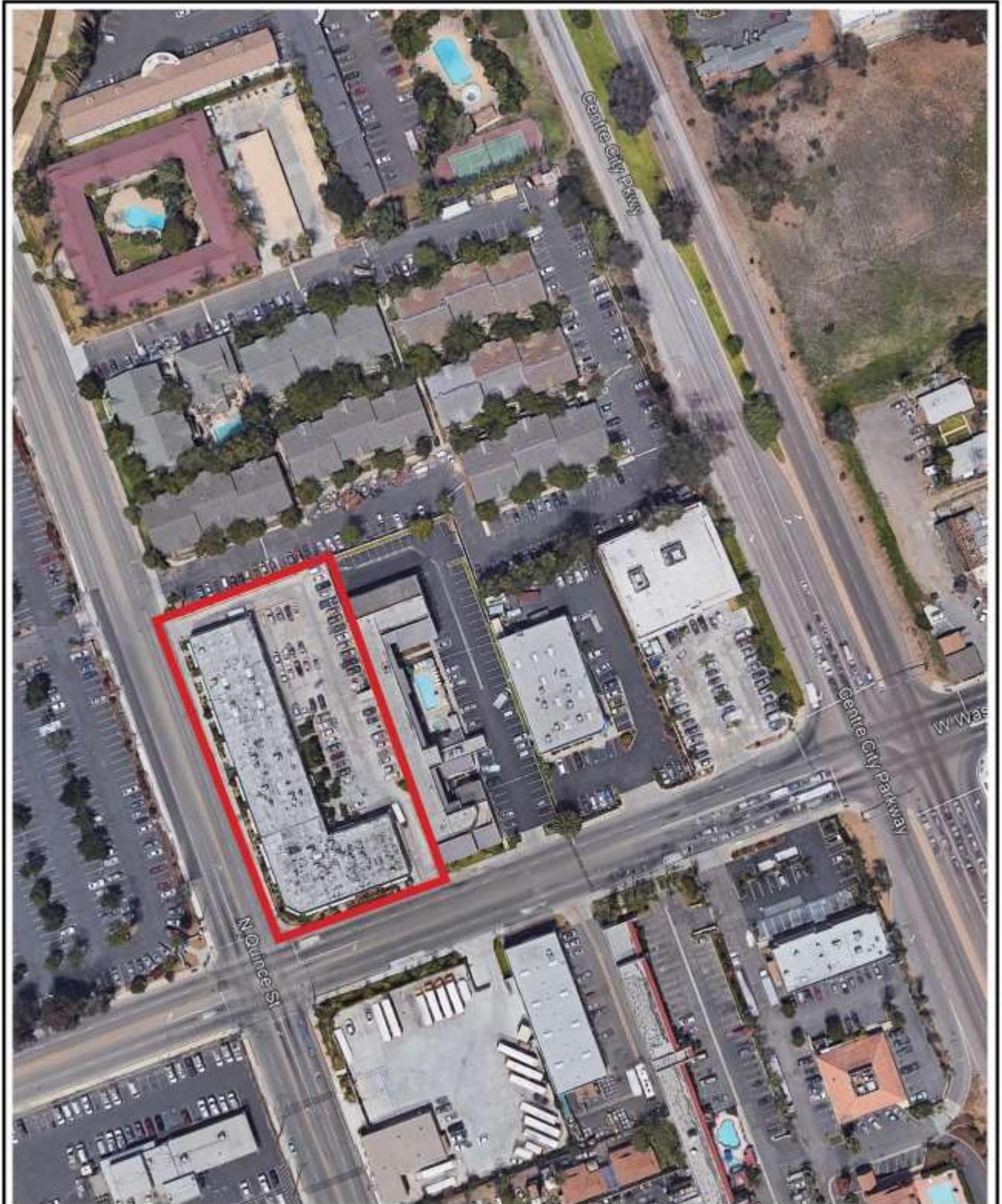


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**PROPOSED PROJECT
PHG 18-0045**



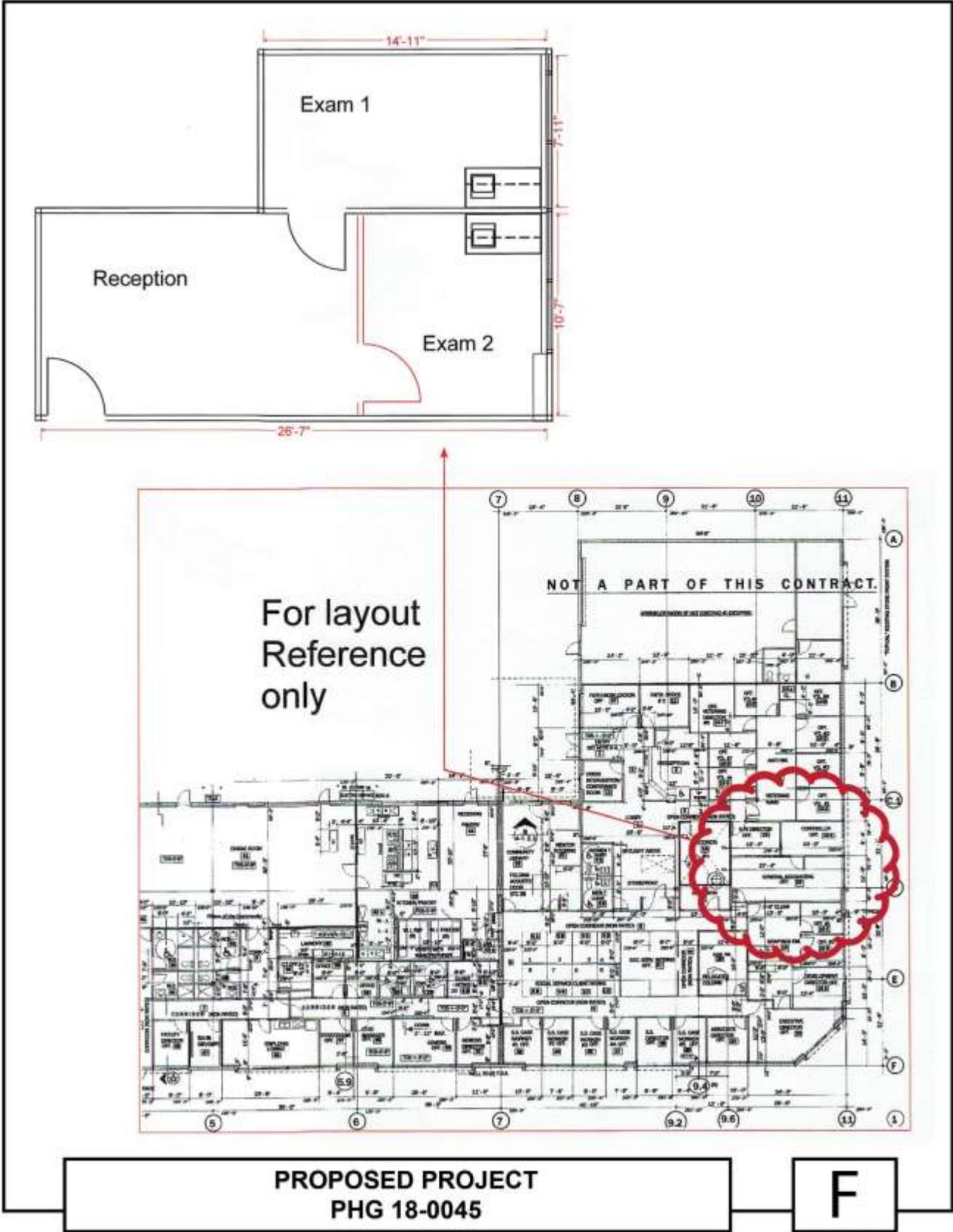
GENERAL PLAN



**PROPOSED PROJECT
PHG 18-0045**

A

AERIAL VIEW



For layout
Reference
only

NOT A PART OF THIS CONTRACT.

**PROPOSED PROJECT
PHG 18-0045**

F

FLOOR PLAN

FINDINGS OF FACT

PHG 18-0045

EXHIBIT "A"

Environmental Determination:

1. The proposed project is categorically exempt from environmental review in conformance with CEQA Section 15301 (a), Class 1, "Existing Facilities." The project involves expanding social services operations on site to include medical services. The project does not include expansion of the building footprint.

Conditional Use Permit:

1. All decisions granting or denying Conditional Use Permits shall be made in accordance with Section 33-1203 of the Escondido Zoning Code (Findings for Conditional Use Permits). Said changes to the existing Interfaith Community Services facility have been reviewed and the Zoning Administrator concludes and finds, based on the analysis of the project described therein the January 24, 2019 Zoning Administrator Staff Report, that:
 - a. Granting the proposed Minor Modification to a Conditional Use Permit to allow an expansion of the Interfaith Community Services to include medical services would be based upon sound principles of land use because the social service use is existing on site; the site and building are physically suitable to accommodate the use; the site has adequate parking; clients would be screened and supervised; and no modifications to the exterior of the structure are proposed. The project itself, introducing medical services to a population with a special need for accountability and support, provides a complementary activity to the existing social service operations on site, which makes it consistent with the objectives of the original Conditional Use Permit (2000-36-CUP/BEZ). Additional Conditions of Approval have been incorporated to minimize any potential land-use compatibility and perceived intensity of use issues associated with the expansion of services.
 - b. Granting the proposed modification to a Conditional Use Permit will not cause deterioration of bordering land uses or create special problems in the area because the operations at the subject site will be less intensive and intrusive to adjacent uses than other uses allowed in the M-1 zone. Interfaith's operations at this site, have been conducted for the past fifteen-plus years (15+) with no detriment to adjacent or neighborhood use. No land-use incompatibilities will result from Interfaith operations. The proposed use would not constitute as an expansion as it would continue to operate within the existing footprint of their services. Moreover, the proposed use will not alter or impair the value of property in the project vicinity as the use would operate in a manner consistent with existing operations.
 - c. The proposed modification to a Conditional Use Permit has been considered in relationship to its effect on the community and the neighborhood and would not result in a negative impact to the surrounding neighborhood, because the property is zoned industrial and is located within the limits where social services are permitted. Interfaith's continued operation at this site along with the proposed medical services is compatible with the Zoning Code and General plan and will further assist in the function of the facility. No physical expansion of the building is proposed, and adequate on-site parking would be provided. Additional conditions have been applied to reduce impacts to the immediate area. Previous Conditions of Approval would remain in effect, except as modified by this Minor Conditional Use Permit.

CONDITIONS OF APPROVAL

PHG 18-0045

EXHIBIT "B"

Planning Division Conditions

1. Approval of this Minor Conditional Use Permit does not supersede any previous approval or conditions of the site. All previous conditions for those cases still apply and are incorporated herein by this reference as though fully set forth. Unless a condition is modified herein, all previous conditions of 2000-36-CUP, 2004-71-CUP and PHG11-0039 shall remain in full force and effect.
2. All construction and operations shall comply with all applicable requirements of the Escondido Zoning Code and requirements of the City. Approval of this request shall not waive compliance with any sections of the Municipal Code and all other applicable City requirements in effect at the time of Building Permit issuance unless specifically waived herein.
3. Operator shall be required to pay all development fees of the City then in affect at the time and in such amounts as may prevail when (if) building permits are issued, including any applicable City Wide Facilities.
4. All uses and design of the project shall strictly conform to the exhibits and references in the staff report as of the date of approval, to the satisfaction of the Planning Division.
5. Any proposed construction shall comply with all applicable requirements of the Escondido Zoning Code and requirements of the Planning Division, Building Division, Fire Department and Engineering Division.
6. The legal description attached to the application has been provided by the applicant and neither the City of Escondido nor any of its employees assume responsibility for the accuracy of said legal description.
7. All exterior lighting shall conform to the requirements of Article 35, Outdoor Lighting.
8. A minimum of 52 parking spaces shall be provided at all times and shall be maintained in a clean, well-marked condition. Parking spaces shall be dimensioned per City standards. The stripping shall be drawn on the plans or a note shall be included indicating double-stripping per City standards. Parking for disabled persons shall be provided (including "Van Accessible" spaces) in full compliance with the State Building Code. Up to 16 of the parking spaces may be compact spaces (16 feet deep).
 - a. The Parking Management Plan for the 10-bed withdrawal management services facility and the transitional housing facility approved in 2005 (Attachment "A") shall continue to remain in effect unless modified by the Community Development Director and signed by all executive directors of the facility. The maximum number of vehicles allowed on site, which are owned or possessed by residents of the Veteran's Shelter or Transitional Housing facility shall be limited to 14 vehicles. The number of vehicles permitted by the residents may be reduced by the Planning Division in the future based on the parking availability on site.
 - b. The maximum number of vehicles on site, which are owned or possessed by residents of the Haven House Emergency Shelter shall be limited to 5 vehicles. The number of vehicles permitted by the residents may be reduced by the Planning Division in the future based on the parking availability on the site.

- c. All participants in the Alcohol Anonymous and Narcotics program that operate one night a week are limited to a maximum number of 23 vehicles.
9. No signage is approved as part of this permit. All proposed signage shall conform to the Escondido Sign Ordinance (Ord. 92-47) and is subject to separate approval. The installation or maintenance of any signage not expressly authorized shall be violation of this conditional use permit.
10. Only the activities contained in the August 11, 2015 Staff Report, and as amended herein by the January 24, 2019, Staff Report, and the accompanying materials, shall operate at this site unless a modification to the CUP has been approved. Other activities, not specified, are not permitted as part of this CUP.
11. Two existing office spaces, totaling 437 sq. ft., will be renovated to serve as medical exam rooms for clients of Operator's existing services as detailed here. Neighborhood Healthcare, a federally Qualified Healthcare Center, will initially provide medical services through their providers. Another contractor may operate medical services out of the facility, within the designated location, with prior written approval by the Director of Community Development. Hours of operation for all medical services will not exceed or operate outside of existing Operator hours of operation.
12. All rooftop equipment must be fully screened from public view utilizing materials and colors which match the building. All wall-mounted and ground mounted equipment must be screened and concealed from view in accordance with, Section 33-1085 of the Escondido Zoning Code.
13. All operations must be conducted solely during the following days and times.
- | | |
|---|---|
| a. Administrative offices and related services: | Monday – Friday 7:30 A.M to 6:00 P.M |
| b. Food Service: | |
| Meals Open to the General Public: | Everyday 5:00 A.M to 7:00 A.M. |
| Additional holiday meals are allowed the day before and the day of Thanksgiving, and the day before and the day of Christmas. Any modifications or additional holiday meals must be approved by the Community Development Director. | |
| c. Food Pantry: | Monday – Friday 7:30 A.M. to 5:00 P.M. |
| d. Medical Services | Monday – Friday 7:30 A.M. – 6:00 P.M.,
Saturday 8:00 A.M. – 12:00 P.M. |
| e. Narcotics and Alcoholics Anonymous | Saturday 7:00 P.M. – 9:00 P.M. |
| f. Computer Lab: | Monday – Friday 7:30 A.M. – 5:00 P.M. |
| g. North county Labor Connection: | Monday – Friday 5:30 A.M – 10:30 A.M. |
| h. Outpatient Addiction Treatment Services: | Monday – Friday 11:00 A.M. – 8:00 P.M. |
| i. Withdrawal Management Services for 10 clients: | Every day, all day and all night |
| j. Transitional Housing Facility for 44 Clients: | Every day, all day and all night |
| k. Emergency Shelter for 49 Clients: | Every day 5:30 P.M. to 6:30 A.M. |

14. No more than 10 clients shall be accommodated each night in the existing withdrawal Management Services designated area as delineated in Attachment "B". The number of clients allowed in the Withdrawal Management Services is limited solely to the location as designated by the Planning Case No. 2004-71-CUP, and as amended herein.
15. No more than 44 clients shall be accommodated each night in the transitional housing facility ("Transitional Housing Facility") as delineated in the Attachment "B." The number of clients allowed in the Transitional housing facility is limited solely to the location as designated by the Planning Case No. 2004-71-CUP, and as amended herein.
16. No more than 49 clients shall be accommodated each night in the Haven House emergency shelter ("Emergency Shelter") as delineated in Attachment "B." The number of clients allowed in the Haven House Emergency Shelter is limited solely to the location as designated by Planning Case No. 2004-71-CUP, and as amended herein.
17. The operator shall provide adequate staff to supervise the interior areas, as well as the exterior grounds in close proximity to the facility and the parking lot, to ensure that the hours of operation as well as the rules and regulations are enforced. The operator shall also develop, regulate, and enforce standards and guidelines to ensure that there are:
 - Adequate facilities to match supply with demand.
 - Access-compliance in the proposed medical facility and reception area.
 - Provisions for safe workplaces for health care and community service workers, and
 - Compliance with all federal and state laws that regulate the proposed medical-use activity.
18. The existing trash enclosure(s) shall continue to meet the City's Storm Water Management requirements, including a cover an/or connection to the sewer system. No trash, liter, or other solid waste is permitted outside of the building or on an adjacent public right of way, other than in designated receptacles. The treatment and disposal of medical waste shall adhere to all regulations of any responsible agency with control or oversight, including the Centers for Disease Control (CDC), Occupational Safety and Health Administration (OSHA), US Food and Drug Administration (FDA) and potentially others.
19. All existing vegetation shall be maintained in a flourishing manner, and kept free of all foreign matter, trash, litter, weeds, and plant materials not approved as part of the landscape plan. All existing irrigation shall be maintained in fully operational condition.
20. The Operator of the Haven House emergency shelter shall provide name designee(s) of the CEO for Interfaith, available during the operation hours of the emergency shelter, to act as a liaison with the Police Department ("Liaison"). The Liaison shall have been designated full authority to comply with these conditions and any other laws. Upon request from the Police Department and pursuant to Legal obligations of Interfaith to not violate policy and the requirement to protect client confidentiality, the Liaison shall provide any clients identification or other information requested. Operator shall maintain guest registration information required for all transient lodging facilities as provided in the Escondido Municipal Code Chapter 16D, Section 16D-13.
21. With the exception of the approved outdoor smoking areas, there shall be no activities other than parking or ingress and egress from vehicle's, conducted in the parking lot. Interfaith will ensure 52 useable parking spaces are available that meet code specifications.
22. The City of Escondido hereby notifies the applicant that the County Clerk's office requires a documentary handling fee of \$50.00 in order to file a Notice of Exemption for the project (environmental determination for the project). In order to file the Notice of Exemption with the County Clerk, in conformance with the California Environmental Quality Act (CEQA) Section 15062, the applicant should remit to the City of Escondido Planning Division, within two working days of the final approval of the

project (the final approval being the hearing date of the Planning Commission or City Council, if applicable), a check payable to the "County Clerk" in the amount of \$50.00. The filing of a Notice of Exemption and the posting with the County Clerk starts a 35-day statute of limitations period on legal challenges to the agency's decision that the project is exempt from CEQA. Failure to submit the required fee within the specific time noted above will result in the Notice of Exemption not being filed with the County Clerk, and a 180-day statute of limitations will apply.

23. Operator shall be required to provide constant staffing and supervision for all residential clients, including those in the Haven House emergency shelter, the Transitional Housing Facility, and the Withdrawal Management Services. This will include on-site case managers, providing client assessment and referral to ongoing services with an emphasis on individual self-sufficiency and successful graduation into their own independent housing.
24. Due to the shared parking arrangements between the Emergency Shelter which operates as a nighttime use and the administrative staff which are on site during daytime hours, the operator shall be responsible for ensuring that all shelter clients with vehicles have departed from the property by 7:30 AM and do not return until after 5:30 PM.
25. No shopping carts, wheeled carts, food containers, suitcases, bags, bicycles, or such items are permitted outside of the building within public view, or on an adjacent public right of way.
26. The gathering area with a table and chairs for clients of the operator shall be provided on the interior of the site. The area may be on the lawn areas adjacent to the building or in another approved location, but shall not be located in required parking spaces and shall not be visible to the public.
27. The operator shall ensure that all clients provide identification and sign in when using any service. The operator of the shelter shall keep a record of all clients that sign in, their valid state issued ID with an identification number, and the date of the sign in, for a minimum of 3 years. Upon request by the City, the operator shall submit said reports immediately, subject to county, state and federal privacy statements.
28. Except as otherwise noted herein, no emergency shelter clients may enter, or re-enter the facility between 7:00 PM and 6:30 AM. If an emergency shelter client is employed as documented with the Operator and has a shift past 7:00 PM, or is engaged in other legitimate off-site activity as approved by the operator, then that client may enter after 7:00 PM.
29. No loitering outside the building in public view or on the adjacent sidewalk or public right of way is permitted. This includes, but is not limited to, the frontages of Washington Avenue and Quince Street as well as the entrance and exit driveway areas. For clarification, loitering for the purpose of these conditions includes anyone waiting for services or entry to the building in these areas.
30. The gates shall be closed from 10:00 PM – 5:00 AM daily.
31. Applicant shall ensure all rules as outlined in Attachment "C" are followed.
32. There shall be no measurable increase in calls for services associated with the facility, when compared to the average of the past three years.
33. Operator will provide the highest priority for persons referred by the Police Department, who are screened and a fit for the purpose of the Emergency Shelter. If Emergency Shelter beds are unavailable, alternative housing options will be provided.
34. Operator shall provide limited on-site storage for personal effects of clients, whenever the Haven House Emergency Shelter is not open.
35. All project generated noise shall comply with the City's Noise Ordinance (Ord. 90-08) to the satisfaction of the Planning Division.

36. This CUP shall become null and void unless utilized within twelve (12) months of the effective date of approval.
37. The holder of the Conditional Use Permit shall make the premises available for inspection by City staff during operating hours, and shall provide such business records, licenses, and other materials necessary to evidence compliance with the conditions of approval.
38. This item may be referred to the Zoning Administrator for review and possible revocation or modification of the Minor Conditional Use Permit at a noticed public hearing upon receipt of nuisance complaints and/or non-compliance with the conditions of approval.

Fire Department Comments:

1. Add note if the structure has an automatic sprinkler system, if the structure has sprinklers, please note on the plans that any alterations to the automatic sprinkler system will require a plan submittal.
2. Add note if applicable that sprinkler plans will be deferred submittal.
3. Please provide occupant load for reception area.

Attachment "A"

INTERFAITH COMMUNITY SERVICES

Revised Parking Management Plan for On-Site Shelters – 550 W. Washington Avenue

City of Escondido approval of Interfaith's use permit modification application, 2004-71-CUP, is conditioned on several requirements related to parking. Interfaith is required to provide 52 parking spaces on site. This will be provided, and will be reflected in issued building permit plans. An additional condition of approval requires:

"22. Prior to utilization of this [use permit], a parking management plan for the 10-bed veteran's facility [the "bunk house"] and the transitional housing facility [Merle's Place] shall be submitted to the Planning Division for review and approval. Residents of the two facilities shall be limited to owning/possessing on the site a maximum of 14 vehicles. The number of vehicles permitted by the residents may be modified by the Planning Division based on the parking availability on the site."

The following constitutes Interfaith Community Services' proposed parking management plan.

1. In order to control how many clients with vehicles present are resident in the three shelter facilities at any one time, the following caps to resident vehicle ownership shall apply. None of the three shelters shall have total residents with vehicles present exceed their assigned cap:
 - Veterans Men's Shelter ("Men's Bunkhouse"): 2
 - Merle's Place Veterans Transitional Housing: 6
 - Merle's Place Seniors/Disabled Housing: 6
2. The written Standard Operating Procedures manual for each of the three facilities shall require that, prior to approval of residency, and as a part of the review process for potential facility residency, prospective clients shall be reviewed and approved or not approved for vehicle ownership. Working against the current vehicle ownership for residents of each facility, and subject to the above facility caps, no client shall be approved for residency who has a vehicle present, if such approval would exceed the allowed cap of resident vehicle ownership for the facility in question. Client vehicle ownership status shall be documented in each client file, and those resident clients who are approved for vehicle presence on site shall be made known to each facility case manager, resident manager, and department director.
3. Resident vehicles approved for on-site parking shall be marked with decals or similar durable marking on the inside lower right-hand corner of vehicle windshields, facing out, noting the housing program and a sequential number up to the facility cap. Such windshield marking shall be removed at such time as the vehicle's owner ceases to be an approved resident client. Such windshield markings shall be maintained so as to provide an up-to-date inventory of approved resident client vehicle ownership and allowed onsite parking.
4. Program case managers who screen clients prior to approval of residency and who case manage clients during residency are responsible for client vehicle ownership screening and approval, subject to department director supervision. Case Managers, department directors (the Director of Veterans Services, and the Director of Senior Services) and program resident managers are responsible to enforce the facility vehicle ownership limits as approved.

Suzanne Stewart Pohlman
Executive Director

Janet Bolosan
Director of Veterans Services

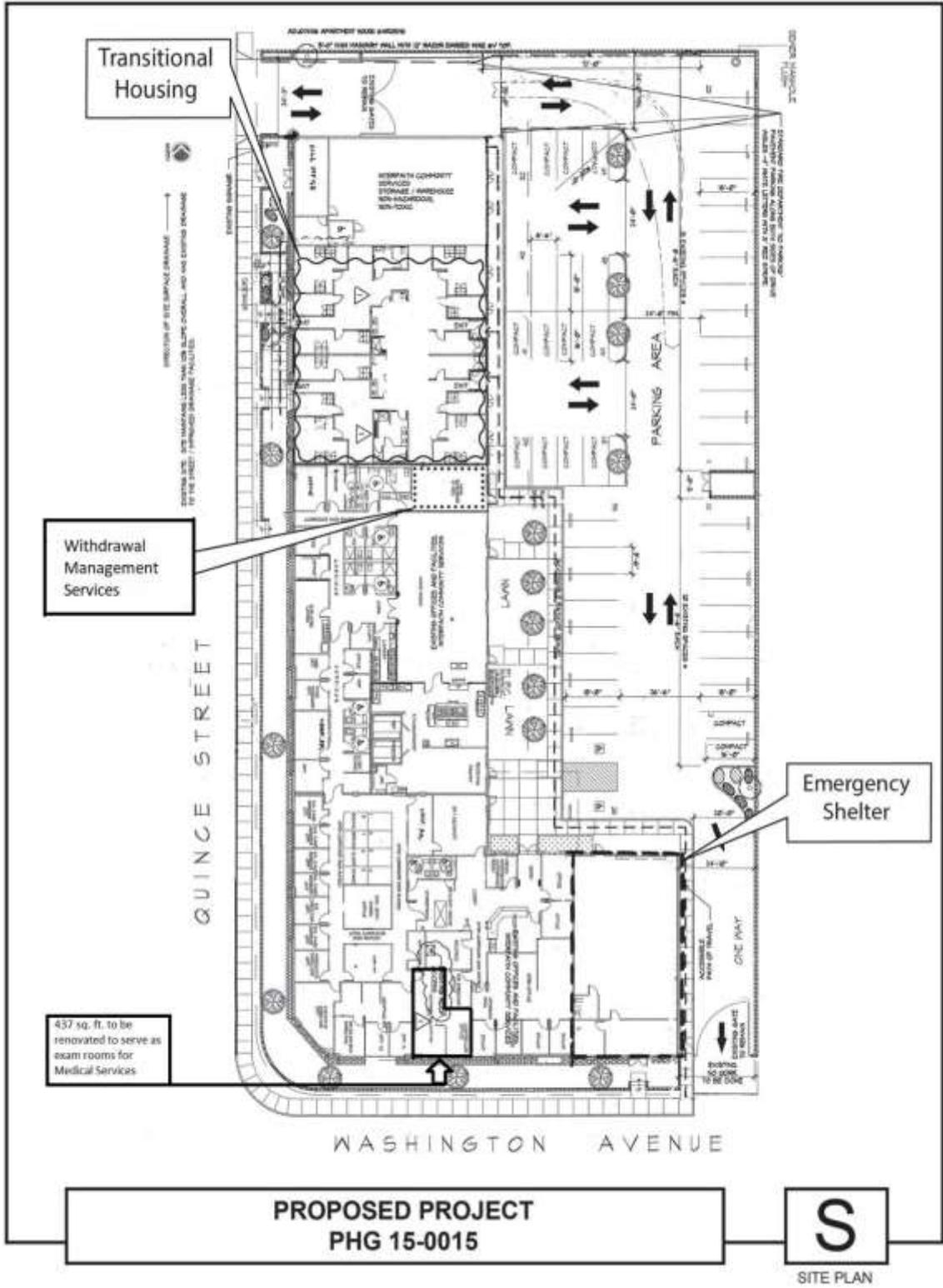
Rebecca Steiner
Director of Seniors Services

Date

Date

Date

Attachment "B"



Haven House Guidelines for Community Living and Shelter Rules

Welcome to Interfaith Community Services Haven House! Haven House staff is excited to work with you to help you reach your housing goals. Haven House provides bridge housing through a Housing First approach which is an evidence based practice aimed at quickly and successfully connecting individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements. Please read the following carefully and use this as a guide for your day-to-day activities of daily living.

To access Shelter services, the following is required:

1. To complete required Intake paperwork and shelter orientation
2. To wash all belongings prior to bringing into Haven House
3. To take a shower
4. To live cooperatively and follow the guidelines and rules outlined in this document

I acknowledge that the following violations lead to immediate eviction from Haven house:

1. Possessing drugs, alcohol or paraphernalia
2. Conducting illegal activity or business on the premises
3. Violence or threats, physical or verbal, including fighting or being a threat to other clients
4. Stealing from staff or other residents
5. Carrying or storing weapons or objects that may be used to threaten or injure oneself or someone else
6. Sexual activity of any kind
7. Causing intentional damage to property

Unacceptable Behavior Policy

It is the policy of Haven House that unacceptable and highly disruptive behavior will not be tolerated by guests while staying at the shelter such as:

- Unwelcome physical contact, such as inappropriate touching, patting, pinching, punching & physical assault.
- Unwelcome physical, verbal, visual or behavioral mannerisms or conduct that belittles, shows hostility, or aversion toward any individual.
- Demeaning or exploitive behavior of either a sexual or nonsexual nature, including threats of such behavior

- Display of demeaning, suggestive, or pornographic material

Any unacceptable or disruptive Behavior, as specified but not limited to the above, will result in disciplinary action leading up to suspension of shelter services.

Important Information for New Guests

- **Address for Haven House:** 550 W. Washington Ave., Escondido, Ca 92025
- **Phone :** (760) 489-6380 ext 247(8 a.m.- 5 p.m.) (760) 803-0877 (after hours) which is to be used when guest will be absent, show up late or has an emergency that will hinder them from showing up prior to curfew.
- **Gate Access:** The gates open daily at 4:30 AM and close at 9:30 PM. Weekend hours are 5:00 AM and closed at 8:30 PM.
- **Sign In:** Please sign in at entrance table once entering Haven House in the evening
- **Case managers** are available by appointment. A Case manager is assigned to each guest within the first week of entry to Haven House. Each guest is provided an option on entry to sign a Client Service Agreement which allows the client the option to participate in case management or opt out of such services. Those guests who do not participate in case management can stay for a maximum of sixty days. Length of stays beyond sixty days are determined by participation in case management and guests' housing plan. Guest's case is reviewed and revisited every two weeks by program staff during weekly case conferencing meeting to determine extensions.
- **Meals:** **Dinner** is served at 6:30 p.m. for Haven House guests. **Breakfast** is served in the morning starting at 6:30 a.m. - 7:15 a.m. in the nutrition center. Breakfast is open to the public. **Lunch** is provided daily through sack lunches and handed out during morning breakfast.
- **Laundry:** Laundry facilities are located in the hallway of the nutrition center. Soap is provided for the washing machines. Laundry is available to all residents once a week. Please sign the sign-up sheet located at the front of the shelter.
- **Belongings:** Haven House is not responsible for the safety of your belongings. Interfaith is not responsible for any lost or stolen items. Your belongings are to be kept in your locker or on you. Please note for no-shows and clients who have been exited from the program, Haven House Staff will discard your belongings after **72 hours unless agreed upon otherwise**. Do not leave valuables where they can be seen.

- **Mail:** Guests may receive their mail through Interfaith. Services are provided through the front desk. Guests must sign up between the hours of 1:30 p.m. - 4:30 p.m. Rules and schedules will be given to you once enrolled.
- **Bulletin Board:** The bulletin board above the sink near the bathrooms will contain housing postings, job fair information, and other resources for Haven House guests
- **Emergency Exits:** Haven House has two emergency exits. One is the main entrance on the parking lot side of the campus and the other is found at the opposite end of the building and leads to Washington Ave. In case of an emergency you are to congregate with the rest of the guests and Interfaith Staff on the North-East corner of Interfaith's main parking lot.
- **Animals:** No pets allowed. Guests may request to maintain their service animals during their stay. Must provide all required documentation prior to admission.
- **Smoking:** There is a designated smoking area adjacent to the pantry in the parking lot, from 6:30 AM – 9:30 PM
- **Visitors:** You may not have visitors at Haven House

Guidelines for Community Living

- **Lights:** Dormitory lights are turned off at 9:30 p.m. Clients must be quiet after lights are off.
- **Civility:** Guests are expected to treat local community, the building, staff, volunteers and other guests with respect. Please respect the privacy of other residents and refrain from discussing other guests' presence in Haven House.
- **Community Meeting:** Housing Meetings are held at 7:00 pm on Thursday evenings in the Nutrition Center.
- **Cleanliness:** Guests are expected to contribute to the well-being of the shelter by helping maintain shelter cleanliness and keeping sleeping quarters tidy. Guest are expected to throw away all of their own trash and clean up after themselves. No food, drink (water only in an enclosed bottle) or excess bags are allowed in the sleeping area.
- **Bedding/Bed Area:** You will maintain the blanket and pillow provided by Haven House throughout your stay. Please keep your bed area clean and neat. Beds are made every morning.

- **Electronic Devices:** Laptops, tablets, phones and other electronic devices may be used with headphones but should be shut off by 9:30 p.m. in the dormitory area. You are responsible for your personal belongings. No videotaping or taking personal photos in the shelter.
- **Language:** Inappropriate language is not permitted at any time. Residents must refrain from talking loudly in the dormitory area.
- **Showers:**
 - Sign-up sheet upon entry at 5:30 PM.
 - We recommend daily showers
 - There is a 15 minute time limit on showers
 - Clean the shower stall (remove hair, soap residue, etc.) and the dressing area when you are finished
 - Towels: Guests are issued a towel, which are stored in their designated locker. Guests are responsible for washing them throughout their stay at Haven House and returning them to staff upon exit.
 - Handicap accessible showers are available
 - Please be considerate of others when using the bathroom or shower
- **Curfew:** Guests are asked to return to the facility no later than 9:30 p.m. If a guest has a schedule that conflicts with curfew they will be asked to provide documentation to their case manager who will relay the information to Resident Coordinators. If you arrive at the facility after 9:30 p.m. Please contact the Haven House afterhours number and inform onsite staff of your late arrival. All late arrivals will be documented and sent in a daily report to staff. Case managers will follow-up to ensure reason for late arrivals has been approved. If reason is not acceptable, the curfew violation will be considered an unexcused absence and will lead to disciplinary action.
- **Cell phones:**
 - Please turn off cell phones or set it on vibrate or silent while in the dormitory
 - You may charge your cell phones however; you are responsible for its safe keeping
 - You may use your cell phones as an alarm in the mornings but please turn it off immediately and be conscious of other guests with different schedules
 - Please do not use your phone to film or take personal photos

Banned Articles and Substances: Staff reserves the right to conduct random inspections of the dormitories and lockers to ensure there are no banned articles and substances. If you are found with a banned article or substance you may be immediately exited from the Shelter. A notice will be left in your locker if it is inspected. Contraband items found in lockers will be confiscated. NOTE: Possession of dangerous or illegal articles or substances may also result in arrest, suspension of services, or banning from Interfaith.

- The following items are banned from the shelter and Interfaith property:
 - **Weapons:** including guns, knives, brass knuckles, and firearm ammunition
 - **Dangerous Instruments and Materials:** including sticks, bats, scissors, ice picks, box cutters, caustic chemicals, flammable liquids, and fireworks.
 - **Hazardous Tools and Utensils:** including hammers, screwdrivers and carving forks (see your Case Manager if you have tools you need for employment or training)
 - Replicas of Weapons
 - Illegal Drugs or Drug Paraphernalia
 - Alcoholic Beverages
 - Electrical Appliances, including hotplates and electric heaters
 - Incense and candles

Relationships in the shelter: Couples are welcome to stay in the shelter but must refrain from any physical contact in the shelter and/or any behaviors that are inappropriate. If a guest's safety is at risk which is evidenced by activities on or offsite (ie. Criminal or domestic violence charges), staff will assess and have the right to exit one or both guests.

Permitted on the property: Guests are not permitted to remain on Interfaith property after exiting the shelter unless there is a verifiable appointment for that time period. Otherwise, shelter guests return when the shelter doors open at 5:30 pm.

Responsible for reading and complying with: posted schedule times, not entering restricted areas, following program rules and verbal directives from staff.

Cameras: Be advised that the entire shelter is monitored by cameras and a recording is being made.

Authorized Absences (Passes)

Policy:

Haven House acknowledges that there may be instances in which a guest needs to be authorized to be away from the shelter. In order to be approved for an authorized absence (pass), the guest must be, at a minimum, in full compliance with the program rules, regulations, and expectations. After the pass is requested by the guest, the staff must notify the guest if the pass is approved or denied (except in an emergency situation.) If a guest is out of compliance with the program for any reason, he or she will not be granted a pass unless an emergency occurs and the Case Manager, Shelter Manager see that not having a pass may be harmful to the mental or physical well-being of the guest.

Procedure:

1. Passes are given on a case-by-case basis, unless otherwise discussed and approved by the Program Manager of Shelters. Therefore, passes must be discussed with your case manager and presented to the Program Manager of Shelters and submitted at a minimum of one business day before the potential pass is expected to be used.
2. Any pass that a guest is requesting can be denied by the Program Manager of Shelters if deemed inappropriate or not addressing the betterment of the resident.
3. Passes are designed to be used for out of town work/overnight opportunities, out of town school opportunities, family reunification and/or child support visitation, or an event that contributes to the betterment of the guest.
4. If an emergency pass is being requested, (unexpected death in the family, family member in the hospital, etc.), it is necessary to be in touch with your Case Manager immediately. If the emergency occurs over the weekend, call and leave a message for your Case Manager or Program Manager of Shelters at 760-489-6380 Ext. 247.
5. After a guest comes back from a pass, he or she must come and meet with their Case Manager the next business day.

No-Show Policy

Policy:

Guests are expected to return to the shelter every evening no later than 9:30 p.m. Failing to not show up to the shelter or returning after 9:30 p.m. will result in disciplinary action leading up to termination. Reasonable excuses for night absence include hospitalization or emergency medical treatment, employment

requirement, family emergency, or other instances agreed upon by the Program Manager of Shelters and Associate Director to be reasonable.

Procedure:

1. **Guests who have unexcused absences will first be given a verbal warning. After a verbal warning has been given they will be provided a behavior contract on their second absence. After the third unexcused absences they will be exited from Haven House. Any guest, who receives three documented warnings, will be exited within 24 hours.**
2. If belongings are not picked up within 72 hours, items will be bagged and discarded unless guest has contacted Interfaith staff and made arrangements which have been approved by the Program Manager. The shelter is not obligated to store belongings for more than 72 hours. Case Manager should record the date the items were discarded in the guest's case file.

DISCIPLINARY WARNING SYSTEM/TERMINATION POLICY

Policy:

Inappropriate behavior and violations of shelter rules will result in disciplinary action leading up to termination from the shelter. Guests are allowed three warnings (verbal, second, third) followed by a final termination notice (4th violation). Staff record and log all incidents on an **Incident Report**. A copy of the Incident Report is placed in the guests' file. If the violation is one that leads to immediate exit, the resident will be expected to leave the premises immediately.

Procedures:

For violations not leading to immediate termination, the following steps are taken:

1. Haven House staff completes an incident report that explains in detail the violation and circumstances. The Incident report is reviewed by the Case Manager the same/following day.
2. The Case Manager will address the incident with the resident within 24 hours. The resident in violation meets with the Case Manager in order to determine if the resident had good cause for violating shelter rules. The resident may be required to provide proof or verification of circumstances.
3. If the resident is found to not have good cause, the Case Manager will complete a *Behavior Contract* with the resident. The form indicates if the warning is the residents 1st, 2nd, 3rd and is signed by both the resident and the Case Manager. The Case Manager reviews the shelter rules and reminds the resident that he may not receive more than 3 violations before being terminated from the program.

4. For each violation of shelter policy or rules, staff will repeat the same process and complete a *Behavior Contract* when applicable.
5. Resident is given a copy of Behavior Contracts.
6. Residents that conduct a final violation are given a “Notification of Suspension of Shelter Services” describing the appeals process for eviction. The resident collects their belongings and is escorted from the property by Staff.
7. Please note that based on the severity of the offence, Program Manager reserves the right to go directly to a final warning.

Reasonable Accommodations

Policy:

It is the policy of Interfaith that reasonable accommodation be made at all programs and facilities that provide shelter or residential services in order to service eligible individuals with physical or mental disabilities, except where an accommodation will impose an undue financial and administrative burden on the operation of the facility or any of its programs (collectively, “Facility”) or constitute a fundamental alteration to the nature of the Facility. “Reasonable accommodation” includes modification to the Facility’s policies or practices, addressing architectural, communication or transportation barriers, and the provision of auxiliary aids or services.

Individuals who believe that they require a reasonable accommodation or that they have been subjected to discrimination on the basis of disability or have been denied access to services or reasonable accommodations required by law, may use this reasonable accommodation policy to exercise their rights. The policy is applicable to any eligible individuals who apply to, participate in, access or reside in any shelter program or facility (“Clients”).

Procedure:

1. Any guest may obtain a Reasonable Accommodation Request form (“RAR”) from his/her Case Manager, Program Manager, or Resident Coordinator.
2. Clients may obtain assistance from a family member, friend, and their Case Manager or shelter staff member to fill out the RAR. . If the client is unable or unwilling to complete the RAR, staff should complete the document for the client and ask the client to confirm that the request has been properly understood by staff.

3. The client must return the completed RAR along with supporting verification of disability and disability-related need to the Program Manager who will then review the RAR with appropriate staff. In cases where the client's disability and/or the disability-related need for the accommodation are obvious, verification will not be required.

Reasonable Accommodation Request Review:

1. If the disability and/or the disability-related need are not obvious and have not been sufficiently verified, the Program Manager may request additional verification. The Client must return the completed additional verification as soon as possible.
2. The client will be issued a Reasonable Accommodation Request Determination form ("Determination") notifying the client of their decision. The Program Manager will issue a Determination within ten (10) business days of the filing of a completed RAR.
3. A RAR will be deemed complete ten (10) business days after issuance of a Request for Additional Information or when it is accompanied by appropriate verification of disability and disability-related need, including any additional verification requested by the Staff.
4. If, after a determination is made, a client and his/her verifying party furnish additional medical documentation supporting the RAR, the Program Manager shall review the initial determination in consultation with the Associate Director.
5. The Shelter Staff shall evaluate each RAR taking into account the specific nature of the requested accommodation; the nature of and essential eligibility requirements of the program, service or activity; the health and safety of others; and whether an accommodation would constitute a fundamental alteration to the program, service or activity or impose an undue financial and administrative burden on the shelter. If the requested accommodation is determined to be unreasonable, the Shelter Staff will engage in an interactive discussion with the client to determine if there is another reasonable accommodation that would meet the client's disability-related needs.
6. The Determination form shall include a description of the accommodation granted, if any, and information regarding the filing of a Formal Grievance.
7. The guest can appeal the Determination by filing a grievance according to the agencies Grievance and Appeals policies and procedures.

Haven House Guidelines for Community Living and Shelter Rules Acknowledgement

By signing I agree to follow the Guidelines for Community Living and shelter rules as stated in this document. I understand that failure to follow the guidelines and rules listed in this document can lead to my immediate suspension or disciplinary action leading up to termination. Any questions I have will be discussed with my Case Manager.

Entry Date _____

Date	Print Name	Guest Signature
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Date	Print Name	Haven House Representative
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