

# NW/FFC COORDINATED ACCESS NETWORKS

## CAN Hotel Program Guide

### **STAFF RESPONSIBILITIES**

#### **All staff:**

Welcome! Thank you for your work to help individuals protect themselves from contracting COVID-19.

Please note that the following rules apply to all staff, regardless of shift or full-/part-time status:

- You are expected to arrive on time for your shift.
- Staff must remain on site for the entire shift except for your breaks, when you must post a sign on the door letting clients know when you will be back and let the hotel front desk staff know you are leaving temporarily. If you must leave for a life-threatening emergency, tell the hotel front desk staff and contact your supervisor immediately.
- Monitor Staff will operate out of a designated hotel room.
  - o Please keep this space clean.
  - o Clients are not to enter this room.
  - o Please clean all door handles, faucets and common surfaces at the beginning and end of your shift with wipes or cleaners provided.
  - o If cleaning supplies have run out, contact the on-call Coordinator.
  - o The hotel room phone is for shelter business only.
  - o Sleeping, dozing, or napping are prohibited while you are on shift. There are task lists included in this Guide to help you identify work that can be done during quieter shifts.

#### **All shifts:**

- Relieve previous shift staff. Exchange room keys and debrief any issues.
- Please use the Lysol wipes provided, to wipe down door handles, knobs, faucets and commons surface areas at the beginning and end of each of your shifts to help protect yourself and other staff.

#### **Coverage:**

The CAN Hotel Program will have coverage of the floor. In case of any emergency, the staff must immediately contact the on-call Coordinator.

Staff must remain on the site for the entire shift unless another staff member relieves you. If the next shift's staff does not arrive by their scheduled time, call the on-call Coordinator who will relieve you or find someone who will.

### **COMMUNICATION PROCEDURES**

Communication is **critical** for many reasons. First, everyone on-site is safer when staff communicate about potential facilities risks or behavioral red flags among clients. Secondly, our work is easier when no one is duplicating anyone else's efforts or assuming that someone else

already performed a task. Finally, communication can build community, trust, and morale among staff when we function as a team and feel responsible for one another.

As a result, the following communication procedures are important ways for you to transfer information to your colleagues:

- **Shift change debriefing:** Make sure you arrive **on time** for your shift so the staff who are leaving aren't rushed in giving you a summary of the prior shift's events and what needs follow-up on your shift.
- **Communication Logs:** Please note that you are responsible for reviewing **all** of the following logs on **every** shift:
  1. **Rounds log:** Documents rounds every two hours or more often for clients who need monitoring. Start rounds as soon as you arrive, throughout your shift and before exchanging shifts again.

For all logs, please be sure to limit your comments to facts and observations. Avoid any opinions or editorial comments. Example: Instead of writing "Client arrived drunk", use language like, "Client smelled of alcohol and was observed to have difficulty maintaining a standing position."

**On-call support and incident response:** In the event of an emergency affecting any clients, inform the on-call Coordinator. If it is a minor incident or dispute between clients, log the incident and inform the incoming shift staff person.

## **BEHAVIOR MANAGEMENT**

### **Engagement strategies:**

You are expected to respond to clients with respect and compassion, even when clients violate program guidelines. Techniques for behavior management should include a blend of rewards (e.g., verbal acknowledgment of prosocial behavior, program incentives when available) for positive behavior, neutral approaches (i.e., redirection, verbal engagement, consultation with outside provider) for violations that do not pose an immediate safety risk, and accountability measures for behaviors (e.g., involuntary discharge) that put the client, program, or staff at significant risk. If you are unsure whether a client's behavior could put anyone at risk, consult with the on-call Coordinator for direction on how best to respond.

### **Managing conflict: "The 5 D's":**

All clients and staff deserve to be treated with **respect** and **dignity** regardless of what program they are in, what choices they make, who they are, and/or where they come from. Working in low-barrier residential programs can be difficult when residents act in challenging ways. When you feel frustrated or angry on the job, remember the 5 D's:

- *Delay:* Take a five-minute breather, and encourage everyone else involved to do so, too. When you feel calmer, circle back and re-visit the issue to find a solution. Repeat as often as necessary until you can come to a solution without feeling out of sorts. Help clients who are feeling defensive to do the same.
- *Distract:* Find an alternative activity to get your brain focused on something other than what is causing you to feel frustrated/angry. If a client is becoming dysregulated, suggest an activity to refocus his or her energy toward something else.

- *De-escalate:* Be aware of how your language, posture, and position in a room may be perceived as threatening to someone who is already feeling frustrated, defensive, or upset. Use a calm, even tone and neutral language, sticking to factual observations of behavior instead of accusations or value-loaded language. Be alert to cues from a client that you may be within their personal space and avoid a position in the room that blocks a client's access to exits.
- *Depersonalize:* Focus on helping clients identify their needs. If a client makes a personal attack on you, focus on the emotional or material need that the client is trying to communicate and ignore the added statements. Communicate with clients in a way that avoids labels or personalizing language.
- *Detach:* Avoid becoming caught up in an emotional whirlwind. If a client is shouting or insistent, slow down and identify first whether their request is an actual emergency. If it is not, help de-escalate the client, calmly and respectfully assert appropriate boundaries, and then assist the client with what is actually necessary, urgent, and within your power to do. Refrain from getting caught up in or enabling drama.

## **CLIENT CHECK IN PROCEDURE**

It is important to welcome new clients and review what we expect from them and what they can expect from us as onsite support staff. Please locate an open, visible space in the common areas of the hotel where you and the client are visible to other staff and can practice social distancing.

1. Review and have client sign the Hotel Expectations Form, including reviewing food schedule and expectations regarding how they can help keep themselves and other clients protected.
  - a. Inform clients that smoking is not permitted in their room or inside the building. Smoking is only permitted in designated areas. Remind them to remain at least 6 feet apart from other guests when smoking.
2. Complete the Needs Assessment Screening and make note of reported items that need follow up.
3. Provide client with Client Take Away, including wellness information, contact information for staff (note the staff room number and phone number) and the phone number to their individual room.
4. Provide room key and directions to their room.

## **PERSONAL BELONGINGS**

Clients are only allowed one suitcase per person. Clients are responsible for their personal belongings. The overflow hotel and/or staff will not be responsible for clients' personal belongings.

## **FOOD INSTRUCTIONS**

**Three meals are provided per person, per day.** Food schedule varies across location and may change over time.

## LOCALIZE: INSERT MEAL SCHEDULE

### Sample language:

**Lunch and Dinner (1<sup>st</sup> shift):** A hot lunch and cold dinner will be delivered to the hotel between 11 and 12p each day. Please distribute this food to each of the rooms according to the Room Listing. Knock on the door and hand the clients their food. To the extent possible, if clients don't answer you can store the food in the staff room and leave a sticky note on the door letting them know they can pick it up outside the staff room. When you see them, remind them they should be in their rooms between 11 & 12 to get their food unless they have a doctor's appointment or other critical appointment.

Please wear the gloves provided when distributing food or handling ANY client items. This is to protect you and the client from spreading germs.

## ROUNDS

- At least four times per shift, we ask that you walk around the halls past clients' rooms to listen for any disturbances or to see if anyone seems to be out and about in need of help.
- If you run into clients, ask them if they need anything.
- If you happen to see into any rooms that look messy, or garbage items are in the halls, please encourage them to be respectful and to take care of the space and remind them of the expectations.
- At all times, try to maintain a safe social distance, only handle client items with gloves on, and regularly wash or sanitize your hands.
- Do not go into client rooms unless there is an emergency.
- Do not allow clients into the staff room for any reason.
- In between rounds, it might make sense to station yourself in the lobby area to monitor clients' comings and goings. In a gentle manner, remind them they are in hotels for their own health protection and if the trip outside of the hotel is not absolutely necessary, then reconsider staying in their room or participate in scheduled breaks.

## DAILY SCREENING AND NEEDS ASSESSMENT

At least once per day, every hotel client must be screened for any change in symptoms and review their needs assessment. See attached Health Screening Form and Needs Assessment Screening. Both the Health Screening Form and Needs Assessment Screening contain protocols that you can follow, as needed and appropriate.

Status of the client's daily screening and needs assessment review must be documented in the shift log so every effort can be made across shifts to reassess all clients daily.

**DO NOT SHARE INFORMATION ABOUT A CLIENT'S HEALTH STATUS WITH HOTEL STAFF. IF HOTEL STAFF HAVE QUESTIONS OR CONCERNS, THEY MAY CONTACT THE ON CALL MANAGER.**

**Please let clients know they should not share health information with hotel staff. If they have concerns about their own health or their roommates health, they should contact you. If it is a medical emergency, they should call 911 and then contact you.**

## **DISORDERLY CONDUCT/ NOT FOLLOWING GUIDELINES**

- If hotel staff come to get you, or you become aware of disorderly conduct by a client, try to deescalate the situation and get them to return calmly to their room.
- If a client is threatening violence or attempting to perpetrate physical violence, you may call the on-call Coordinator and, at the Coordinator's direction, offer immediate discharge from the program and try to identify other locations that client may be able to stay. You do not need to issue a verbal or written warning first. If the situation cannot be controlled, call 911.
- If you run into clients who appear drunk, or under the influence, but they are not yet disorderly, remind them of the guidelines they signed on to and ask them to be respectful of other clients.
  - o Document the violation in the log and notify the on-call Coordinator if the violation is severe.
  - o Verbal warnings are given for non-compliant and uncooperative behavior.
  - o If the behavior continues, give a written warning that states the reason and consequences if the action continues, refer the client to the on-call Coordinator as soon as possible. **Documentation is critical to make sure the issue is fully addressed.**
  - o Repeated behavior will result in the client being asked to leave the hotel.
- If you get a call for a client who appears to be overdosing, call 911 or ask hotel staff to call 911 immediately.

## **TERMINATION**

Involuntary discharge (termination) should be used rarely as only a last resort for cases of significant risk to the physical health or safety of other clients, staff, or the program. Some examples of behavior that could result in immediate termination are:

- On-site possession, use, or distribution of prescription or recreational drugs, alcohol, weapons, or drug-related paraphernalia
- Threatening, violent, bullying, or abusive behavior toward other clients or staff
- Creating a racially or sexually hostile environment through slurs; discriminatory or sexually lewd behavior, speech, or gestures; and/or incitement of others to participate in discriminatory acts
- Fire-setting or other significant and intentional damage to hotel property
- Abandoning a bed for over 48 hours without notice of good cause to staff

All staff should make every effort to resolve issues and disputes and reserve involuntary discharge as a last resort, using de-escalation techniques ("the 5 D's") to help the client self-regulate.

Staff will work to mediate, rather than dismiss, from the program. In the event a client acts in an aggressive or threatening manner toward other residents or staff, the on-call Coordinator will advise staff on next steps.

Hotel staff have the absolute right to ask a client to leave the hotel. While staff may try to mediate and deescalate, hotel staff have the final say.

## **INSTRUCTIONS IF A CLIENT IS BEING ASKED TO LEAVE THE HOTEL BY MANAGEMENT**

First, explore if the client has a safe alternative to shelter. If no other alternative living situation can be identified, document updated contact information for client and instruct client that a local Navigator or Shelter Provider will contact them if additional space is available elsewhere. Every effort will be made to shelter the household but cannot be guaranteed.

Contact the local CAN lead listed below and notify them of client’s departure. Include HMIS ID, contact information, and reason for termination.

	<b>CAN Lead</b>
<u>FFC CAN</u>	Lorrie Jean-Charles <a href="mailto:Lorrie@SHWorks.org">Lorrie@SHWorks.org</a>
<u>NW CAN</u>	Pleshaun Bing <a href="mailto:Pleshaun@SHWorks.org">Pleshaun@SHWorks.org</a>

**STAFF BREAKS**

- You are entitled to one ½ hour and two, 15-minute breaks.
- Please put a sign on the door during your breaks indicating when you will be back/when your break is over so that clients can know when you can be reached.

**STORING CLIENT DOCUMENTS / LOGS / SUPPLIES**

The staff room is intended to be used as a private, secure office space for staff. Store all logs, client documents, completed screenings and assessments in provided file folders so the documents remain accessible to other staff. Please contact your supervisor or designated contact if supplies get low.

**SUPPLY LIST FOR HOTEL OPERATIONS**

1. Administrative supplies, including pens and blank paper
2. File folders to store client forms / documents
3. Copies of blank Shift Logs and Shift Summaries
4. Copies of Health Screening Form and Needs Assessment Form
5. Cleaning supplies: disinfectant wipes and gloves