APPENDIX A: SCOPE OF WORK  
CONGREGATE EMERGENCY SHELTERING AT THE SULLIVAN AREANA

Section 1--The Municipality of Anchorage will provide:

1) One Facility: Sullivan Arena to be used for 150 clients with a capacity to surge up to 300 clients. To be used for single adults.

2) The facility will have:
   a) Restrooms and shower facilities for Client use.
   b) Laundry facilities.
   c) Potable water.
   d) Heat.
   e) A secure location within the facility to store Client belongings.
   f) Distinct male and female areas
   g) Fire Marshall certification for emergency sheltering.

Section 2--The Contractor will provide:

1) Emergency Sheltering Services:
   a) Adhere to Anchorage Fire Department Policy 17-10 (Appendix E).
   b) Provide Emergency Sheltering Services for Clients at facilities provided by the Municipality of Anchorage 24 hours a day, seven days a week when AMC 16.120 (See Appendix H) is activated.
   c) Contractor will provide shelter operations through a peer support team with an emphasis on transitioning people to permanent housing. The aim of the Congregate Emergency Shelter Project is to:
      i) Preserve life and health, and prevent the spread of COVID-19, and other communicable diseases.
      ii) Help people experiencing unsheltered homelessness in Anchorage to quickly find safe alternatives to the streets and encampments through shelter in a peer-supported, congregate shelter that focuses on rapid exits to permanent housing or appropriate supportive services; and
      iii) Promote system transformation to rapidly exit individuals and couples from congregate shelters to permanent housing.
   d) Provide intake of Clients in a way that ensures the safety and rights of Clients inside and outside the Facility. At a minimum all weapons and illicit substances will be removed from clients and stored securely until returned to the Client upon their departure from the Facility.
   e) Provide totes/containers for secure storage of Client items. Items must be separated into individual containers per Client.
   f) To minimize disruption to Clients during quiet hours, Contractor shall intake Clients between the hours of 8 AM to 10 PM, unless prior arrangements have been made, unless the shelter is at full capacity.
   g) Contractor shall allow Clients into an indoor warming area 24/7.
   h) Provide every client with a cot and blanket for sleeping. Cots must be kept sanitary.
i) All shelter beds must be single adults with no barriers.
j) Provide a minimum of one hot meal (dinner) to each overnight Client per day.
k) Provide hot/cold beverages and snacks for all Clients.
l) Provide towels and basic toiletries for showering for overnight Clients.

2) Client Management
   a) Contractor will provide each client with a welcome pack with information to include Client and Shelter Provider rules, rights and responsibilities, policies, and a resource booklet that will be provided to the Contractor by AHD.
   i) The Emergency Shelter respects the rights and dignity of the people it serves and treats them in a non-coercive manner. This establishes the rights and responsibilities for clients accessing services at the Emergency Shelter. The rights and responsibilities include:
   (1) RIGHTS
      (a) The right to feel safe in the Emergency Shelter.
      (b) The right to be treated with respect regardless of your race, color, sexual orientation, gender identity, religion, national origin, marital status, age, religion, or beliefs, physical or mental disability.
      (c) The right to speak up when you feel your rights may have been violated.
      (d) The right to make a complaint.
   (2) RESPONSIBILITIES
      (a) The responsibility to respect the rights of others to feel safe.
      (b) The responsibility to treat others with civility and respect the privacy of others;
      (c) The responsibility to follow schedules and rules of the Emergency Shelter;
      (d) The responsibility to let program staff know if you are uncomfortable and need assistance;
      (e) The responsibility to inform staff if laws or rules may have been violated.
      (f) The responsibility to inform staff if you begin to feel ill.
   ii) Trespass - If a client is unable to comply with the policies of the Emergency Shelter or is violent, they may be legally trespassed from the Shelter. A trespass is a legal action that involves APD. Emergency Shelter Contractor’s Administrator or designee will work with APD to trespass individual clients from the property. The information of any client trespassed should be noted on the incident form. Any trespass notice shall be in writing and include an appeals process.
   iii) Turn-aways - If the Emergency Shelter is at capacity and a client must be turned away, staff will communicate with other shelters to find a location for clients to go. A list will be provided by AHD upon activation of the plan of other shelters to coordinate with. No client shall be left outside of the shelter until appropriate accommodations are made for the health, life, and safety of the individual.
(1) Contractor will call 911 to request emergency response for situations creating a serious safety concern.

b) Cleaning
   i) Site Monitors will maintain a consistent and high standard of cleaning. They will be staffed at a 1:30 client ratio from 8 am to Midnight and a 1:50 ratio from Midnight to 8am.
   ii) Restroom and Shower Monitors will ensure the safety and security of the restrooms and escort and monitor showers. Showers and toilets will be inspected for cleanliness after each use. There will be three monitors per shift.

c) Safety
   i) Roving Patrols will monitor activity inside and outside of the facility. They will be staffed on a 1:50 client ratio. Roving patrols will report to the Roving Patrol Monitor for the shift.

3) Emergency Shelter Contractor Policies and Procedures (Appendix D)
   a) Contractor will use AHD Emergency Shelter Contractor Policies and Procedures (Appendix D).
   b) The Contractor will establish a shelter operation plan to ensure safe and efficient shelter operations.
   c) The shelter operations plan will be present and adhered to by all staff working and must include:
      i) Shelter layout drawing, including exits and entrances, that demonstrates the capacity of cots a shelter can accommodate in both normal conditions and at maximum capacity.
      ii) The intake and discharge procedures for how a guest will enter and leave the shelter.
      iii) Staffing plan, including the supervision of staff and volunteers.
      iv) How to coordinate with other shelters in the event capacity is reached.
      v) Emergency Points of Contact.
      vi) Emergency evacuation plan.

4) Reporting
   a) Contractor will keep a nightly roster of Clients utilizing the facility. The sign in roster provided by AHD includes the following information: first and last name, date of birth, gender, and time in to and time out of the Facility. The Contractor will enter all Client Information into the Alaska Homeless Management Information System (AKHMIS). Contractor will send roster and incident reports to AHD Contract Administrator on a basis determined by AHD.
      i) Required Monthly Reporting to be submitted by the 15th of each month to the AHD Contract Administrator:
         (1) Program Report (Appendix C)
         (2) Data Reporting (Nightly Rosters, Incident Reports, Etc.)
(3) Reporting may be changed by AHD as needed throughout the Contract period.

ii) Report emergencies and critical incidences to the Anchorage Police Department and Anchorage Fire Department. Complete and submit incident reports to AHD. Complete the AHD provided incident report and establish a mechanism to record and track incidences should it become necessary for a Client to be trespassed from the Facility due to unacceptable behavior.

iii) The Emergency Shelter will establish a complaint procedure and report all complaints to AHD POC weekly.

iv) The Contractor shall notify the AHD POC IMMEDIATELY for incidents involving:
   - Death, loss of limb, or eye site of a staff member or client
   - Unable to continue operations;
   - Situation in which there is imminent threat to the loss of life or property;
   - Any full or partial closures of the Facility for any reason;
   - Major changes to operations.

v) The Contractor shall notify the AHD POC of the following events within 24 hours:
   - Abuse and Neglect of Clients’ Investigations;
   - Minor Change of Operations;
   - Media contact;
   - Drawing Media Attention; and
   - If APD/AFD has been called for services involving a crime committed or for intervention.

5) Facility Use
   a) Contractor will restrict client movement within the Facility as instructed by AHD.
   b) Contractor will ensure that all exits remain clear of snow, ice, or other debris that would block the exit.
   c) Contractor will ensure that all trash is emptied and taken to the facility’s dumpsters as needed. Contractor will enter into a contract for regular garbage removal from the facility’s dumpsters.
   d) Contractor will report any facility maintenance issues via email to the AHD Contract Administrator.
   e) Contractor will provide their own phones, computers, and internet access.
   f) Contractor will provide staff with HAZMAT training and education for any hazardous materials they may encounter when carrying out their assigned work tasks. Staff will be trained in blood/bodily fluid safety and clean up protocols. Staff will perform regular cleaning sweeps of active facility areas during their shifts. All staff will receive appropriate training for the identification of common pests as well as prevention and control measures.
g) Contractor shall contract with MOA Maintenance and Operations for snow removal services for parking lots and main entrances.

6) Pet Sheltering
   a) Service animals should be allowed in the Shelter in compliance with the Americans with Disabilities Act.
   b) A maximum of 20 pets are eligible to come into the Shelter with Clients transferring from Centennial Campground.
   c) Contractor will use Anchorage Animal Care and Control Center Temporary Pet Sheltering Operations Guide as a minimum baseline for pet care. Clients are responsible for caring for their pets.

7) Equipment Loans:
   a) The Municipality will initially provide adequate cots and totes for the population served by the facility. Any items that are unable to be returned at the end of the contract period will be reimbursed to the Municipality at Contractor's expense.
   b) Furthermore, any additional equipment purchased by the Contractor for the purposes of this contract period will be remitted to the Municipality upon contract termination or the Contractor will reimburse the Municipality.

8) Other
   a) Participate in meetings as requested by AHD or the Municipality of Anchorage. This may include neighborhood engagement as directed by AHD.
   b) All media inquiries for Emergency Shelter shall be directed to AHD. The Contractor agrees to work collaboratively to resolve disputes between the AHD and the Contractor outside of the media. If an interview on another topic results in a conversation about Emergency Shelter or a reference to the Contract with AHD or to AHD employees, Contractor must notify AHD of this immediately after the interview is completed.
   c) The Contractor will coordinate with AHD with respect to press releases, advertising, and events concerning this Contract and scope of work.

Section 3: Staffing Requirements
1) Staffing Levels
   a) Provide at least thirteen (13) staff at all times. Provide a floor staffing ratio of 1 staff to 30 clients from 8 AM to 12 AM and 1 staff to 50 clients from 12 AM to 8 AM.
   b) Minimum staff levels per shift include:
      i) 1 entrance monitor
      ii) 3 site monitors, one per sleeping area and one roving/relief
      iii) 3 bathroom/shower monitors, one per bathroom area and one for shower
      iv) 1 recreational monitor
      v) 3 roving patrol team members
      vi) 1 roving patrol supervisor
vii) 1 shelter manager/or lead depending on shift

c) Designate at least one (1) staff member as the on-site supervisor.
d) Ensure all staff have passed a criminal background check.
e) The following items are preferred, but not required:
   i) Provide staff trained in de-escalation techniques, Cardio-Pulmonary Resuscitation (CPR) and who have Blood Borne Pathogen training. Provide AHD with proof of certification.
Appendix B: Budget

Capacity 150 individuals

<table>
<thead>
<tr>
<th>Cost Categories</th>
<th>Project Cost</th>
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<tr>
<td>Personnel and Fringe</td>
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<tr>
<td>Contractual</td>
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<tr>
<td>Supplies</td>
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<td>Equipment</td>
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<td>Other: Insurance</td>
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Capacity 200 individuals

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<td>Equipment</td>
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Narrative Description of Costs

Costs are presented, where applicable as 150/200 capacity.

**Personnel and Fringe**

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<th>Personnel</th>
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<th>FTE 200</th>
<th>Salary</th>
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<th>Hours</th>
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<td>18</td>
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<td>$19,398.50</td>
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<td>$1,006.25</td>
<td>$13,081.25</td>
<td>$13,081.25</td>
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<tr>
<td>Roving Patrol team</td>
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<td>17</td>
<td>18</td>
<td>40</td>
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<td>$18,450</td>
<td>$12,244.50</td>
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<td>$159,178.50</td>
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<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$547,771.75</td>
<td>$653,331.75</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Services are delivered with a team-based model in which team members, including leadership, are in close communication with each other. All staff are trained in de-escalation and trauma informed care principles and are certified peer support specialists or working toward certification. Staffing for this project will include:
Contractor (4.25 FTE): Contractor will be responsible for ensuring operations and safety of the shelter. Contractor will work with Housing Specialists to identify housing and recovery options for shelter guests. They will also be responsible for updating and maintaining the Homeless Management Information System.

Entrance Monitor (4.25 FTE): This person will ensure the safety of the shelter guests and the site by being stationed at the entrance of the site.

Restroom Monitor (12.75 FTE): This person will ensure the safety and security of the restrooms and escort and monitor showers.

Site Monitor (12.75/17): The team will perform health and safety checks once every half hour, ensuring the safety and security of the shelter guests and the site. The team will also engage with shelter guests by encouraging recovery, growth, and a path to permanent housing. They will be staffed up and down on a 1:30 client ratio from 8 am to Midnight and a 1:50 ratio from Midnight to 8am.

Recreation Monitor: (4.25 FTE): Peer support to help engage shelter guests in their recovery. They will be responsible for arranging group activities and classes.

Housing Specialist Team (2/4 FTE): Team has experience with Housing First principles, experience with service delivery to behavioral health and substance use issues and have good working relationships with other community service providers. We will also contract with an organization to provide clinical health services to support the shelter guests at no additional cost to the MOA. They will be staffed up and down on a 1:75 client ratio.

Roving Patrol (12.75/17 FTE): Patrols for monitoring activity for inside and outside of the property. They will be staffed up and down on a 1:50 client ratio.

Fringe includes a portion of medical benefits, payroll taxes, FICA, ESC, retirement, long-term disability, PTO accrual and life insurance and is at 25%.
### Contractual (Total Cost $377,360)

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<tr>
<td>Food</td>
<td>$8/meal</td>
<td>$157,360</td>
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<tr>
<td>Garbage Removal</td>
<td>$20,000/month</td>
<td>$60,000</td>
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<tr>
<td>Snow/ice removal and maintenance</td>
<td>$50,000/month</td>
<td>$150,000</td>
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</tbody>
</table>

The Community Support Liaison is the point person for the neighborhood engagement plan and ensuring regular communication with the surrounding neighborhood and resolving issues that may arise.

Food: Nutritional meals, healthy snacks, as well as supplies related to providing hot and cold water.

Garbage Removal: Henning will contract out garbage removal from the facility.

Snow/Ice Removal and maintenance: Henning will contract with MOA Maintenance and Operations to ensure that the facility is safely accessible, and that snow and ice is removed in a timely manner.

### Supplies (Total Cost $10,500/$21,000)

This will include cleaning supplies, PPE, and toilet paper.

### Equipment (Total Cost $13,200)

<table>
<thead>
<tr>
<th>Item</th>
<th>Rate</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 desktops</td>
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<tr>
<td>8 laptops</td>
<td>$800 per laptop</td>
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<tr>
<td>8 cell phones</td>
<td></td>
<td>$2,000</td>
</tr>
</tbody>
</table>

These materials are crucial in maintaining communication and safety among staff and guests as well as providing job opportunities and services for guests. GCI will be the provider of cellular service.

### Other (Total Cost $30,000)

<table>
<thead>
<tr>
<th>Item</th>
<th>Rate</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance</td>
<td>3 months/10,000 month</td>
<td>$30,000</td>
</tr>
</tbody>
</table>
Insurance: Additional insurance coverage for required by the MOA will be billed for this project.

Administration/Indirect (Total Cost $76,883.18/$103,599.18)

Contract administration will be billed at a 10% rate.
APPENDIX C: MONTHLY REPORT

Municipality of Anchorage Housing & Homeless Services AT
Emergency Shelter Contractor Monthly Data Report

Shelter Name: ________________________________
Contractor: ________________________________
Report for the month ending: ________________
To be submitted no later than the 10th of the month for the previous month

1. Describe what work occurred during this contract period related to the contract deliverables.

2. Describe any challenges you may be experiencing meeting your deliverables and the steps that have been taken to overcome the challenges.

3. Has your organization been in the news or social media, or produced any newsletters, reports, or success stories related to the project?
   ___ Yes. (If yes, please attach link documentation)
   ___ No.

4. Please share a success story from the contract period.

Monthly Shelter Statistics:
Capacity by day for the month (include calendar). Identify shelter bed usage.

1. Identify shelter capacity
2. How many days did the shelter reach full capacity this month?
3. What was the average number of homeless staying at the shelter?
4. What was the average length of stay for homeless at the shelter?
5. Number of turnaways

Submit a copy of all data reports for the reporting month.
Appendix D: Anchorage Health Department
Housing and Homeless Services
Emergency Shelter Contractor
Policies and Procedures
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The Emergency Shelter Contractor will use AHD Emergency Shelter Contractor Policies and Procedures as a minimum standard of care. All documentation generated by the Emergency Shelter Contractor for the duration of this contract is the sole property of the Municipality of Anchorage.
1. **Definitions**

**Client** - a person served by or utilizing the services of the contractor

**Good Cause** - a substantial reason put forth in good faith that is not unreasonable, arbitrary, or irrational and that is sufficient to create an excuse for an act under the law

**Emergency Shelter** - any facility, the primary purpose of which is to provide a temporary shelter for the homeless in general or for specific populations of the homeless and which does not require occupants to sign leases or occupancy agreements.

2. **Operating Hours**

Emergency Shelters are operated 24 hours, 7 days a week. A Client may not be asked to leave the premises without good cause before 8:00 a.m. on the day on which deactivation is scheduled to begin.

3. **Client Care**

Abuse and neglect of Client(s) by Emergency Shelter staff will not be tolerated.

**Definitions:**
- **Physical abuse** of a Client is the use of force; regardless of provocation, beyond that which is necessary to restrain a Client from injuring themselves or others.
- **Mental abuse** is treating a person in a disrespectful or demeaning manner with actions or words that could diminish their sense of personal worth.
- **Client neglect** is the abandonment or the failure to take adequate safeguards of Clients in one’s charge. Deliberate or careless failure to provide the care appropriate to a Client’s treatment is also considered Client neglect.

Emergency Shelter staff found guilty of abuse or neglect may be subject to criminal charges and immediate termination.

Any Emergency Shelter staff observing an incident, which they believe constitutes abuse or neglect of a Client, should immediately contact the Contractor’s Administrator or designee and document the incident on an incident report form. Please refer to section 16 that has the notification criteria.

Upon notification of an alleged incident of abuse or neglect, it shall be the responsibility of the Contractor’s Administrator or designee to investigate the incident.

4. **Client Intake**

The Emergency Shelter Contractor recognizes the importance of collecting Client data. When a Client arrives at the Emergency Shelter the following information must be collected by staff on the Emergency Shelter Sign In Log (Appendix F):
- First and last name, printed legibly
- Date of birth
- Identified sex
- Contact phone number
- Client initials acknowledging that they have read and understood the shelter rules
All Clients must be at least eighteen (18) years old to be admitted to the Emergency Shelter. All those under the age of eighteen (18) will be referred to Covenant House for transport to an appropriate location or facility. If the Client is under the age of 18 then Emergency Shelter staff will place the individual in a safe place until transportation has arrived.

All Clients will be separated according to gender. Allow Clients to leave the Facility at any time. Notify Clients choosing to leave the Facility that they will not be allowed back into the Facility that evening/night.

Contractor will send roster and incident reports to AHD Contract Administrator on a basis determined by AHD.

5. Client Monitoring

Routine Monitoring:
An Emergency Shelter staff member will monitor all Clients, conducting Health and Safety (H&S) checks every thirty (30) minutes. During these checks the staff member will ensure adequate rise and fall of the chest.

Clients unconscious or not breathing:
Shelter staff must call 911 immediately if a Client is noted to not be breathing normally or is unconscious and unable to wake. The staff member will make all reasonable attempts to position Clients on their side in order to protect their airway.

Clients under the influence:
When a Client who is unable to understand or follow shelter staff directions has been identified, the person appears to be under the influence, and there is no health life or safety concerns (Client is conscious and breathing) Emergency Shelter staff will notify Anchorage Safety Center (ASC) by calling 311.

Until ASC staff arrives, it is the responsibility of Emergency Shelter staff to provide a controlled environment with adequate safeguards affording a hazard-free period to prevent complications that may be life-threatening.

The staff member will make all reasonable attempts to position Clients on their side in order to protect their airway. Depression of the cough and vomiting reflex in extreme intoxication is most frequently the cause of death by aspiration pneumonia; therefore, no Client will be allowed to ingest any solid food. The Client may be permitted small amounts of water.

6. Client Property Search and Contraband

For the health and safety of Clients and staff, all Clients entering the Emergency Shelter will be checked for alcohol, drugs and dangerous paraphernalia.

Female staff will search all female Clients. In the absence of female staff, male staff can search the female Clients and their property only if there is a second staff member observing, and the staff uses only the back of his hand for personal searches.

Each Client entering the Emergency Shelter will be checked for the following items:

- Medications – If prescribed to the Client, they may keep the medications.
- Suspected “illicit” drugs and paraphernalia
• Alcoholic beverages and/or containers (sealed or open)
• Weapons and/or potential weapons such as:
  o Knives
  o Carving tools
  o Guns
  o Metal combs
  o Other items of concern to staff
• Items of high value which are at risk of being stolen or lost.

When performing a contraband check, staff will adhere to the following:
• Alcoholic beverages, illicit drugs, and weapons or potential weapons are not allowed on a Client entering the Emergency Shelter.
• Contraband property will be taken and labeled with Name, Date of Birth, and Time of Arrival and stored in a secured area.
• Contraband property will be returned to Clients as they exit the shelter.
• The contractor will follow Anchorage Police Department protocols on when to contact them about types/quantities of illicit drugs. An incident report will be created with the APD officer’s name and badge number will be noted.

7. Client Resources Provided
Clients utilizing an Emergency Shelter receive the following resources at a minimum:
1. A welcome pack with information to include Client and Shelter Provider rules, rights and responsibilities (Section 6) and policies.
2. Provide one meal Client per day. Meals may be prepared off-site.
3. Provide hot/cold beverages and snacks for Clients.
4. One overnight mat per Client for sleeping purposes.

8. Client Rights and Responsibilities
Upon intake into the shelter Clients will be advised of their rights and responsibilities and provided with the information in writing.

The Emergency Shelter respects the rights and dignity of the people it serves and treats them in a respectful manner. This establishes the rights and responsibilities for Clients accessing services at the Emergency Shelter. The rights and responsibilities include:

RIGHTS
• The right to feel safe in the Emergency Shelter;
• The right to be treated with respect regardless of your race, color, sexual orientation, gender identity, religion, national origin, marital status, age, religion, or beliefs, physical or mental disability;
• The right to speak up when you feel your rights may have been violated;
• The right to make a complaint.

RESPONSIBILITIES
The responsibility to respect the rights of others to feel safe;
The responsibility to treat others with civility and respect the privacy of others;
The responsibility to follow schedules and rules of the Emergency Shelter;
The responsibility to let program staff know if you are uncomfortable and need assistance;
The responsibility to inform staff if laws or rules may have been violated.
The responsibility to inform staff if you begin to feel ill.

9. Client Trespass and Turn Away(s)

Trespass
If a Client is unable to comply with the policies of the Emergency Shelter or is violent, they may be legally trespassed from the Shelter. A trespass is a legal action that involves APD. Emergency Shelter Contractor’s Administrator or designee will work with APD to trespass individual Clients from the property. The information of any Client trespassed should be noted on the incident form. Any trespass notice shall be in writing and include an appeals process.

If a guest expresses a concern or makes a complaint concerning their involuntary discharge, they can take the following steps:
   1. The guest should submit an appeal to discuss the matter fully with the Shelter Manager. Appeal forms are at the check in desk.
   2. The resident will be informed of the Shelter Manager’s decision within 24 hours. If the guest is still unsatisfied with the outcome, the guest may submit a request for intervention to the Executive Director, who will acknowledge receipt within three days. The Executive Director will take any corrective action required within three days and inform the guest, in writing, of the resolution.
   3. Guests have the right to ask assistance of another person to speak on their behalf or help fill out an appeal form.

Turn-aways
If the Emergency Shelter is at capacity and a Client must be turned away, staff will communicate with other shelters to find a location for Clients to go. A list will be provided upon activation of the plan. No Client shall be left outside of the shelter until appropriate accommodations are made for the health, life, and safety of the individual.

If available, Clients will be given bus passes to go to other shelters.
If available, Clients transportation will be called for Clients to move to a different shelter with open spaces.

10. Complaints Policy
The Emergency Shelter will establish a complaint procedure to ensure that Client concerns can be addressed. The Emergency Shelter will report all complaints to AHD POC weekly.
11. Confidentiality

The information concerning Clients in the Emergency Shelter will be kept confidential. The Emergency Shelter will not reveal or confirm who is in shelter to anyone except when required by law to do so.

Emergency Shelter staff will:

- Respectfully treat, as confidential, discussions about Clients, Client records, and material containing Client information;
- Inform all Clients that any concerns or questions on how their personal information is shared be directed to Supervisor on Duty or the Contractor’s Administrator;
- Will not leave confidential Client information in common areas; and
- Store any documents containing sensitive information in locking file cabinet.

Staff will not disclose information about Clients to anyone outside the Emergency Shelter without a signed release of information, except as required by law or agreed upon by program guidelines as outlined below. These situations may include:

- Abuse and Neglect: Staff are required by law to report the abuse or neglect of a child, or vulnerable adult to Adult Protective Services or to local law enforcement.
- Duty to Warn: Staff are required by law to report instances where a Client expresses a threat of violence that may harm anyone, including a potential for suicide.
- Under 18 Years of Age: Refer to Section 2 for policies relating to Clients under 18 years of age.

12. Discharge Policy

The Emergency Shelter ensures that when service is terminated, either voluntarily or involuntarily, Emergency Shelter staff will follow an orderly and respectful process to exit Clients from the facility.

The time that any person leaves or is exited from the facility should be noted on the Emergency Shelter Sign In log.

13. Facility Sanitation

- The Emergency Shelter will be maintained in a clean and sanitary condition.
- The facility must be continuously cleaned and in good repair.
- The area used by a Client that has been exited must be cleaned prior to allocating that area to another Client.
- Janitorial – Contractor may enter into a subcontract with a company to provide janitorial services to clean the facility. The company will:
  - Toiletries and paper products will be provided by a contracted janitorial company.
  - Clean Bathrooms and showers once a day
  - Conduct general cleaning around the facility
- The contractor will not:
  - Clean mats or Cots
  - Clean floors in areas homeless clients are staying
  - Clean the bathrooms or showers more frequently, if areas need additional cleaning beyond the contract, it will be the responsibility of the contractor.
- Facility must be cleaned daily.
Staff members will be reminded to always use Universal Precautions during any cleaning process.
- The floor must be mopped at least once per shift and as needed by shelter staff. The Client areas must be cleaned with a pre-diluted solution of an approved cleaning solution.
- Cleaning solutions, mops, and rags will be provided by the contracted company.

- Mats must be cleaned daily.
- Contractor will follow their own Bloodborne Pathogen protocol for spills of blood and other body fluids.
- Staff must line trashcans with plastic bags and deposit filled bags in the dumpsters on site. Trash cans must be cleaned once a day or as needed with a diluted solution of bleach in a 1:100 solution with water.
- The Contractor’s Administrator or designee will inspect the facility weekly to ensure the facility is maintained, the equipment is functional and in good repair, and the sanitation and safety codes are followed.
- If staff detect repair needs while cleaning, staff will immediately inform Contractor’s Administrator or designee. The Contractor’s Administrator will report the issues to the AHD POC for resolution.

14. Incident Reports

Emergency Shelter staff will use the AHD provided Emergency Shelter Incident Report (Appendix G). An incident report will be written for any incident indicated on the form to include the following:

- Client is discharged to Anchorage Police Department
- Client is discharged to Anchorage Fire Department
- Client is discharged to Anchorage Safety Patrol
- Fight with physical contact between Clients
- Any injury to staff or Clients
- Any reports of abuse or neglect
- Anytime there is a report of a crime that occurred on the property. APD should also be contacted if a crime is reported.
- Items which are indicated on the Emergency Shelter Incident Report
- Any other instance in which a supervisor deems a written report to be necessary

Staff will complete all reports prior to the conclusion of their shift.

Incident reports will be uploaded to the designated AHD Contract Administrator on a basis determined by AHD.

15. Infectious Diseases Prevention and Response

Staff will follow best practices to reduce risk of both staff and guests of infectious diseases. Staff will be diligent in implementing CDC guidelines prevention strategies and follow procedures. Any concerns of infectious diseases should be reported to the AHD POC.
16. Internal Investigations Policy

Investigations are expected to be conducted any time an employee violates these policies and procedures.

- It is important that employees not only follow policies and procedures outlined in this document, but those that are enforced through the contracting company.

The Contractor’s Administrator or designee must investigate Client abuse and neglect within twenty-four (24) hours and report findings with any relevant attachments or witness statements.

The Contractor’s Administrator or designee will determine whether the alleged incident is factual, and whether any disciplinary actions are necessary.

For incidents which are determined to constitute a valid case of abuse or neglect, the Contractor’s Operations Manager must consult with the AHD POC.

Final investigation reports will be submitted to the AHD Point of Contact as necessary or if there is injury to a Client.

At any time, AHD may conduct its own investigation into incidents that occurred.

17. Public Comment

The Emergency Shelter will always operate with compassion and respect for those Clients served as well as for individuals in the community. All comments and concerns of community members will be documented, evaluated and responded to by AHD.

The Contractor’s Administrator should explain to the concerned individual that the Emergency Shelter encourages all input from the community and the Municipality has an established Public Comments can be addressed: wwwahd@muni.org any concerns they might have.

- All complaints made to Emergency Shelter staff, by either an individual from the community, or service providers, must be documented in detail at the time of their occurrence.
- If a community member is unwilling to complete a Public Comments Form, they will be provided the contact information for the Contractor’s Administrator and be given the office number and normal office hours of the Anchorage Health Department Point of Contact.
- Any complaint considered an emergency, or vitally important to the operation of the Emergency Shelter, will be referred immediately to the Contractor’s Administrator.
- The AHD Point of Contact will respond to comments or complaints from the public and Clients.

18. Reporting Requirements to AHD

For AHD to efficiently monitor the Emergency Shelter Contract there are several reporting requirements the Contractor is required to follow:

Report emergencies and critical incidences to the Anchorage Police Department and Anchorage Fire Department. Complete and submit incident reports to AHD. Complete the AHD provided incident report...
and establish a mechanism to record and track incidences should it become necessary for a Client to be trespassed from the Facility due to unacceptable behavior.

The Contractor’s Administrator or designee will immediately call the AHD Point of Contact in the following circumstances:

- Death, loss of limb, or Eyesite of a staff member or Client
- Unable to continue operations
- Situation in which there is imminent threat to the loss of life or property
- Major changes to operations; and

For the following events will be reported during working hours within 24 hours (8am to 5pm):

- Abuse and Neglect of Clients’ Investigations
- Minor Change of Operations
- Media contact
- Drawing Media Attention
- If APD/AFD has been called for services involving a crime committed or for intervention.

Monthly Reporting: The following forms and reports must be uploaded to the MOA system using instructions provided by the AHD Point of Contact no later than the 10th of the month for the previous month:

- Monthly Invoice
- Program Report (Appendix C)
- Emergency Shelter Contractor Monthly Report form
- Monthly Data Reports
  - Complaints - The Emergency Shelter will establish a complaint procedure and report all complaints to AHD POC weekly.
  - Investigations
  - Public and Client Comments
  - Any documents requested by the AHD Point of Contact
  - Updates to Points of Contact
- Daily Data Reports
  - Sign In Logs (Appendix F) – Contractor will keep a daily roster of Clients utilizing the facility and send roster to AHD Contract Administrator on a basis determined by AHD. The sign in roster provided by AHD includes the following information: first and last name, date of birth, gender, and time in to and time out of the Facility. Contractor will enter all Client Information into the Alaska Homeless Management Information System (AKHMIS).
  - Incident Reports (Appendix G). Contractor will send incident reports to AHD Contract Administrator on a basis determined by AHD.
- Within 5 working days
  - Client Care Incidents

Reporting to be kept on file
All documents listed above
Documents required to be in compliance with AFD Policy 17-10
  o Fire Watch Log
  o Emergency Plan
  o Fire Safety and Evacuation Plan
  o Documentation of a Fire Drill

19. Shelter Operations

The Contractor will establish a shelter operations plan to ensure safe and efficient shelter operations. The shelter operations plan will be distributed to all working staff and must include:

  • Shelter layout drawing, including exits and entrances, that demonstrates the capacity of mats a shelter can accommodate during normal conditions and at maximum capacity;
  • The intake and discharge procedures for how a guest will enter and leave the shelter;
  • Staffing plan, including the supervision of staff and volunteers;
  • Coordination with other shelters in the event capacity is reached; and
  • Emergency Points of Contact
  • Trespass and appeals process
  • Complaint process
  • Ensuring there is an ADA process
Policy# 17-10 Temporary Cold Weather Shelters

The following policy shall be followed for all buildings or portion thereof, structures, facilities, or centers designated as a temporary cold weather shelter in accordance with Anchorage Municipal Code Title 16, Chapter 16.120, Cold Weather Plan for Homeless Persons.

Section 1.0 Purpose and Objective

A. The purpose of this policy is to provide guidelines for the use of buildings or portion thereof, structures, facilities, or centers designated as a Temporary Cold Weather Shelter.

B. The objective of this policy is to work cooperatively with the Department of Health and Human Resources (DHHS) and other Agencies to provide a safe temporary shelter for those in need.

Section 1.1 Role of the Fire Prevention Division

A. The role of the Fire Prevention Division is to become a team member of the Homeless Leadership Team by actively participating in the development and implementation of the Temporary Cold Weather Shelter Plan.

B. The Fire Prevention Division will provide fire inspections and education for applicants participating in the Temporary Cold Weather Shelter Plan.

Section 1.2 Requirements for Designation Shelters

Before any building or portion thereof, structure, facility, or center can be designated as a Temporary Cold Weather Shelter, a fire inspection shall be performed and all non-compliance corrected. No provisional approval shall be given without written approval from the Fire Marshal.

1. Currently approved shelters not equipped with complete sprinkler coverage will be limited to 20 occupants or less for overnight sheltering. New Shelters applying after 11/30/17 shall have complete sprinkler coverage.

2. A floor plan drawn to scale shall be submitted showing all areas in addition to those areas used to temporary house individuals. All rooms shall be properly labeled.

3. A responsible person, trained in fire life safety, shall be on-site the entire time the Cold Weather Plan is activated and until such time all occupants have left the shelter. A fire watch log shall be maintained.

4. A Fire Safety and Evacuation Plan shall be available for review on-site.

5. The sleeping area shall have a posted emergency plan with marked egress routes to a specific gathering place. All occupants shall be made aware of all exits.

6. A minimum of two exits shall be provided from all sleeping areas (at least one of the room’s exits shall be directly to the exterior of the building). Alternate means and methods shall be approved in advance by the Fire Marshal.
7. Smoke detectors shall be properly installed in the sleeping area(s) and immediately adjacent to the sleeping area. More than one may be required in a sleeping area.
8. Carbon monoxide detectors shall be provided in the sleeping area and immediately outside of the sleeping area.

9. A fire drill shall be conducted before final approval is given. Only staff need participate. A fire drill conducted in the presence of a fire code official shall serve the purpose of training in fire life safety required in #2, section 1.2.
10. In buildings equipped with an automatic sprinkler system, a current deficient free annual service report shall be available on-site and submitted with the cold weather application.
11. In buildings equipped with a fire alarm system, a current deficiency free annual service report shall be available on-site.
12. Whenever the Cold Weather Plan is activated, the shelter coordinator shall notify AFD dispatch (2674950) with the location and the number of individuals utilizing the shelter. A written record shall be maintained listing the individuals occupying the shelter.

The Fire Marshal may amend this policy as needs arise. Nothing in this policy shall limit the use of buildings during an emergency situation as permitted by the Fire Marshal.
## EMERGENCY SHELTER SIGN IN LOG

**Emergency Shelter Name:**

<table>
<thead>
<tr>
<th>FIRST NAME OF CLIENT (One individual per line)</th>
<th>LAST NAME OF CLIENT (One individual per line)</th>
<th>Date of Birth MM/DD/YYYY</th>
<th>Identified Sex</th>
<th>Phone / Contact Info</th>
<th>Time in</th>
<th>Time Out</th>
<th>Review Rules (Client Initial)</th>
<th>Review Rules (Staff Initial)</th>
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APPENDIX G: SHELTER INCIDENT REPORT

Shelter Name

Date: ________________

Section I. OCCURRENCE AND NOTIFICATION

**TYPE OF INCIDENT**
- ☐ Accident/Injury/Death
- ☐ Ambulance/Fire Police Call
- ☐ Arrest
- ☐ Assault/Altercation
- ☐ Discharge
- ☐ Emergency Repair Problem(s)
- ☐ Employee Misconduct
- ☐ Sexual Harassment
- ☐ Involuntary Transfer/Discharge
- ☐ Theft
- ☐ Trespass/Turn Away(s)
- ☐ Visits by Media & Other
- ☐ Other (Specify)

**WHEN INCIDENT OCCURRED**

<table>
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<tr>
<th>Date:</th>
<th>Time:</th>
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**Area:**

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<th>Date:</th>
<th>Time:</th>
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**EMERGENCY CONTACT MADE TO CONTRACTOR**

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<tr>
<th>AGENCY:</th>
<th>Name of Person spoken</th>
<th>To:</th>
<th>Date:</th>
<th>Time:</th>
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**(only when necessary)**

**OTHER CONTACTS MADE**

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<th>AGENCY:</th>
<th>Name of Person spoken</th>
<th>To:</th>
<th>Date:</th>
<th>Time:</th>
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<th>AGENCY:</th>
<th>Name of Person spoken</th>
<th>To:</th>
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<th>AGENCY:</th>
<th>Name of Person spoken</th>
<th>To:</th>
<th>Date:</th>
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Section II. a) INDIVIDUAL OR CLIENT(S) INVOLVED--CONFIDENTIAL

<table>
<thead>
<tr>
<th>Last</th>
<th>First</th>
<th>Contact Information</th>
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Section II. b) STAFF INVOLVED

Name and Title of Staff Member(s):

Name and Title of Staff Member(s):

Note: 1 copy for Shelter Files 1 copy for Anchorage Health Department

Notification of appropriate agency must be done

MAY CONTAIN CONFIDENTIAL INFORMATION

(Continued on next page)
SECTION III. DETAILED DESCRIPTION OF INCIDENT(S)

Give specific factual account of exactly what happened, who was involved, when and where the incident(s) occurred, name(s) of witness(es), who reported the incident(s), and the cause(s) of the incident(s). Indicate name(s) of outside agencies contacted and other action(s) taken or referrals made by staff and the results of such action(s)/referrals. Then specify where those involved in the incident(s) are located currently. (Attach additional pages if needed.) Remember to include: Time emergency notification called, arrived and Officers’ I.D.#, Time medical assistance arrived and I.D.#

_____________________________________________________________________________________

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Resolution:

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_____________________________________________________________________________________

Name and Signature of Person Completing Reports: __________________________________________

Date: ________________  Time: ________________

Supervisor’s Signature: ______________________  Date Reviewed: __________  Time: __________

Director’s Signature: _______________________  Date Reviewed: __________  Time: __________
Chapter 16.120 - EMERGENCY SHELTER PLAN FOR HOMELESS PERSONS

16.120.010 - Plan purpose and objective.

A. The emergency shelter plan for homeless persons implements measures to coordinate public and private resources when a lack of available shelter options poses a danger to the life and health of unsheltered people within the municipality. The plan objective is to safeguard the lives of vulnerable homeless individuals by providing shelter during such emergency conditions.

B. The department shall take reasonable and necessary actions to implement the requirements of this chapter.

(AO No. 2010-46, § 1, 6-8-10; AO No. 2019-98(S), § 1, 8-20-19)

16.120.020 - Emergency shelter plan activation and deactivation.

A. The emergency shelter plan shall be activated in the following circumstances: (1) automatically, with no further action required by the department, when the outside temperature drops to 45 degrees Fahrenheit or below on the day when sheltering begins, by ambient or wind-chill measures; (2) at the discretion of the Mayor during declaration of a civil emergency; or (3) when the director determines in writing that a lack of available shelter options otherwise poses a danger to the life and health of unsheltered people within the municipality.

B. The emergency sheltering plan shall be deactivated, as applicable: (1) when the outside temperature subsequently rises above 45 degrees Fahrenheit after plan activation; (2) upon expiration of the relevant declaration of civil emergency; or (3) when the director determines in writing that a lack of available shelter options no longer poses a danger to the life and health of unsheltered people within the municipality. The department shall provide no less than seven (7) days' notice of deactivation to operators of emergency shelters. Notwithstanding the timing of deactivation, no person sheltered overnight at an emergency shelter under this chapter shall be asked or required to leave before standard closing time, as specified in the shelter's approved plan and protocols, without good cause.

C. Temperature readings, for the purposes in this section, shall be according to the National Weather Service (NWS), Merrill Field Airport station, Anchorage. In the event the Merrill Field Airport station is offline, temperature readings from the NWS Lake Hood, Elmendorf, or Ted Stevens International Airport stations may be utilized.

D. Emergency shelter locations activated under this section shall be for no more than 150 clients in a single location without assembly approval. Emergency shelter locations activated by the mayor under a declaration of civil emergency and extended by the assembly may exceed the 150 client
capacity, and shall be allowed to remain operational at the activated capacity at the time of the termination of the civil emergency for up to one year following the termination of a declaration of civil emergency.

(AO No. 2010-46, § 1, 6-8-10; AO No. 2012-14, § 1, 2-14-12; AO No. 2019-98(S), § 1, 8-20-19; AO No. 2021-55(S-1), § 4, 6-22-21)

16.120.030 - Emergency shelter plan protocols.

A. When the plan is in effect, and for the duration of the plan, the following provisions shall apply:

1. Uses or use of structures, as defined in subsection 21.05.040.C.5. (new code) and section 21.35.020 (old code), are permitted, notwithstanding any use prohibition in chapters 21.04 (new code) and 21.40 (old code):
   a. Religious assemblies and churches designated as emergency shelters under this chapter may provide shelter to homeless families and individuals who are not under the influence of alcohol or controlled substances not prescribed to the individual.
   b. Social service facilities designated as emergency shelters under this chapter may provide shelter to homeless persons.
   c. Inebriate reception centers shall not ask or require any person admitted after 8:00 p.m. to leave the center before 8:00 a.m. the following day without good cause, regardless of intoxication or incapacitation level. Persons may leave voluntarily if otherwise released by the center.
   d. Other facilities designated as emergency shelters under this chapter may provide shelter for homeless persons in accordance with the conditions and requirements established by the department.

2. Facilities designated as emergency shelters under this chapter shall not be considered homeless and transient shelters for the purpose of determining required separation distances pursuant to section 21.50.420 (old code) or 21.05.055 (new code).

(AO No. 2010-46, § 1, 6-8-10; AO No. 2019-98(S), § 1, 8-20-19)

16.120.040 - Designation of emergency shelters.

A. The department shall develop and maintain a database of approved designated emergency shelters.

B. The department may designate social service facilities, religious assemblies, churches, and other structures as emergency shelters, and may rescind such designation at any time with or without cause. Designation and rescission are discretionary decisions of the department; nothing in this
chapter shall require designation, regardless of an applicant's satisfaction of all requirements set forth herein. To qualify, a social service facility, religious assembly, or other facility shall apply to the department director or a designee and satisfy the following requirements:

1. The facilities shall be certified by the Anchorage Fire Department as adequate for an emergency shelter.

2. Staff shall be adequately trained as determined by the department.

3. The applicant shall submit a written plan and protocols consistent with the emergency shelter plan of the municipality and approved by the department. The plan and protocols shall include provisions indicating cooperation with other emergency shelter providers identified by the department, and point of entry protocols.
   a. A religious assembly or church applicant's plan and protocols shall include provisions limiting use of its facilities as an emergency shelter to homeless families and individuals who are not under the influence of alcohol or controlled substances not prescribed to the individual.
   b. Each applicant's plan shall provide for a minimum of seven (7) days' notice to occupants prior to standard voluntary closure or deactivation of the emergency sheltering plan, except in the event of exigent circumstances approved by the director in writing. Visible posting of planned dates of operation is sufficient to meet this requirement.

4. The applicant shall enter a written agreement with the municipality relevant to its operations as an emergency shelter.

5. Meet other requirements deemed necessary by the department.

(AO No. 2010-46, § 1, 6-8-10; AO No. 2019-98(S), § 1, 8-20-19)