

STAFF REPORT

648 Jackson St Emergency Shelter

Conditional Use Permit

Case# CUP2311-001

Kyle Holland
Planner II

Community Development Department
316 North Park Avenue, Room 445
Helena, Montana 59623





City of
Helena

Table of Contents

Section 1 - Project Overview	2
Section 2 - Staff Recommendation	2
Section 3 - General Information	2
Section 4 - Public Process	4
Section 5 -Evaluation.....	4
Section 6 - Staff Recommendation	9
Appendix A -Maps.....	11
Appendix B - Comments.....	14



Section 1 - Project Overview

The applicant, Good Samaritan Ministries (GSM), is requesting a Conditional Use Permit for an Emergency Shelter. The proposed Emergency Shelter is located at 648 N. Jackson St. and is legally described as: The northeasterly half of Lots 14 and 19 and all of Lots 15, 16, 17 and 18 in Block 13 of the Chessman and Davis Central Addition to the City of Helena, Lewis and Clark County, Montana, and the Northeasterly 62 ½ feet of land formerly designated and used as a public alley, running in a north-easterly and south-westerly direction across the northeasterly ½ of the lots 14 and 19 and all of lots 15, 16, 17 and 18 in Block 13 of the Chessman and Davis Central Addition to the City of Helena, Lewis and Clark County, Montana.

The subject property is located in the Downtown (DT) Zoning District, with the adjacent zoning consisting of Downtown (DT), Transitional Residential (TR), and R-3 (Residential) zoning.

Section 2 - Staff Recommendation

Approval of a resolution granting a Conditional Use Permit to allow an Emergency Shelter use in the Downtown (DT) Zoning District for property legally described as:

The northeasterly half of Lots 14 and 19 and all of Lots 15, 16, 17 and 18 in Block 13 of the Chessman and Davis Central Addition to the City of Helena, Lewis and Clark County, Montana,

And

The Northeasterly 62 ½ feet of land formerly designated and used as a public alley, running in a north-easterly and south-westerly direction across the northeasterly ½ of the lots 14 and 19 and all of lots 15, 16, 17 and 18 in Block 13 of the Chessman and Davis Central Addition to the City of Helena, Lewis and Clark County, Montana. If approved, the recommended conditions are:

1. This Conditional Use Permit only applies to the portion of the building as shown in the submitted architectural plans.
2. Extending emergency shelter hours of operation beyond 4 PM to 9 AM will require a new Conditional Use Permit application.
3. Extending emergency shelter operations beyond October 1st and May 1st will require a new Conditional Use Permit application.
4. No personal items of shelter clientele, other than bicycles stored in provided bicycle racks, are to be stored outside of the Emergency Shelter structure. All personal items must be stored within designated areas within the shelter building.
5. All newly installed exterior lighting shall be shielded and directed to minimize light trespass on to adjacent properties.

Section 3 - General Information

Application Date: November 10, 2023

Meeting Dates: Zoning Commission – December 6, 2023
City Commission – December 18, 2023

Applicant: Theresa Ortega
Good Samaritan Ministries
3067 N. Montana Ave.
Helena, MT 59601

Property Owner: Michael Stevenson
3750 N. Montana Ave.
Helena, MT 59601

Legal Description: The northeasterly half of Lots 14 and 19 and all of Lots 15, 16, 17 and 18 in Block 13 of the Chessman and Davis Central Addition to the City of Helena, Lewis and Clark County, Montana,

AND

The Northeasterly 62 ½ feet of land formerly designated and used as a public alley, running in a north-easterly and south-westerly direction across the northeasterly ½ of the lots 14 and 19 and all of lots 15, 16, 17 and 18 in Block 13 of the Chessman and Davis Central Addition to the City of Helena, Lewis and Clark County, Montana.

General location: The property is generally located on the southwest side of the intersection of E 13th St and N. Jackson St.

Present Land Use: Funeral Home

Adjacent Land Uses: This list is not intended to be a comprehensive list of adjacent property uses, but instead to give an overview of the mixed-use nature of the neighborhood.

- North: R-3 Zoning - Residential
- DT Zoning - Professional Offices (American Chemet)
- DT Zoning - Drive-in Restaurant (Dominos)
- DT Zoning - General Retail Sales (Montana Outdoor Sports)
- South: R-3 Zoning - Residential
- TR Zoning - General Retail Sales (Helena Stamp Works)
- TR Zoning - General Services (DM6 Studio Tattoo)
- TR Zoning - Professional Offices (Communication & Management Services)
- DT Zoning - General Services (Music Makers Conservatory)
- DT Zoning - General Retail Sales (The Man Store)
- East: TR Zoning - General Services (Capital Laundry)
- TR Zoning - Healthcare Offices (Gold Leaf Physical Therapy)
- TR Zoning - General Services (Salon 655)
- TR Zoning - General Services (Tattoo Syndicate)
- R-3 Zoning - Residential
- West: DT Zoning - Professional Offices (Catholic Social Services of Montana)
- DT Zoning - Professional Offices (Foundation for the Diocese of Helena)

DT Zoning – Medical Offices (Pure View)
 DT Zoning – Medical Offices (Helena Vision Center)
 DT Zoning – Medical Offices (Core Wellness)
 DT Zoning – Professional Offices (Job Service Helena)
 DT Zoning – General Services (Her Alibi)

Current zoning: Downtown

Tract/Property Size: Approximately 0.41 acres

2019 Growth Policy

Land Use Designation(s): **Mixed Use**– Places where people can work, live, and play and learn. These areas include a variety of complementary and integrated uses such as, but not limited to, all forms of residential; office; light industrial/manufacturing; retail; entertainment or public uses. Development is usually in a denser comprehensive pattern to achieve a unified, functional, efficient, and aesthetically appealing physical setting, and provides opportunities for connectivity, public transportation, and walkability. Mixed-use areas do not use the traditional segregation of uses.

Section 4 - Public Process

- A. Conditional Use Permit applications are filed with the Community Development Department, and any required fees must be paid upon submission of an application. The application will then be reviewed by City staff per City Code Section 11-3-2.
- B. The Zoning Commission shall hold a public hearing and make a recommendation to the City Commission, per City Code Section 11-3-6.
- C. The City Commission shall pass a resolution approving the conditional use, which is effective upon the date of resolution. (Ord. 3097, 4-7-2008; amd. Ord. 3279, 1-13-2020)

This review process as defined by City Code allows for public comment, staff review, and vetting through city departments and appointed and elected boards or committees prior to approval. As part of this process, the Community Development Department sends the application materials to applicable departments for their review and comment. This leads to a full evaluation of potential impacts and helps determine how the proposed conditional use relates to the review criteria.

Public Comment

An integral part of the review process are the conducting of public hearings and the solicitation of public comment. As of November 29, 2023, there have been three comments against and one comment in support received regarding the proposed conditional use permit. Any comments received during and after the hearing conducted by the Zoning Commission will be attached to this report and presented to the City Commission for their review and final decision.

Section 5 –Evaluation

The property at 648 Jackson currently has the land use of Funeral Home. The applicant and property owner are requesting a Conditional Use Permit (CUP) to allow for an Emergency Shelter use in the DT (Downtown) Zoning District. The applicant plans to create an overnight shelter to be used from October 1st to May 1st, housing a maximum of 26 women between the hours of 4:00 PM and 9:00 AM, depending on weather conditions and staffing.

The building has two other occupants, Our Place Drop-in Center (with a Land Use classification of Community Center) and Rocky Mountain Development Council's Low Income Home Energy Assistance Program (LIHEAP, with a Land Use classification of Professional Offices). These occupants are not changing at this time, and proposed emergency shelter conditional use will not apply to the portions of the building they occupy.

Section 11-3-4 of the Helena Zoning Ordinance includes certain criteria that must be reviewed as part of the conditional use permit procedure.

A. A conditional use permit may be granted by the city commission only upon a finding, supported by substantial credible evidence in the record that the following standards are met:

- 1. The proposed conditional use, as conditioned, will not adversely impact the public health, safety, or general welfare.*
- 2. The proposed conditional use will not adversely impact or impair the peaceful use of existing property or improvements in the vicinity and the zoning district in which the subject property is located.*

B. In considering whether sections §11-3-4(A)(1) and (A)(2) of this chapter have been met, the following factors must be considered in determining the impacts of the proposed conditional use on the abutting properties and the neighborhood:

- 1. Location, character, and natural features of the subject property as it currently exists.*
- 2. Type and size of the proposed structure and improvements and their relative location on the subject property.*
- 3. Historical uses, established use patterns, and recent changes and trends in the neighborhood.*
- 4. Conformity of the proposed use with the neighborhood plan, if one has been adopted.*
- 5. Current and proposed pedestrian, vehicular, and bicycle traffic including ingress and egress, circulation and parking.*
- 6. Whether the use is consistent with the Helena Climate Change Action Plan.*
- 7. Whether the proposal meets the zoning dimensional standards requirements for the zoning district without the need for a variance.*
- 8. Hours of operation.*
- 9. Noise.*
- 10. Glare.*
- 11. Odor.*
- 12. Expressed public opinion related to factors identified above.*

C. The above factors are weighed and evaluated depending on the circumstances of each case. Any one factor may be sufficient to find adverse impacts for the purposes of Section §11-3-4(A)(1) and (A)(2) justifying denial of the permit or placement of special conditions.

EVALUATION

1. *Location, character, and natural features of the subject property as it currently exists.*

The subject property is generally located on the southwest side of the intersection of East 13th St. and North Jackson St, and the property has been developed in its current state since 1938. The proposed emergency shelter use would be relegated to the eastern portion of the building presently in use by Simple Cremation as a chapel space.

The surrounding neighborhood has attracted new development and redevelopment along the Last Chance Gulch corridor north of Neill Avenue in recent years. Currently and historically, the mixed-use nature of the Downtown Zoning District has led to the location of numerous organizations offering social services to vulnerable individuals. The applicant states that the close proximity of these services, specifically PureView for health care services and AWARE for mental health care, provide substantial benefits to the shelter clientele. Helena Valley Addiction Services is also in close proximity to provide assistance to those that may need it. Additionally, there are a range of other services providers for these populations within a one mile radius of the proposed shelter location (See vicinity map of providers for additional services and distances).

2. *Type and size of the proposed structure and improvements and their relative location on the subject property.*

The improvements and alterations to the current structure will be limited, and no alterations to the building's footprint are proposed. Currently, the structure presents to the lot lines/extends to the sidewalks located on both Jackson and E. 13th Streets with no room for further expansion toward rights-of-way.

Interior remodel work will be focused on updates required by the City of Helena Building Department and Fire Department. The required improvements include:

- Shower facilities
- Exit path illumination and emergency lighting
- Egress door hardware
- Tamper resistant receptacles
- Fire resistant separations
- Security access boxes
- Smoke and carbon monoxide detectors integrated into the fire alarm system
- Installation of horn and strobe style notification devices

Additional interior work to be performed includes the installation of beds, lockers for personal belongings, and secure storage for medications and other potentially dangerous but required items.

Exterior remodel work will be focused on improvements to site lighting to improve safety, installation of additional bike racks, and the creation of designated areas for smoking and congregation. No additional alterations to the site are proposed.

3. *Historical uses, established use patterns, and recent changes and trends in the neighborhood*

The neighborhood in proximity to 648 Jackson Street serves a wide range of commercial and residential uses, bringing a spectrum of Helena citizens through the area daily. This portion of Downtown Helena has evolved over time from the neighborhood scale that supported smaller retail establishments directed to the nearby residents, to supporting more commercial and manufacturing, before more recently evolving with the addition of the Great Northern Town Center and promotion of mixed-use development to attract new businesses and residents. The existence of these many and varied land uses is wholly in alignment with the Future Land Use mixed-use designation for the vicinity.

The portion of the property proposed for the emergency shelter currently has the land use designation of Funeral Home. Since the building's construction in 1938, it has served as:

- A supermarket until 1968
- The Moose Lodge until 1972
- Thurber Printing and Century Lithographs until 2008
- Rocky Mountain Development Council until present day
- Simple Cremation since 2022, occupying a portion of the building previously used by Rocky Mountain Development Council

As the area surrounding this portion of Helena's downtown has developed over time, it has remained a center for serving the various population groups of the area. Within this center many organizations serving vulnerable populations, such as Our Place, AWARE, God's Love, and Many Rivers Whole Health, have found success. The proposed emergency shelter would expand the options for these populations, building upon the success of this support network.

4. *Conformity of the proposed use with the neighborhood plan, if one has been adopted.*

This property is part of the Great Northern District of the Downtown Neighborhood, as shown in Helena's Downtown Neighborhood Plan. This district is described in the Neighborhood Plan as:

...[catering] to the modern professional who lives and works Downtown. With upper-level housing, coffee shops, fitness centers, family entertainment, and a lively nightlife, the young professional or retiree's desire for an urban lifestyle is satisfied with a wide variety of amenities.

The guiding principles of the Downtown Neighborhood Plan enhance the viability of this location as an emergency shelter. Building off the principle that "Downtown is Connected to the Community," many social service organizations have established facilities in the downtown. The principles of "Downtown is Walkable" and "Downtown is Convenient" allow for the clientele of the shelter to easily visit these services despite the limited public transportation options within the city.

The adaptive reuse of the proposed shelter site complies with Goal 2.2 of the Downtown Neighborhood Plan ("Promote Redevelopment of Underperforming Properties"), while maintaining an active ground floor and improving lighting and pedestrian access through building maintenance.

Goal 2.3.a of the Downtown Neighborhood Plan calls for the identification of neighborhood services needed in the downtown. Throughout the summer and fall of 2023, numerous community presentations and working group meetings were held to increase visibility and provide solutions for unhoused persons throughout the downtown area and greater Helena. These sessions illustrated the need for increased shelter facilities throughout the winter season.

5. *Current and proposed pedestrian, vehicular, and bicycle traffic including ingress and egress, circulation and parking.*

Current parking around the site is limited, but, as the property is located in the Downtown Zoning district, there are no required parking minimums. Parking along the E. 13th St. frontage of the building and North Last Chance Gulch is not permitted due to no parking zones. Parking is currently permitted along the Jackson Street frontage of the building. The parking lot to the south is privately owned and is not available at this time for emergency shelter parking.

The applicant states that many of the clientele of the emergency shelter do not have vehicles to bring to the property. Those that do will be directed on appropriate areas to park by shelter staff, as detailed in the shelter's policies and procedures.

A traffic impact study will not be required for this proposed use. Using the Institute of Traffic Engineers Handbook, we estimate 83 trips per day for this facility (3 staff at 4.24 trips per day and 26 beds at 2.66 trips per day). This is below the threshold of 200 trips per day that would require a traffic impact study to be performed.

To assist and improve client access to the emergency shelter, a bike rack will be installed along the front of the building for client use. Additionally, the area along Jackson St. will provide a location for pick-up and drop-off services adjacent to the primary entrance.

6. *Whether the use is consistent with the Helena Climate Change Action Plan.*

The use of an existing building with minor upgrades allows for minimal environmental impacts compared to the construction of a new structure. This will be further supported by the occupant with energy efficient appliances and fixtures, along with operational procedures that limit material and energy usage.

As many of the clientele do not have vehicles and most of their required services are accessible through pedestrian or bicycle means due to the location of the shelter, climate impacts due to vehicular traffic will be minimal. Consequently, it is anticipated that this increased pedestrian activity will reduce greenhouse gas emissions.

7. *Whether the proposal meets the zoning dimensional standards requirements for the zoning district without the need for a variance.*

The proposal, as presented, does not alter the structure in any manner which would require a variance from Downtown district dimensional standards.

8. *Hours of operation.*

The emergency shelter will be open from 4 PM to 9 AM, between October 1st and May 1st, depending on weather conditions and staffing. Due to policy and procedure requirements on quiet hours and other considerations, it is not anticipated that there will be any adverse impacts necessitating mitigation during unsociable hours of the evenings and weekends for neighboring properties.

9. *Noise.*

As an overnight emergency shelter facility, Good Samaritan Ministries will be operating with “quiet hours” to be enforced by shelter staff. Violations of quiet hours will be enforced as outlined in the shelter’s policies and procedures.

10. Glare.

As stated in the applicant’s written answers, all new exterior lighting will be selected and installed to comply with “night sky” guidelines and will have minimal impact on surrounding properties. All new fixtures will be directed to project downward and limit light trespass onto adjacent properties.

11. Odor.

A designated smoking area will be established that complies with City regulations for distance to building entry. This will be limited to tobacco use only, as the shelter is a drug free zone. The shelter’s policies and procedures state the enforcement guidelines and consequences for violation.

12. Expressed public opinion related to factors identified above.

As of Wednesday, November 29, 2023 three public comments against and one in support have been collected for this proposal.

An open house will be held at Our Place on Monday, December 5, 2023 for additional public engagement with the community.

Section 6 - Staff Recommendation

The approval of this conditional use in the Downtown zoning district is consistent with the goals and objectives of the Downtown Neighborhood Plan. Those goals are intended to guide City decision making and implement a citizen guided vision for the future of Helena.

Staff Recommendation:

Approval of a resolution granting a Conditional Use Permit to allow an Emergency Shelter use in the Downtown (DT) Zoning District for property legally described as:

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And

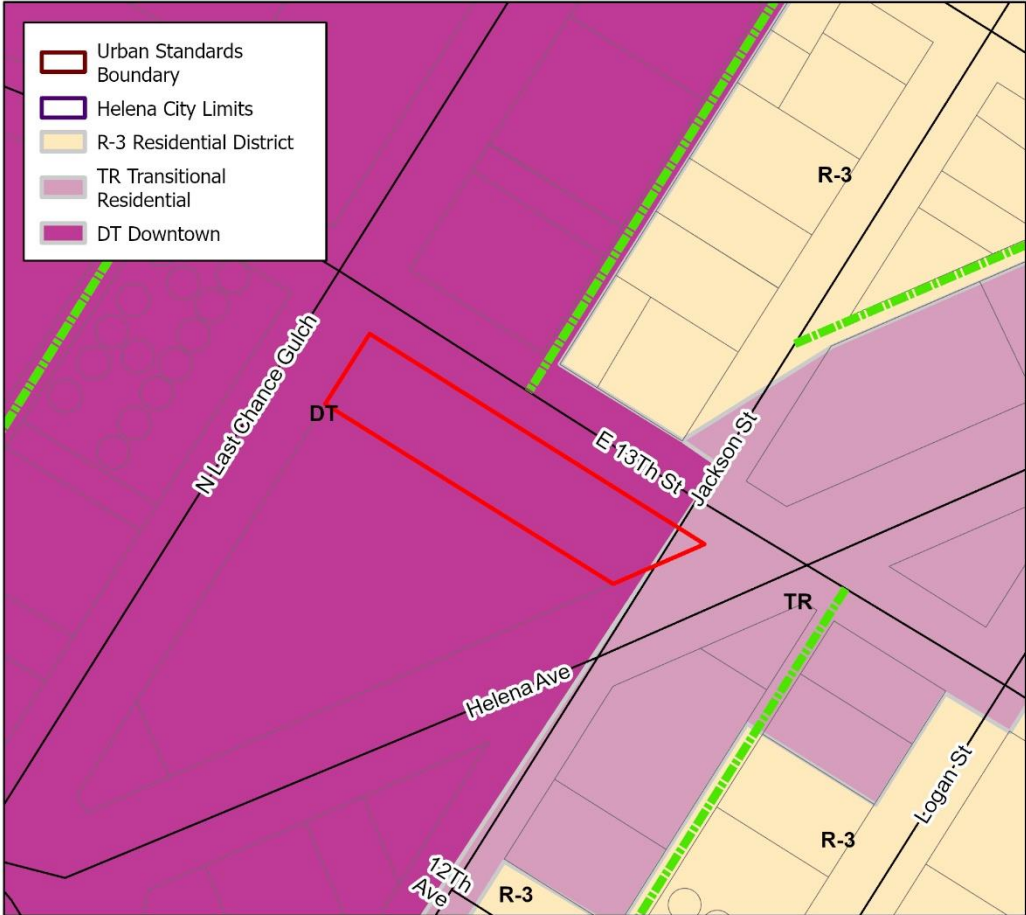
The Northeasterly 62 ½ feet of land formerly designated and used as a public alley, running in a north-easterly and south-westerly direction across the northeasterly ½ of the lots 14 and 19 and all of lots 15, 16, 17 and 18 in Block 13 of the Chessman and Davis Central Addition to the City of Helena, Lewis and Clark County, Montana. If approved, the recommended conditions are:

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Appendix A - Maps



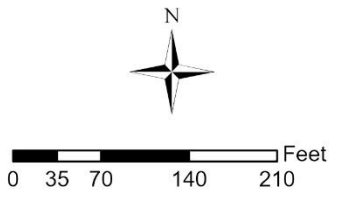
648 Jackson Street Zoning Map



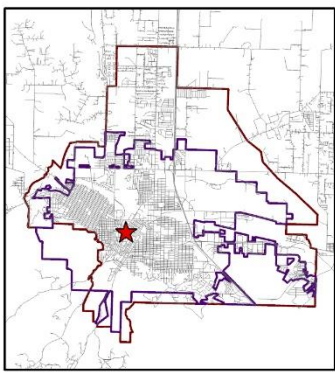
648 Jackson Street
 Paved
 Alley
 MT Parcels w Condos



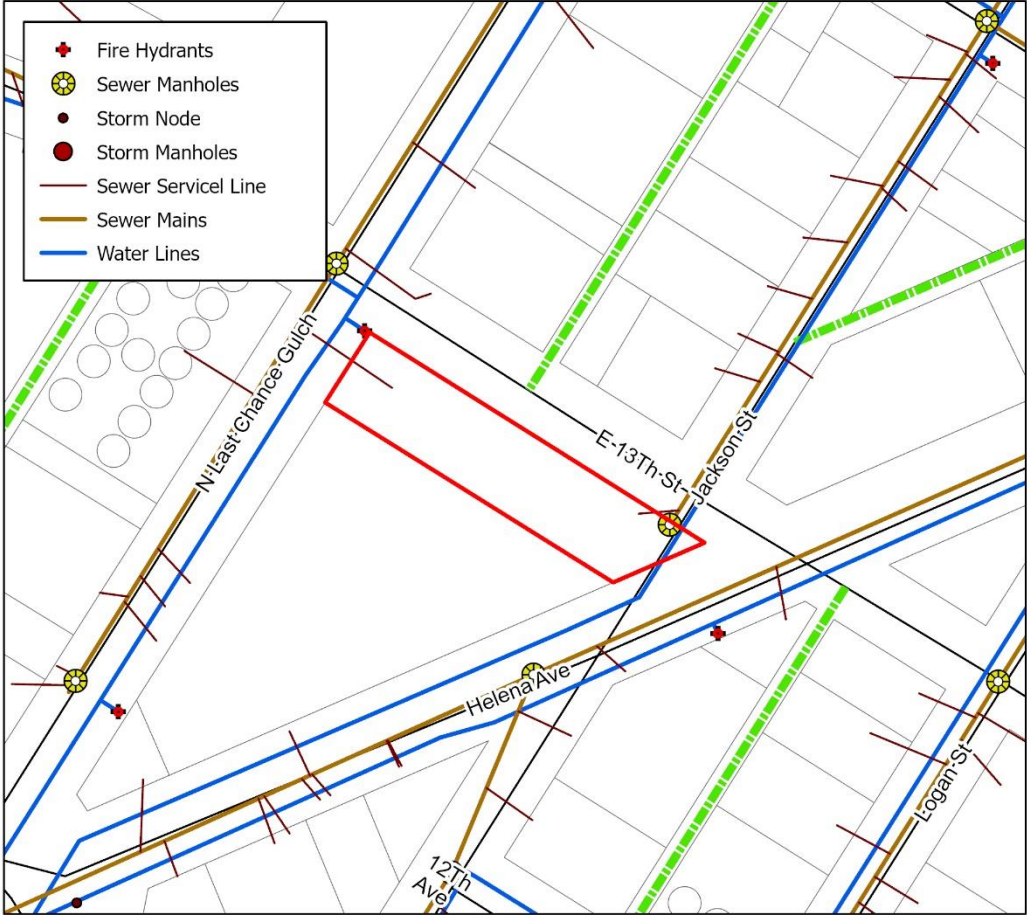
Community Development
City/County Building
316 North Park Avenue, Rm. 445
Helena, MT 59623




Legal Description: CENTRAL
ADDN NO 1, S30, T10 N, R03
W, BLOCK 13, Lot 14, N 1/2
14, 15-18 N 1/2 19 & CLOSED



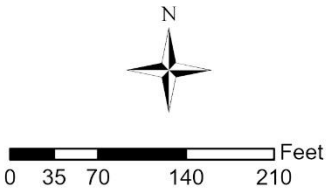
648 Jackson Street Utility Map



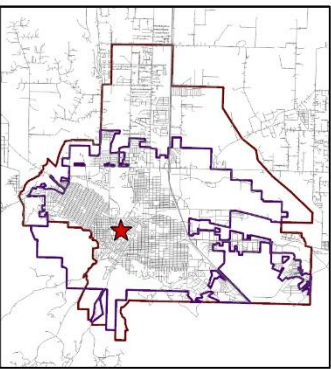
- 648 Jackson Street
- Paved
- Alley
- MT Parcels w Condos



Community Development
City/County Building
316 North Park Avenue, Rm. 445
Helena, MT 59623



Legal Description: CENTRAL
ADDN NO 1, S30, T10 N, R03
W, BLOCK 13, Lot 14, N 1/2
14, 15-18 N 1/2 19 & CLOSED



Appendix B – Comments



400 S. Oakes Street
Helena, MT 59601
(406) 442-9883
pccofficemgr@gmail.com

November 27, 2023

To: City of Helena
Dear: Mayor Collins and City Commissioners

For more than 10 years various community organizations have considered effective ways to address the needs of our unsheltered neighbors during Helena's bitter cold winters. We recognize and thank the Helena City Commission for the essential funds to help address emergency shelter for our most vulnerable neighbors. Representing the Outreach and Social Justice Committee at Plymouth Church we endorse Good Samaritan Ministries' proposal to shelter women in the downtown area, adjacent to their highly impactful day center, "Our Place."

Plymouth Church is one of many local non-profits and social service agencies to recognize the housing crisis and to offer assistance as best we can. Our congregation provides meals and food to God's Love; instigated the book read and fall 2023 discussion surrounding "Rough Sleepers", a Boston journalist's experiences with the unhoused; received significant funding for and design of a traveling photo exhibit titled "Faces of Our Unsheltered Neighbors" which features 10 of our Helena-area unhoused men, women and families and is currently booked through May of 2024; instigated a drive to purchase 50 sleeping bags for those living on the streets (which surprisingly raised enough to purchase another 50); organized a consortia of Clergy Advocates representing a variety of faith communities that are committed to addressing the housing crisis in Helena.

We attended most of the "Move the Dial" meetings orchestrated by United Way, attended the Emergency Housing Task Force and City Commission meetings when possible so that we might be better informed and responsive to specific needs. In all our work we are most grateful for the tutelage of Dr. Jeff Buscher of United Way and Theresa Ortega of Good Samaritan Ministries who have made us aware of acute needs and reasonable solutions to the housing crisis.

*Plymouth's mission is to nurture our congregation and the wider community
with acts of love and a vision of God's image in all things.*



Plymouth Congregational Church fully supports the Good Samaritan Ministries' candidacy to utilize the funds earmarked to address homelessness in Helena this winter. Unsheltered women, who often struggle in a traditional mixed-gender shelter setting, can begin a path to recovery, realignment, and restoration. There is no organization more prepared nor positioned to take on this project, and we trust in Good Samaritan Ministries' ability to foster a safe and caring environment for those women in need. Plymouth Church asks you to extend financial support to this effort which distinctly speaks to Helena's compassionate and innovative spirit.

Sincerely,

Jennifer Jeffries Thompson
Chair, Outreach and Social Justice Committee, for
Plymouth Congregational Church - UCC

Kyle Holland

From: Rex Seeley <rexseeley@hotmail.com>
Sent: Monday, November 20, 2023 9:42 PM
To: Kyle Holland
Subject: 316 N Park CUP

Follow Up Flag: Flag for follow up
Flag Status: Completed

You don't often get email from rexseeley@hotmail.com. [Learn why this is important](#)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I am extremely opposed to this change. It should stay as it was intended. We are already cleaning up feces, garbage, and discarded possessions of transients in the area. They trespass on posted property, dump trash, steal, and vandalize. They have made fires in my front lawn as they prepared their drugs as well as fires behind the building next door, and our back yard which is very disconcerting since we have a wood building. They are often aggressive, accost our customers and intimidate our employees and the cleaning people at the Seeley building. I do not want to have to deal with more issues with them. Putting any additional money into that building would be a poor investment.

Rex Seeley
618,630,708 N Last Chance Gulch
Sent from [Mail](#) for Windows

Kyle Holland

From: Paul Williams <lugnutpaul@gmail.com>
Sent: Wednesday, November 22, 2023 9:50 AM
To: Kyle Holland
Cc: Suzy; Paul Williams
Subject: Hi, this email concerns the proposed conditional use permit for 648 Jackson street.

[You don't often get email from lugnutpaul@gmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

My name is Paul Williams. I have owned the building at 612-614 North Last Chance Gulch since 1984. I and my tenants have had many, many problems with transients in the past. In the barbershop, I have had to replace the picture window and the window in the entry door, which were broken due to vandalism. My tenant, the barber, has had many problems with transients using the doorway to his business as a shelter, so customers couldn't access his business, In the alley behind where my business was accessed on the lower level of my building, I witnessed fights, drunkenness, urination, litter and fires. Sometimes I had to call the Police to deal with it.

It is TIME for the city of Helena to acknowledge and invest in the businesses and property owners who are the lifeblood of our city, and stop these "feel good" projects which are at the expense of business owners. The reason for zoning is to alleviate problems which this conditional use permit will inevitably cause.

I am very strongly opposed to this conditional use permit. DO NOT ALLOW IT

Kyle Holland

From: DAVID POOR <dmpoor@msn.com>
Sent: Tuesday, November 28, 2023 6:31 PM
To: Kyle Holland
Subject: Homeless Conditional Use Permit

You don't often get email from dmpoor@msn.com. [Learn why this is important](#)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

November 28, 2023

To whom it may concern: Kyle Holland Community Development Department.

As a longtime Helena resident and a multiple homeowner on North Jackson Street, I and other tax paying neighbors are against the Emergency Shelter Proposal in our zoning district. This isn't the place or a good location for a temporary or a permanent shelter to house individual's male or female. We have had many problems with the current homeless situation in our area, these include numerous break-ins, thefts, vandalism, people going through our dumpsters for discarded mail, random camping out wherever they please, using anywhere to go to the bathroom day or night, discarded trash & shopping carts, junk vehicles parked for long period of times, discarded drug paraphernalia, liquor bottles & cans, and cigarettes & other smoking paraphernalia. There also have been numerous calls to local Law Enforcement.

Watching the local news lately it seems like this proposal is already a done deal. I hope this isn't the case. Downtown Helena has a major problem daily with people sleeping and congregating in our parks and setting up camp wherever they please and starting fires and doing whatever they please. We really do not need this in our neighborhoods. Many of the people have been kicked out of God's Love for Drug and Alcohol abuse and fighting and criminal records. They are not allowed to stay there. Using the old Saint John's Hospital seemed like the best idea overall with strict supervision. Putting this proposed location in the back attached section of a current business (Simple Cremations Funeral Home) is not the place to house people. Thank You for your time and listening.

Sincerely,
David M. Poor



CONDITIONAL USE PERMIT/AMENDMENT APPLICATION

Community Development Department, Planning Division
316 North Park Avenue, Room 445, Helena, MT 59623
406-447-8490; citycommunitydevelopment@helenamt.gov

Date received:

APPLICATION FEE: \$435.00
(PAYABLE TO THE CITY OF HELENA)
ALL FEES ARE NON-REFUNDABLE

PROPERTY OWNER: *Primary Contact?*

Name: Michael Stevenson Primary Number: 406-442-8520
Address: 3750 N Montana Ave Helena Other Phone: _____
Email: ASW@mt.net

APPLICANT (If different from property owner): *Primary Contact?*

Name: Theresa Ortega Primary Number: 406-410-1172
Address: 3067 N Montana Ave Other Phone: 406-442-0780
Email: theresa@goodsamministries.org Company: Good Samaritan Ministries

AUTHORIZED REPRESENTATIVE: *Primary Contact?*

Name: Jeff Buscher Primary Number: 816-853-2598
Address: 75 E Lyndale Ave Helena Mt 59601 Other Phone: 406-442-4360
Email: jeff@unitedwaylca.org Company: United Way of the Lewis & Clark Area

ADDRESS OF PROPERTY: 648 N. Jackson St. Helena MT 59601
Address City State Zip Code

Legal Description (Block & Lots, Subdivision, COS #) _____
CENTRAL ADDN NO 1, S30, T10 N, R03 W, BLOCK 13, Lot 14, N 1/2 14, 15-18 N 1/2 19 & CLOSED ALLEY RES #3102 & VACATED JACKSON ST RES# 20337

Current Zoning District Downtown (DT) District

Geocode 05188830236150000

Provide a current deed & plat

Are there other related Land Use Applications being submitted: Yes No

Submit proof of current paid taxes

Geocode 0518883023615000

Provide a current deed & plat

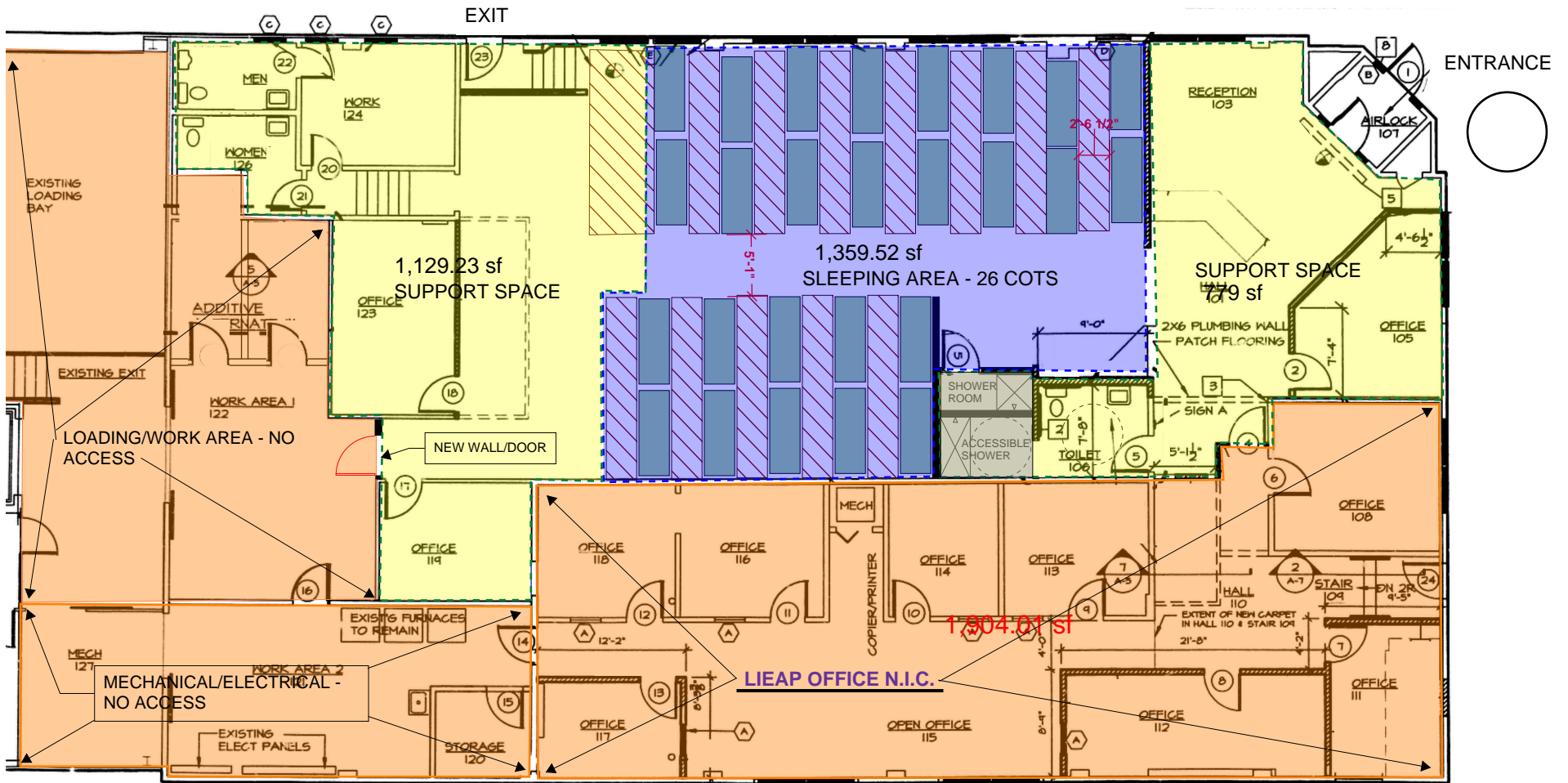
Are there other related Land Use Applications being submitted: Yes No

Submit proof of current paid taxes

I HEREBY CERTIFY AND ACKNOWLEDGE THE STATEMENTS IN THIS APPLICATION AND ANY ATTACHED INFORMATION ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

Signed: Date: 
Property Owner

Applicant: Date: 11-27-23 Theresa (Altege) 11-27-23
(If different from Owner)



- SLEEPING AREA - 26 COTS
- WARMING SHELTER - SUPPORT SPACE
- NOT PART OF WARMING SHELTER
- NEW SHOWERS

WOMENS WARMING SHELTER
648 N. JACKSON STREET
HELENA, MT 59601

Please return to:
Security Title Company
600 South 19th
Bozeman, MT 59718

STC-P-22-68

Return to:

Big Sky Cremation and Twitchell Funeral Services, LLC
1717 Main Street
Miles City, MT 59301

3402779 B: M61 P: 4193 DEED
08/25/2022 03:36:38 PM Page 1 of 2 Fees: \$16.00
Amy Reeves, County Recorder
Lewis & Clark County, MT

WARRANTY DEED

FOR VALUE RECEIVED, ZEMAN HOLDINGS II, LLC, a Montana limited liability company, the Grantor, does hereby sell, grant, bargain, convey and confirm unto BIG SKY CREMATION AND TWITCHELL FUNERAL SERVICES, LLC, a Montana limited liability company, of 1717 Main Street, Miles City, MT 59301, the Grantee, the following described real property in Lewis and Clark County, Montana, to-wit:

The northeasterly half of Lots 14 and 19 and all of Lots 15, 16, 17 and 18 in Block 13 of the Chessman and Davis Central Addition to the City of Helena, Lewis and Clark County, Montana. (Ref: Book 268 Deeds, Page 151)

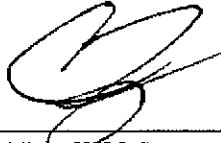
AND

The Northeasterly 62 ½ feet of land formerly designated and used as a public alley, running in a north-easterly and south-westerly direction across the northeasterly ½ of Lots 14 and 19 and all of Lots 15, 16, 17 and 18 in Block 13 of the Chessman and Davis Central Addition to the City of Helena, Lewis and Clark County, Montana. (Ref: Resolution No. 3102 in Book 111 Misc., Page 463)

SUBJECT TO: all reservations and restrictions in prior conveyances or in patents from the United States or the State of Montana; existing easements, encroachments and rights of way of record and those which would be disclosed by an examination of the property; mineral, oil and gas and royalty reservations, conveyances and leases of record; all real property taxes and assessments for the current year and subsequent years; and all building and use restrictions, covenants, agreements, requirements, notices, waivers, and conditions of record.

TO HAVE AND TO HOLD the said premises, with their tenements, hereditaments, and appurtenances unto the said Grantee and its assigns forever. Said Grantor does hereby covenant to and with said Grantee that it is the owner in fee simple of said premises; that Grantee shall enjoy the same without any lawful disturbance; that the same is free from encumbrances except those limitations set forth above; that the Grantor and all persons acquiring any interest in the same through or from Grantor will, on demand, execute and deliver to the Grantee, at the expense of the Grantee, any further assurance of the same that may be reasonably required; and that the Grantor will warrant to the Grantee all the said property against every person lawfully claiming the same. This conveyance includes and incorporates Section 30-11-109 & 110, MCA.

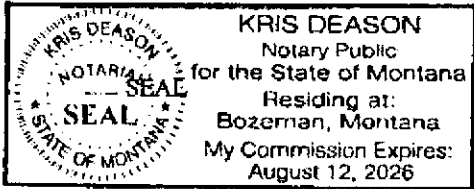
DATED this 25 day of August 2022.



Zeman Holdings II, LLC
By: Colin Zeman
Its: Manager and Sole Member

STATE OF Montana
County of Gallatin :SS.

On this 25 day of August 2022, before me, a Notary Public in and for said State, personally appeared Colin Zeman as Manager and Sole Member for and on behalf of Zeman Holdings II, LLC, a Montana limited liability company, and Colin Zeman was known to me to be the person whose name is subscribed to the within instrument on behalf of the company and acknowledged to me that he executed the same.



Kris Deason
Printed Name: _____
Notary Public for the State of _____
Residing at _____, _____
My commission expires: _____

Closing of Alley
5-9-77 LL 11 Page 46.3

Abstract 1781 filed 1-17-79 Page 6
Showing that volume 1781 is 43.

PLAT OF CHESSMAN AND DAVIS Central Addition to Helena

Scale 200 ft. to 1 in.

Be it known that the undersigned William A. Chessman, Joseph Davis, William A. Davis, Lewis Davis, Charles W. Cannon and Alex H. Bredt, of the Central Addition to Helena, Lewis and Clarke County, Montana Territory, situated in said Territory, do hereby acknowledge and certify that we procured and caused to be made a survey of the same, of which this is a true plat thereon, for the purpose of record, and we hereby divide and dedicate the streets and alleys therein designated to the public use and benefit for ever.

In testimony whereof we have hereunto set our hands and seals this 22nd day of November, 1883 at Helena, Montana.

William A. Chessman
Joseph Davis
William A. Davis
Lewis Davis
Charles W. Cannon
Alex H. Bredt

Territory of Montana } ss
County of Lewis and Clarke } ss

On this 22nd day of November, A.D. one thousand eight hundred and eighty three, personally appeared before me, Masine Bullard, Notary Public, in and for Lewis and Clarke County, Montana Territory, the following instrument as parties thereto, personally known to me, William A. Chessman, Joseph Davis, William A. Davis, Charles W. Cannon and Alex H. Bredt, and who executed the said foregoing instrument at public peace and they each of them, duly acknowledged to me that they each of them, respectively, executed the same freely and voluntarily and for the use and purpose herein mentioned.

In witness whereof I have hereunto set my hand and seal the day and year in this certificate first above written.

Masine Bullard
Notary Public.

Filed January 22nd AD 1884 at 4:30 P.M. O.B. Tolton
County Recorder by
David M. Miller
Deputy



Territory of Montana } ss
County of Lewis and Clarke } ss

Benjamin F. Marsh being duly sworn according to law depose and testify that he is County Surveyor of Lewis and Clarke County, Montana Terr. that he surveyed Chessman and Davis Central Addition to Helena in said County, that the above plat is correctly drawn from the field notes of said survey, and truly represents the location and relative positions of blocks, lots, blocks, and alleys together with their dimensions, and course of streets, written by figures on said plat Benjamin F. Marsh
County Surveyor

Subscribed and sworn to before me this sixteenth day of January, 1884.
Masine Bullard
Notary Public

Territory of Montana } ss
County of Lewis and Clarke } ss

I hereby certify the foregoing to be a correct copy of the Original Plat of Chessman and Davis Central Addition to Helena, filed January 22nd AD 1884 at 4:30 P.M.

Witness my hand and seal of said County June 14th 1885
J. O. D. R.
County Recorder

Attent's Addition



Shopping Cart: 0 items [\$0.00]

New Search

Detail

Payoff

Help

Property Tax ID: 4673

Status: Current

Type: RE

Owner: BIG SKY CREMATION & TWITCHELL FUNERAL SE

History:

Tax Year	Statement#	Bill Date	Bill Amount	Date Paid	** Paid Amount	Notes
2023	7331	10/24/2023	\$2,978.83		\$0.00 \$0.00	
2022	7062	10/24/2022	\$3,097.59	12/5/2022 5/5/2023	\$1,548.81 \$1,548.78	
2021	33089	10/23/2021	\$3,074.73	12/3/2021 3/1/2022	\$1,537.38 \$1,537.35	
2020	33850	10/21/2020	\$2,974.97	11/23/2020 6/7/2021	\$1,487.50 \$1,487.47	
2019	33665	10/25/2019	\$2,771.78	12/2/2019 6/5/2020	\$1,385.90 \$1,385.88	
2018	40074	10/24/2018	\$2,174.84	12/7/2018 5/28/2019	\$1,087.44 \$1,087.40	
2017	37154	10/30/2017	\$1,810.89	12/6/2017 5/29/2018	\$905.45 \$905.44	
2016	36003	11/03/2016	\$1,695.41	11/25/2016 5/25/2017	\$847.71 \$847.70	
2015	35090	10/22/2015	\$1,590.60	11/30/2015 6/2/2016	\$795.31 \$811.61	
2014	34966	10/22/2014	\$1,565.73	11/24/2014 6/1/2015	\$782.88 \$782.85	
2013	19045	10/23/2013	\$1,500.14	12/2/2013 5/23/2014	\$750.08 \$750.06	
2012	20751	10/22/2012	\$1,484.50	11/23/2012 5/23/2013	\$742.26 \$742.24	
2011	18111	10/20/2011	\$1,463.00	11/25/2011 5/30/2012	\$731.51 \$731.49	
2010	22756	10/28/2010	\$10,136.97	2/22/2011 6/6/2011	\$5,296.58 \$5,212.08	
2009	18175	11/02/2009	\$4,591.42	4/25/2010	\$4,591.42 \$0.00	
2009	5946	04/08/2010	\$4,299.56	6/2/2010	\$0.00 \$4,299.56	
2008	28392	10/24/2008	\$8,624.88	11/25/2008 5/22/2009	\$4,312.45 \$4,312.43	

2007	3013794	10/25/2007	\$8,393.93	11/21/2007 5/22/2008	\$4,196.98 \$4,196.95
2006	3013356	10/25/2006	\$8,434.40	12/1/2006 6/4/2007	\$4,217.22 \$4,217.18
2005	3013176	11/09/2005	\$8,627.16	12/8/2005 5/31/2006	\$4,313.61 \$4,313.55
2004	3012976	10/26/2004	\$8,593.01	8/29/2005 8/29/2005	\$4,963.22 \$4,612.29

**** Paid Amount may include penalty & interest**

Note: The accuracy of this data is not guaranteed. Property Tax data was last updated 11/13/2023 11:00 AM.

Send Payments to:
 Lewis & Clark County
 316 North Park Ave; Room #113
 Helena, Montana 59623

 Phone: (406) 447-8329
 Email: propertytax@lccountymt.gov



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Entrance to Our Place

E 13th St

N Last Chance Gulch

Main Entrance to Shelter

★ - Security Cameras

● - Front Door Light

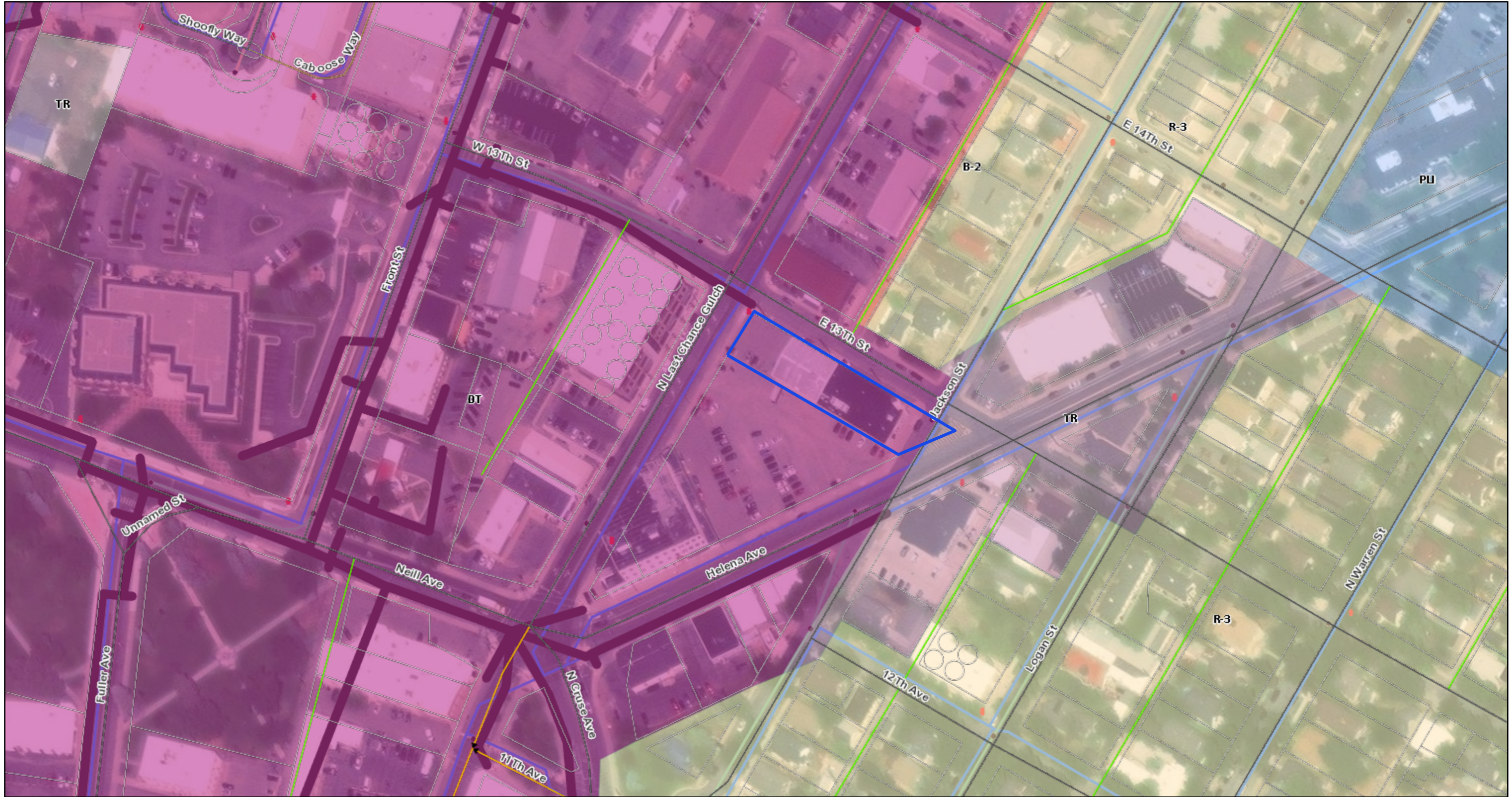
★ - Camera

● - Light

Bike rack

Jackson St

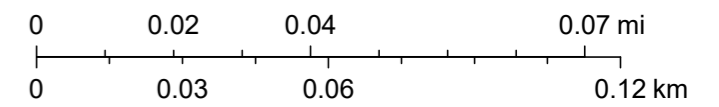
ArcGIS Web Map



10/31/2023, 4:55:45 PM

1:2,257

— Railroads	— Montana Hwy	— SERVICE / AUX	— CAST-IRON
— Roadways	— Secondary Hwy	— SERVICE STUB	— CEMENT
— Interstate	□ Parcel Boundaries	— STUB	— CLAY
— Divided 4-Lane	— Water Lines	— TRANSMISSION	— CMT
— Paved	— Storm Ditches	— CONC	— CONCRETE
— Unpaved	— Storm Pipes	— CPN	— DIP
— Driveway	— Fire Hydrants	— PVC	— PVC BB
— Oneway	— Sewer Manhole	— PVC	— PVC
— Oneway	— Sewer Lines	— <Null>	— RCP
— Non-Motorized	— FIRE	— ACP	— SLIP-LINE
— Abandoned	— FIRE / SERVICE	— C900 PVC	— SLIPLINE
— Water Access Only	— IRRIGATION	— C900PVC	— SLP
— Alley	— PUMP STATION	— BRICK	
— Highways	— RAW WATER	— RESERVOIR PIPING	
— Interstate Hwy	— SERVICE		
— US Hwy			



Maxar, Microsoft, Lewis and Clark County/City of Helena GIS Services



Community Development Department
Building Division
316 North Park Avenue, Room 435
Helena, MT 59623

Phone: 406-447-8438
Fax: 406-447-8460
Email: kmack@helenamt.gov

helenamt.gov

Date: November 3, 2023

Subject: Summary of Requirements – 648 Jackson Street
Temporary Emergency Shelter – Winter 2023 Only

Summary of requirement for the purpose of using the Jackson Street tenant space for temporary emergency housing. This list is based on a walk-through conducted on Friday, October 27, 2023. We have, to the best of our knowledge, tried to capture the building and fire code requirements associated with the change in use.

Zoning District: DT Downtown

Emergency Shelter requires Conditional Use Permit

Conditional Use permit shall be applied for through Community Development Office.

Applicable Building and Fire Codes:

2021 International Building Code (IBC), 2012 International Fire Code (IFC).

Type of Construction: Type VB

Total Building Area: 10,752 sf

Emergency Shelter Proposed -North Tenant Space: 4,700 sf

RMDC – South Tenant Space: 1,748 sf

Current Our Place – West Tenant Space: 2 story, approximately 2,000 sf per floor.

Full fire sprinkler and fire alarm monitored.

Current Occupancy: Group B

Proposed Occupancy: Group R-1 (11 or more transient occupants)

Occupant Load (For area being used for Emergency Housing) will be based on IBC Table 1004.5 for Sleeping Areas or Dormitories - 50 sf per person factor will be used to determine the occupant load of each area.

Area will be a change of use and therefore will need to comply with applicable provisions of 2021 IBC or IEBC for Group R-1 occupancy.

R-1 Sleeping Area: approx. $1,320 \text{ sf} / 50 = 26$

Remainder of tenant space used for utility areas and support services.

This summary letter is limited to Building Division and Fire Department comments only. Other City departments may have comments and/or corrections based on the required Conditional Use Permit conditions.

Building Department Comments – Kimberley Mack, Chief Building Official

1. Toilet and shower rooms: The number of toilet and bathing/shower facilities shall be similar to ‘Correctional Facility’ (ARM 24.301.351) at approximately 1 toilet fixture and 1 bathing facility per 15 occupants.
 - a. Minimum of 2 bathing/shower rooms shall be provided based on occupant load noted above. At least one shall comply with accessibility requirements of ANSI A117.1 and be fully accessible. Other shower room shall comply with requirements of UPC and IBC.

- b. Based on the number of existing toilet rooms, no additional will be required, at least one shall comply with ANSI A117.1 which appears to be existing. To be verified
2. Typical requirement on the exterior side of all exterior exit doors: In accordance with Section 1008.2.3, illumination shall be provided along the path of travel for the exit discharge from each exit to the public way. Emergency exit discharge lighting shall be provided at each exterior exit door and shall have emergency power supply.
3. Ensure adequate coverage of interior exit lights and emergency lighting. Emergency lighting needs to be provided at north exit door.
4. Door hardware on both egress doors shall be replaced with hardware egressable from inside without the use of key or special knowledge. Panic device or lever hardware required.
5. Provide tamper resistant receptacles throughout sleeping area space per 2020 NEC requirements.
6. Access to back/west area of the tenant space shall be limited to access by staff only. Provide barrier or door from sleeping area to back area of the space.
7. Minimum 1-hour fire resistive separation shall be provided between adjacent south office space and shelter tenant space. Verify existing conditions between tenants.
8. Minimum 1-hour fire resistive separation shall be provided between Garage/Loading Bay and shelter tenant space. Provide corrections to sliding metal doors and adequate door hardware to prevent individuals from entering and using the garage area. This area to be accessed by staff only.
9. Provide door hardware to limit access to Mechanical Room and Work Area where electrical panels and furnaces are located. This area to be accessed by staff only.

Fire Department Comments – Lou Antonick, Fire Marshal

1. Two Knox boxes from Knox.com located no more than 5 feet off the ground - 648 Jackson Street and 631 NLCG sides of the building by the door.
 - a. *2012 International Fire Code: 506.1 Where required. Where access to or within a structure or an area is restricted because of secured openings or where immediate access is necessary for lifesaving or fire-fighting purposes, the fire code official is authorized to require a key box to be installed in an approved location. The key box shall be of an approved type listed in accordance with UL 1037 and shall contain keys to gain necessary access as required by the fire code official.*
2. Develop a comprehensive Fire Safety and Evacuation plan using all requirements listed in 2012 IFC, Chapter 4. Also require staff to be present, 24 hours per day, 7 days per week, 365 days per year.
3. Provide smoke and carbon monoxide detectors throughout building to be tied in with fire alarm system. Include garage area. Carbon Monoxide alarms installed per 2012 IFC, section 1103.9.
 - a. *1103.9 Carbon monoxide alarms - Existing Group I or R occupancies located in a building containing a fuel-burning appliance or a building which has an attached garage shall be equipped with single-station carbon monoxide alarms. The carbon monoxide alarms shall be listed as complying with UL 2034 and be installed and maintained in accordance with NFPA 720 and the manufacturer's instructions. An open parking garage, as defined in the International Building Code, or an enclosed parking garage ventilated in accordance with Section 404 of the International Mechanical Code shall not be deemed to be an attached garage.*

Exceptions: Sleeping units or dwelling units which do not themselves contain a fuel-burning appliance or have an attached garage, but which are located in a building with a fuel-burning appliance or an attached garage, need not be equipped with single-station carbon monoxide alarms provided that:

- 1. The sleeping unit or dwelling unit is located more than one story above or below any story that contains a fuel-burning appliance or an attached garage;*
 - 2. The sleeping unit or dwelling unit is not connected by duct work or ventilation shafts to any room containing a fuel-burning appliance or to an attached garage; and*
 - 3. The building is provided with a common area carbon monoxide alarm system.*
4. Provide notification devices, horn/strobe. Determine if additional notification appliances and detection in the sleeping areas per 2012 IFC, section 907.2.8.
 5. Occupant load and sleeping arrangement to allow for aisle 2012 IFC, section 1004.
 6. Emergency lights placed as discussed per 2012 IFC, section 1006.3.
 7. No cooking allowed inside the building 2012 IFC, section 609.
 8. No extension cords used in place of permanent wiring, 2012 IFC, section 605.
 9. *IFC, Section 701.2 Unsafe conditions - Where any components in this chapter are not maintained and do not function as intended or do not have the fire resistance required by the code under which the building was constructed, remodeled or altered, such component(s) or portion thereof shall be deemed an unsafe condition, in accordance with Section 110.1.1. Components or portions thereof determined to be unsafe shall be repaired or replaced to conform to that code under which the building was constructed, remodeled, altered or this chapter, as deemed appropriate by the fire code official.*
 10. *IFC, Section 703.2 Opening protectives - Opening protectives shall be maintained in an operative condition in accordance with NFPA 80. Where allowed by the fire code official, the application of field-applied labels associated with the maintenance of opening protectives shall follow the requirements of the approved third-party certification organization accredited for listing the opening protective. Fire doors and smoke barrier doors shall not be blocked or obstructed, or otherwise made inoperable. Fusible links shall be replaced promptly whenever fused or damaged. Fire door assemblies shall not be modified.*

2. Type and Extent of the proposed use (including Hours of Operation)

GSM is requesting the facility to be used as an “Emergency Shelter” for women, during the Winter months. Specifically October 1st to May 1st. Overnight hours of operation will be set between 4pm – 9am, based on weather conditions and staffing. The site utilizes 4,700 sq ft of the space currently occupied by the “Simple Cremations” business. Maximum occupancy will be limited to 26 women, per our policies and procedures for operations of the shelter, provided as an attachment to this application.

3. See attached image of the surrounding property.

a. Pedestrian, Vehicular, and bicycle Ingress and egress to the property

There will be no change to the existing use of access to the site. During the evening hours, while the shelter is in operation, there may be slightly more traffic in and out of the front door of the property. An overnight site necessitates appropriate lighting and sidewalk use may increase slightly as clients access the designated smoking area. We will add a new bike rack in front of the building – [See Site Plan – Doc1](#) for location.

b. Parking and Loading: Very little change due to the clientele being primarily on foot. Vehicle parking will be negotiated with “Our Place” at the front (West Side) of the building. “Our Place” is essentially a day use facility, and the Shelter will be a night-time facility, so there should be no conflict of use. There is limited parking on Jackson Street and clients will not park along 13th. In front of the facility there are two parking spots which will serve as drop-off/ Pick-up locations.

c. Landscaping and screening: TBD: Entering into conversation with parking lot owner on the south side of the building, considering temporary screened fencing, offering privacy and screening for clients from street view. If this does not materialize, then there will be no change.

d. Solid waste collection areas – No change to existing usage. Collection container is in the parking lot at 631 last Chance Gulch, no deviation from the norm. As needed, there may be an increase in frequency of pickups.

e. Utilities: No Change to exterior utilities.

f. Signs & - A front door sign will identify the space. This sign will be applied to the existing door.

g. Lighting – some lighting around the front door and security cameras will be added. Security cameras will primarily be focused on the property. Specific adjustments can be made to offer a wider view including adjacent properties. [See Site Plan – Doc1 for new lighting locations](#)

4. Proposed storm water drainage plan – There will be no alteration to the current storm water and drainage plan.

5. Traffic Impact study for > 200 vehicle trips per day.

The intended use of this property will not exceed 200 vehicle trips per day. The proposed clientele are primarily pedestrian. With a capacity of 26 individuals, this usage will not exceed the city statutes.

6. Vicinity Map – [See Vicinity Map- Doc 2](#)

7. Planned Modifications Addition of 2 showers and safety modifications per local codes. (Ie. CO² alarms, etc.). [See attached: Building/Fire_Rec_Doc3](#)

8. Architectural Drawings - [See attached: 648Jackson_Arch_Drawings_Doc 4](#)

9. Evaluation of Impacts on abutting properties > address any potential adverse impacts and how they might be mitigated.

Impacts on abutting properties will be minimal as this will be a winter shelter, clients will be mostly inside the building. There may be a need to designate a safe smoking area. Every effort will be made to create a space that is unobtrusive. (Ex. temporary screened privacy fence)

10. Expected time when conditional use will commence GSM would like to begin services at the Emergency Shelter before January 1, 2024.

11. Variances Requested: None

City Code 11-3-4

1. This property is adjacent to a variety of zoning districts including: residential, commercial, private nonprofit and public. [See attached: Vicinity Map-Doc2 & Zoning Map Doc5](#) - identifying several associated facilities and services within walking distance of this location. (ex. PureView 300 ft. Addiction Services .15 miles. AWARE 300ft) Given the emergency shelter's clientele – the close proximity of PureView for immediate health care concerns, and AWARE for ongoing mental health services will be most valuable. Helena Valley Addiction Services is just a couple blocks away, for those clients that may struggle with those issues. The proximity of these important services make this location ideal for an overnight shelter.

2. The exterior of the existing structure will not be altered, beyond a sign and some security lighting. Improvements will be to the interior to provide adequate bathroom facilities. [See items 7 & 8 of the 11-3-2 checklist.diagram](#)

3. History - Current use of the structure is a cremation center / chapel. Further back the building was a grocery store. The surrounding area is a mixed-use neighborhood including a homogenous blend of commercial and residential properties. Neighboring sites that serve this population include: Our Place, God's Love, PureView Health, AWARE Mental Health Services. For a complete listing see item 6 – Vicinity Map above.

4. Conformity – This site supports several principles identified in the Downtown Helena Plan, Service sites are within walking distance, proximity to services keeps users connected to their community, and the location is convenient for those using the facility. Future traffic will mirror existing patterns. Limited parking in front will serve as drop off and pick-up locations for clients, which is how the current occupant utilizes this space. Reminder, this will be an overnight facility, meaning the day use parking lot at Our Place could be utilized for overnight parking. A bicycle rack will be placed in front of the building. Negotiations are ongoing with Buck Rea for space on the South side of the building for possible parking and a smoking area. Storage options will be provided in the interior of the building per plans.

5. Traffic – Based on an estimate of 3 staff, using 4.24 trips per day, and 26 clients at 2.66 trips per day (Most clients will not have vehicles) brings us to a total of 83 trips per 24-hour period. Which is well under the number required for an impact study (200) [See zoning Map Doc5](#)

6. Climate Change Action Plan – Using an existing building, with no demolition and minor upgrades is supportive of Helena's Climate Change Action Plan. Energy saving appliances, lights and practices will be used throughout the facility, and the clientele served will be largely pedestrian, with minimal vehicular impact.

7. Zoning – The intended change of use does not require a zoning variance. There will be no changes to the size of the existing building.

8. Hours – 4pm – 9am - [See attached PolicyDraft_Doc6](#). for further details. Note: these policies are still being finalized and will be approved by the committee. Most clients will utilize services at Our Place, God’s Love or other service agencies in the surrounding area during the day.

9. Noise – The nature of an over-night facility implies quiet hours. A designated outdoor smoking area will be a quiet space per policies. Any violations to the agreed upon policies will result in stated consequences. [See page 4 – Discharge Policies](#)

10. Glare – Any new security lights, motion sensors etc. will follow appropriate low glare “Night Sky” guidelines. Meaning there will be minimal if any glare on surrounding properties or skyward.

11. Odor – Per local statutes, designated smoking area will be well away from the building and other structures. Smoking will be limited to tobacco products as the shelter will be a substance free zone. Violation of agreed upon policies will result in stated consequences.

Ruth's Place - A Women's Shelter (R was disadvantaged, lived in fear, broke norms, royal) Ok, I didn't read she was disadvantaged, lived in fear,broke? Where did you find that?

WHY ARE WE HERE

Shelter Policies

DRAFT Policies and Procedures 11/6/23

2. STORAGE OF POSSESSIONS / LOCKERS / CAGES / BINS
3. HOURS – WEATHER DEPENDENT CONDITIONS, ETC
4. Staffing requirements GSM philosophy of service issues - peer support lead, trauma informed care

~~WHY ARE WE HERE~~

Admission Policy – Low Barrier/Women's Shelter

(let's go over how to blend the this policy and Commerce policy grant)

Policy

GSM Shelter provides specialized support services for people living with mental illness, addictions, and other challenges. The GSM Shelter operates from a low barrier perspective - meaning that we do not require that people be sober, compliant with mental health or addiction treatment plans, or agree to participate in programs to receive services and housing support from us. Instead, we welcome them to a community of people experiencing similar challenges meeting them where they are at.

The homeless are not homogenous. By offering a variety of housing and support options, Shelter can ensure that appropriate, supportive environments are available to our clients. Safe Stay Shelter programs include emergency housing, transitional housing, long term housing, outreach programs, food services, and community living support.

By providing services to those who are not considered 'housing ready' by other organizations (active substance use, and no psychiatric treatment links or medication use), Safe Stay Shelter has been successful in breaking the cycles of chronic homelessness, instability, and substance use for their clients by providing assertive interventions within a high tolerance environment.

The goal is not simply to get people off the streets but to provide a comprehensive array of supports that assist people in achieving stability which allows them to move forward with their lives. By providing housing and support in a client-centered, peer support environment, Safe Stay Shelter engages clients to create an atmosphere of trust where opportunities for change can be discovered.

The GSM-Ruth's Place Shelter welcomes all people who are homeless or at-risk of homelessness unless they have previously been banned due to severe violence towards staff or other clients or dealing drugs on our property. Is there where we should address gender identification?

Shelter Admission Procedure

Procedure

Clients are informed of the purpose, scope and contents of services offered at the GSM Shelter at the outset of service delivery. Clients are informed that service use is voluntary. A person becomes a client at the GSM Shelter when both staff and the client have mutually agreed upon service and a file has been opened.

The client must meet with the staff team ~~be able to convince staff that they know where they are and that they are willing to participate with in the with the admissions and ongoing expectations. procedure.~~ If they do not, staff may use their discretion about admission. If they are not "received", a referral may have to be made to another agency for help. If any behavioral problems occur, police may be called.

The following admission procedure is followed for all clients:

- Ask clients to identify themselves and provide date of birth (check ID if available)
- Determine if the person is barred
- Ask if the person has any weapons or medication to turn in
- Administer shelter questionnaire and client intake forms
- Present the Charter of Rights and Responsibilities Not clear of what this is?
- Assign bed and offer shower and laundry

What about discussing food here? B,L,D at God's Love?

The orientation of those being served begins at intake. Each new client will receive a copy of "House Rules" and will be asked to sign the statement of agreement. Orientation will be conducted in a way that is clear, consistent, understandable, and will include:

1. Identification of the shelter worker and their role
2. Information about how the program operates
3. Mission, program, and services of the Safe Stay Shelter
4. Clear communication regarding client's rights and responsibilities
5. Information regarding complaint procedures

This information will be provided to all people who become clients, however, the worker will assess to what depth the information for new clients will be delivered.

GSM Shelter staff will use the intake document as a guide during intake and orientation to ensure all procedures are in place and are followed consistently with each client. Within the first 48 hours of intake a HMIS intake including a MAP assessment will be completed for each client. Could we spell out the abrevs?

Women and Children - mandatory reporters

Client Rights and Responsibilities

Policy

The GSM Ruth's Place Shelter respects the rights and dignity of the people it serves and treats them in a non-coercive manner. Shelter programs have procedures in place to facilitate a respectful workplace.

~~This Charter~~ GSM-Ruth's Place establishes the rights and responsibilities for clients accessing services at the ~~Safe Stay~~ Shelter. The rights and responsibilities include:

RIGHTS

The right to feel safe in the Safe Stay Shelter and associated programs;

The right to progress through the shelter programs at your own level of comfort and understanding

The right to be considered for accommodation and housing based on fair policies;

The right to receive help finding and staying in suitable housing on a long-term basis;The right to be treated with respect regardless of your race, status, gender, sexual orientation, age, religion, or beliefs;

The right to be informed of your human, legal, and civil rights, and to speak up when you feel they have been violated;

The right to be informed about the policies of GSM that have a direct impact on you;

The right to be informed and included in the decisions made about you and your family;

The right to confidentiality in accordance with the *Private Information Protection Act* and the *Freedom of Information and Protection of Privacy Act*.

The right to receive help when applying for income assistance, employment and health services, educational opportunities and other support services; and,

The right to make a complaint or appeal a decision you do not agree with and receive an answer that makes sense to you.

RESPONSIBILITIES

The responsibility to respect the rights of others to feel safe;

The responsibility to respect the cultural backgrounds and privacy of others;

The responsibility to follow schedules and rules of the Safe Stay Shelter and its programs;

The responsibility to let program staff know if you are unable to keep an appointment and need to reschedule.

The responsibility to inform staff if you feel that any staff member has breached the code of ethics, confidentiality, or has treated you unfairly.

Procedure

Upon intake into the shelter clients are advised of their rights and responsibilities and provided with the information in writing. Copies of the client rights ~~Charter~~ will also be posted in high visibility locations throughout the shelter.

Additional Example*

Your rights and responsibilities explained.

The Charter establishes rights and responsibilities for people using community-managed homelessness assistance or social housing services funded through the Department of Human Services.

The rights and responsibilities include:

- The right to assistance during a crisis or to prevent a crisis;
- The right to be considered for accommodation and housing based on fair policies;
- The right to receive help finding and staying in suitable housing on a long-term basis;
- The responsibility to respect the rights of others to feel safe;
- The right to be free from discrimination;
- The right to respect for your culture;
- The responsibility to respect the cultural backgrounds and privacy of others;
- The right to respect, dignity and privacy;
- The responsibility to treat others with respect and dignity;
- The right to participate in the decision-making process of organizations;
- The right to help applying for income support, employment and health services; educational opportunities and other support services; and
- The right to make a complaint or appeal a decision you do not agree with and receive an answer that makes sense to you.

Discharge Policy and Procedure

Policy

The GSM's Ruth's Place Safe Stay Shelter Society ensures that when service is terminated, either voluntarily or involuntarily, employees follow an orderly and respectful process.

Discharge may occur when the client:

- ~~Achieves acceptance into another program moving forward with direction his/her goals and is ready to discontinue service~~

- No longer wants to stay at the Shelter and receive service
- Refuses to adhere to the policies and procedures of the shelter (e.g. violent behavior or weapons possession);
- Has needs that exceed the resources and expertise of the shelter with a hand over hand referral

Procedure

Discharge Checklist

As a client prepares for discharge, staff should use the following checklist to ensure an orderly and comprehensive discharge and file closing process:

- Wrap up case planning with the client
- ~~Communication with referral case manager other other entity~~
- Complete a discharge/aftercare plan to include a referral if possible and warranted. ~~the client and communication with referral case manager and other other entities.~~ Client to be included in all meetings; Nothing about me without me.
- Have the client complete a client Satisfaction Survey prior to leaving;
- Record the reason for discharge in HMIS
- Make appropriate referrals where external aftercare/after care is required
- Ensure all personal property in the client file is returned to the client
- Enter a closing summary in the client file upon discharge ~~within two days of discharge.~~

Closing Summary

A closing summary entered into the client record must be written by staff at time of discharge ~~within 2 days of client departure.~~ The closing summary includes:

- The reason for discharge
- Service goals and outcomes
- Plans for follow-up
- Other summary comments as appropriate

Involuntary Discharge

In some cases, the GSM-Ruth's Place Shelter may require a client to be discharged on an involuntary emergency basis. The Shelter Manager must sign off on the decision to ask a client to leave. Employees have an obligation to assist such clients in linking to other appropriate services prior to leaving the shelter. This may include, among other things, making referrals or providing the clients with resources to self-refer. Staff should always remain non-judgmental in their approach to the client. Be honest with the client about why s/he is being asked to leave.

The client may react angrily to the involuntary discharge and staff may be the target of that anger. If there are concerns that this may happen, staff should ensure that they are not alone during the procedure.

Appeal Process

If a client expresses a concern or makes a complaint concerning their involuntary discharge, s/he can take the following steps:

1. The client should discuss the matter fully with the Shelter Manager with the staff that has had to take action for involuntary discharge, who will make a decision on any corrective action required within the boundaries of his/her authority. The Manager will notify the Executive Director of Good Samaritan Ministries the client's concerns and the action taken.
2. If the client is still unsatisfied with the outcome, the client may submit a request for intervention to the Executive Director, who will acknowledge receipt within five days. The Executive Director will take any corrective action required within 10 days and inform the client, in writing, of the resolution.
3. Clients have the right to ask assistance of another person to speak on their behalf, or help fill out a grievance form.
4. Client grievance are reported in the GSM-Ruth's Place Shelter in the Manager's Quarterly and Annual Reports. The Advisory Committee ~~Board of Directors~~ reviews all grievances quarterly and annually, providing a level of review that does not involve the person about whom the complaint was made or the person who reached the decision. Could this advisory committee be the same as Our Places' committee?
5. Copies of all documents are placed in the client file.

Substance Use Policy (Should we add addition here for the commerce grant-)

Policy

While drugs and alcohol are not allowed on the premises, we do house many clients who are actively using these substances. We offer a non-judgmental approach that attempts to meet clients "where they are at" with their substance abuse. Instead of denying services to clients who are using, we try to give opportunities for the clients to minimize the harms associated with substance abuse.

Procedure

- Staff will not ask clients to be abstinent, only that they cannot use it in the ~~use in the~~ GSM-Ruth's Place shelter.
- Staff should help clients recognize that some ways of using substances are clearly safer than others.?????

- Staff should recognize that the realities of poverty, class, racism, social isolation, past trauma, sex- based discrimination and other social factors that affect clients' vulnerability to and capacity for effectively dealing with substance use.

Practicing Harm Reduction

Staff should support clients with their harm reduction plans. Examples of this include:

Encouraging a client who has decided to reduce the amount of substance s/he consumes in a day;
Listening and honoring a client's story about how s/he became dependent on prescription medication;

- Helping a client to get past the shame of being addicted so that s/he can make conscious choices about what s/he wants to do about it;
- Giving a client information on how to use more safely to keep him/herself disease free, which will lead to more options in the future.
- Staff may not automatically ask a client to leave the shelter for drug use or for having paraphernalia in the shelter.
- When addressing a client who has been found using the using in the GSM-Ruth's Place shelter, staff should offer alternative solutions to the client, such as making sure the client knows where needle exchange programs, (Public Health resources) are located, Nioxin machines are located;
- When addressing paraphernalia that has been found, staff emphasize that clients must use the public health resources to maintain a safe environment in the shelter, and for their own health.
- When clients are quite inebriated or high in the common areas of the GSM-Ruth's Place Shelter, staff should ask them to stay in their rooms when in this state. If a client is asked to leave the common areas and stay in his/her room a designated space i.e. bunk or other area, staff should make a point of checking on the client periodically, to ensure his/her physical safety, making safety-making documentation for case notes and an incident report if necessary.

Weapons Policy and Procedure

Weapons will not be accepted for check-in or allowed in the facility. GSM-Ruth's Place Shelter staff will make the determination as to what constitutes a weapon and will be posted. Attempts to bring weapons into the facility will result in an immediate denial of service.

Work tools and any other devices, which may be used in a manner that could cause serious bodily injury, must be checked in at the front desk and appropriately stored before the client is allowed in other areas of the shelter.

Procedure

- Items which require check-in must be tagged with the client's name and date of check-in. All check-in items must be immediately stored in a locked box, closet or cabinet, which is to be located in a secure area of the facility.

- Clients may retrieve the items whenever they are ready to leave the facility.
- Upon check-in of an item, clients will be provided with a Property Log Agreement Form, used to log receipt and return of the item. This form will also explain the rules of the Shelter Safety Policy. The client must sign this agreement and turn the item(s) over to shelter staff, before continuing to any area of the shelter.
- When a client requests the return of his/her item(s), the client's name and date the item was returned will be entered in the Property Log Agreement Form. The client will confirm the return of their item(s) by signing in the appropriate column. The shelter will keep the original copy of the Property Log Agreement Form and provide the client with a copy of the signed document. This procedure will be done each time an item is returned to a client. Only the Shelter Supervisor or Site Manager may return an item.

Banned Weapons

- Guns (including zip guns and BB guns, Air Guns)
- Knives (other than those specifically designated for legitimate vocational purposes-see list of items for check-in)
- Spears and swords
- Clubs, sticks and staves
- Explosive devices including Fireworks
- Martial arts weapons
- Brass knuckles
- Pepper spray/mace
- Stun guns
- Tasers
- Razors (including straight razors and razors with removable blades)
- Slingshots

Items Requiring Mandatory Check-in

- Work Tools (hammers, screwdrivers, crowbars, box cutters, etc.)
- Sports Equipment (golf clubs, baseball bats etc.)
- Camping equipment (hatchets, tent spikes, etc.)
- Knives which are used for legitimate vocational purposes (culinary knives for clients employed as chefs/cooks)
- Heavy flashlights (such as police style Maglite flashlights)
* Canes (must be checked-in by clients who are not mobility impaired)
- Large metal crosses\
- Jewelry with studs, spikes and/or other protrusions
- Scissors

Please Note: This is not meant to be a comprehensive list of banned items/items requiring check-in. Shelter staff and security personnel are fully authorized to make determinations regarding such items on a case-by-case basis.

Violent Behavior Policy and Procedure

Policy

A client will be told to leave the shelter when staff has witnessed the person, or s/he has admitted to, being violent or physically intrusive inside the shelter, or s/he has repeatedly targeted another individual. This includes:

- Hitting, kicking, slapping, pushing
- Throwing objects at someone
- Any unwanted physical contact
- Being verbally abusive repeatedly to the same person
- Spitting
- Menacing or intimidating body language, and any unwanted physical contact

Procedure

1. Staff will intervene in a conflict in the shelter and encourage those involved to work things out respectfully, offer to mediate, and name abusive behavior.
2. Staff will prioritize being in common areas with clients when tensions are high.
3. Whenever possible, the decision to tell a client to leave should be discussed with the manager or another support worker.
4. When a client has assaulted anyone in the shelter or been physically intrusive, aggressive (including unwanted touching) and staff have seen it, or the person has admitted it, s/he must leave.
5. Staff should be honest with the client about why s/he is being asked to leave. If possible, help the person with their plans and provide him/her with alternatives. Staff should remain non-judgmental.
6. The client may react angrily and staff may be the target of that anger. If a staff member is concerned about personal safety and s/he is on shift alone, call in another staff person before talking with the client and, if necessary, notify the police.
7. Notify the Shelter Manager immediately and complete a Critical Incident Form.
8. In the event of extreme behaviors a client may be trespassed with Helena Police Department and not able to return for a designated length of time and meeting with the manager..

Dealing with Inappropriate Behavior Policy and Procedure

Policy

At the Safe Stay Shelter, our primary concern is housing and assisting clients who are in crisis. We do our best to help clients live within the guidelines that are necessary for maintaining the communal environment of the shelter. If at all possible, we want clients to be able to continue their stay at the shelter. This can sometimes be a difficult task, especially when clients act out in loud, rude, or aggressive ways towards staff or other clients. It is up to staff on shift to find a balance between

ensuring the safety of the shelter (staff and clients) and finding ways to assist the client in maintaining a certain level of appropriate behavior, so that s/he can remain a client.

Procedure

If a client has repeated instances of inappropriate behavior that jeopardizes the safe and communal atmosphere of the shelter, a client may be given warnings; placed on daily ~~access~~ ~~assess~~ or evicted; or barred for a period of time.

Warnings

If a client disregards a shelter policy and is not receptive to being told by staff that it is unacceptable behavior, s/he will be given a warning. It is important that the client be made clearly aware of why s/he is being given the warning. If the client receives too many warnings about the same unacceptable behavior s/he may be asked to leave. However, if a client has several warnings on file, but on different topics, then this does not lead to him/her being asked to leave and possibly trespassed..

Daily Assess

This indicates that there were significant issues that arose during the current or recent previous stay of a client. If the incidents occurred during his/her previous stay, the client should be made aware that s/he needs to closely monitor his/her behaviors related to the daily assess, as a condition of the shelter offering him/her space. (If for example, there was drug paraphernalia found in the client's things when s/he moved out, s/he needs to have the alcohol and drug policy emphasized to her when s/he calls for space and during the intake. As well, it means that the client will be given fewer warnings about his/her behavior during this stay and may be asked to leave sooner than if s/he did not have a history of being unable to follow the guidelines of the shelter.

Evictions

A series of warnings, followed by a final warning for threatening or unsafe behavior will lead to an eviction. A clear time limit for the client to leave the building is given at this time.

Extremely threatening behavior towards staff or another client will result in immediate eviction, and trespassing with Helena Police Department.. If a client is too aggressive, angry, or out of control to leave the shelter on their own, the Helena Police will be called to assist and ~~police can be called to~~ escort the client from the premises.

¶

~~Trespassing a client~~ Barrings¶

If a client is unable to comply with the behavioral requirements of the shelter, especially if s/he cannot/will not follow conflict resolution procedures or is violent, s/he will be trespassed ~~barred~~ for a period of time with Helena Police Department. Once a client has been trespassed ~~evicted~~, his/her file is assessed by staff in order to determine how ~~determine if a barring is necessary, and if so, how~~ long it will be in place.

Spirituality Policy (Faith based)

Ruth's Place Shelter established ~~Shelter is established~~ and developed faith ~~developed~~ ~~established~~ ~~developed in faith~~ based principles of caring for those in need in our community and the importance of sharing God's love through real and tangible actions.

~~Those principles remain just as valid for the work of the shelter today. That being said, while appropriate prayers, services, bible studies and pastoral counseling are available at the shelter for those clients who are interested in participating, participation in any religious activity is not compulsory or expected.~~

~~Clients~~ ~~clients~~ Staying at the shelter are free to practice any religion or spiritual belief that they adhere to, or none at all if that is the case. Our role is to lead by example and share our spirituality in a non threatening manner.

~~Staff will work with those clients of other beliefs and spiritual practices to connect them with organizations that can offer appropriate activities and services if so desired.~~

The Church's social teaching is a rich treasure of wisdom about building a just society and living lives of holiness amidst the challenges of modern society.

The depth and richness of this tradition can be understood best through a direct reading of these documents. In these brief reflections, we highlight several of the key themes that are at the heart of our Catholic social tradition.

Life and Dignity of the Human Person

Call to Family, Community, and Participation

Rights and Responsibilities

Option for the Poor and Vulnerable

The Dignity of Work and the Rights of Workers

Solidarity

Care for God's Creation

If you would like further teachings on Catholic Social Services please ask the program manager for information.

Procedure

- ~~1. During the intake process staff will assess client interest in religious or spiritual development.~~
- ~~2. Staff will clearly explain to clients that participation in any and all religious activities at the shelter is not compulsory or expected.~~
- ~~3. Staff will regularly post a schedule of any religious activities that are occurring in the shelter.~~
- ~~4. Staff will also regularly post information about other religious and spiritual activities in the community.~~

Spirituality Policy (Option)

Policy

Ruth's Place Shelter encourages holistic healing for its clients, meaning that we encourage clients to work towards physical, emotional, mental and spiritual well-being. It is important, however, that clients be free to practice any religious or spiritual belief they adhere to. Given the breadth of religious and spiritual backgrounds of our clients and to ensure fairness to all clients, religious and spiritual activities do not take place in the Shelter.

Procedure

Staff will explain to clients that religious and spiritual activities do not take place at the shelter, but that they will help clients to connect with other groups offering these activities.

Staff will also regularly post information about religious and spiritual activities in the community.

Complaints Policy and Procedure

Policy

Feedback is important. Shelter clients must be provided with an opportunity to express their concerns and/or complaints. Staff have a duty to listen to and consider what is being said and provide the client with a response.

Procedure

To ensure that client concerns/complaints are handled in a consistent and responsive way the following procedure should be followed:

1. Whenever possible, the staff person first hearing the concern/complaint must attempt to resolve it using active listening and conflict resolution skills.
2. If the client remains angry or concerned, staff may refer the client to the program manager or designate, who may then refer him/her to the Executive Director.
3. Clients also have the right to access the Board of Directors. In these cases, provide the client with the mailing address of the GSM Board Members.

Conflict Resolution

Policy:

Living in a communal environment is always challenging, whatever the current life circumstances are for the people involved. Because of this, conflict does happen between clients. As part of our commitment to providing safe shelter, we require all clients who stay in the shelter to participate in mediated conflict resolution with a support worker when they are having a conflict with a roommate or anyone in the shelter. This is also effective for preventing violence in the workplace.

Procedure

1. As a first step, clients should resolve conflict with each other by talking calmly and directly with the other person involved to find some resolution. If this does not resolve the conflict, then both people involved need to come into the office so that the Support Worker can mediate.
2. Clients need to agree to abide by the conditions of the solution of this process or acknowledge they will be moved to another shelter.
3. Each person should have a chance to tell their side of the story in a respectful way without interruptions from the other person.
4. The Shelter Worker should encourage the clients to suggest compromises that could solve the situation. If they are unable to come up with constructive solutions, Shelter Workers should put forward compromises that might work for all involved.
5. Sometimes, the clients are just not able to compromise, and it may be necessary to have the two people involved stay away from each other, and out of each others' business, for the duration of their stay. It must be made clear that if the people involved cannot follow these guidelines, and continue to engage in behavior that is aggressive, threatening or too disruptive to other clients, then one or both people may be asked to leave. If possible, an alternate space in another shelter will be found.

Privacy & Confidentiality Policy & Procedure

Policy

Safe Stay Shelter values and protects confidentiality of client information. For the shelter to work effectively, clients must have confidence that information they provide will be safeguarded appropriately.

Procedure

Shelter staff

1. Treat as confidential all discussions about clients, all client case records, and all other material containing information about clients;
2. Upon entry request a "Release of Information" (Verbal Consent is acceptable) for entering and sharing client information across the HMIS (Homeless Information Management System) platform
3. Inform all clients that concerns or questions on why their personal information is being recorded or what is done with it can be directed to the Executive Director who is Safe Stay Shelter's information privacy officer;
4. Keep client files secure and locked;
5. Limit access to client files to authorized persons; and,
6. Do not leave clients or other people unattended with confidential material.

Access to client Files

Access to client files is only permitted to appropriate, authorized persons. These include clients; parents or legal guardians, where appropriate; employees authorized to see specific information on a "need-to-know" basis; and others outside the Shelter whose access is permitted by law.

Working Notes and Off-Site Documentation

In programs where client contact is off-site or where client working notes must be secured outside of the Shelter's regular office, it is important to ensure confidentiality is respected both verbally and in written form. To achieve this, the following additional procedures are required:

1. Whenever possible, off-site information will have minimal identifying information (initials)
2. If confidential material is kept in a vehicle during working hours, the vehicle must be locked at all times and the material stored out of view. No confidential material is to be left in a vehicle overnight.
3. Any confidential information kept at an employee's home must be secured. No confidential information is to be stored on home or personal computer hard drives. Computer disk files must be password protected.

4. Working notes must be brought into the office and securely stored or destroyed every three months.

5. Upon client discharge, all written information/notes on the client kept outside of the office must be returned for secured filing.

IT Policy & Procedures

Policy

Safe Shelter Society protects the confidentiality of client and business data by maintaining computer security that meets or exceeds industry standards. The security includes hardware and software applications as well as limited security access using usernames and passwords.

Information handled by computer systems must be adequately protected against unauthorized access, modification, disclosure, or destruction. Effective controls for logical access to information resources minimize inadvertent employee error and negligence and reduce opportunities for computer crime.

Fulfillment of security responsibilities are mandatory, and violations of security requirements may be cause for disciplinary action, up to and including dismissal, civil penalties, and criminal penalties.

Procedures

Access Codes and Passwords

- The confidentiality and integrity of data stored on Safe Shelter Society's computer systems is protected by access controls to ensure that only authorized users can gain access. Access privileges are restricted to only those capabilities that are appropriate to each user's job duties (this includes limiting the installation of software to IT staff).
- Each user is responsible for the security of his or her assigned passwords. Passwords should not be written down. Users must not disclose passwords to others and must immediately change passwords if it is suspected that they have become known to others.
- Where possible, passwords must be a minimum of seven characters in length and be comprised of a combination of letters, numbers and special characters. The use of proper names, dates, phone numbers and words that can be found in a dictionary must be avoided.
- Passwords must be changed at least every 90 days, if not prompted automatically by the system.
- Some systems provide the ability to save a password so that it does not need to be entered the next time the application is run. This can provide easy access to systems for an unauthorized user. Under no circumstances should passwords to Safe Shelter Society's systems be saved in an unencrypted format.
- When a user walks away from a computer they are logged on to, they must either log off or lock the computer. This applies even if the user is only leaving the computer unattended for a short period of time.
- All users acknowledge their reading and understanding of computer security issues each time they log on to a Society computer system.

Computer Viruses

Computer viruses are programs designed to make unauthorized changes to programs and data. Therefore, viruses can cause destruction of Society resources and are much easier to prevent than cure.

Defenses against computer viruses include protection against unauthorized access to computer systems, using only trusted sources of data and programs, and maintaining virus-scanning software.

- Users must not knowingly introduce a computer virus into Society computers.
- Users must not load diskettes, CD-ROM's, USB memory devices or other portable media of unknown origin.

- All incoming diskettes, CD-ROM's, USB memory devices and other portable media must be scanned for viruses before the files that they contain are opened.
- Any user who suspects that his/her Safe Shelter Society laptop or workstation has been infected by a virus must immediately power off the workstation and contact IT Department.

Bypassing or breaching security measures

- Attacks against Safe Shelter Society systems come from many sources both internal and external to Safe Shelter Society's computer networks. Security measures, such as a firewall and intrusion detection system, have been put in place to protect Safe Shelter Society from breaches that originate from outside sources.
- Any activity that bypasses or is intended to bypass the security measures that are in place to protect Safe Shelter Society's networks is in contravention of this policy and may lead to disciplinary action.

Inappropriate use

Inappropriate use of Safe Shelter Society's information technology includes, but is not limited to:

- Unauthorized access, alteration, destruction, removal, and/or disclosure of data, information, equipment, software, or systems;
- Deliberate over-extension of the resources of a system or interference with the processing of a system;
- Disclosure of confidential passwords and/or access devices or information for accounts, equipment, and telephone voice mail;
- Unauthorized use of Society facilities and resources for commercial purposes;
- Theft of resources;
- Malicious or unethical use; and
- Use that violates local, state and/or federal laws. **Monitoring system use**
- The Manager of Information Technology is responsible for monitoring the system for security.

In the course of monitoring individuals improperly using the system, or in the course of system maintenance, the Manager of Information Technology may also monitor the activities of authorized users.

- Anyone using Safe Shelter Society's system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel may provide the evidence of such monitoring to law enforcement officials or the Executive Director for disciplinary action.

Critical Incidents Policy and Procedure

Policy

All critical incidents must be documented. These include, but are not limited to, incidents where the Society has been exposed to potential liability, where outside intervention has been sought (police, fire, emergency services, etc.) where staff have refused to dispense a client's prescribed medication, an act of physical violence has occurred or been threatened.

Procedure

1. Inform the shelter manager or delegate as soon as possible. Complete the Critical Incident Form in as much detail as possible, ensuring you stick to factual information and stay away from judgments/opinions. Provide the form to the ShelterManager or delegate by the end of your shift.
2. The Shelter Manager, in cases where deemed appropriate and necessary, will initiate a critical incident stress debriefing session with the staff members present.

Exceptions

- In routine situations (e.g. a client refuses to go to the hospital but staff determine s/he requires hospitalization and calls an ambulance, a routine call to after-hours mental health, refusal to dispense prescribed medication because a client is impaired), it is not necessary to contact the Shelter Manager or designate at home, unless staff is seeking input/support.

Fire Procedures. (Run By Fire Marshall)

In Case of Fire

1. Pull the fire alarm if it is not already sounding; the Fire Department monitors the alarm and will respond immediately.
2. Do not attempt to extinguish a fire yourself.
3. Alert all clients, staff and visitors and immediately evacuate the shelter. Direct clients to the safe designated gathering location outside.

4. Do not use the elevator.
5. Staff should collect the daily log, the visitor book and admission log as well as the extra staff keys.
6. At the safe designated gathering location, confirm that all clients, staff and visitors have evacuated the building.
7. When the Fire Department arrives, speak to the officer in charge. If required, give the officer a set of staff keys.
8. Contact the Shelter Manager or his/her delegate as soon as possible.
9. If the weather is inclement and if the evacuation will not be short, request the Fire Department provide buses for immediate short term shelter.
10. Contact other agencies in the community, inform them of the situation and ask for assistance in providing temporary shelter for the clients.
11. For a false alarm or other short term evacuation, direct occupants back into the building once the Fire Department has authorized an all clear. Complete a Critical Incident Form.

Smoke Alarm

In the shelter there are smoke alarms in every bedroom, in the hallways, common room, laundry room, and kitchen and in the main office.

Fire Extinguishers

There are fire extinguishers located at each end of the main hallway. They can be used for any type of fire, but are only to be used when the fire is small and contained (e.g. stove fire). In all other situations, staff are expected to inform clients and evacuate the house immediately.

Fire Exit Procedures

The fire exit procedures for clients are posted visibly in each bedroom, and are as follows:

- Roll out of bed.
- Touch back of hand to the door, if the door is cool, open it a crack; if you do not smell smoke, open the door and leave the building.
- If the door is hot, DO NOT OPEN IT – leave by the window. If necessary, use a chair to break the window.
- If the fire alarm is not sounding, pull the nearest fire alarm (located beside the elevator and in the main hallway).
- Check to see if everyone is out but DO NOT GO BACK IN THE BUILDING.
- Follow the directions of Shelter Staff.

Earthquake Procedure

In Case of an Earthquake

1. In the event of an earthquake, direct all persons including staff to seek protection under tables, counters, door frames and other protected areas.
2. When the earthquake has subsided assess the situation and if there are injuries, damage, fire, a natural gas leak or a natural gas odor or a heavy water leak, contact 911.
3. Evacuate the building if there is a fire, a natural gas leak or odor, hot water or steam leak or other hazardous objects or obstacles. Be aware that aftershocks could occur.
4. To evacuate— alert all clients, staff and visitors and immediately leave the shelter. Direct clients to the safe mustering station outside.
5. Do not use the elevator.
6. Staff should collect the daily log, the visitor book and admission log as well as the extra staff keys. Do not enter any unsafe or hazardous areas.
7. At the Designated Safe gathering location, confirm that all clients, staff and visitors have evacuated the building.
8. Contact the Shelter Manager or his/her delegate as soon as possible.
9. If the evacuation is going to be for an extended period of time, the Shelter Manager will make arrangements for alternate meals and accommodation.

First Aid Policy and Procedure

NOTE: Consult the FUSE Team / PureView Etc. on this Section

The Safe Stay Shelter provides required First Aid assistance in compliance with applicable requirements of GSM.

Wherever possible we will respect a client's decision not to go to the hospital. If however, the shelter worker believes the client to be in need of hospitalization, s/he will call for an ambulance.

Procedure

- The Safe Stay Shelter Society requires sufficient employees to have WCB-recognized Level One First Aid training in order to meet Local regulations.
- Documentation of the training is kept in the employee's personnel file.
- First Aid kits and manuals are readily available in a designated place on each floor of the shelter and at the front desk. The list of contents for the First Aid kit is kept in or attached to the First Aid kit.

Applying First Aid

If an injury requiring First Aid occurs, employees should:

- Immediately administer First Aid as prescribed in WCB training.
- Wear disposable latex/vinyl gloves or use disposable airways for resuscitation, to minimize the risk of contact with pathogens.
- Record all incidents requiring First Aid in the Program's First Aid (WCB) Record log.
- Report First Aid to a parent or guardian where applicable.

Calling an Ambulance

- Call 911.
- Complete a Critical Incident Form detailing your observations and reasons for calling the ambulance.
- Call the Shelter Manager or designate if you need support.

Shelter Client Death Procedure

Procedure

In case of client death staff should:

1. Call 911.
2. DO NOT move the client or touch anything in the vicinity of the body.
3. Call a second staff member for support.
4. Call the Shelter Manager.
5. The Shelter Manager will initiate Critical Incident Debriefing for staff and clients as and if required.

6. The Shelter Manager will notify the Executive Director, Board of GSM of death as soon as possible.

Threat and Assault to Staff and Clients Policy and Procedure

Policy

Safe Stay Shelter encourages a team approach, whenever possible, to defining, assessing, and acting on violence and the potential for violence in the workplace. Violence is defined as physical or verbal actions that result in another person feeling intimidated, uncomfortable, unsafe, threatened, or harassed. As many of the people we serve live with mental illness and addictions, the cause of violent behavior may be complex. Using the staff and volunteer team is helpful in assessing each on a case-by-case basis.

Safe Stay Shelter Society makes staff and client safety a top priority in several ways. These include:

- Critical Incident Report binder
- Staff journal to track important issues, trends and clients with a violent history
- Safety issues as a regular component of weekly team meetings
- Regular checks on the environment (e.g. office layout and natural surveillance sights)
- Staff orientation
- Non-violent communication training

Procedure

Factors to consider before taking action include:

- Body language of the person in question • Understanding the background of the person in question (cultural background, history of violence, mental illness, drug or alcohol use or intolerance of authority)
- Conduct an environmental scan (is there an unobstructed escape path, possible weapons)
- Assess your own capability for handling the situation. Know your own limits, triggers and your tendency to under- or over-react.
- Ask yourself what has happened: Who, what, when, where, how and why?

Action

When possible, staff should use practiced words and phrases to redirect aggressive/violent behavior to create respect and empathy. However, at times direct action and intervention may be required. Although there is no specific formula for when to take direct action, there are certain circumstances when it becomes time to act. These may include:

- Danger to yourself or others
- Property is being damaged
- Your feelings of personal safety have been violated
- You have exhausted all other options
- You are no longer in control of the situation
- The person is fixated on you
- Things appear to be escalating.

Before taking any direct action, assess your own personal safety and possible escape routes. Ensure that you have involved another co-worker either to assist you or to act as another set of eyes ready to act. Ask the person who is acting out violently to leave the shelter. If the individual will not leave, explain that the police will be called if they do not comply. If the person will still not leave, do not hesitate to call police.

Post-Violent Incident Procedure The following outlines several procedures to follow immediately after an act of violence in the workplace. Procedures may vary depending on the nature of the incident and will be discussed and carried out as a team.

- Ensure the person has left the building
- Call police, if you have not already done so
- Ensure the assaulted person is in a safe place
- Call for an ambulance if someone has been physically assaulted
- Administer First Aid if necessary
- Support the injured person
- Support other clients in the area
- Communicate with all staff on site and off site

Other important procedures that may follow include:

- Complete a Critical Incident Report Form
- Note the incident in the staff log book
- Debrief the incident
- Follow-up with a discussion in team meetings

Infectious Disease Outbreak Policy and Procedure

NOTE: Consult Health professionals for Best Info. (COVID Updates) Policy

Staff are responsible for protecting the clients receiving services through the shelter from risk, including from infectious diseases. Staff are to be diligent in observing visible symptoms of infections/diseases and asking questions to identify whether individuals may have infections or other communicable diseases.

Staff are to err on the side of caution if a person's condition is questionable and take preventative actions. Where serious infection or communicable disease is suspected, staff are to immediately refer the individual to medical services. Where the infection/disease is determined to be a reduced risk, staff are to provide clear instructions to the individual about any restrictions that may be temporarily implemented to reduce the spread of disease (e.g. flu, colds).

At no point is staff to put any individual (including employees) at risk by placing a person with an infection or communicable disease in the Safe Stay Shelter without direction from a trained medical professional. Staff are to exercise extreme caution and err on the side of protection where a person has a severely compromised immune system (e.g. persons living with HIV/AIDS, Diabetes, COVID 19). Staff are to make sure that all symptoms and actions are clearly documented and communicated to medical professionals.

Procedure to reduce/eliminate risk from infections and infectious diseases

1. All staff are to wash hands frequently. Appropriate reminder signs are to be posted in kitchens, washrooms and other areas deemed appropriate.
2. Where more than two people have cold/flu symptoms within a 48 hour period, the Manager is to be informed.
3. Where any serious risk of infection/disease is identified or suspected, and it cannot be assessed by a medical professional immediately, isolate the individual including, as appropriate, their eating utensils. Where this is impractical (e.g. Drop In), temporary restriction from the service may be required.
4. At the earliest possible time, have the individual assessed by a trained medical professional and request the medical personnel provide an appropriate medical plan within the context of the shelter services.
5. When an individual is referred to Safe Stay Shelter, ask questions regarding the person's exposure to communicable disease/infection and their condition.
6. Be alert to any emerging signs or symptoms of illness, such as diarrhea, fever, general malaise, excessive tiredness, changes in behavior, etc.
7. If symptoms are noted, refer at once to medical services. Notify the Manager and maintenance staff and ensure detailed documentation to ensure that future shifts become aware and continue observing the situation.
8. Communication is the key to prevention and timely management of these challenges. Make sure that all appropriate parties are aware of the situation and that all actions are clearly documented. Ensure that confidentiality and privacy are respected.

Procedure for an Outbreak

1. Notify clients and post signs.

2. Extra hand sanitizer will be left at the front desk to ensure an adequate supply is available to everyone.
3. The following contact surfaces are to be cleaned with bleach and water (three tablespoons to one litre of water (1:45 strength). Gross contamination may require a bleach solution of 1:10 strength, including:
 - All door knobs
 - Phone key pads and mouth pieces
 - Toilet seats and flush handles
 - All taps and areas around sinks
 - Beverage container taps and condiments or food containers
4. Where an outbreak is declared by a medical professional, the Manager may authorize additional cleaning staff to intensify the cleaning regime. Staff should consider wearing a mask when cleaning to avoid the inhalation of contaminants.
5. Cleaning is to be done as often as possible especially during times when people are using common areas.
6. All clients and staff are to wash their hands before eating.
7. Staff may need to have extra fluids available for ill clients.
8. Dining areas are to be cleaned between sittings with a bleach solution; consider closing the dining area between meals.
9. Screen kitchen staff and volunteers before allowing them in the kitchen.
10. Deliver food to clients if a quarantine is established.
11. Monitor/coordinate movement of individuals in and out of quarantine areas.
12. Keep up-to-date records of individuals who present with symptoms using illness tracking form and quarantined persons sheet.
13. Designate and apply signage to “sick” washroom. Where this is not possible, staff will need to clean as often as possible, or have client report usage for cleaning.
14. Document and discuss the situation at each shift and update the Manager.
15. Email other community facilities with updates and information.

Pest Control Policy and Procedure

The Safe Stay Shelter Society is committed to maintaining a pest free environment in the shelter. All staff receive appropriate training for the identification of common pests as well as prevention and control measures.

In the event that pests are reported, the following control procedures will be initiated as promptly as possible. Other service and shelter providers in the community will be notified of serious outbreaks.

Procedure

Lice

Lice are small insects that feed on human blood and lay their eggs on body hairs, or on clothing fibers. Bites cause a mild irritation and a purplish spot.

To control the spread of lice, clients should be encouraged not to share hats, helmets, brushes, combs, towels and linens etc.

- When lice are detected on a client, remove all items of clothing and bedding and wash separately in hot water and dry in a hot dryer.
- Provide the client with fresh bedding and clean clothing.
- Treat with non-prescription shampoo/medication as per directions on the packaging.
- Clean the client's room by vacuuming any upholstered furniture, rugs and the floor.
- 24 hours later repeat actions.
- Notify other shelter staff.

Scabies

Scabies is a skin condition caused by microscopic mites that burrow under the skin causing itchiness and inflammation.

- When scabies are detected on a client, remove all items of clothing and bedding and wash separately in hot water and dry in a hot dryer.
- Provide the client with fresh bedding and clean clothing.
- Treat with non-prescription shampoo/medication as per directions on the packaging.
- Occasionally antibiotics may be prescribed if there is secondary infection.
- 24 hours later repeat actions.
- Notify other shelter staff.

Bed Bugs

Bed bugs are parasitic reddish-brown, oval, flattened insects about a quarter of an inch long that feed on human blood. Their bites produce itchy bumps.

When bed bugs are detected in the Shelter the following procedure is to be followed:

- Immediately contact a licensed Pest Control Company to eradicate the bed bugs.
- Follow the Pest Control Company's instructions for how to prepare the shelter for bedbug treatment.

- Ensure the Pest Control Company treats all crevices, baseboards, window sills, bed frames, mattresses, box springs, furniture and closets. Garbage storage rooms, hallways, laundry rooms and common rooms should also be treated.
- Bed bug infested materials designated for disposal should not be removed from the shelter until after being treated by the Pest Control Company.
- Clothes and linens to be laundered may be removed in sealed plastic bags and washed in hot water and dried on the hottest setting of the dryer.
- Small non washable items are to be put in a freezer for a period of 48 hours to kill eggs.
- All discarded clothing or other materials should be enclosed in plastic bags and marked “bed bug infested” for disposal.
- All vacuumed refuse in bed bug infested rooms should be double bagged in plastic bags and given to the pest control company for appropriate treatment and disposal.
- All furniture and mattresses for disposal should be treated and if possible labelled as bed bug infested before placing in a dumpster. Such materials should not be recycled or allowed to be picked up from the sidewalk or dumpster.
- Continue Pest control treatments every two weeks until there are no new signs of bed bugs (minimum two treatments).

Workplace Safety – Housekeeping, Hygiene & Hazardous Materials Policy and Procedure

Policy

The Safe Stay Shelter understands the importance of maintaining hygienic, sanitary environments for the well-being of clients and staff. The Shelter maintains a consistent and high standard of housekeeping. Staff are provided with (Appropriate) training and education for any hazardous materials they may come into contact with when carrying out their assigned work tasks.

Procedure

The Shelter maintains written, standardized housekeeping procedures, trains employees in them, and monitors their implementation and effectiveness. Client participation in housekeeping tasks follows the Shelter guidelines.

Program supervisors are responsible for ensuring household tasks are assigned and completed. Particular attention is paid to the primary sources of household biohazards, kitchens and bathrooms. Programs take steps to prevent the spread of infection in bathrooms, bedding, and food.

To prevent cross-contamination, clients are required to store personal toiletries in their bedrooms when not in use. Clients are assigned a set of linens at intake for their use while in the shelter. The client is responsible for washing their linens. At discharge, linens are laundered by an employee in hot water with bleach.

Hazardous Material

All hazardous materials (household cleaners, solvents, etc.) must be stored in a designated locked and secured location. All highly flammable or combustible materials are stored separate from the shelter and programming area and are kept in a locked and ventilated space such as an outside shed.

Flammable or combustible materials may not be stored longer than one year. Upon opening the container, staff will clearly mark the discard date on the container. Disposal takes place at a legally recognized depot site.

Staff are trained in the reading of WHIMS labels and Material Safety Data Sheets for safely using the hazardous material and responding to a spill, release, fire or poisoning. on any hazardous material found at the shelter.

An up-to-date inventory of hazardous materials (as defined by WHIMS) kept at the shelter is maintained. The hazards of the controlled products are identified and evaluated on an ongoing basis. Whenever possible, less hazardous materials will be substituted. Procedures for using hazardous materials will be developed. Protective equipment and clothing will be provided as required.

Basic instruction and emergency procedures for dealing with hazardous materials will be provided to staff and/or updated when new products are received or new hazard information becomes available.

Poison Control

The phone number for the local Poison Control Center is posted in a central location and is included in the front of the Emergency/Fire Safety Plan. Current information on poison control is also circulated regularly to staff.

Working Alone Policy and Procedure

Policy

All shifts will have two staff on duty. Maintaining the safety and security of clients and staff is paramount at the Safe Stay Shelter. The Shelter Manager will ensure that staff do not work alone;

however, in the event that a set of circumstances leads to a staff person working alone the following procedure will be used.

Procedure

When a staff person is working alone, especially during late night hours, the following procedures will be implemented:

1. A second staff person, shelter manager or the Society's Executive Director must check in with the staff person working alone, three times during the shift (beginning, mid-shift and at the end of the shift).
2. The staff person working alone will wear a personal emergency call device on a lanyard around the neck and use to call for help in the event of a personal security or emergency issue.
3. This procedure will be reviewed with staff on an annual basis to incorporate any required revisions.

Staff Training Policy and Procedure

Policy

The Safe Stay Shelter Society provides or arranges for a staff training and development program that enhances employee skills and abilities to ensure employees are qualified to fulfill their job responsibilities and to promote awareness and sensitivity to cultural backgrounds and needs.

Procedure

GSM maintains a Staff Development Fund for the training and development needs of regular employees.

- Training is provided on an ongoing basis through direct monthly supervision and through bi-monthly training events staff are required to attend.

- GSM documents attendance at the required training. No exemptions are granted. If an employee is unable to attend the training, s/he will be scheduled for the next available opportunity.

GSM keeps a record of pre-GSM employment training and in-service training (documents of attendance and completion) in employee personnel files.

- The Shelter Manager is responsible for ensuring that employees have appropriate and current training in all required areas (health and safety, policies and procedures, universal precautions, first aid, and non-violent communication).
- Annually in their Program Annual Reports, the Manager evaluates the Shelter's training requirements.

New Employees

- All new employees complete staff orientation within their first two months of employment. All other required training must be completed within the first year of employment.
- Training that an employee is directed to take by her/his immediate supervisor or that is required by GSM (e.g. First Aid) is funded by GSM, including the cost of the employee's wages and any relief coverage necessary. The Manager must clearly identify all applications for funds for directed training.

Building Maintenance Policy and Procedure

Policy

GSM takes all necessary steps to keep its property and premises well maintained and in a state of good repair. It complies with all legal requirements and acts promptly when repairs are necessary.

Procedure

The Shelter Supervisor, or designate, is responsible for property upkeep and maintenance, including:

- Maintaining facility safety and security;

- Conducting monthly Shelter Manager’s inspections using the Shelter Manager’s Monthly Inspection Checklist and sending completed inspection reports to the Health and Safety Committee;
- Conducting a nightly site tour, a perimeter/security check that includes checking motion detector lights and visually inspecting the fire alarm system;
- Conducting required preventive work site maintenance, and keeping records of maintenance work performed and inventory (including equipment and tools);
- Ensuring all required current business licenses are maintained;
- Keeping copies of all building keys and a list of security codes used in the facility; and,
- Regularly maintaining vehicles as required.

Repairs & Renovations

- Emergencies, hazards, and critical health issues must be addressed immediately, more routine work must be addressed within one week.
- Regular maintenance is allowed for in the annual budget and must be completed as quickly after the damage is noticed as possible.
- Repairs and renovations in excess of \$1,000 must be referred to the Executive Director.
- For work over \$500 three estimates must be solicited.
- Staff are required to report any damage or loss of property to the Shelter Manager

Miscellaneous.

Handling Client’s Money Policy and Procedure

Policy

While staying at the Safe Stay Shelter, clients may want to keep their money or valuables in a secure location. To avoid theft and any resulting conflict, shelter staff should urge clients to lock up anything of value.

Procedure

Clients may have their money locked up in the shelter’s safe, located in the downstairs administrative office. As only administrative staff have access to the safe, clients will only be able to access their

money during business hours, Monday – Friday from 8:30 am to 4:30 pm. In addition, shelter workers should only accept cash from a client during these hours.

- If the Shelter Manager is on site, give the client an envelope to store his/her money.
- Have the client record his/her name and balance on the envelope, both the Shelter Manager and client will initial to indicate the balance is correct.
- Notify the Shelter Manager when a client would like to access his/her money.
- The Manager will give the envelope to the client.
- The Manager and the client will record the new balance on the envelope and both will initial the new balance.

Medication Policy & Procedure

Policy

This policy outlines the guidelines for self-administration of prescription medications for clients of the shelter. The shelter has a responsibility to keep all prescription drugs that are prescribed to clients in a locked cabinet. These medications should only be made available to the client to whom they are prescribed. Clients are responsible to administer their own medications. The following procedure is intended to provide a safe and consistent approach to medication storage and distribution to clients.

Procedure

Medications are the property of the client and therefore the administration of the medication is the responsibility of the client.

- Medications will be in either a vial or dosette format, properly labeled with the client's name, pharmacy, and physician.
- Each client's medication will be stored in an individual labeled bin within a locked cupboard/drawer in the front office.
- There will be access to a refrigerator for storage of medications that require refrigeration.
- Medications for a shelter client will be returned to the pharmacy marked "for disposal" when a client has not booked in to the shelter for a period of one week, and has not returned for their medications.
- If staff or client notices errors to the dosage ~~sette~~, return the prescription ~~dosette~~ ~~return-~~ ~~dosette to the pharmacy~~ to pharmacy immediately.

- Vials of multiple mixed pills will be accepted for storage until the pharmacy can be contacted for proper dispensing and packaging of medications. The mixed pills will be returned to the pharmacy for proper disposal.
- Staff are not responsible for ensuring clients' adherence to the medication regimen. However, good judgment and common sense should be used and the Shelter Manager notified if a client has not been taking their medication or taking too much or too little of their medication.

Client Guidelines for Self Administration:

- The client will administer the medication according to the time, route and frequency of the prescription.
- The client is entitled to take a day's worth of medication. You may put the day's dose in an envelope and label with clients name, date, and medication.
- clients may be permitted to keep the following medications on their person while residing in the shelter, providing fellow client safety is not compromised and medications are properly labeled:
 - Nitro-glycerine spray/tablets
 - Epi-pen
 - Skin creams
 - Inhalers
 - Narcan[®]

Medications not on this list may be considered with appropriate medical documentation

Staff Guidelines for Self Administration:

- Staff will provide the client with any materials required to self administer medications, and if required, a private place to administer medications.
- Staff are expected to either add a pharmacy-printed medication administration record (MAR) to the medication binder when a client books into the shelter or, if this is not available, to create a MAR using the "medication administration record" form.
- The MAR requests that staff ask clients for their physician name, pharmacy, and allergies.
- Initial that medications have been taken.
- A signature sheet will be kept current with new staff who initial for medication.
- MAR sheets and medication administration records must be kept for one month before being properly destroyed.

RESOLUTIONS OF THE CITY OF HELENA, MONTANA

Res. No. _____

RESOLUTION NO. _____

**A RESOLUTION granting a Conditional Use Permit to allow an
Emergency Shelter use in the Downtown (DT) Zoning District in
the City of Helena, Montana**

WHEREAS, the Helena City Commission has before it a request to grant a conditional use permit to allow an emergency shelter in the Downtown (DT) Zoning District, for a property with the street address of 648 Jackson Street, legally described as:

The northeasterly half of Lots 14 and 19 and all of Lots 15, 16, 17 and 18 in Block 13 of the Chessman and Davis Central Addition to the City of Helena, Lewis and Clark County, Montana,

AND

The Northeasterly 62 ½ feet of land formerly designated and used as a public alley, running in a north-easterly and south-westerly direction across the northeasterly ½ of the lots 14 and 19 and all of lots 15, 16, 17 and 18 in Block 13 of the Chessman and Davis Central Addition to the City of Helena, Lewis and Clark County, Montana;

WHEREAS, the Zoning Commission of the City of Helena, Montana, held a scheduled public hearing on the conditional use permit

RESOLUTIONS OF THE CITY OF HELENA, MONTANA

Res. No. _____

application related to the above-mentioned property on December 06, 2023, to gather facts and information from all interested parties as contemplated by Helena City Code § 11-3-6;

WHEREAS, the Zoning Commission has recommended that the Helena City Commission approve the conditional use permit with the following conditions:

1. The Conditional Use Permit only applies to the portion of the building as shown in the submitted architectural plans;
2. Extending emergency shelter hours of operation beyond 4 PM to 9 AM will require a new Conditional Use Permit application;
3. Extending emergency shelter operations beyond October 1st and May 1st will require a new Conditional Use Permit application;
4. No personal items of shelter clientele, other than bicycles stored in provided bicycle racks, are to be stored outside of the Emergency Shelter structure. All personal items must be stored within designated areas within the shelter building;
5. All newly installed exterior lighting shall be shielded

RESOLUTIONS OF THE CITY OF HELENA, MONTANA

Res. No. _____

and directed to minimize light trespass on to adjacent properties;

WHEREAS, a public hearing was held on December 18, 2023, in the Commission Chambers at 316 North Park Avenue in Helena, Montana, at 6:00 P.M. and via Zoom Meeting at webinar ID: <https://us06web.zoom.us/j/86848088555> as contemplated by Helena City Code § 11-3-7; and

WHEREAS, the City Commission has considered the information contained in the application, the information presented at said public hearing, the Zoning Commission's recommendation, and whether the proposed conditional use meets the requirements of Helena City Code § 11-3-4A1 and A2, by weighing and balancing the following factors, as set forth in Helena City Code § 11-3-4B:

1. Location, character, and natural features of the subject property as it currently exists;
2. Type and size of the proposed structure and improvements and their relative location on the subject property;
3. Historical uses, established use patterns, and recent changes and trends in the neighborhood;
4. Conformity of the proposed use with the neighborhood plan, if one has been adopted;

RESOLUTIONS OF THE CITY OF HELENA, MONTANA

Res. No. _____

5. Current and proposed pedestrian, vehicular, and bicycle traffic including ingress and egress, circulation, and parking;
6. Whether the use is consistent with the Helena climate change action plan;
7. Whether the proposal meets the zoning dimensional standards requirements for the zoning district without the need for a variance;
8. Hours of operation;
9. Noise;
10. Glare;
11. Odor; and
12. Expressed public opinion related to factors identified above.

WHEREAS, based on its consideration of all those matters. The Helena City Commission hereby specifically finds as follows:

1. That public hearings have been held by the Zoning Commission and the City Commission after required legal notice has been given, and the public has been given an opportunity to be heard on the matter;
2. That the proposed conditional use, as conditioned, will not

RESOLUTIONS OF THE CITY OF HELENA, MONTANA

Res. No. _____

adversely impact public health, safety, or general welfare;
and

3. That the proposed conditional use, as conditioned, will not adversely impact the peaceful use of existing property or improvements in the vicinity and the zoning district in which the subject property is located.

NOW, THEREFORE, BE IT RESOLVED BY THE COMMISSION OF THE CITY OF HELENA, MONTANA:

//

Section 1. A conditional use permit is hereby granted to allow an emergency shelter in the Downtown (DT) Zoning District, for a property with the street address of 648 Jackson Street, legally described as:

The northeasterly half of Lots 14 and 19 and all of Lots 15, 16, 17 and 18 in Block 13 of the Chessman and Davis Central Addition to the City of Helena, Lewis and Clark County, Montana,

AND

The Northeasterly 62 ½ feet of land formerly designated and used as a public alley, running in a north-easterly and south-westerly direction across the northeasterly ½ of the lots 14 and 19 and all of lots 15, 16, 17 and 18 in Block 13 of the Chessman and Davis

RESOLUTIONS OF THE CITY OF HELENA, MONTANA

Res. No. _____

Central Addition to the City of Helena, Lewis and Clark County,
Montana;

Section 2. The City Commission may reconsider the granting of this conditional use permit or place additional conditions if the City becomes aware that the circumstances on the property have changed with respect to the 11-3-4B factors to the extent that they would change the City Commission's findings required by 11-3-4A

**PASSED AND EFFECTIVE BY THE COMMISSION OF THE CITY OF HELENA,
MONTANA, THIS 18th DAY OF DECEMBER, 2023.**

MAYOR

ATTEST:

CLERK OF THE COMMISSION