

House Rules

Palmer Court Supportive Housing

- 1. Welcome to Palmer Court:** These House Rules were created to provide a safe and pleasant environment for you to live in and to ensure that your rights to peaceful enjoyment of the property are respected and maintained. The following is addendum to your lease. Tenants must comply with the House Rules and with any changes adopted in the future as a condition of the lease agreement. Violations will be considered a breach of the lease. Palmer Court will give Tenants notice in writing of any changes adopted. This document should be signed at the same time the lease agreement is signed.
- 2. Rent Policy:** Rent is due on the 1st of the month. If rent is not paid by the 5th of the month, it is considered late. A late charge of \$30.00 may be assessed if your full rent is not paid by the 6th of the month. If you fail to pay your rent by the 6th of the month, eviction proceedings may be initiated. Rent must be paid with a check, money order or credit card. No cash will be accepted. A \$15.00 non-sufficient funds fee may be charged for personal checks that the bank refuses to honor.
- 3. Tenant Conduct:** Tenants must not engage in conduct that interferes with the rights of other Tenants to enjoy their apartments properly and peacefully or cause conditions that are dangerous, hazardous, threatening, unsanitary or otherwise harmful to other tenants and staff in the building. Verbal threats or abusive behavior will not be tolerated. No weapons, fights or violence are allowed. Any harassment of anyone in this building will not be tolerated, including abusive or foul language, exhibiting a combative attitude or acting in an aggressive manner. In consideration of other Tenants, loud or disturbing noises (e.g., loud radio, TV) are not allowed during quiet hours. Quiet hours will be enforced in the West Section from 9:00 p.m. until 7:00 a.m. and in the East Section from 10:00 p.m. until 8:00 a.m.
- 4. Approved People To Reside in Unit:** No one except the designated Tenant as listed on the lease agreement shall occupy the dwelling. Friends and relatives will not be allowed to move in. Visitors are allowed between the hours of 8:00 am and 10:00 pm. Tenants must sign their visitors in and out. All visitors must show a valid picture I.D. at the front desk. Tenants must escort their visitors in and out of the building and must remain with them at all times while they are in the building. Palmer Court Management has the right to ban or limit visits from any person it feels jeopardizes the security and peace of the building. No more than TWO visitors at a time, unless receiving prior approval from Palmer Court Management. Overnight visitors are allowed after receiving prior approval from Palmer Court Management. Overnight approvals must be requested during normal business hours, Monday thru Friday 9:00 to 5:00. Each Resident may have an overnight visitor for 2 nights out of a week (7 day period). Each visitor may only stay 2 nights per week at Palmer Court.
- 5. Drug and Alcohol Use:** Palmer Court Apartments recognizes that legal and illegal drug use is part of the world in which we live, and wishes to minimize the harmful effects of drug use on each individual and the community as a whole. Palmer Court does not condone or condemn drug use; however, the staff is required to respond directly to any unacceptable behaviors, whether or not the behaviors are related to substance use.
Palmer Court respects every individual's right to health and well-being, and acknowledges their ability to take responsibility for their own behavior as it affects them, their loved ones, and the community. We aim to create an environment where individuals can openly discuss substance use without fear of judgment, and navigate their own personal path of choices. This includes discussing one's choices regarding substance use, and supporting one's ability to make decisions regarding their own substance use goals (active use, recovery, abstinence, etc.). If applicable, the staff of Palmer Court Apartments is responsible for engaging tenants in conversations about their use of drugs, alcohol and prescription medications, addressing the effects of substances on the tenant's life and the community

Because some of the behaviors associated with drug and alcohol use can create harm in a community, the Drug and Alcohol policy must be adhered to at Palmer Court Apartments. The Drug and Alcohol policy must be signed at move in and is an addendum to the Lease Agreement.

6. **Smoking:** In accordance with Utah Clean Air Act effective 1995, smoking is prohibited in all enclosed indoor places of public access. Also, smoking is not allowed within 25 feet of building entrances, exits, air intakes, or windows which can not be opened. No congregating or smoking will be allowed at the entrances of the building. Smoking is allowed in the individual apartments/studios.
7. **Property Damage:** Purposeful damage and behavior that results in damage to property or furniture is prohibited. Damage caused by the behavior of a Tenant, or a Tenant's guest, may be repaired at the Tenant's expense.
8. **Telephones:** Each Tenant will be given one telephone, upon move-in. Palmer Court will not exchange/replace this item if it malfunctions. This will be the Tenant's responsibility.
9. **Keys and Access to Apartment:** Tenants may not alter or install a new or modified lock on any door or window. Two apartment key cards and, one mail key will be given to each Tenant. It is the Tenant's responsibility to return these keys at move out. There may be a \$10 replacement charge per each key lost or not returned at move-out.
10. **Apartment Repairs & Maintenance:** Tenants must report all repairs needed to staff at either desk where a work order can be made and submitted to maintenance staff. Tenants are responsible for maintaining a sanitary and hazard-free apartment. Inspections by management are done on a quarterly basis unless determined that more frequent inspections are necessary.
11. **Vehicles:** All motorized vehicles parked in the parking lot at Palmer Court must be registered and licensed as required by law. All vehicles must be registered with Palmer Court Management. No vehicle repairs shall be permitted within the complex. Palmer Court will not be responsible for vehicle theft or damage.
12. **Entry and Inspection:** Palmer Court Management must have reasonable access to all units for the purpose of inspection, pest control, maintenance and repairs. All units will be inspected on a regular basis to determine verification of household composition, housekeeping compliance or for other valid reasons. In non-emergency situations, 24 hours notice will be given. Management has the right to enter your unit without notice only in emergency situations.
13. **Laundry Rooms:** The tenant agrees to use the facility at his/her own risk. Management is not liable for lost, stolen, or damaged items. If the laundry machine you are trying to use does not work, notify management immediately. Tenants should leave the laundry room clean and free from debris. Please monitor laundry carefully and do not leave items in the machines for extended periods of time. Please observe posted laundry room rules. Remember, others are waiting to use the facility so please be courteous.
14. **Signs:** Tenants may not display or hang signs or any article from windows or doors without prior approval from Palmer Court Management. No signs depicting drugs, violence or political perspectives are allowed. No antennae shall be installed on the building or hung from the windows. Nothing shall be swept or thrown from the windows or doors of any dwelling.
15. **Public Appearance:** Tenants must be fully clothed at all times, including shoes, when in common areas. This is for safety and sanitation purposes. Management, maintenance personnel, or repairs contractors will not enter the apartment if a resident is judged dressed inappropriately.
16. **Trash Disposal:** Tenants are responsible for the proper disposal of trash. All trash should be placed in a closed bag and put inside the dumpsters. Young children should be supervised when taking out the trash. No furniture or large items should be placed in the dumpster or the dumpster enclosure. No garbage-including diapers are to be left in the hallways for any amount of time. All common areas, grounds, and parking lots should be kept clean and clear of any trash.

17. **Playground Rules:** Children must be supervised by their parents at all times on the playground. Management is not liable for accident or injury. Bottles or other glass objects are strictly prohibited in playground areas. All toys must be removed from the grounds every night. The playground equipment must be used as it was designed. Anyone playing in a manner that is hazardous to themselves or others may no longer be able to use the playground. Parents are responsible for picking up any litter that their child leaves on the grounds. Please report any hazards to the office immediately.
18. **Rental Insurance:** Palmer Court is not responsible for property belonging to Tenants or their visitors, including bikes. The insurance of the property does not cover your personal items or liability. THEREFORE WE HIGHLY RECOMMEND THAT YOU PURCHASE RENTER'S INSURANCE.
19. **Pets:** NO PETS shall be permitted upon the premises. **EVEN TEMPORARILY.** This shall not apply to animals specially designated and trained to assist the people with disabilities who reside in, or visit, the premises. Assistance animals will be permitted with proper documentation completed.
20. **Visitor Policy:** Tenants will be notified by the front desk of their guests' arrival and are expected to meet their guests at the front desk. All guests must sign-in and out at the front desk. No guest will be permitted to stay in the building, including within a tenant's apartment, unless accompanied by a Tenant. Tenants are fully responsible for the actions and behavior of their guests while the guests are anywhere in the building or grounds. Tenant's guests are required to observe the House Rules. Management reserves the right to ban non-compliant guests and visitors from entering the building who present a risk to the safety and well-being of residents and staff.
21. **Overnight Guests:** A guest is considered an "overnight" guest if they remain in the building beyond 10:00 pm. Front desk logs are reviewed by Management regularly. Tenants must submit a request for extended guests to management.

I have read the above addendum to my lease and I am in agreement with the House Rules of the building.

Tenant Name (print): _____

Tenant Signature: _____

Date: _____

Management Signature: _____

Date: _____



The Road Home's Four Guiding Principles

Safety.

Safety is the essential ingredient to providing services to the people turning to our agency for help. In order to maintain safety throughout our facilities, our agency must be able to effectively achieve the following

- Each of the facilities that we operate provides safer refuge than their next best alternative.
- Our teammates have confidence that their workplace is a safe environment in which to work and that management is committed to their personal safety.
- The larger community has a reasonable measure of confidence that our facilities provide safe haven for people experiencing homelessness.
- Fellow providers in the community have confidence that the people they refer to our agency for services will be provided safe refuge.
- That our management team, in concert with our board and where applicable, Shelter the Homeless has effective information to measure the degree to which our agency is providing safe environments throughout our facilities.

Compassion.

Compassion serves as the soul of our organization. As a team, not only must we be aware of our fellow human being's distress, but we must act with our committed efforts to alleviate it. We must utilize every resource available to us in to ease one's suffering immediately and over the long term. We must reach out as broadly as possible to establish a network of caring in order to help ease people's suffering and provide ways off of the streets and out of shelter toward housing, services, and long term solutions to end people's homelessness.

- Toward this end, our agency has committed to becoming completely Trauma Informed throughout all departments.
- The team has committed to a training regimen that will make sure that each team member is adequately educated in trauma, its effects upon people, and how to respond appropriately in situations where trauma is apparent.
- We will create healing environments throughout our facilities that provide a sense of refuge and calm, wherever possible.

Access.

Our shelters serve as the last best alternative for people who would be otherwise forced to stay outside. Our organization must maintain our standard of helping people into shelter, not screening people out of shelter. When helping people to secure access into shelter, our agency is helping people to gain access to services and begin their journey out of homelessness. By imposing exclusionary policies and procedures, our agency and our community are compromising people's personal safety, health, and well being. Our commitment to helping people gain access into our facilities should not come at the expense of others' personal safety. There are situations when a person is violent that would preclude their ability to stay in one of our facilities. In those cases, our team will work with security and law enforcement to address the needs of an individual who is behaving in a manner which jeopardizes the safety of others.

Stewardship.

Each day, our agency must earn the trust of the community which has chosen to invest in our mission. Our agency must serve as exemplary stewards of our community's goodwill.

Our stewardship extends into key areas by which we should welcome public scrutiny. These include:

- Financial. Our audited financial statements will be provided directly to key funders and made readily available to the public online.
- Programming. Our team will operate each of our programs in accordance with the spirit and the letter to which we are bound contractually.
- In kind donations. Our agency serves as a vital conduit of the community's intention to help people in need. Our team must maintain systems that allow for the responsible flow of necessary items directly to those who are in need of them. In order to achieve this, we must make sure that we maintain a high level of organization which includes effective inventory management and streamlined outflow of products from our facilities to those who are in need.
- Personal. The most sacred form of stewardship that exists within our agency is at the personal level. It involves the person in her moment of distress entrusting us with her health and safety. We must measure our performance as it relates to this relationship. It is the heart of our mission. Each of the principles listed above culminate in each of the interactions that our team has at this level.



Document Name/Subject: <u>Security Screening for Shelter Residents</u>
Document Unique ID _____
Document Type: <u>Safety and Security Protocol</u>

Department: <u>Salt Lake Community Shelter and Resource Center</u>
Applies to: <u>Staff</u>
Revision Date: <u>7/31/2018</u>
Approved by: <u>SLCSRC Shelter Director</u>
Approval Signature/Date: _____
For questions contact: <u>SLCSRC Shelter Director</u>

I. Background

We strive to manage facilities where all individuals feel safe and welcome.

II. Purpose

The purpose of resident security screenings is to provide the most secure environment possible for all individuals we serve.

III. Related Forms/Policies/Procedures/Work Instructions

- Security Screening Training Protocol
- Security Screening Quality Assurance
- Tools/weapons management
- Personal Property in Shelter

IV. Content

All individuals entering shelter will be subject to a complete security screening process prior to entering the dormitory areas.

As individuals enter the men's/women's shelter, they will be assigned a bed at the check-in desk. If an individual reports they have already received a bed assignment for the day, staff will verify the bed assignment either through HMIS or an updated copy of the bed list. Guests will then proceed to the screening area.

As individuals enter the screening area, they will be asked to:

- Dispose of any prohibited items in the provided secure disposal bins
- Place bags open on screening table
- If bag is full, empty bag content into provided bins and/or onto screening table



- If an individual is unable to physically empty their bag, staff and/or Security Officers will provide adequate assistance to ensure a thorough bag check is performed
- Empty pockets into provided bin
- Remove outerwear
- IN MEN'S SHELTER:
 - Proceed through a walk-through metal detector
 - If deemed necessary after proceeding through the walk-through metal detector, submit to personal security screening, standing with legs apart, palms facing up (explained in detail below)
- IN WOMEN'S SHELTER:
 - Submit to a personal screening, standing legs apart, palms facing up (explained in detail below)

Staff will:

- Search each bag and content utilizing provided tools, including puncture resistant gloves, flashlights, and wooden dowels, as deemed necessary and helpful for performing a thorough bag check
- Check outerwear for additional items
- IN MEN'S SHELTER:
 - Direct each individual through the walk-through metal detector
 - If the walk-through metal detector indicates an individual has additional items on their person, staff will request that the individual check their pockets and walk through again
 - If the walk-through metal detector indicates for a second time, staff will direct the individual to an appropriate location and use a hand-held metal detector up the front and back of the individual's torso and each arm/leg. If detector alerts, individual will be asked to remove items. Staff will investigate without physically touching the individual. Individual will not be allowed entry into shelter until alert can be resolved satisfactorily
- IN WOMEN'S SHELTER:
 - Staff will direct the individual to an appropriate location for a personal screening. Using a hand-held metal detector, staff will check up the front and back of the individual's torso and each arm/leg. If detector alerts, individual will be asked to remove items. Staff will investigate without physically touching the individual. Individual will not be allowed entry into shelter until alert can be resolved satisfactorily

Large tools, weapons, alcohol, drug paraphernalia, and illegal items are not allowed in The Road Home facilities. Tools and weapons (excluding firearms and knives over 6 inches) may be checked in with staff and securely stored during residents stays. Other items will be disposed of in secure disposal bins.

V. Review

This procedure will be reviewed by Director of the Salt Lake Community Shelter and Resource Center annually.



Document Name/Subject: Security Screening Training
Document Type: Safety and Security Protocol

Department: Salt Lake Community Shelter and Resource Center
Applies to: Staff
Revision Date: 6/14/2018
Approved by: SLCSRC Shelter Director
Approval Signature/Date: _____
For questions contact: SLCSRC Shelter Director

I. Background

We strive to manage facilities where all individuals feel safe and welcome.

II. Purpose

The purpose of Security Screenings Training protocol is to ensure consistent and standard screening of individuals entering emergency shelter programs, in order to provide the most secure environment possible for all individuals we serve.

III. Related Forms/Policies/Procedures/Work Instructions

- Security Screening Protocol
- Security Screening Training Protocol

IV. Content

All client advocates, resident service advisors, client advocate team leads, client engagement and intake staff and shelter supervisors will be trained in the Salt Lake Community Shelter and Resource Center Security Screening Protocol.

Trainers:

Shift supervisors will hold primary responsibility for ensuring proper training of their teams. Each supervisor will designate a lead Security Trainer for their shift.

New Hires:

Designated shift trainers will conduct one on one trainings with each new hire, demonstrating best practice security screening techniques.



Refresher Training:

Designated shift trainers will conduct quarterly required trainings for all shift staff, demonstrating best practice security screening techniques. Staff will be asked to demonstrate bag search and metal detector techniques. Records of training activities will be kept in employee training records.

Real Time Corrective Training:

Supervisors, Team Lead, and Security Trainers will provide real time corrective instruction anytime incorrect techniques are noted.

V. Review

This procedure will be reviewed by Director of the Salt Lake Community Shelter and Resource Center annually.



Document Name/Subject: <u>Security Screening Quality Assurance</u>
Document Unique ID _____
Document Type: <u>Safety and Security Protocol</u>

Department: <u>Salt Lake Community Shelter and Resource Center</u>
Applies to: <u>Staff</u>
Revision Date: <u>6/14/2018</u>
Approved by: <u>SLCSRC Shelter Director</u>
Approval Signature/Date: _____
For questions contact: <u>SLCSRC Shelter Director</u>

I. Background

We strive to manage facilities where all individuals feel safe and welcome.

II. Purpose

The purpose of Security Screenings Quality Assurance protocol is to establish a standard for ensuring consistency in following established procedures and protocols for shelter screening and security.

III. Related Forms/Policies/Procedures/Work Instructions

- Security Screening Protocol
- Security Screening Training Protocol

IV. Content

To ensure security screenings are being conducted consistently, the process will be reviewed in a variety of ways:

- Shelter Supervisors will view 10-15 minutes of live footage from their office 3-5 times per shift and log footage watched.
- Shelter Supervisors will review 15-30 minutes of taped footage per week and log footage reviewed.
- Shelter Director will view 10-15 minutes of live footage from their office per week and log footage watched
- Shelter Director will review 15-30 minutes of taped footage per week and log footage reviewed.
- Senior Management (Executive Director, Associate Executive Director, and others) will conduct periodic reviews of live and recorded footage.



If staff are found to be performing security screenings in a manner inconsistent with agency protocols, supervisors will take the following actions:

- Re-training – Supervisors will conduct one-on-one thorough and in-depth trainings on the security screening process.
- Counseling – Supervisors will provide one-on-one counseling around the need for complete and thorough security screenings and work to resolve any presenting barriers.
- Disciplinary Action – If inconsistencies continue after counseling and re-training, disciplinary action, up to and including termination may occur.

V. Review

This procedure will be reviewed by Director of the Salt Lake Community Shelter and Resource Center annually.



Document Name/Subject: Communication and Management of Barred Shelter Guests
Document Unique ID: _____
Document Type: Safety and Security Protocol

Department: Salt Lake Community Shelter and Resource Center
Applies to: Staff
Revision Date: 7/27/2018
Approved by: SLCSRC Shelter Director
Approval Signature/Date: _____
For questions contact: SLCSRC Shelter Director

I. Background

Maintaining a current and updated list of all guests serving a bar from shelter will prevent unauthorized entrances and assist in keeping a safe, secure facility for all guests and staff. Internal communication regarding this list will increase staff awareness and ensure unauthorized entrances are prevented.

II. Purpose

To ensure that:

- Salt Lake Community Shelter Resource Center (SLCSRC) teams communicate consistently and efficiently regarding guests that are barred from shelter;
- The list of barred guests is maintained and updated regularly by a dedicated team and through a dedicated process;
- Guests are made aware how long their exit is and how to grieve their exit.

III. Related Forms/Policies/Procedures/Work Instructions

- Security/Incident Protocols
- Exit Procedure
- Client Grievance Procedure
- Rules and Enforcement Procedure
- Shelter Guest Expectations



IV. Content

Maintenance of Current Bar List

- When a guest is instructed to meet with a Shelter Supervisor or Client Advocate Team Lead (in accordance with the policies and procedures mentioned in Section III.), the Supervisor or Team Lead will then add the guest to the Bar List for an amount of time that corresponds with the Shelter Expectation violation as outlined in the Security/Incident Protocols.
- During this conversation, the Supervisor or Team Lead will check if a photograph of the guest is in the Homeless Management Information Systems (HMIS). Photos will be added as necessary.
- The Bar List will be reviewed bimonthly by the Shelter Supervisors to ensure all new bars are set for the appropriate length of time according to the guest's violation of the Shelter Expectations, and to remove any incorrectly placed bars.
- New additions to the Bar List will be discussed during each Shift Change meeting.
- If any staff believes a barred guest is currently in the facility and not for an authorized use of services (meeting with Case Manager, Housing Teams, etc.), Security and the Shelter Supervisor/Team Lead is to be alerted immediately.

Unauthorized Entrances

- If a barred guest is found in shelter, Shelter Supervisors and/or Lead Advocates will review relevant security tape footage to identify what events led to the guest gaining access to the facility without staff's knowledge.
- If an unauthorized entrance is found to be due to staff negligence, appropriate corrective action will be taken with the involved staff.
- If an unauthorized entrance is found to be due to weaknesses in the facility's internal/external security procedures (i.e. frequently unlocked doors, malfunctioning alarm systems, easily manipulated doorways/windows, etc.), the problem areas will be addressed by Shelter Supervisors, Shelter Director, and Maintenance and Custodial Director and corrected immediately to prevent further unauthorized access.
- If a guest inside the facility is found to be aiding in allowing an unauthorized entrance to the facility to a barred individual, that guest will be barred from the facility for a length of time that corresponds with the Security/Incident Protocols.
- Any guest that attempts to or successfully performs an unauthorized entrance to the facility while on a current bar, whether through a weakness in the facility's internal/external security procedures, staff negligence, or by using a false identity, will have additional time added to their length of exit, in accordance with the Security/Incident Protocols.

V. Review

This policy will be reviewed annually by the Shelter Director, Shelter Supervisors, and other relevant staff.



Support and
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Salt Lake Community Shelter and Resource Center Two Week Security Pilot Summary

From 10:30 AM on July 11 through 7:00 AM on July 26, The Road Home implemented a 24-hour Security Pilot in the men's shelter focused on decreasing the number of contraband and weapon-related incidents in the dormitories and increasing the overall feeling of safety and security. In addition to the two Kane Security Officers that round the building regularly, an additional two Security Officers were present at all times at the men's check-in desk ensuring bag checks were done thoroughly, operating a new walk-through metal detector, and assisting TRH staff with exiting clients that violated Shelter Expectations.

Week One: July 11 through July 17

Staff found multiple items in some incidents, so the number of items may not equal the number of incidents.

Prohibited items found at check-in: **14**

- 8 needles*
- 4 pipes/spoons
- 3 heroin/meth/spice

Prohibited items found inside the facility (after check-in): **4**

- 2 needles
- 1 pipe
- 1 spice joint

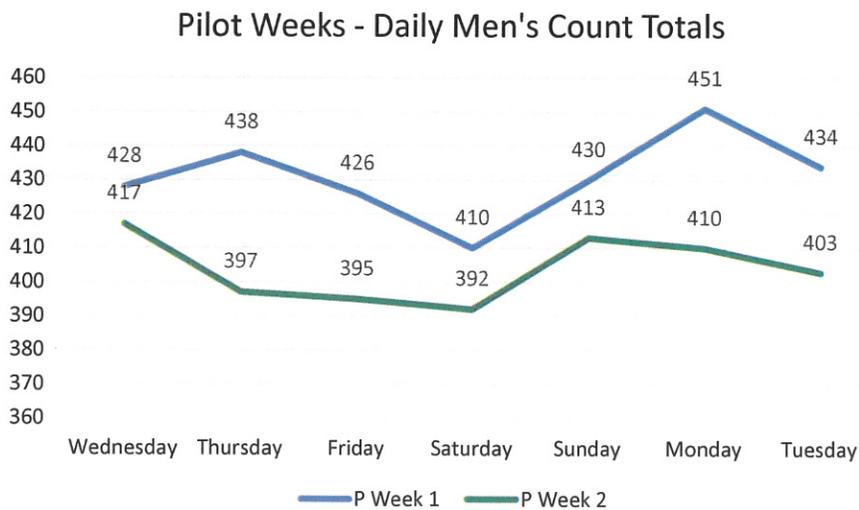
Week Two: July 18 through July 25

Prohibited items found at check-in: **12**

- 6 needles
- 1 pipes/spoons
- 5 heroin/meth/spice

Prohibited items found inside the facility (after check-in): **2**

- 1 needle/paraphernalia
- 1 pipe





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Salt Lake Community Shelter and Resource Center Two Week Security Pilot Summary

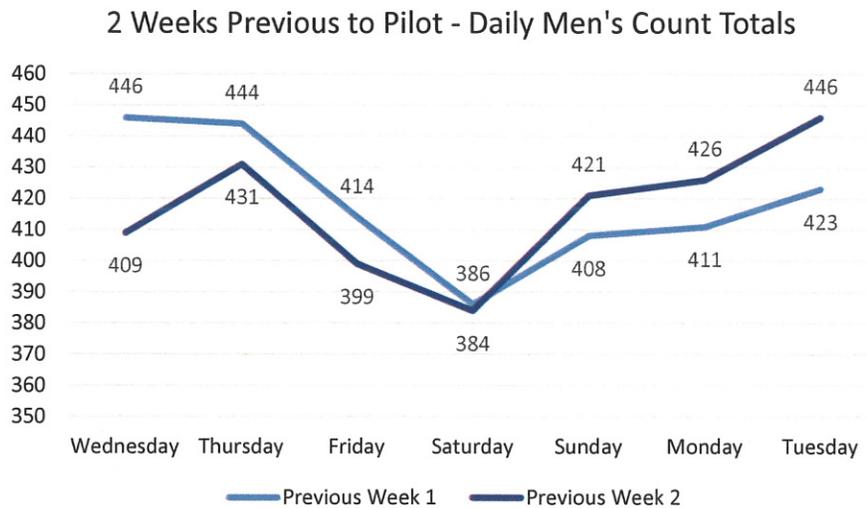
Average Nightly Men's Shelter Counts:

Week 1 (July 11 through July 17) – 431 single men

Week 2 (July 18 through July 25) – 404 single men

Comparison results from previous TWO weeks (June 27 through July 10), prior to implementing new security procedures

- Prohibited items found at check-in: **25**
 - 14 needles
 - 3 pipes
 - 8 heroin/meth/spice
- Prohibited items found inside the facility (after-check-in): **12**
 - 6 needles
 - 2 weapons
 - 2 pipes
 - 2 heroin/meth/spice



Average Nightly Men's Shelter Counts:

Week 1 (June 27 through July 3) – 419 single men

Week 2 (July 4 through July 10) – 419 single men

Guest Survey Results (completed July 19)

Has our new check-in procedure made you want to avoid coming to shelter at all?

31 of 40 – The new procedures did not make me want to avoid coming into the facility due to the inconvenience

Has the environment in the shelter (dorms, bathrooms, hallways, etc.) become safer, less safe, or remained the same over the last week?

21 of 40 – The shelter feels safer



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Salt Lake Community Shelter and Resource Center

Two Week Security Pilot Summary

19 of 40 – The shelter feels the same

0 of 40 – The shelter feels less safe

Noteworthy Reflections and Lessons Learned

Positive Feedback

More than half of guests surveyed indicated they felt safer with the increased security measures, and very few guests reported they no longer wanted to stay in the facility despite the slower, more thorough bag check process.

Balancing Low Barrier and a Safe, Welcoming Environment

Early in the Security Pilot, leadership from Kane Security suggested that additional signs be displayed reiterating guests' ability to end the search process at any time with no consequence. This additional reminder, coupled with verbal reminders from staff, led to several instances of guests asking to stop the bag check so they could leave the building for a short time. It is likely that these additional reminders are helping to keep banned items from entering the building.

Fewer Prohibited Items Entering the Building

The addition of two Kane Security Officers offered the capacity to perform qualitatively better rounding throughout the facility. While the number of incidents during check-in remained consistent both before and during the Security Pilot, there was a notable decrease in prohibited items found during regular rounding by TRH and Kane staff, including a major decrease in the number of guests caught smoking. No weapons were found during regular rounding by TRH and Kane Security Officers.

Strong Partnership, Clear Responsibilities

The coupling of the Kane Security Officers working together with TRH Client Advocates and Case Managers brought a more comprehensive service model for the guests we served with shelter. The separation of duties (Security and Guest Services) offered more clearly defined boundaries for each team and allowed the teams to focus on their primary goals.

Final Thought

We believe that the Salt Lake Community Shelter can maintain a welcoming facility that seamlessly blends safety, security, and dignity while also operating in a Low-Barrier fashion, serving all individuals facing homelessness equally.

* It has always been our policy that needles are only allowed with proper documentation reflecting a medical need for needles (most commonly for insulin injection). Guests are prohibited from bringing non-medically verified needles into the building. If needles are found and the guest reports they have a medical need, the needles are still prohibited from entering until the guest can provide proper medical documentation.