

**LAWRENCE  
COMMUNITY  
SHELTER, INC.  
(LCS)**

***MANAGEMENT PLAN***

**PROGRAMS FOR A POSITIVE FUTURE**

# RIGHTS AND RESPONSIBILITIES



## Welcome to the Lawrence Community Shelter (LCS)

LCS strives to maintain a comfortable, safe, and peaceful environment, and requires all persons – both working at and staying in the shelter – to treat others with respect and dignity. We understand that you may be nervous, upset or even scared about your stay here. We will do everything we can to help you adjust to being a guest of LCS.

In the first 48 hours you will meet with a case manager to do an intake. LCS Rights and Responsibilities, and Actions and Consequences will be explained to you, as well as how LCS operates. Please feel free to ask questions and share your own experiences with the case manager.

### Hours and Schedules

Day shelter hours are 8:00 am to 8:00 pm. There is no specific check-in time.

Night shelter hours are 8:00 pm to 8:00 am.

Night shelter names are drawn as a lottery at 6:30 pm daily. Sign-up for the lottery is throughout the day until 6:30 pm.

Night shelter check-in time is from 8:00 p.m. to 8:15 p.m.

Night shelter lights out is at 10:00 pm. Lights on is at 7:00 am. Any guest may request an earlier wake-up call, if needed.

Quiet hours are 10:00 p.m. to 7:00 a.m.

Once admitted each night, guests are expected to remain until their morning departure, unless prior arrangements have been made for work, school, etc.

Any guest who **leaves** during the night without checking out properly, or does not show up after signing up, will **not** be readmitted and will **not** be allowed to use the night shelter for **3 days**.

If a guest signs up for the lottery, and will either be later than 8:30 or wishes to forfeit his spot, the guest must notify the staff before 8:30, without penalty.

Day shelter services are open to any homeless person, including case management, laundry machines, mail and telephone, breakfast, AA, and other projects.

### Conditions of Stay

LCS is an open shelter at night, but no one who is intoxicated is allowed on the property during the daytime. A breathalyzer may be administered on the "dry" side.

**No illegal substances** (street drugs, etc.) are permitted on LCS property, indoors or outside, at any time.

**No firearms** are permitted on LCS property, indoors or outside, at any time. This includes concealed weapons.

**Knives**, alcohol-containing products, and controlled-substance prescriptions must be checked into the lockbox when the guest checks in. Other medications or other small (legal) personal items may be checked into the lockbox at check-in, if the guest chooses, and will be available all night upon request.

All guests, staff, and volunteers enter and leave the shelter only through the designated main entrance.

Do not open doors for persons outside wanting to come into LCS through fire exits or other unauthorized entrances.

**No smoking inside the shelter.** Do not tamper with smoke detectors. Guests who have already checked in may smoke in the designated smoking area, when accompanied by a staff member.

When using the day facilities, guests should use the back patio area for smoking and socializing. Guests should also minimize the use of the front porch.

#### **Night shelter –**

- Set up your personal sleeping area immediately after checking in. Men and women must sleep in separate, designated sleeping areas.
- Guests who plan to return the next night will be asked to keep their sheets and pillowcases in their sleeping area during the day. Sheets and pillowcases will be laundered at least weekly.

Legal personal possessions may be left in a personal labeled container during the day but **daytime security cannot be guaranteed**, and items will not be accessible until 8:00 p.m.

Monitors, volunteers, and guests will treat each other with courtesy and will show respect for other people's feelings, physical space, and property.

**No fighting or threatening.** Abstain from physical contact during conflict situations.

**No offensive language** (racist, sexist, homophobic, etc.)

Abstain from sexual contact while at LCS.

Any behavior or action that is dangerous, disruptive, or disrespectful of others will be handled individually by the monitors on duty. A guest who causes difficulties for others may be asked to visit with a staff counselor in order to continue staying at the shelter, or may be asked to leave LCS.

Be respectful to LCS neighbors on your way to and from the shelter, and while you are around the shelter. Do not drink, smoke, or hang out on private property without permission. Do not trespass on private property. Further admission to the shelter will be in question for any individual who causes valid concerns for neighbors.

#### **Other things you should know**

Your help is asked in keeping the shelter neat and clean, and in any other way you can think of, since this is your temporary home.

Guests are invited to share ideas and concerns by using the anonymous suggestion box. These suggestions will be addressed by the LCS staff and/or the board.

If you need referrals to other resources, please ask the case managers, monitors or volunteers. They will advise and assist you.

If you have a disability, please notify the staff so that they may make appropriate accommodations for your convenience and comfort.

Your guest status and all personal information you provide LCS is private. Some demographic information, such as age, sex, and veteran status, may be tallied so that we can describe the guest population and assess needs for future services. No names or other identifying data will be included in these statistics.

**I have been given the Rights and Responsibilities, and the Actions and  
Consequences of the Lawrence Community Shelter.**

**I agree to abide by the rules and to participate in case management.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

**Staff Copy**

9/09

# Lawrence Community Shelter, Inc. (LCS)

## Actions and Consequences

### House Rules

Respect yourself and others

No alcohol or drugs

No weapons

No sexually suggestive comments or actions

No violence or threats of violence

No smoking inside the shelter

No littering, inside or outside

No trespassing on private property

The following is a list of common offenses that should result in the LCS guest being banned from the property and an indication of the length of time to be imposed for each type of offense.

- **Non-cooperation.** This offense refers to the refusal of a client to follow the directions of a staff person in the execution of normal LCS policy or procedure. This includes trashing, littering, trespassing, or other criminal behavior inside or outside of LCS building = **consequences determined case-by-case.**
- **Verbal Abuse.** Listening to the frustrations of guests is a normal staff function. However, a guest's verbal ventilating should not be tolerated when it becomes a personal attack = **1 to 2 weeks**
- **Inappropriate sexual behavior or threats = 2 weeks or greater, charges may be filed**
- **Police assistance call.** Call constitutes the offense, even if cancelled = **2 weeks, charges may be filed**
- **Theft** of any property of LCS or of another guest
  - 1st offense = **1 month minimum, police report made, charges may be filed**
  - 2nd offense = **2 months minimum, possible long term, police report made, charges may be filed**
- **Threats of violence = 2 weeks minimum**
- **Physical violence** with an assault on another guest = **1 month or greater**
- **Carrying a weapon on LCS premises = 2 months minimum**
- **Alcohol or drug usage** on LCS premises
  - 1st offense = **2 weeks**
  - 2nd offense = **1 month**
  - 3<sup>rd</sup> offense = **1 month minimum, possible long term**
- **Selling or distributing alcohol or drugs, or other criminal behavior** on LCS premises = **police will be called, charges will be filed, ban up to 1 year**
- **Violence with a weapon = 1 year minimum, possible long term, charges may be filed**

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**Notice:** Bans will be reviewed once a month by staff. Bans have the possibility of being shortened and/or revoked given cooperation and a genuine effort by the affected individual to correct the problem using agreed upon goals.

**GOOD NEIGHBOR AGREEMENT  
BETWEEN  
LAWRENCE COMMUNITY SHELTER, INC. (LCS)  
AND  
ITS NEIGHBORS**

**MARCH 2007**

The Lawrence Community Shelter, Inc. (LCS), renting property at 214 West 10<sup>th</sup>/944 Kentucky Streets, is a non-profit organization that provides safe shelter, comprehensive support services, and programs that provide a path to a positive future for people experiencing homelessness and people who are at risk of homelessness in Lawrence, Kansas.

The neighbors of the LCS include residents of the Oread Neighborhood, and other renters, businesses, and owners within a reasonable distance of LCS.

All parties to this Good Neighbor Agreement share a common desire to:

- Maintain a peaceful, safe, and clean neighborhood
- Share open and honest communications
- Help each other address concerns and solve problems
- Offer public service for the benefit of the neighborhood, the homeless community, and the Lawrence community at large.

This document is a road map to further communications, it is not a final document and is not a specific list of management decisions. In order to accomplish the Good Neighbor Agreement goals, the parties to the agreement are united in support of the commitments described below:

**1. Property**

LCS has a responsibility to keep its property well-maintained. It is desirable for LCS, property owners, and residents to show pride in the community by caring for public spaces, and by assisting in maintaining and improving the landscape. In order to maintain property at the highest possible condition,

The LCS will:

- A. Intervene to maintain civilized behavior from all persons on LCS property, including drunkenness, fighting, and inappropriate congregating, sitting, or lying down on LCS property
- B. Insure that bicycles are parked at the LCS bicycle rack
- C. Prevent animals from staying on the LCS property and being tied to trees or porches
- D. Remove litter and other contributions to blight from LCS property
- E. Prohibit extended parking of seldom used or broken-down vehicles on LCS property
- F. Conduct monthly LCS neighborhood clean-up tours
- G. Encourage guests of LCS to use the rear patio as much as possible

The neighbors may:

- A. Make note of the condition of the building and grounds, and report to the LCS when property issues require attention
- B. Help develop and participate in volunteer activities to maintain the attractive neighborhood

**2. Safety**

Safety and security are essential for citizens to live peacefully and free from harm, and for neighborhoods to remain desirable and attractive. Property owners and residents share the responsibility of creating and maintaining a safe and secure neighborhood. In order to promote safety and security for all residents of the neighborhood, including guests of the shelter,

## **GOOD NEIGHBOR AGREEMENT**

**MARCH 2007**

The LCS will:

- A. Maintain communications with the Community Cooperation Committee, city officials, and neighbors concerning security measures on LCS property
- B. Maintain existing LCS procedures for deterring harmful situations and respond promptly and firmly with in-house consequences
- C. Notify police when disruptive or illegal behavior occurs on LCS property
- D. Ensure that trespassing on neighbors' property by LCS guests is posted as not acceptable and is handled within the Actions and Consequences procedures of the LCS
- E. Maintain the policy of "no intoxication on LCS property during the day time"
- F. Respond in person to calls from neighbors when neighbors witness someone who they believe to be a shelter guest engaging in negative behaviors

The neighbors may:

- A. Provide comments and suggestions for improving safety and other conditions at the LCS.
- B. Review semi-annual summary reports of neighbor complaints to LCS
- C. Disseminate the LCS quarterly reports through the Oread Neighborhood Association (ONA) and the Lawrence Association of Neighborhoods (LAN)

### **3. Communications**

Communication between the LCS and the neighboring community is important to develop and to maintain positive relationships. Progress reports help make the community aware of positive developments and efforts to achieve success. Awareness of upcoming events offers the community ways to interact with residents and staff, and helps both parties become more integrated. Methods will be established to ensure routine communications, feedback, and monitoring of this agreement. In order to promote communication between the program and the neighborhood,

The LCS will:

- A. Ensure the anonymity, if requested, of communications from neighbors
- B. Support efforts of the Community Cooperation Committee to develop community-wide plans for dealing with concerns off LCS property
- C. Provide quarterly reports of LCS program activities, and outcomes and responses to neighborhood concerns to the Oread Neighborhood Association and Lawrence Association of Neighborhoods for further dissemination
- D. Hold semi-annual public meetings for the community at large to review the Good Neighbor Agreement and other LCS reports
- E. Publicize contact information through cards distributed to neighbors, through ONA and LAN newsletters, and through Downtown Lawrence, Inc.'s electronic mailing list, to register comments and concerns with the LCS Director
- F. Respond promptly to neighbors concerns regarding use of and activities on LCS property
- G. Provide follow-up response to neighbor involved with reported problem on action taken
- H. Document and report positive outcomes of neighborhood meetings and concerns
- I. Provide notice of upcoming events and invite the community when appropriate
- J. Encourage use of the word "neighbor" to refer to LCS guests as well as residents of homes near LCS. All people at LCS are to be considered responsible neighbors.
- K. Provide incident reports and outcomes to the Community Cooperation Committee for semi-annual review

## MARCH 2007

- A. Encourage community attendance at events
- B. Meet with the LCS at semi-annual gatherings
- C. Monitor progress and commitments within this agreement and offer suggestions and advice
- D. Serve as a vehicle for communications
- E. Notify LCS of repeated issues
- F. Seek resolution of community concerns
- G. Encourage neighbor and community volunteerism at LCS

This agreement may be changed or modified from time to time upon mutual agreement of the LCS and a public process with its neighbors. The Good Neighbor Agreement is always a work in progress.

Telephone – 785-832-8864 (day)      832-0040 (night)      764-2095 (cell)

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be a standard notebook page or a sheet of stationery. The edges of the paper are slightly irregular, suggesting it might be a scan of a physical document. There is no handwriting or other markings on the page.



## **Lawrence Community Shelter, Inc. (LCS)**

### **Safety Plan**

#### **For Crises Involving Potential Threat to Staff in Public Areas**

1. Staff should not hesitate to call 911 if there is eminent danger to themselves or others.
2. Volunteers should always refer a crisis situation to a staff member.
3. In the event of an escalating situation involving two or more guests, staff should immediately attempt to verbally separate the individuals involved. If guests refuse to obey, staff members are encouraged to give a verbal warning that failure to obey will result in bans. If guests refuse to respond, staff members should tell the individuals that they will contact the police. Continued failure to obey, staff members should ask others in the area to contact the police, while not leaving the scene themselves. Staff members should never put themselves in harms way by positioning themselves between two or more feuding individuals. An alternative is to direct the lesser aggressive guest into their office in order to dissolve the situation. After the situation has deescalated, staff are encouraged to discuss the situation with the involved guests individually and support them in reaching acceptable solutions to the situation. When appropriate and safe to do so, staff may ask individuals involved to have a group meeting to discuss the matter peacefully.
4. In the event of an escalating situation involving one guest, staff members should instruct the guest to calm down and be respectful of other guests. DO NOT attempt to talk through the difficulties of the person if you are uncomfortable or feel the situation is escalating out of control too quickly. In this situation, staff should: ask the guest to leave and/or contact the police. If staff feels they can work with the guest calmly and safely, continue speaking with the person to see if the difficulty can be resolved.
5. If this is the case, staff should remove the person from the public setting and use an office to speak with them in private as soon as it is safe to do so. If necessary, staff should inform other staff members of the situation so they can be close at hand for further help.

#### **For Crises Occurring Within a Staff Office**

6. If staff feel that a client may be a danger, or is in an emotional state where they do not have a normal level of self-control, it is ALWAYS okay to leave the door open.
7. Remember to use supportive words and try to help the client find acceptable choices for how to work through the crisis. Talk calmly with a person in crisis only while it is profitable. If the situation deteriorates and the threat of harm or injury increases, determine whether it is safer to call for assistance or try to leave the room. As far as it is successful, try to contain the crisis within the office so it is less likely to impact other guests. If you have to ask a guest to leave your office or the shelter, please follow them out so you can be on hand if the crisis continues and other people are put at risk.
8. If necessary, possible exit strategies include: breaking the office windows or, in the daytime, using the back exit door by the laundry area and, in the night, using the Kentucky, 10<sup>th</sup> Street, or either of the east exits, as appropriate.

**Physical Restraint**

9. Physical restraint or seclusion shall be used as a method of intervention only when all other methods of de-escalation have failed and only when necessary for the protection of the staff and others.
10. No practice utilized shall be intended to humiliate, frighten, or physically harm a guest.
11. No practice that becomes necessary to implement shall continue longer than necessary to resolve the behavior at issue.

**Post-crisis Procedures**

12. After the crisis, witnessing staff members are to complete an incident report if the situation warranted action. If necessary, log any police calls made.
13. Witnessing staff should collaborate and set ban for individual(s) involved.
14. Decision for ban duration should be reported to the guests only after the individual(s) involved have deescalated. The ban should be communicated to the guest as a decision made by the agency as a whole and not one individual. Further, staff members may wish to have other staff present when guests are informed of ban.
15. Bans are to be recorded on the posted ban sheet and staff should inform other staff of incident at the weekly staff meeting.