



County of Santa Clara Abode Services - Pedro Street Apartments Attachment B – Site-Specific Operating Procedures

These site-specific operating procedures are intended to be an extension of the standard operation practices to the Property Management Operations Plan. Please see the full Property Management Operations Plan for the standard operational details and practices.

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County of Santa Clara
Abode Services – Pedro Street Apartments Operations Plan
Attachment B

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A. Introduction

The County of Santa Clara’s partnership with Pedro Street are intended to provide interim housing opportunities to unhoused adults who are currently enrolled in a housing program but waiting for permanent placement. Up to 80 homeless adults can live in a safe, private, and secure environment at Pedro Street. Through an array of on-site supportive services, community engagement, interim residents are empowered to build stability and self-sufficiency while bridging from homelessness to permanent housing.

Pedro Street site is leased by the County of Santa Clara. The property will be operated by a nonprofit organization contracted by the County of Santa Clara (“Operator”). The “site” in this manual is referenced as Pedro Street. For the purposes of this manual, “Operator” shall be referred to as Abode Services and its affiliates hereinafter. The Operator is responsible for the programs and services administered and responsible for the day-to-day operations of the site.

While the Operator will assume all responsibility for the day-to-day maintenance and operations, they will also be reducing unsheltered homelessness and helping individuals meet their basic needs by helping interim residents access medical and social services to improve quality of life once they move into permanent housing.

In addition to the property Operator plan and agreement and selection criteria the following aspects of self-governance may be implemented:

- **Programs and Services**
 - Oversight and Support Committee
 - CAC Advisory Group
 - Supportive Services Plan
 - Kitchen and Meal Plan
- **Operations**
 - Common Site Rules
 - Community Rules & Enforcement
 - Health & Safety
 - Property Operations & Amenities
 - Front Desk Procedures & Security Patrol Protocol
 - Miscellaneous
 - Walkie-Talkie & Communication Policy
 - Media Protocol

B. Oversight and Support Committee

The Services Program Manager will organize and convene an Oversight and Support Committee in conjunction with the County of Santa Clara and Referring Agencies. The purpose of the Committee is to provide guidance and support to the Operator on day-to-day operations of each Pedro Street and that the service provisions are in alignment with the County of Santa Clara. The Committee shall be led by the Abode Program Manager. It will meet monthly (or another agreed upon time), on-site, to ensure that all partners involved are maximizing their time and effort through effective planning and communication. Meetings will be designed to provide regular updates on program objectives and outcomes, create solutions for challenges, general operating updates and other items that require support and prompt attention such as:

- Share Success
- Security Concerns
- Maintenance Requests & Capital Improvements
- Community Rule Violations and Corrective Action Plans
- Resident's Input
- Leasing Updates

The Program Manager will provide meeting minutes to the Committee no more than 14 days after each meeting. The Committee will guide Abode Services in preparing a progress report after a year of operating the site in preparation for an annual report requirement. The progress report will be in a format approved by the County of Santa Clara. The full Oversight and Support Committee Implementation Plan is provided in **Appendix A**.

C. CAC Advisory Group

Abode Services in conjunction with the County of Santa Clara, will form a CAC Advisory Group. The CAC will be made up of engaged stakeholders such as neighbors, local business owners, and partner agencies. Abode will use the County of Santa Clara's list of stakeholders who have expressed an interest in ongoing CAC and Good Neighbor engagement as well as stakeholders obtained through Abode's outreach efforts. The CAC will meet **Quarterly** to review the Pedro Street operations and provide input and feedback from an external perspective to help inform program practices and consider the impact made on the surrounding community. The full CAC Advisory Group Implementation Plan is provided in **Appendix B**.

D. Supportive Services Plan (see Appendix C)

E. Kitchen and Meal Service Plan (see Appendix D)

F. Common Site Rules

We have site specific rules that will be discussed and provided to all applicants and residents. While there may be additional community rules that apply to the site, the following are strictly prohibited at the site:

1. **Discriminatory Behavior:** Residents must respect other residents, staff, volunteers or visitors regardless of ethnicity, religion, gender, sexual orientation, physical and mental disabilities
2. **Harassment:** Harassing or threatening behavior toward others, including other residents, staff, volunteers or visitors, is strictly prohibited. Harassment includes verbal, physical and visual conduct that creates an intimidating, offensive, or hostile environment. Examples include, but are not limited to, racial slurs; ethnic jokes; posting of offensive statements or posters; or other similar conduct. Sexual harassment includes solicitation of sexual favors, unwelcome sexual advances, or other verbal, or physical conduct of a sexual nature.
3. **Weapons:** No firearms, ammunition, or any other weapons are allowed on the property. Staff will make the determination as to what constitutes as a weapon. Any attempt to bring in weapons can result in residents immediate exit from program.
4. **Misuse/Abuse/Destruction of Property:** Site Residents must utilize your unit and common areas in a safe and courteous manner, in adherence to all community rules. Residents must ensure units are maintained for cleanliness and common areas utilized are returned in good condition after use. Any damage observed must be reported to Operator staff immediately. No sleeping, loud phone conversations, bullying, fighting, indecent exposure, sex, or other illicit activities are permitted in the common areas at any time.
5. **Illegal Substances and Activities:** **No** illegal drugs, alcohol, or marijuana are allowed in common areas or open areas within the site. No illegal activities are permitted on site at any time.
6. **Hazardous Materials and Open Flames:** No hazardous materials are permitted on site. No open flames permitted in units or common areas. Smoking is permitted in designated smoking areas ONLY.
7. **Safety Planning:** To ensure safety of residents and staff, following a critical incident (i.e., suicide, critical event, or crisis intervention, etc.) all Abode residents and staff will follow the Critical Incident protocol, which may include developing “Crisis/Safety Plan” unique to the residents need that utilizes a client-centered approach to promote recovery, self-determination, and prevent further loss.
8. **Health and Safety:** During times of infectious disease alerts by the Santa Clara County Public Health Department (SCCPHD) or other guiding agencies all residents and staff will

follow SCCPHD recommendations and guidelines for preventing the spread of infectious disease. This includes wearing Personal Protections Equipment (PPE) including face coverings/masks, taking their temperature if they present symptomatic, and temporary transfer to a safe location for isolation.

G. Community Rules

Good Neighbor Agreement

Residents must commit to maintaining a clean and safe environment within and around the site. Residents must clean up after their pets and dispose of all waste appropriately. Proper clothing must be worn in common areas at all times to maintain modesty; this includes a top, bottom, and shoes. Resident personal hygiene must be kept at what staff deem necessary to maintain a clean and sanitary environment. One of the goals of the site is to provide an atmosphere that is conducive to healthy living and sense of community.

The Community Rules included in this operation plan is not comprehensive and should refer to the full Community Rules and Rules in the lease agreement packet and addendums provided to the resident.

See **Appendix F** for the detailed Good Neighbor Plan.

Noise

- **Courtesy Hours** must be observed 24 hours per day, 7 days per week. This means Residents must keep the volume of any radio, TV, stereo or musical instrument sufficiently reduced at all times so as to not disturb others. The use of headphones is highly encouraged. Residents and visitors must also refrain from excessive loud talking or singing at all times.
- **Quiet Hours** have been established to ensure that residents have sufficient opportunity to sleep in their unit without noise interruption. Quiet hours must be observed between 10 p.m. and 8 a.m. each day. **Quiet hours** are periods when noise must be kept to a minimum and must be contained within a Resident(s) individual unit. The laundry and community room are not accessible during Quiet Hours.

Visitors

(Note: Visitors will not be allowed to visit during the first month of program implementation.)

- After the first thirty (30) days of occupancy, Residents are permitted up to two (2) daytime visitors at a time. Minors will not be counted toward the visitor limitation rule.
- No visitors will be allowed during the 1st through the 3rd of each month. On those dates, Operator will remind residents by posting those blackout dates at least five (5) days prior to the first blackout data on a minimum size of 8 ½ x 11 poster by the

- entrance and in the lobby of the site. Visiting service providers and health care professionals are the exception to this visitor policy.
- All visitors, including employees and service providers, are required to sign in and out at the security personnel desk. Resident visitors must always be accompanied by the Resident. Resident visitors must be issued temporary passes during their visit. Any visitor found on property unaccompanied or without a pass will be asked to leave immediately.
 - All adult visitors must present a current and original government issued photo identification, including: a Dept. of Motor Vehicles (DMV) issued Driver's License or Identification Card, a United States or foreign passport, a Resident Alien Card, a United States Veterans' Administration or Military identification, or a California Dept. of Corrections identification. Adult visitors without current and original photo identification may not enter the site.
 - The security personnel will retain visitor's photo identification at the security desk until the Resident escorts the visitor back to the security desk and exits the site. Visitors must leave their photo identification each time they enter the site and retrieve it each time they exit.
 - Residents are responsible for their visitors and must ensure that they follow property and program rules. Any violations will be the sole responsibility of the Resident.
 - Visitors may not bring any hazardous, illegal, or prohibited items into the community i.e. animals, drugs, weapons.
 - All visitors must exit the site by 10 pm each day.
 - Residents are permitted to visit other units if invited by another Resident during the hours of 8am-10pm only.
 - No visitors, including other Residents, may be in a unit (not assigned to them) during quiet hours (10pm-8am).
 - Operator reserves the right to temporarily amend the visitor policy during COVID-19 or other infectious disease impacted times.
 - Operator reserves the right to ban specific individuals from the site for a specified period of time, or permanently, if they violate the visitor policy or community rules.

Vehicle & Parking

Limited site parking spaces are available to Residents, visitors, and staff and must be assigned and approved by Operator in advance of utilizing a parking space. There may be a waiting list due to limited parking spaces. Assigned parking spaces are not permanent and may be adjusted with notifications from Operator due to special accommodation requests.

- Residents must complete the Parking Use Agreement available in the Operator staff office.
- Resident will be provided with a permit that must be displayed on vehicle at all times. Any visitors parking in the site parking lot must display a visitor parking pass at all times.

- Residents must possess a valid driver's license to park (1) one vehicle in the site parking lot.
- The vehicle must be registered, in working condition, and must not present a blight issue (e.g. kept free of garbage or other nuisances). Residents whose vehicles lack proper registration will be given 30 days to comply with registration requirement.
- Resident vehicles parked on the site must not be used for housing, sleeping or storage.
- Vehicles may not block gates, driveways or other fire access points. Spaces are to be used for parking purposes of operable vehicles only.
- No recreational vehicles, motor homes, or other residential/ camping vehicles will be allowed on or near the site in accordance with Department of Transportation and Code Enforcement Divisions.
- If all parking spaces are occupied, Residents may park their approved vehicle on the street. Please note, it is illegal to leave a vehicle parked for more than 72 consecutive hours on a public street without it being driven at least 1/10th of a mile.
- Vehicles parked in permit parking areas without a valid permit or a visitor parking pass will be towed. Before towing, staff will contact Resident and Case Manager to inform of potential tow.
- Residents park their vehicles around/on the site at their own risk. Operator assumes no responsibility for loss or damage due that may occur when parking a vehicle near/on the site. Resident shall not repair or wash vehicles on the site.

Pets, Service Animals and Emotional Support Animals

Residents with pets must sign the Animal Agreement/Registration prior to move in and adhere to all the following:

- No pets may be acquired after admittance into the site (Exception for Service/Emotional Support Animal).
- All animals must always wear identification collar/tag as required by local regulations.
- All animals must be spayed/neutered with supporting documentation of inoculation against rabies (and any other legally required inoculations) prior to moving on site.
- Residents with animals lacking supporting documentation will be given until the 60-day case conference to comply with requirements or risk exit from the program/site.
- All animals must be kept on a leash and under continuous control of the owner or handler.
- The owner is responsible for proper health and care of their animal, must pick up all solid waste for their animal and keep their animal from disturbing other residents either through trespass, barking or any other means. Animals must be clean, well-groomed, regularly exercised and free of illnesses and diseases.

- All animal food shall be kept in a sealed plastic bin or pest proof packaging inside the Resident(s) unit.
- If staff determine that the conduct or condition of the animal constitutes a nuisance or a threat to the health and safety of other residents or other persons on the site, the Resident will be responsible for permanently removing the animal from the site.

Shopping Carts

Shopping carts are not allowed on, around, or near the site at any time.

Smoking

Smoking is not permitted inside or around the units or common areas. Smoking is permitted in designated smoking areas only.

Pest Control

Pest control shall be provided on a regularly scheduled basis, and as needed, and the Resident shall provide access for same. Resident must cooperate with the site pest control program to keep the site pest-free. Resident must report any infestation of insects, rodents, bed bugs, and other pests to Operator or staff immediately to prevent the infestation from spreading to other units. If staff determine that the Resident is contributing to the problem, the Resident may be held responsible for the cost of exterminating beyond regularly scheduled pest control treatment and prevention efforts.

Signs and Decorations

Smoking is not permitted inside or around the units or common areas. Smoking is permitted in designated smoking areas only.

Balconies/Patios/Decks

Extensions of your unit visible from common areas which are intended for Residents' private use such as a balcony or patio, shall be maintained in a clean, neat and orderly manner by Residents. Residents may be required to remove items considered unsightly and must consider the additional rules in the lease addendum.

Residents should limit the amount of people and personal belongings on balconies. A safe guideline is no more than forty pounds per square foot. While balcony sizes vary, for a 4 foot by 8-foot balcony, maximum occupancy would be between 4 to 6 people plus some standard patio furniture. Planters should have a self-contained drainage system and not drain freely onto the balcony, patio or deck. No potted plants or similar items shall be placed on balcony railings. Dead or overgrown plants must be removed. Outdoor carpet is not permitted on balconies, patios or decks. Storage is not permitted on balconies or patios. Residents may not place a sunshade, awning or similar device on a patio, balcony or deck. Residents cannot use a deck for beating rugs, shaking dust mops or draping anything. No trash or cigarettes may be tossed from decks. Resident is not permitted to

hang clothing, blankets or any other laundry on any patio, deck or balcony at the Community or within the Premises.

Charcoal burners and other open-flame cooking devices shall not be operated on combustible balconies or within 10 feet of combustible construction. No flammable or recyclable materials, trash cans or BBQ's may be stored on balconies, decks, patios or common areas.

Resident may not install a satellite dish or antenna in any common areas; drill holes through balconies, patios, decks, walls, roofs, railways or glass; or mount a satellite dish or antenna in a manner that will cause more than ordinary wear and tear to the Premises.

Site Rules or Community Rules Violations

If a Resident violates any of the Agreements or Community Rules, the Operator will proceed with the process for termination of the lease agreement. Each resident is provided the protocol on the Grievance and Appeal Procedures and Appeal during orientation and during lease signing.

Health and Safety

During times of infectious disease alerts by the Santa Clara County Public Health Department (SCCPHD) all residents will follow SCCPHD recommendations and guidelines for preventing the spread of infectious disease. This includes wearing Personal Protections Equipment (PPE) including face coverings/masks, taking their temperature if they present symptomatic, and temporary transfer to a safe location for isolation.

- Residents are encouraged to wear PPE and are required to follow the state and local guidelines regarding face masks and face coverings in public/common areas.
- Residents who are coughing are required to wear a PPE mask in the community, common areas and laundry shared areas to ensure staff and residents safety.
- Operator will follow state and local laws, CDC and SCCPHD protocols or guidelines for preventing the spread of infectious disease at the site.
- Operator may limit onsite visitors during COVID-19 or other infectious disease impacted times.

Accidents & Injuries

If there is an accident and/ or injury on-site requiring an ambulance, the following will occur:

- Operator will contact emergency responder if necessary;
- Gather all necessary information from Resident and witnesses;
- Follow the company protocol for reporting a critical incident, which includes completing a critical incident report; and
- Submit the critical incident report to supervisor and/or agency and provider contacts.

If the Resident refuses to obtain medical care, site staff will include this information in the critical incident report.

In all cases of critical incidents, Operator will follow the critical incident reporting protocol.

Property Operations and Amenities

The site offers shared community space that will include community lounge areas, laundry facilities, meeting rooms, staff offices, front desk security/courtesy patrol, designated dog run, community dining area and designated smoking areas. Further, the grounds include a parking lot, trash enclosure, bike rack, and other socializing options. The unit is equipped with minimal amenities including but not limited to: unit furnishings, mini refrigerator, microwave, storage rack, television and digital cable antenna, Wi-Fi, and unit utilities included.

Hours of Operation

The site is a 24-hour operation site. Residents are free to come and go as they deem necessary. However, all Residents are required to abide by Community Rules and policies. Additionally, access to site amenities such as laundry facilities, lounge areas and indoor recreational areas may be restricted to separate operating hours.

Common Areas

The common areas are provided for Residents to relax and enjoy in a safe and courteous manner. Residents must ensure the common areas are returned in good standing after each use. Residents are not permitted to loiter in the neighborhood on or near site.

Community Dining Area

In different phases of the, meals may be provided by the site. All Residents must adhere to Community Rules while in the community dining area. Animals are not allowed in the kitchen area (Excluding Service Animals).

Shared Laundry

Residents can access the laundry area between the hours of 8am-10pm daily. Residents are to tend to their laundry and ensure the laundry area utilized is returned in good standing after each use. Residents are solely responsible for their personal property and should not leave laundry or other items unattended. Operator is not responsible for any lost, damaged or missing items.

Community Lounge Areas

Residents must be good stewards of all the items that belong to the common lounge areas. Residents shall refrain, and shall ensure that Resident's and their guests likewise refrain, from activities and conduct in common areas on/near the site to annoy or disturb other

persons. Furnishings should not be removed or relocated from the lounge areas. Personal belongings should not be left in common lounge areas and must be kept clear of any items. All community lounge furniture should be kept in good condition when in use and in a manner so that all Residents have equal access to these items.

General Unit Care of the Site

Resident agrees to all the following:

- The Resident shall maintain the unit in a clean, sanitary, and uncluttered condition with unrestricted ingress to and egress from all windows and doors in the unit. Residents are responsible for the safety and cleanliness of their property and the unit.
- Neither smoking, lighting of candles nor cooking in the unit is permitted as all present fire hazards. All trash should be disposed of in the designated dumpsters on a regular basis. Residents are encouraged to be responsible for the safety of their belongings.
- Residents must participate in monthly unit inspections to ensure safety, program rules compliance, fire safety and pest control. Residents are encouraged to be present during inspections, Operator may enter units without Residents presence to ensure inspection is completed. Operator reserves the right to inspect the unit on an as-needed basis in addition to any regularly scheduled routine inspections.
- Due to limited space and in effort to maintain the safety of all Residents, the Operator may decide which additional furniture items or cooking appliances are not allowed on site; i.e. additional refrigerators or microwaves, BBQ pits, chairs, tables, night stands, lamps, coffee makers, portable A/C or heaters, portable washer/dryer, extension cords, etc. without prior Operator authorization.
- If a Resident is terminated from the site, whether such termination is voluntary or not, any personal belongings left behind is managed by the Operator in accordance to California Civil Code and local/state requirements regarding the abandonment of personal belongings.

Unit Furnishings

Units are equipped with a bed and mattress, mattress encasement, television with digital antenna, nightstand, lamp, table, chair, light fixture, trash receptacle, and air conditioner/heater unit. Fire extinguishers are available in the common area near your unit.

Unit Decoration

- No hammering any décor into the unit structure
- No painting allowed
- No hammering or painting allowed outside the unit exterior or structure.
- Other restrictions may apply upon Operator's request

Smoke & Carbon Monoxide Detectors

Smoke Detectors and Carbon Monoxide Detectors are installed in all units and common areas of the site as required by state law. Tampering with, damaging, disconnecting, or removing Smoke or Carbon Monoxide Detectors from the site or common areas of the site, even temporarily, is not permitted and shall be considered a violation of the community rules. Operator will inspect all Smoke Detectors and Carbon Monoxide Detectors at regularly scheduled intervals to ensure they are intact and fully functional.

Sprinkler Heads

If there is a fire suppression sprinkler system in the ceiling of the common areas or your unit, please leave the sprinkler heads alone. They are somewhat sensitive and can be easily broken off. If they are broken off or accidentally triggered, it will cause immediate flooding where the sprinkler head is located, and perhaps adjacent areas (and Residents will be responsible for the cost of cleaning it up).

- Do not use the sprinkler heads for target practice of any kind or as hooks – never hang anything on the sprinklers.
- If a sprinkler head is broken, immediately call both the Emergency After-Hours at [1-866-642-1142](tel:1-866-642-1142) AND the fire department [9-1-1](tel:9-1-1) to report the breakage and minimize damages due to flooding.

Internet Access

Residents will sign and agree to an internet access agreement and addendum. The Services use resources that are shared with many other customers. Moreover, the Services provide access to the Internet, which is used by other users. However, as with any community, the benefits, and privileges available from the Services, and the Internet in general, must be balanced with duties and responsibilities so that other users can also have a productive experience.

- Use of the internet is at your own risk.
- Internet access is for informational purposes only and should not be used to conduct any business or solicit any activity that violates state or Federal law including, but not limited to piracy and copyright violations.
- Users may not create, transmit, print, or otherwise distribute pornographic, obscene, or sexually explicit materials (such as child pornography or obscene material).
- The creation, dissemination, or publishing of illegal or destructive information, including, but not limited to defamatory comments, harassment, child pornography, viruses, worms, and other Internet security threats is strictly prohibited.

H. Front Desk Procedures & Security Patrol Protocol

A security station is present at the entrance to monitor ingress and egress. The security station will be monitored by Abode front desk personnel or a contracted security staff 24 hours, 7 days a week. Only Residents, Resident Case Managers, Operator staff, subcontractors and anyone who has made prior arrangements with Management will be allowed entry into the site. A tracking log of exited people who have been excluded from the site, provider log, visitor log and vendor log will be kept at the security station, and anyone providing security needs to be familiar with it.

The Operator will contract with a private security company and have internal security staff to assist in monitoring the site. A minimum of two front desk personnel will remain on duty, 24 hours per day, 7 days per week for the first year of operation. Security Post Orders are to be developed in partnership with the contracted security company and the Operator to ensure clear role and responsibility of the front desk personnel. Responsibilities will include, but are not limited to monitoring the grounds, responding to staff requests for assistance regarding Resident or visitor behavioral issues, curb loitering or vehicle/parking issues on or around the property, collaborating with law enforcement as necessary, directing visitors to services and Operator office, etc.

Any incidents that require assistance from any Law Enforcement Agency will warrant that the Operator inform immediately the appropriate County Staff and Service Providers. Incidents will be documented by the Operator and copies of the police report will be provided to appropriate Operator staff and reporting agencies. If the incident involves a Resident, the individual's primary case manager will be informed, and Operator staff will schedule a case conference to discuss a further plan of action. The conference will require the involved Residents primary Case Manager, Operator Staff and other appropriate members.

The Operator has developed front desk and security patrol procedures for the site which include:

- Incident Reporting Protocols & Requirements
- Front desk staffing requirements
- Patrol Protocol
- Schedules
- Coordination and Communication protocols
- De-escalation protocols
- Emergency Response
- Coordination with local Law Enforcement
- Tracking Logs & Recordkeeping

The full details of the desk procedures and security post order are included in **Appendix E**.

I. Miscellaneous

Walkie-Talkie/Radio Communication Policy & Procedure

Walkie-talkies are provided to staff to facilitate communication between all staff while posted or moving throughout the facility during emergency situations.

Walkie-Talkie Policy

- The walkie-talkie should not be used for casual conversation. The airways must be kept clear in case of an emergency.
- The use of walkie-talkies shall only be allowed in cases for critical staff communication or the need for immediate emergency communication. The purpose is for coordinating responses and information flow during day-to-day operations and for emergency situations or passing on instructions necessary to complete required tasks during a crisis.
- The use of profanity over the walkie-talkie is prohibited.
- The walkie-talkie should always remain on Channel ____ to communicate with other staff members.

Walkie-Talkie Procedures

- The walkie-talkie should be picked up from the base before the start of your shift.
- You must sign-in to the walkie-talkie tracking form.
- Testing equipment at the beginning and end of shift, and anytime an equipment test is required.
- One set of batteries must be recharged during the shift. All Site Supervisors or designees must turn over one fully charged battery for each walkie-talkie to the next shift.
- Once batteries have recharged they are to be removed from the recharger immediately.
- It is necessary for all operations staff to know how to operate the walkie-talkies properly (specifically to turn on/off, volume control, channel selection, etc). If you have any questions, please see your supervisor.
- Always speak clearly into walkie-talkies and respond immediately to calls. Be as specific as possible about situations, providing location and what is needed.
- Staff must always carry their walkie-talkie with them – they are not to be left unattended.

Walkie-Talkie Confidentiality

- Facility walkie-talkies may be monitored for adherence to Abode’s confidentiality policy.
- Be aware that other users of the walkie-talkies may be in close proximity to residents/participants in the facility. It is therefore critical to maintain confidentiality when using walkie-talkies.

Media Protocol

Members of the media are not allowed on-site unless prior approval is obtained from Executive Level Management. To protect confidentiality, interviews will not be conducted by members of the media without prior notice and approval. If anyone from the media enters the site, on-site staff will escort them off the property and inform them that prior approval is necessary. The staff will provide the contact information for the appropriate Executive Level Staff: Bronwyn Hogan, Vice President of Community Relations, bhogan@abodeservices.org; 510-319-6188.

Appendix A – Oversight & Support Plan

OVERSIGHT AND SUPPORT COMMITTEE IMPLEMENTATION PLAN

Introduction

The Services Program Manager will organize and convene an Oversight and Support Committee in conjunction with the County of Santa Clara and Referring Agencies. The purpose of the Committee is to provide guidance and support to the Operator on day-to-day operations of each Pedro Street and that the service provisions are in alignment with the County of Santa Clara. The Committee shall be led by the Abode Program Manager.

Goals

- Provide updates on program policies and procedures
- Review objectives and outcomes
- Share successes
- Answer questions
- Review rule violations, corrective action plans, incidents, injuries, appeals, complaints
- Receive recommendations on process improvement in areas including:
 - Lease-Up
 - Security
 - Maintenance & Capital Improvements
 - Programming
- Create action plan to address Resident concerns and recommendations

Meeting Schedule

Meeting Frequency: Monthly on 3rd Thursday

Meeting Time: 2 p.m.

Meeting Location: Zoom Virtual Meeting (until further notice)

Member Recruitment

Operator will recruit committee members that can speak to the day-to-day operations at the site and similar housing solutions as well as agencies that support the Residents at the site.

Attendees

Operator Staff

Last Updated 5/14/21

- Program Manager
- Sr. Property Manager
- Associate Director of Health and Wellness
- Director of Property Management

County Staff

- Office of Supportive Housing Designated Staff

Other Partners & Stakeholders

- Community Liaison
- Other Designated Representatives

Operator and Major Tasks

The Services Program Manager will be the main point of contact for the Oversight and Support Committee. Program Manager will:

- Invite attendees three weeks prior to the first meeting
- Send reminder emails the week before all meetings
- Provide the agenda to the attendees and agencies the day before the meeting
- Conduct the meetings in conjunction with the County Staff and identified Stakeholders
- Send meeting minutes to the Housing Department within 14 days after each meeting
- Create an action plan to address concerns and areas of opportunity
 - Identify appropriate persons responsible for completing action
 - Follow-up with persons responsible for updates as needed
- Results of the action plan will be shared at the next committee meeting
 - Create an annual progress report for the site with guidance from the committee.

Action Plan Template

Oversight & Support Committee Action Plan			
Meeting Date:			
ACTION	PERSONS RESPONSIBLE	TIME FRAME	STATUS

County of Santa Clara
Abode Services – Pedro Street Apartments Operations Plan
Attachment B

Appendix B – CAC Advisory Group Plan

CAC ADVISORY GROUP IMPLEMENTATION PLAN

Introduction

Abode Services in conjunction with the County of Santa Clara, will form a CAC Advisory Group. The CAC will be made up of engaged stakeholders such as neighbors, local business owners, and partner agencies. Abode will use the County of Santa Clara’s list of stakeholders who have expressed an interest in ongoing CAC engagement as well as stakeholders obtained through Abode’s outreach efforts. The CAC will meet **Quarterly** to review the Pedro Street operations while ensuring we meet the standards described in the Good Neighbor Plan and provide input and feedback from an external perspective to help inform program practices and consider the impact made on the surrounding community.

Goals

- Review operations, policies and procedures
- Share successes
- Answer questions
- Receive recommendations on operations improvement
- Receive external perspective on the sites impact to local community
- Create action plan to identify areas of improvement

Member Recruitment

The Services Program Manager will recruit members to best represent the communities near the site. Members will be selected include key stakeholders, attendees of related community meetings, and other Abode outreach efforts. Abode will reach out to community stakeholders within a 500-foot radius of the site.

Attendees

Operator Staff

- Program Manager
- Sr. Property Manager
- Associate Director of Health and Wellness
- Director of Property Management

County Staff

- Office of Supportive Housing Designated Staff

Other Partners & Stakeholders

- Councilmember District 6 Designated Representatives
- County of Santa Clara Supervisor District 4 Designated Representatives

Appropriate Neighboring Businesses

- Local Agencies & Businesses within a 1-mile radius

Neighboring Residents

- Individuals who have expressed an interest in ongoing participation in the Advisory Group.
- Individuals who live within the 500-foot radius.

Operator and Major Tasks

Abode’s Services Program Manager will be the main point of contact for the group and will be responsible for:

- Inviting attendees three weeks prior to the first meeting
- Send meeting invites and reminder emails the week before all meetings
- Provide the agenda the day before the meeting
- Conduct the meetings in conjunction with the County Partners
- Send meeting minutes to the County Partners within 14 days after each meeting
- Create an action plan to address areas of improvement
 - Identify appropriate persons responsible for completing action
 - Follow-up with persons responsible for updates as needed
- Results of the action plan will be shared at the next Meeting

Action Plan Template

CAC Advisory Group Action Plan			
Meeting Date:			
ACTION	PERSONS RESPONSIBLE	TIME FRAME	STATUS

Appendix C – Supportive Services Plan

Supportive Services

Abode Services utilizes the “Housing First” Community Model to deliver services to residents in their supportive housing complexes. This model offers a range of employment, recovery, and supportive services, all under a “no-fail” philosophy, to residents to pursue their futures and take control of their own lives. The Community Model takes a “harm reduction” approach that meets individuals where they are and works to minimize the harmful effects of mental illness and substance use disorders. This approach emphasizes the building of trust between residents and service providers. Residents may access Pedro Street’s service team members to obtain the necessary social skills needed to increase independence, link to community services and resources or other necessary services that provide ongoing support. Services may also be operated independent of Abode and in a variety of community-based settings (i.e., 12-Step, Community Self-Help Groups, vocational or religious/spiritual activities). The philosophy is to create/maintain a therapeutic relationship-based connection with residents.

Goals:

1. Incorporate clients’ voice and choice into our work with them.
2. To help residents become self-sufficient and integrate back into societal norms (i.e. paying rent, working, having social relationships).
3. To manage their own health, needs, both physical and emotional
4. To become independent, financially and physically
5. To strengthen their social skills

Objectives:

1. Create opportunities for teaching, coaching, and mentoring (group therapy, individual therapy, workshops)
2. Bridging the gap with medical and psychiatric providers (doctor appointments, psychiatric appointments)
3. Increase clients’ financial independence, i.e. increase their income through GA, SSI, or working (application process, resume building, mock interview, job search)
4. Access community resources (food banks, VTA, AA, NA, IHHS)
5. Develop opportunities to strengthen social skills, and build social relationships (bingo, gardening club, breakfast chat)

Description of Population

Pedro Street Apartments is a 91-unit supportive and affordable housing project in San Jose CA prepared to serve up to 80 unhoused adults. It will be used to temporarily house homeless individuals who have permanent housing established. Referrals for residential stays will come from Office of Supportive Housing. The service provider for this project will be Abode Services, with additional support from existing programs. Pedro Street Apartments will house residents for 90 days and or until such time, they are transitioned to permanent housing.

Pedro Street Services Staff

- **Program Manager (Exempt) - 1**
- **Administrative Assistant (FTO) -1**
- **Clinical Supervisor (.5) – 1**
- **Clinician (FTO) – 1**
- **Harm Reduction Specialist (FTO) – 1**
- **Wellness specialist (FTO) – 5**
- **Food Service Coordinator (FTO) – 1**

Supportive Services Plan

Supportive services will be tailored to the needs of each person. Wellness specialists, clinicians and harm reduction specialists will be available to residents during daily drop-in hours or by appointment to help residents access a wide range of supportive services. Staff will work to establish a clear timeline and collaboration to secure housing upon exit and explore back up housing options.

Wellness Specialists will work with residents to address any barriers they may have to obtaining permanent housing. They will work with residents to establish meaningful activities, such as acquiring documents required for housing (i.e. ID, social security card, birth certificate, bus pass etc.), employment or vocational training, benefits acquisition, and community referrals and linkage.

Clinicians will work with residents to develop an individualized service plan that focuses on goals that help obtain/maintain housing as well as address behavioral and or mental health needs.

Harm Reduction Specialists will work with residents to address substance use issues and referrals to community-based supports.

Meal Planning

Abode Services will partner with local food banks and meal programs to assist residents with warm meals and food donations from within the community.

Layer of Services (Preparing for Permanent Housing):

- Clinical (Assessments, Tx. Planning, Social Skills, Symptom's Management, Medication awareness/Psycho-education, CBT, REBT and Reality Based)
- Substance Use/Harm Reduction (Seeking Safety, Relapse Prevention, Community Support/AA, NA, SMART Rec, Anger Management, detox referral programs)
- ADL's Training (house-keeping, personal hygiene, living independently).
- Personal Growth/Hope (meditation, religious/spiritual, skill building).

- Community Outreach/Increase Independence/Employment (311/211 vs 911, – SSI, GA, transportation/Bus Pass, Benefit’s Management, job volunteer or paid).

Group Activities Offered

Clinical

- Social Skills
- Symptom’s Management
- Medication Management
- Psycho-education

Substance Use (Primary approach being - Harm Reduction model)

- 12 Step, Self Help Groups (ie, AA, NA, CA, SMART and Dual, Recovery)
- Relapse Prevention
- Anger Management
- Seeking Safety

Skill Building

- Activities of Daily Living (ADL’s Training)
- House-Keeping
- Personal Hygiene
- Social skills
- Community Meeting

Personal Growth

- WRAP
- Independent Living
- Religious/Meditation
- How to utilize Supportive Services (e.g. 211, 311, 911, EPS, Heath/Hosp.)

Community Outreach

- Benefit’s Management (financial Assist.)
- Job Readiness
- Transportation Skill Training (e.g. VTA, BART, UBER, Lyft)
- My Funding Stream (SSI, GA, SDI, SSDI)

N3. Groups may vary and is dependent upon client need and staff availability.

Phases of Treatment

Pedro Street, residents will have the ability to go through phases of treatment that include supportive services that will increase their ability to obtain the necessary skills needed to increase independence, linkages to community services and resources or other necessary services that will provide ongoing support in order to help reduce primary risk factors and increase sustainability. These phases of treatment are:

- Orientation, Engagement and Adjustment to new surroundings
- Intensive Care.
- Ongoing Rehabilitation and Scheduling, Permanent Housing

Phase – I. Engagement, Orientation and Adjustment to New Surroundings

Approaches during this phase include active outreach to prospective residents and engagement services—including capturing prospective resident’s interest in a variety services including substance abuse, medical, mental health, and social services; gaining the prospective client’s trust; and increasing motivation for change.

N4. Phases of treatment will follow the stages of Homelessness Rehabilitation (and individualized to fit interim housing needs).

During this discovery phase of treatment, Pedro Street staff will facilitate completion of:

- Admission Paperwork
- Assessment (mental health, substance use, VI-SPDAT)
- Develop Treatment Plan
- Begin Building Rapport

Phase – II, Intensive Care

Residents enter the intensive care phase of homelessness rehabilitation as they are acclimated to interim housing, health and/or financial benefits; medical, substance abuse, and/or mental illness treatment and prevention services. The transitional phase requires intensive support from staff at Pedro Street, due to potential ambivalence and may not attend program sessions, keep appointments, or commit to working on improving social occupational functioning levels. Essential elements in this phase include engaging residents or program participants, identify/address clinical needs, sub-culture involvement (including illicit use and or addictive behaviors) and work to improve over-all independence.

Building therapeutic relationships:

1. having unconditional positive regard for all residents
2. starting where they are at
3. focusing on what they want to accomplish
4. offering hope

5. being genuine, caring, warm, kindness
6. having appropriate boundaries
7. allowing them to face natural consequences—empowerment

During this phase of treatment, Pedro Street staff will facilitate completion of:

- Treatment for mental and substance use disorders.
- Assist residents to access benefits and other community resources.
- Active attention to medical problems.
- Preventive services, such as assessment of and training in, necessary skills (e.g., money management, social skills, employment, and other life skills).

Phase – III, On Going Rehabilitation and Scheduling Permanent Housing

Ongoing rehabilitation is an open-ended phase in which people gradually establish an identity as no longer homeless or in this case, have achieved interim housing with a plan to transition to permanent housing. This stage includes active and continued participation in prevention programs as appropriate (e.g., regular follow-up is, to address any problems related to housing stability and or recovery). In other words, stabilization. Stabilization, as defined within the Pedro Street program is: The process of beginning to restore physical health and feelings of safety, to relieve emotional turmoil, and to get a sense of future goals and needs with hopes of moving to secure, permanent housing.

During this phase of treatment, Pedro Street staff will facilitate completion of:

- Sustain improved functioning.
- Improve coping skills.
- Establish/improve, social supports and financial resources.
- Has established/maintained interim housing.
- Established follow-up services to ensure their gains in recovery and other areas of functioning is supported and beneficial.

Adverse Behaviors / Violence

Abode's service team will attempt to provide a thoughtful, prepared, and supportive approach to adverse situations residents face and help them navigate beyond crisis and toward connection. Abode staff will attempt to empower residents to respond to crisis more mindfully and compassionately and maintain more hope for healing and recovery from the trauma that crises and conflict can leave in their lives. Therapeutic goals include:

1. Create opportunities for teaching, coaching, and mentoring.
2. Increase independence.
3. Access agency and or community resources for conflict resolution.

4. Develop opportunities to strengthen social skills and build social relationships.

Note: Abode Service Team will not issue apartment violations or eviction notices. Instead, service team will work with resident who are at risk of evictions to address behavioral issues that may impede their ability to sustain housing.

Dealing with a violent/aggressive client

- Remain calm, listen to what they are saying, ask open-ended questions.
- Reassure them and acknowledge their grievances.
- Provide them with an opportunity to explain what has angered them.
- Maintain eye contact, but not prolonged.

De-Escalation Tips/Techniques utilized by Abode Service Team (Techniques utilized are in accordance with mandatory CPI training for all team members):

1. Be empathic and nonjudgmental.
2. Respect personal space
3. Use Nonthreatening Nonverbals
4. Keep your emotional brain in check
5. Focus on feelings
6. Ignore challenging questions
7. Set limits
8. Choose wisely what you insist upon
9. Allow silence for reflection
10. Allow time for decisions

Inner Agency Collaboration/Meetings

- Service Provider will conduct weekly Coordination meetings with Property Management's team regarding ongoing services and property management activities.
- Service Provider will conduct Quarterly Operational meetings with Management for resident services issues and Property Management on site staff.
- Report from Property Management staff to Service Provider regarding issues/concerns that may impact specific residents' housing status.
- Collaborate on steps to mitigate issues/concerns that may impact specific residents' housing status.

Reports and Outcomes

Outcome Measurements help achieve the following goals

- Achieve a high rate of housing retention for the community within the permanent housing units.

Last Updated 5/14/21

County of Santa Clara

Abode Services – Pedro Street Apartments Operations Plan

Attachment B

- Increase skills and income of residents within the permanent housing units.
- Achieve greater self-determination for all residents.
- Routine documentation of staff/resident interaction.

Reporting Measures:

- Number of individuals served per month
- Number of resident/staff interactions per month
- Number of people who are document ready for permanent housing upon exit from Pedro Street Housing
- Number of people that exit into “more stable housing” (PH, transitional, RRH or shared housing)

Appendix D – Kitchen and Meal Service Plan

Pedro Street Apartments will assist residents in obtaining food for those in need through food pantry programs and organizations that serve free meals. Staff and volunteers handling or assisting with food distribution will undergo food safety, training and or certification in accordance with food/industry guidelines.

Warm Meals

- Pedro Street Apartments will receive warm meals from Martha’s Kitchen Monday – Friday.
- Meals will be delivered between 2pm – 3pm and will be distributed after 3pm.

Food Pantry

- Pedro will receive donated items 1-3 times per month.
- Pantry items will be made available immediately and or in accordance with food safety, guidelines.

Server Safety Guidelines

IF YOU ARE FEELING SICK OR EXPERIENCING SYMPTOMS OF ANY KIND, PLEASE REFRAIN FROM WORKING IN THE KITCHEN UNTIL YOU ARE CLEARED TO RETURN TO WORK

Hygiene

- When working in the kitchen, please make sure that you have showered and are wearing clean clothes.
- Temperature will be taken before entering the kitchen.
- Masks that cover both mouth and nose must be worn at all times.
- Food handlers must be dressed appropriately. This means:
 - No jewelry or watches on hands and or wrists.
 - You must wear closed toed shoes, and they must be free of dirt or hazardous material.
 - Long hair must be tied back, or you must wear a hair net.
 - Apron – provided by Abode.
 - Wash hands before putting on disposable gloves.
 - Soap and sanitizer buckets are to be set at each station.
 - Gloves must be worn when handling food and replaced, as needed.
 - Gloves may not be reused when taken off.
 - Hands must be washed when re-entering kitchen and before replacing gloves.
 - Gloves and aprons must be taken off before leaving the kitchen. This includes when using the rest room.

IN ACCORDANCE WITH COVID SAFETY GUIDELINES, FACE MASKS ARE TO BE WORN AT ALL TIMES AND STAFF AS WELL AS VOLUNTEERS MUST ADHERE SOCIAL DISTANCING (6-feet)

Food Delivery and Storage

Last Updated 5/14/21

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Abode Services – Pedro Street Apartments Operations Plan
Attachment B

- Before signing for delivery, ensure that amount/type, listed is in accordance with order.
- Check to see that packaging has not been damaged or broken. If unsure, consult with coordinator.
- If food is supposed to be cold, make sure it is cold. If food is supposed to be hot, make sure it is hot.
- Store food immediately in appropriate space (ie, walk-in refrigerator/freezer/pantry/warmer). Organize in a way where newer items are placed behind older items. First items received must be used before last items received.
- Once food is stored, it must be labeled immediately with date received and indicating date to discard.
- Place packaged meals into oven to keep warm until served.
- Set up assembly line for serving purposes. Coordinator will instruct assembly line worker as to amount served per resident.
- There is a no mask/no service policy.

Closing Procedures

- Food left from distribution must be immediately stored back into walk-in refrigerator.
- Any hot food will be left out to cool down before storing in the walk-in refrigerator.
- When storing food in walk-in refrigerator, make sure to create a “slit/vent” in the cover to any possible steam from escaping.
- All foods must be labeled with the date in which they were received.
- Any packaged food items left in the in refrigerator must be discarded after 7-days.
- Clean up prep station by washing and sanitizing.
- If needed, sweep walk-in refrigerator and kitchen floors.
- Wipe down equipment.
- Wash dishes, leaving dish station clean and organized.
- Leave kitchen organized and ready to work the next day.

Appendix E – Front Desk & Security Procedures

FRONT DESK PROCEDURES & SECURITY PATROL PROTOCOL

Front Desk Operations

Purpose: The front desk staff and/or contracted security personnel are the main gatekeepers of the building. You are the owner and Operator representative when you are working at the front desk. The impression you give the customer is important to both the organization and our residents. The purpose of desk procedures is to ensure consistent, fair and respectful oversight practices, recording, information sharing and direction at the front desk of the building.

1. Study and review the operations plan, operating procedures, and community rules to understand and comply with daily practices.
2. The site may have Residents or visitors that show signs of health, mental health and substance abuse. Front desk personnel will be trained, courteous and observant of behaviors related to targeted population.
3. Abode embraces Residents, visitors and staff of all races, ethnicities, genders, and cultures. It is expected that contracted security and front desk personnel will respect and adhere to these policies.
4. Keep all Resident and visitor information **confidential**. Do not discuss other people's business with the Residents or visitors. Be aware any conversations you have with persons at the front desk of the building are **not private** and could be overheard by others.
5. You must treat all visitors and vendors with respect and courtesy, however, you must adhere to the Community Rules and Visitor Policies. Sometimes people may challenge your authority and question your decisions; however, when you are consistent and follow both the Community Rules and Visitor Policies these situations can be mitigated.
6. All visitors, employees and vendors must check in at the front desk when entering the building.
7. You must record all visitors, regardless of age, in the visitor log. This is to ensure that we have a complete list of people in the building in case of an emergency. All visitors must check in and out each time they enter and exit the building regardless of the purpose.
8. The Desk Personnel is responsible for keeping the front desk area in an orderly fashion and under control. It is both a receiving area and a business area, so noise levels must be kept at a minimum to provide respect for others.
9. Ensuring the front desk station (counter and areas located behind the counter) is clean, well-organized and free from all hazards. Hazards must be immediately mitigated (addressed by the staff member or reported to the Property Manager) as to provide a safe and hazard free work area.

10. Each front desk station is required to have building logs set up and operational. Each desk personnel are responsible for ensuring the logbooks are updated and have the appropriate information and forms for each shift. These binders should never be left unattended by desk personnel. These binders should never be handed over to anyone to review or record without prior authorization of the Director of Property Management or Executive Level Staff. The following logs binders are required for each building:
 1. Building Activity and Incident Report Log (Binder)
 2. Visitor Log (Binder)
 3. Vendor Log (Binder)
 4. Provider Log (Binder)
 5. Employee Log (Binder)
 6. Wellness Check Log (Clipboard)
 7. Emergency Response Plan Binder (Red Binder)
 8. Other Binders as Needed
 - i. Overnight Reservation Log – if applicable
 - ii. Parking Permit Binder
 - iii. Universal No-Visit List
11. Front desk personnel may have access to site keys for emergency exits or emergency equipment locations.
12. If emergency personnel need to gain access to a unit (i.e., police in hot pursuit, paramedics, or fire department), retrieve the apartment key from the Management staff and hand to emergency personnel requesting it.
13. Vendors or other providers should be given keys by Maintenance or Property Manager only.
14. Log all events in the building log and complete Critical Incident Reports when needed.
15. ALWAYS contact the Police, Fire Department, or ambulance whenever the situation requires emergency response or if a Resident or staff member makes a request.
16. ALWAYS contact the Property Manager or After Hour Emergency Contact Number at (866) 642-1142 immediately whenever the Police or Fire Departments visits or respond to the building.
17. Violence is not tolerated at our sites. If there is physical violence, threat of immediate physical violence, or the presence of or intent to use a weapon, staff are to call 911 immediately for police intervention.
18. Verbal threats to do bodily harm are known, by the courts as, “threats to terrorize,” and they are illegal. Comments such as, “I’m going to kill, hurt, hit... you,” fall into this category. Minimally, a staff person hearing these comments from a Resident or visitor should complete an Incident Report. If the threat indicates direct intent to harm a person, please refer to the Critical Incident Response Process and seek appropriate help.

19. You should NEVER inform callers or visitors if a Resident is home or not home or even VERIFY that a particular Resident lives in the building. It is against policy to inform general callers or visitors of the specific whereabouts of the Resident—you must protect the privacy of the Resident.
20. Telephones are for business use and must be available for that purpose. Employees who make personal calls resulting in charges to the building’s telephone account will be held responsible for payment of those calls.
21. If a Resident, visitor, or any other person that is not a staff member wants to bring something urgent to the attention of the Property Manager, they can fill out an Incident Report. Please remember that Residents are trusting that you will keep their complaints and concerns confidential. Do not discuss what you may read with any other Residents or staff member unless it is the Property Manager or Resident Services staff member seeking follow up information.
22. Persons on the Universal No-Visit (Barred) List are added and approved by Property Manager, Program Manager or other Executive Level staff only and front desk personnel must comply with those listed as barred from the site.
23. The Property Manager for the site is ultimately responsible for hearing any disputes and making determinations regarding Overnight Guests at the building. Residents may pursue any grievance with the Property Manager’s decision in accordance with the applicable grievance policies for the site.
24. Music may be played at a quiet volume, as long as it does not interfere with the operations of the building and the desk station. You should seek the advice of your Property Manager should you have specific questions about this policy, the music authorized to be played and the volume level of the music. Use good judgement; music that contains explicit lyrics is inappropriate for any work environment and should never be played at the front desk.
25. Use and/or playing of televisions, video games, smart phone games, and unauthorized use of organizational computers are not authorized at any time.
26. Front desk personnel should not be on a personal cell phone while on duty.
27. Front desk personnel should refer residents and visitors to site staff for any guest requests.
28. All deliveries must be taken to the appropriate office and confirmed before the driver leaves.
29. All questions regarding Volunteers, Tours or Donations should be immediately reported to Services Program Manager or Property Manager.

Site Security Post Orders Purpose:

Purpose: To enhance safety and security at the site and to implement consistent, evidence-based best practices; the following protocols have been developed for front desk personnel staff and the contracted security front desk personnel staff.

1. The site will maintain a minimum of 2 front desk personnel on site 24 hours a day, 7 days a week, 365 days a year, including Holidays. The site security front desk personnel schedule will allow for collaboration with the Abode Property Manager and the On-site Night Manager.
2. Contracted security personnel must wear identifying contracted security designated uniforms during shift and maintain a professional appearance. Abode front desk personnel must wear a company badge during your shift and maintain a professional appearance.
3. Front desk personnel will be scheduled for day shift, swing shift and night shift. Day shift will start at 7 a.m. and end at 3:00 p.m.; Swing shift will start at 3 p.m. and end at 11:00 p.m.; Grave shift will start at 11 p.m. and end at 7:00 a.m.
4. Front desk personnel Breaks will be staggered to allow consistent coverage, front desk personnel will inform staff that they are taking a break on site or off-site.
5. Front desk personnel Lunch break will be communicated to site staff via radio, lunches are 30 minutes and front desk personnel must conduct a perimeter check before and after lunch break.
6. Front desk personnel exiting shift will ensure radio/walkie-talkie is charged in security unit, unit is left in clean condition, ensure cameras are working properly, conduct a last perimeter check before signing out in the security station. Front desk personnel should not exit shift, until being relieved by the next front desk personnel coming on shift.
7. Front desk personnel will be provided an updated roster when changes occur to notate current staff and residents.
8. One front desk personnel must remain at designated Security Station and one front desk personnel will complete perimeter checks or breaks. Lights must always be kept on in the security station post and noise level must be kept to a minimum.
9. Front desk personnel attending to the front desk should monitor the video surveillance at all times. If unusual activity is observed that jeopardizes the safety of the property or others, contact the police and follow the appropriate emergency procedures.
10. Perimeter checks must be conducted every 30 minutes, front desk personnel will check the surrounding site, all security entrances/exits on site, including ensuring locks and gates are functional, checking/documenting for abandoned vehicles on or near the property or vehicles on the property for proper permits, alert for any suspicious activities on or around the site, and document or report any/all activity on the building activity log. Incident reports are completed separately by the contracted security or front desk personnel and provided to Abode Property Manager for critical incidents before you leave your shift.
11. Front desk personnel will kindly greet and stop all persons at the building entrance to confirm purpose of visit with staff and to have all traffic sign into the appropriate logbook. Front desk personnel will confirm with site staff they are permitted onsite,

- prior to allowing full site access. The exceptions being listed as Abode staff who must always wear their staff badge.
12. Front desk personnel will attempt to ensure that all entering the site are free of weapons/items not permitted on the site.
 13. It is preferred that front desk personnel refrain from touching guest property and should instead remind the guest of items not permitted at the site.
 14. If a front desk personnel determines that the Resident or guest is in possession of a contraband item, the front desk personnel must ask the Resident or guest to either discard the item or leave the site and return without the item. List of potential contraband items:
 - a. Firearms
 - b. Weapons, Staff will determine what constitutes a weapon
 - c. Knives larger than 2" blade
 - d. Any sharp objects (medically needed excluded)
 - e. Restraining Devices
 - f. Large rocks or stones
 - g. Illegal Substances
 - h. Hazardous Materials
 15. Once the front desk personnel have determined that the Resident or guest is not carrying any contraband items in a carry-bag, the front desk personnel must then ensure that the guest is not carrying any contraband items on his or her person.
 16. Front desk personnel must refrain from speeding up the process during busy time, it is imperative that front desk personnel check every Resident or guest prior to entering the site.
 17. All tracking logs/logbooks and video surveillance are the property and business records of Abode Services. Abode does not release business records without proper written authorization. The form of authorization is usually through a subpoena or official written request unless approved by the Director of Property Management or other Executive Level staff in advance. Persons requesting business records of the organization at the building level should be referred to the Property Manager and/or the Director of Property Management.
 18. Front desk personnel are prohibited from speaking to the media at all times including residents, guests, or staff members of Abode. Front desk personnel must immediately inform the Property Manager of any inquiries from the media.
 19. In the event, that there is an irate Resident or guest exhibiting violent behavior, the front desk personnel should take on the role of an observer or witness and allow Abode staff to attempt to de-escalate the situation.
 20. Except during extremely exigent circumstances, where the front desk personnel is afraid of imminent danger to self, the front desk personnel must not physically touch a guest or resident.

21. Front desk personnel are prohibited from using any restraining devices to restrain a Resident or visitor.
22. Front desk personnel must not be in possession of any crowd control or restraining devices such as a baton, hand cuffs, plastic cuffs, restraint chains etc. while on duty.
23. Front desk personnel are expected to document and report all incidents, that involve physical contact with a Resident, visitor, or staff. Front desk personnel must complete incident reports for critical incidents prior to leaving their shift.
24. Front desk personnel are prohibited from using curse words or foul language while on shift.
25. Front desk personnel must refrain from screaming, shouting, or speaking in anger to a Resident, guest or staff.
26. Front desk personnel are prohibited from teasing, mocking, imitating, ridiculing, or making fun of any Resident, visitor or staff with physical limitations or mental health issues.
27. Front desk personnel must engage in monitoring the site parking lot and adhere to the sites parking and vehicle policies and procedures. All vehicles parked must display a parking permit. Front desk personnel will inform site staff of any parked vehicle not in compliance with program agreements or parking policies.
28. If both front desk personnel need to leave the post due to an unforeseen emergency, the front desk personnel must ensure that an Abode staff member is available to cover his or her post in the event the contracted company can't find alternative coverage for the post.

Appendix F – Good Neighbor Plan

GOOD NEIGHBOR PLAN

Pedro Street Apartments
1156 Pedro Street, San Jose, CA 95126
San Jose City Council District 7

April 30, 2021

Pedro Street Apartments, located at 1156 Pedro Street in San Jose, is intended to provide safe, and secure interim housing opportunities to up to 80 unhoused adults who are still in the process of finding or awaiting their new longer-term homes. Through engagement in an array of on-site supportive services, interim residents are empowered to build stability and self-sufficiency while bridging from homelessness to permanent housing.

Pedro Street site is leased by the County of Santa Clara. The property will be operated by Abode Services, a non-profit organization contracted by the County of Santa Clara that is responsible for the programs and services administered as well as the day-to-day operations of the site. The County of Santa Clara Office of Supportive Housing (OSH) holds the contract with Abode and pays for their services.

Abode Services and OSH (the “Partners”) are committed to being good neighbors and partners with neighborhood stakeholders and the community surrounding Pedro Street.

As good neighbors, Abode Services and Partners commit to the following Pedro Street Good Neighbor Plan:

1. **CAC Advisory Group Meetings** - As the Operator, Abode Services will host regular CAC Advisory Group meetings at Pedro Street, which will include representatives from Abode Services and local neighborhood groups and associations. Meetings will be held quarterly, and meeting dates and times will be selected that are mutually convenient for the neighborhood associations, key community stakeholders and subscribers to the Pedro Street Good Neighbor Contact List, which is maintained by the County of Santa Clara. Meetings will be scheduled for the year at the convening of the first annual meeting, and will be announced at least 10 days in advance via physical signage at a prominent location at Pedro Street and email messages to contact liaisons of adjacent neighborhood associations, key community stakeholders, Pedro Street residents, and subscribers to the Pedro Street Good Neighbor Contact List. An Abode staff member will engage with adjacent neighborhood associations to identify mutual opportunities for support and engagement with Pedro Street residents. Information about Pedro Street is available at <https://www.sccgov.org/sites/osh/solutions/InterimSolutions/Pages/Pedro.aspx> where interested parties can easily register for inclusion on the Pedro Street Good Neighbor Contact List.

2. **Contact Information** - As the Operator, Abode Services is available at the contact information below during business hours. After business hours Abode Services staff may be reached via a call service which will answer the phone number below for after-hour emergencies. Contact information will be prominently displayed at Pedro Street and is provided in this Good Neighbor Plan.

Pedro Street Apartments
1156 Pedro Street, San Jose, CA 95126
(408) 941-1850
info@abodeservices.org

Pedro Street has 24/7 security guard services present at the property for the safety of building residents. Abode Services also has on-site staff available to respond to property emergencies both during and after business hours. Neighborhood concerns regarding Pedro Street should be emailed to info@abodeservices.org for review and a response by Abode Services staff within two business days.

3. **Notification of Major Property Changes** – Contact liaisons of adjacent neighborhood associations, key community stakeholders, subscribers of Pedro Street Good Neighbor Contact List and community members within a 500-foot radius of Pedro Street will be informed of all changes in property management or service provider via email.
4. **Responsiveness to Property-Related Issues** – Abode Services will aggressively monitor and respond to issues at Pedro Street that could impact neighbors, stakeholders, and the surrounding community, including parking control, noise, graffiti, and litter. It is the policy of Abode Services to remove graffiti on the property within 24 hours or less.

In addition to this Good Neighbor Plan, Abode Services has developed and will implement a Neighborhood Engagement Plan to connect and engage new residents with neighborhoods surrounding their new apartment community. The Neighborhood Engagement Plan will also include strategies and activities providing opportunities for nearby neighbors to get to know their new Pedro Street neighbors.

Goals of the Neighborhood Engagement Plan are to: strengthen community within the building and in neighborhoods surrounding Pedro Street; support new residents as they integrate into and make positive contributions to the neighborhood; leverage Pedro Street building assets and amenities to support community needs; and to improve the neighborhood for everybody. Implementation of the Neighborhood Engagement Plan will be led by an Abode Services community liaison staff member.