## UA Safe Sleeping Village (SSV)
(revised May 8, 2020)

### What
- San Francisco will be operating a safe sleeping village at Fulton and Hyde streets.
- The SSV will serve as a temporary outdoor shelter.
- 50 tents can safely stay at the SSV.
- Guests will have access to meals, bathrooms, hygiene facilities and health services.
- The site will be staffed 24/7 by Urban Alchemy (UA), a non-profit service provider.

### Why
- SSV is a public health intervention designed to help guests and the community remain healthy during the COVID-19 crisis. We want to support the community that already formed at this location.
- The SSV will officially open in the early afternoon on Wednesday, May 13, 2020.
- The site will likely close during the summer; efforts will be made to find guests other sleeping options prior to the closure.
- Note that these dates are subject to change.

### Who
- Unfortunately, we have limited space due to social distance requirements.
- Only unsheltered individuals currently camping in the area are invited to participate in the SSV.
- Medically vulnerable individuals and people who were receiving services in San Francisco prior to April 1, 2020 will be prioritized for the SSV.
- Others are welcome as space permits; remaining slots will be allocated on Monday if there is more interest than space.
- We will work with people who are not provided a space to find other safe sleeping options – in the meantime people without a designated space can camp on the sidewalk along the Asian Art Museum as long as they do so safely and follow the SSV policies.

### SSV Policies
The goal of the SSV is to provide a healthy environment for unsheltered individuals. To accomplish that goal, the SSV will require compliance with the following:
- Formal intake process
- Sign in and sign out (but you may come and go as you please)
- Daily symptom screening for COVID-19
- Compliance with best social distancing practices
- No violence, weapons or theft
- Pets must be cared for safely and responsibly
- No visitors (in compliance with shelter-in-place requirements)
- Only one person per tent (or if multiple, must be same people sharing tent prior to opening)
- No drug sales
- No open drug or alcohol use on the site

### Is SSV for You?
We will be working with guests to build a healthy and safe community at this site. If you are comfortable with the rules described above and want to be part of a new type of shelter program in San Francisco, the SSV is for you!

### Other Options
If you are unable to or chose not to stay at the SSV, we will work with you to find other options. Unfortunately, due to COVID-19, San Francisco’s shelters are generally not taking new guests. Hotel rooms are available to high-risk individuals who were in San Francisco’s system of care prior to April 1, 2020. If you have been prioritized for housing through the ONE System, we can help you access a housing unit. If you were prioritized for Problem Solving, we can connect you to those services (that could include a temporary stipend to find your own hotel room or housing). In addition, the Homeward Bound Program is available to everyone. Homeward Bound reunites people experiencing homelessness with family or friends who can provide them a place to stay. Staff will help make connections and cover the cost of travel. Nobody who is following the SSV policies will be forced to leave the site while we work to find other sleeping options.

### Safe Camping
If you are unable to find other options and chose to leave the site, please follow guidance on safe camping during the COVID-19 pandemic:
- At least 6 feet spacing between tents
- Sidewalks must be passable with space for social distancing of six feet
- Tents should not be within six feet of open businesses or residences
- Sidewalks and entrances to businesses and residences must be unobstructed
- Only one person (or partnership) per tent
- No more than 5 tents on a block
Safe Sleeping Village Community Policy and Code of Conduct (Temporary Participant)

The Safe Sleeping Village (SSV) is managed and operated by Urban Alchemy (UA). You are invited to camp in this area on a temporary basis. As a condition of participation in the Program, you agree to comply with the following policies and Code of Conduct (Appendix A).

Visitor Policy:
- For safety reasons during the COVID-19 pandemic, visitors from outside of the SSV will not be permitted to enter.
- If participants at the SSV want to visit with each other, they should not do so within tents and should always maintain at least 6 feet physical distance and use appropriate facial coverings or masks. In general, participants are encouraged to hang out with as few people as possible and to make sure it is the same, small group of people.

Pet Policy:
- Participants are permitted to enter the SSV with pets.
- All pets must be with owners at all times and cannot roam throughout the area unattended.
- Participants must clean up after their pets.

Health and Safety:
- The SSV staff makes best efforts to provide a safe and healthy environment. However, the SSV is not liable for any lost, stolen, or destroyed property at the site.
- Tents must remain in its assigned space unless otherwise directed by the site operator.
- Participants must be fully dressed any time outside of their tent or in the common areas. For your safety and hygiene, shoes must be worn outside of your tent.
- Waste and garbage must be disposed of in the site trash receptacles.
- No weapons or contraband, or objects that could be construed as such, are permitted under any conditions. Possession of any weapon or objects that could be deemed a weapon (including but not limited to firearms and pocketknives) may result in immediate discharge.
- No open flames are allowed anywhere in the SSV.
- Smoking only permitted in designated smoking areas.
- Participants may be asked to comply with screening for COVID-19 symptoms and testing as necessary.
- No open-air drug sales on the premises.
- Participants should follow harm reduction practices for any substance use.

Emergency Situations
In the case of an emergency, please contact staff or call 911 for assistance.

Reasons for Program Discharge
Participants are expected to follow the Code of Conduct. Failure to do so may result in discharge from the program.

Confidentiality
Confidentially and information sharing will occur in occurrence with the Homeless Response System (HRS) Release of Information and Notice of Privacy Practices.

All participants have the right to have their personal and private information kept confidential. Therefore, the staff is committed to keeping your participant information confidential to the full extent permitted by law. If you wish for us to share confidential information about you to anyone outside of the program, you will need to sign a written Release of Information form before we will release the requested confidential information.
By law, there are a few exceptions to confidentiality that allow for disclosure of information without your consent. These exceptions are as follows:

- If there is a reasonable suspicion of abuse or neglect towards a child.
- If there is a reasonable suspicion of the abuse or neglect of an elderly adult (age 65 or over) or of a dependent adult (someone who is not capable of caring for themselves).
- If an occupant presents a danger to self.
- If an occupant presents a danger to others.
- In the case of a medical emergency for purposes of obtaining medical treatment.
- If a court subpoenas your records.

**Acknowledgement of Receipt**

By signing below, I acknowledge that I have reviewed this policy and Code of Conduct document and I agree to the terms set forth herein.

I further acknowledge that I have discussed and understand what is required of me at the SSV and that I agree to genuinely engage the support staff in ending my unsheltered status.

I understand that if I do not remain in compliance with these agreements I may be asked to leave the SSV. I understand that the Operator, in its sole discretion, may provide me with the opportunity to discuss this situation before being asked to leave the program.

I understand that my participation in the SSV is at the discretion of the Operator.

I understand that I may forfeit my opportunity to participate in this program if I violate any of the terms of this Agreement.

I understand that this is not a rental agreement. I understand that the SSV is an interim short-term program. Nothing in this agreement, whether expressed or implied, creates a landlord-tenant relationship between the Program or Operator and any participant.

I further understand that my participation in the SSV does not entitle me to any rights, benefits, or privileges under the California Relocation Assistance Law, or under any similar law, if my participation ends for any reason, whether voluntarily or involuntarily.

**Participant Name:** ________________________________

**Signature:** ______________________________________

**Date:** __________________________________________

**SSV Site Operator Staff:** ____________________________

**Signature:** ______________________________________

**Date:** __________________________________________
Appendix A:

Safe Sleeping Village Code of Conduct

In order to maintain a safe and harmonious community at the Safe Sleeping Village, participants are expected to comply with the Code of Conduct. Specifically:

**Treatment of others**
- Treat fellow participants and staff with respect
- No violence against other participants or staff
- No verbal abuse including but not limited to degrading ethnic, racist, sexist, or homophobic remarks
- No weapons
- No theft

**Social distancing**
- Participants should maintain at least 6 feet distance between others
- One person (or partnership) allowed per tent
- Tents must remain in their designated areas

**Health and Safety**
- No open flames inside or outside of tents
- Smoking only permitted in designated smoking areas
- Participants may be asked to comply with screening for COVID-19 symptoms and testing as necessary
- No open-air drug sales on the premises
- Participants should follow harm reduction practices for any substance use

**Sanitation**
- Garbage must be disposed of in designated areas
- Participants must use the restrooms on site and not store or otherwise dispose of waste

**Pets**
- Pets must remain with owner at all times and are not permitted to roam the area unattended
- Owners are required to clean up after pets and dispose of waste in designated area
Safe Sleeping Village Community Participant Agreement

The Safe Sleeping Village (SSV) is managed and operated by Urban Alchemy (UA). As a condition of participation in the Program, you agree to the terms and conditions in this Program Agreement.

The purpose of the Safe Sleeping Village is to:

Provide temporary safe sleeping areas and respite to unsheltered adults living in area.

Eligibility Criteria

The SSV is a voluntary program offered to unsheltered San Francisco residents. To ensure compliance with the federal Centers for Disease Control and Prevention’s (CDC) best safety practices for COVID-19, initial spots will be offered to individuals in the immediate area to minimize the movement of people throughout the city.

Expectations

As a participant, you can expect:

- A safe environment where staff and participants support safety, cleanliness, respectfulness, and peaceful working through of any disagreements that may arise.
- To complete a San Francisco County Coordinated Entry System intake.
- To develop an exit plan for where to go after the SSV closes.

You are required to adhere to the “Code of Conduct and Safe Living Expectations for Safe Sleeping Villages” document (Appendix A).

Grievance Policy

If you feel you have been treated unfairly or have concerns about the site, staff, or other issues related to the Safe Sleeping Village, you are welcome to submit a formal grievance (Appendix B)

Entrance to the Program

To enter the program, you must agree to comply with the Code of Conduct (Appendix A). Once you agree to comply and are accepted into the program, you will be assigned a designated camping site within the Safe Sleeping Village. Additionally, site staff will record basic information about you (name, DOB.) and a description of your tent. Per San Francisco Fire Department procedures, all tents will be given a unique identification number and designated spot in the SSV.

Intakes into the SSV will occur between 9am and 5pm daily.

Length of Stay

The Safe Sleeping Village at the Fulton Mall is a temporary program designed to provide a safe, clean environment to unsheltered individuals in the area. If participants comply with the Code of Conduct, they are welcome to stay for the entire length of the program. The program is scheduled to close on approximately June 30, 2020.
You understand that this program creates no right or interest enforceable under California or San Francisco landlord tenant laws. The Operator of the SSV may terminate or extend a participant’s ability to enter or remain on the premises at any time and for any reason, in the Operator’s sole discretion. The non-profit operator reserves the right to enter the tent for the purposes of security, inspection, maintenance, or any other reason the Operator deems necessary.

**Support to End Unsheltered Status**

- Staff will connect you with the larger Homelessness Response System (HRS) by completing a Coordinated Entry assessment with each participant. The assessment will determine what, if any, resources you are eligible for in the HRS. Because the capacity of that system is very limited, access to services cannot be guaranteed. Therefore, staff will also work with you to creatively identify other options, outside of the homeless system, for ending your unsheltered status.
- Staff working at the SSV will provide every participant at the site with service referrals as they become available.

**Visitor Policy**

- For safety reasons during the COVID-19 pandemic, visitors from outside of the SSV will not be permitted to enter.
- If participants at the SSV want to visit with each other, they should not do so within tents and should always maintain at least 6 feet physical distance and use appropriate facial coverings or masks. In general, participants are encouraged to hang out with as few people as possible and to make sure it is the same, small group of people.

**Pet Policy:**

- Participants are permitted to enter the SSV with pets.
- All pets must be with owners at all times and cannot roam throughout the area unattended.
- Participants must clean up after their pets.

**Health and Safety:**

- The SSV staff makes best efforts to provide a safe and healthy environment. However, the SSV is not liable for any lost, stolen, or destroyed property at the site.
- Tents must remain in its assigned space unless otherwise directed by the site operator.
- Participants must be fully dressed any time outside of their tent or in the common areas. For your safety and hygiene, shoes must be worn outside of your tent.
- Waste and garbage must be disposed of in the site trash receptacles.
- No weapons or contraband, or objects that could be construed as such, are permitted under any conditions. Possession of any weapon or objects that could be deemed a weapon (including but not limited to firearms and pocketknives) may result in immediate discharge.
- No open flames are allowed anywhere in the SSV.
- Smoking only permitted in designated smoking areas.
- Participants may be asked to comply with screening for COVID-19 symptoms and testing as necessary.
• No open-air drug sales on the premises.
• Participants should follow harm reduction practices for any substance use

Emergency Situations

In the case of an emergency, please contact staff or call 911 for assistance.

Reasons for Program Discharge

Participants are expected to follow the Code of Conduct. Failure to do so may result in discharge from the program.

Confidentiality

Confidentially and information sharing will occur in occurrence with the Homeless Response System (HRS) Release of Information and Notice of Privacy Practices

All participants have the right to have their personal and private information kept confidential. Therefore, the staff is committed to keeping your participant information confidential to the fullest extent permitted by law. If you wish for us to share confidential information about you to anyone outside of the program, you will need to sign a written Release of Information form before we will release the requested confidential information.

By law, there are a few exceptions to confidentiality that allow for disclosure of information without your consent. These exceptions are as follows:

• If there is a reasonable suspicion of abuse or neglect towards a child.
• If there is a reasonable suspicion of the abuse or neglect of an elder adult (age 65 or over) or of a dependent adult (someone who is not capable of caring for themselves)
• If an occupant presents a danger to self.
• If an occupant presents a danger to others.
• In the case of a medical emergency for purposes of obtaining medical treatment.
• If a court subpoenas your records.

Acknowledgement of Receipt

By signing below, I acknowledge that I have reviewed this Program Agreement and I agree to the terms set forth herein.

I further acknowledge that I have discussed and understand what is required of me at the SSV and that I agree to genuinely engage the support staff in ending my unsheltered status.

I understand that if I do not remain in compliance with these agreements I may be asked to leave the SSV. I understand that the Operator, in its sole discretion, may provide me with the opportunity to discuss this situation before being asked to leave the program.

I understand that my participation in the SSV is at the discretion of the Operator.

I understand that I may forfeit my opportunity to participate in this program if I violate any of the terms of this Agreement
I understand that the SSV is scheduled to close on June 30, 2020

I understand that this is not a rental agreement. I understand that the SSV is an interim short-term program. Nothing in this agreement, whether expressed or implied, creates a landlord-tenant relationship between the Program or Operator and any participant.

I further understand that my participation in the SSV does not entitle me to any rights, benefits, or privileges under the California Relocation Assistance Law, or under any similar law, if my participation ends for any reason, whether voluntarily or involuntarily.

Participant Name: __________________________________________________________________________

Signature: ________________________________________________________________________________

Date: _____________________________________________________________________________________

SSV Site Operator Staff: _____________________________________________________________________

Signature: ________________________________________________________________________________

Date: _____________________________________________________________________________________
Appendix A:

Safe Sleeping Village Code of Conduct

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**Pets**
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Appendix B:

Safe Sleeping Village
Grievance Process

Urban Alchemy provides services to residents of the Safe Sleeping Village (SSV). If you think that you have been treated unfairly or otherwise mistreated by one or more members of the SSV staff, you may file a grievance.

So that grievances receive adequate internal review, please follow this procedure:

1. Complete the 2-page Safe Sleeping Village Grievance Form. Forms are available at the front desk, or you may obtain the form from any supervisor. Upon request, staff can help you complete the form.

2. Return the completed Grievance Form to the designated box at the front desk. All grievances will be reviewed and routed to the appropriate member of the Urban Alchemy team.

3. Within five workdays following the receipt of your grievance, Urban Alchemy staff will meet with you about the grievance. To ensure the issue is handled most effectively, the appropriate Urban Alchemy staff, supervisor, manager, or director will meet with you based on the nature of the issue.

4. After completing the steps above, if you do not think that your grievance has been handled fairly, you may contact someone from the Healthy Street Operation Center (HSOC) directly. Any staff from Urban Alchemy will be able to provide you with the appropriate contact information. Someone from HSOC will review your grievance and ensure appropriate procedures were followed.

Please be aware that you have the following rights related to this process:

- To be free of retaliation for having filed a grievance.
- To be joined and supported by a third party (such as a friend, a family member, another client, or a service provider other than a Safe Sleeping Village staff member) at any time during the grievance process.
- To have your identity kept confidential to the extent possible during investigation of the grievance.
- To pursue avenues of complaint or redress outside of Urban Alchemy.

Guest’s signature acknowledges review of this Grievance Process.

__________________________________________  ______________________________
Guest Name (printed)                          Date

A signed copy of this document should be given to the Safe Sleeping Village resident and the original placed in the resident’s file.
Safe Sleeping Village
Grievance Form

If you have concerns about the Safe Sleeping Village (SSV), you may file a grievance. After reviewing the Shelter Grievance Process, please complete this form. You can drop it in the SSV’s grievance box or return it to site supervisor.

CATEGORY:

☐ Food
☐ Facilities: Maintenance, Cleaning, Plumbing, etc.
☐ Staff Complaint
☐ Other: __________________________________________

Date: __________________________

Your name: __________________________________________

Site number: __________________ Phone number: __________________

Email address: __________________________________________

Please briefly describe your grievance:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
If you have witnesses, please list their names and contact information:

1. Name: ______________________; Phone: ______________________
2. Name: ______________________; Phone: ______________________
3. Name: ______________________; Phone: ______________________

Have you spoken to SSV staff about your concern?

☐ No  ☐ Yes

If yes, when and with whom?
________________________________________________________

What would you like to happen as a result of filing this grievance?

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

Signature ______________________  Date: ______________________