

ADULT CONGREGATE TEMPORARY SHELTERS PARTICIPANT AGREEMENT

Welcome to the City and County of San Francisco's Adult Temporary Shelter System. Every guest receiving temporary shelter does so at the invitation of the City and County of San Francisco's Department of Homelessness and Supportive Housing. Temporary Shelters do not provide permanent housing, and guests staying at these sites do not have tenancy rights. Nonetheless, all guests are entitled to fair, respectful, and equitable treatment.

The program guidelines described below apply to all guests staying at Temporary Shelter Program sites managed by the Department of Homelessness and Supportive Housing. Please read the following program guidelines and initial next to each one to indicate that you have read and fully understand each guideline. The following guidelines may be modified by a San Francisco Department of Homelessness and Supportive Housing based on emerging needs.

COMMUNITY EXPECTATIONS

The following Community Expectations apply to everyone on site – guests and staff alike.

1. We will treat everyone on site with respect, civility, and dignity.
2. We will participate in Wellness Checks and health screenings daily, which may include shelter staff entering the guest room.
3. We will not invite or accept any visitors, except people who are delivering essential services.
4. We will respect quiet hours between 10:00 PM and 7:00 AM.
5. Any animals we bring on site will be always under our direct control.
6. We will smoke only in designated smoking areas.
7. We will relieve animals only in designated areas.
8. We will respect the property and keep it in good condition.

PROGRAM GUIDELINES

I. RESPECTFUL INTERACTIONS WITH OTHERS

All guests are expected to behave respectfully when interacting with anyone at the site. Guests must refrain from all forms of harassment, abusive language, or lewd behavior when interacting with others at the site. All site staff and guests are expected to treat others with dignity, civility, and courtesy.

Guest Initials: _____

II. HEALTH SCREENINGS

When guests enter the program site, guests will be screened for COVID-19 symptoms.

Guest Initials: _____

TEMPORARY SHELTER PROGRAM

Participant Agreement

Current as of February 2, 2024

III. VISITORS

No visitors are allowed, unless providing essential services to guests on-site. Guests are required to coordinate with site staff if they have essential services providers not already present on-site that need to assist them, and to share the service schedule as far in advance as possible. Service providers are required to sign in and out of the site. Overnight visitors are prohibited.

Guest Initials: _____

IV. REMOVAL OF PROPERTY

Guests must retrieve their personal belongings when they leave the program. Any property that remains onsite after the guest exits — which includes by voluntarily giving up their placement, 48-hour absence from the site, or immediate denial of service — will not be stored beyond **5 business days**.

Guest Initials: _____

V. LEAVING THE SITE FOR MORE THAN 48 HOURS

Shelter beds are a limited resource. In order to increase bed availability and improve shelter efficiency, shelters may reassign any bed left vacant for more than 48 hours. Therefore, guests who leave the shelter premises and do not return for more than 48 hours may lose their shelter bed to new guests arriving at the shelter.

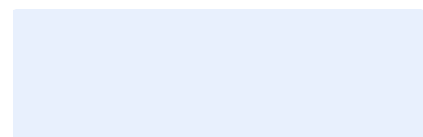
To avoid reassignment of their designated shelter bed, guests who believe that they may be offsite for more than 48 hours should request approval from shelter staff prior to leaving the shelter premises. Site staff shall review the request with their site's designated leadership or point of contact and provide written approvals on a case-by-case basis if there is a reasonable basis for guest to be absent from the shelter for more than 48 hours. Site staff may approve such a bed hold for a maximum of 7 days unless otherwise directed by HSH due to current or expected demand for beds in the shelter system.

Guests who abandon their shelter beds after a 48-hour absence without prior approval may request reinstatement. Shelter staff will provide reinstatement if the guest provides verifiable written documentation showing any unusual and unforeseen circumstances beyond the guest's control that supports the guest's unexcused absence from the shelter. Examples of good cause include, but are not limited to:

- Hospitalization.
- Illness or injury.
- Death of an immediate family member.
- Arrest.
- Incarceration.
- Other circumstances beyond the guest's control.

If a bed is not available at the site where the guest seeks reinstatement, shelter staff will contact HSH to identify an available bed at another shelter site.

The inability of a shelter to provide reinstatement is not appealable through the Shelter Grievance Policy. If a guest is unable to show good cause and staff do not reinstate the guest to an available



TEMPORARY SHELTER PROGRAM

Participant Agreement

Current as of February 2, 2024

bed, the guest may register for the City's Shelter Reservation Waitlist to access a new shelter bed within the shelter system.

Guest Initials: _____

VI. MASKS

All guests are encouraged to wear a mask.

However, any guest who is confirmed COVID-19 positive in their COVID-19 isolation period *must* wear masks any time they are not actively eating, drinking, showering, on their bed/mat, and/or in their room.

- Masks must cover the nose and mouth and may be made from a variety of materials. The most effective fabrics for cloth masks are tightly woven fabrics that are breathable and 2 or 3 layers.
- Cloth masks should be washed frequently with detergent and hot water and dried on a hot cycle.
- Masks with ventilation valves or vents may not be worn.

Guest Initials: _____

VII. SAFETY EQUIPMENT

Guests may not tamper with or remove onsite carbon monoxide detectors or smoke detectors.

Guests also may not hang any items from sprinklers.

Guest Initials: _____

VIII. VIOLENT BEHAVIOR

Violence is not permitted, including but not limited to pushing, shoving, slapping, kicking, or throwing things at the site. Threats of violence are also not permitted. Any guest who engages in violence or threats could be subject to immediate removal, as well as possible criminal prosecution.

Guest Initials: _____

IX. WEAPONS

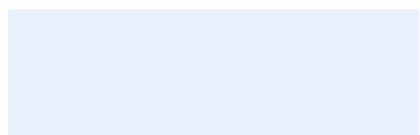
Guests may not possess weapons on site.

Firearms are not allowed onsite and will not be stored. Guests must turn in any firearms to safety and de-escalation personnel, who will send them immediately to the San Francisco Police Department.

Aside from firearms, guests must turn in all weapons they possess at intake and every time they enter a site with safety and de-escalation personnel, who will store those weapons in a safe and secure lockbox. Guests may request their weapon be returned whenever they are leaving the program site.

Belongings that might be used as weapons, such as tent poles, chains, large bike locks, etc., may need to be checked in with safety and de-escalation personnel at intake. Such items will be returned as needed by the guest whenever they leave the program site.

Guest Initials: _____



TEMPORARY SHELTER PROGRAM

Participant Agreement

Current as of February 2, 2024

X. FIRE DAMAGE AND ARSON

Guests should not engage in activities that might result in a fire starting onsite. Lighting candles and smoking indoors are not permitted.

Guest Initials: _____

XI. ANIMALS

If a guest has service animals and/or pets at the time of referral, the guest may have those same animals onsite. Guests must get prior approval from the site to bring additional animals onsite. Additional service animals may be approved through the reasonable accommodation process.

Guests are responsible for the behavior of their animals at all times. Failure to comply may lead to animal exit from the program, at the discretion of the provider.

Guests with animals must comply with all the following rules:

- Animals must be on a leash or in a container in common areas and guests must have direct physical control of their animals at all times.
- The guest is responsible for the care and feeding of their animal, including properly disposing of all animal waste.
- If food or other supplies are needed to care for an animal, site staff may be able to arrange for delivery of these items.
- Guests may feed and water animals only in designated areas.
- Animals may not be aggressive or loud.
- If an animal attacks or bites another animal or a person, site staff will report the incident to San Francisco Animal Care and Control (SFACC), and the guest must remove the animal from the site.
- Guests must have current rabies vaccination for their animals.
- Site staff can arrange for animals to be temporarily sheltered with SFACC if the animal needs to be removed from the site and the guest does not have other alternatives or if the guest can no longer care for the animal.

Guest Initials: _____

XII. PEST CONTROL

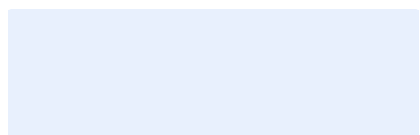
Guests must participate in pest inspection and treatment. Additional information, such as the schedule or instructions, will be provided by site staff.

Guest Initials: _____

XIII. SMOKING

Smoking is strictly prohibited in the rooms and in all common areas of the site. It is strictly prohibited to alter, damage, or disconnect smoke detectors in guest rooms or other areas of the site. When smoking outside of the site, guests may smoke only at the curb, or if there is no curb, at least 15 feet from exits and entrances.

Guest Initials: _____



TEMPORARY SHELTER PROGRAM

Participant Agreement

Current as of February 2, 2024

XIV. QUIET HOURS

Quiet hours are between 10:00 PM and 7:00 AM. Shelter guests may come and go from the site as needed 24 hours per day. However, guests should be mindful of noise when leaving or arriving during quiet hours.

Guest Initials: _____

XV. BELONGINGS AND REMOVAL OF PROPERTY

Guests are responsible for the safety of their own belongings. The provider and CCSF are not responsible for lost or damaged items. Guests should utilize storage provided by the shelter or one of the safe storage programs for items and documents that are not replaceable.

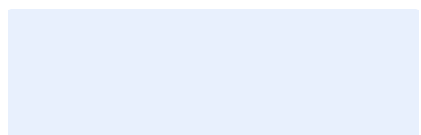
Guests must retrieve their personal belongings when they leave the program. Any property that remains onsite after the guest exits — which includes by voluntarily giving up their placement, 48-hour absence from the site, or immediate denial of service — will not be stored beyond **5 business days**.

Guest Initials: _____

XVI. PERSONAL BELONGINGS, STORAGE, AND EXCESS PROPERTY

Guests are allowed to bring in a limit of **two** 30-gallon sized bags of property into the site. Additional items must have prior approval from the temporary shelter site before entering the site. Guests with excess property can be referred to one of the Homeless Storage Programs.

Guest Initials: _____





ADULT TEMPORARY SHELTERS PROGRAM RULES AND DENIAL OF SERVICE

I. IMMEDIATE + NON-IMMEDIATE DENIALS OF SERVICE

A1. HSH IMMEDIATE DENIALS OF SERVICE

Guests who have been issued an Immediate Denial of Service must leave the site immediately.

Items belonging to a guest who has been issued an Immediate Denial of Service will be stored for at least **five business days**.

Site staff shall execute an Immediate Denial of Service when a guest commits one of the following rule violations:

		Length of Suspension
1a	For a confirmed COVID-19 positive individual in their COVID-19 isolation period, outright refusal to wear a mask except when actively eating, drinking, showering, on their bed/mat, and/or in their room.	3 months
1b	Acts of violence.	6 months
1c	Credible threats of violence that include specific actions or plans	6 months
1d	Possession or display of a weapon, including but not limited to firearms, and knives. Firearms will not be stored.	6 months
1e	Disruptive behavior that is ongoing, uncontrollable, and presents a clear risk to the safety of the facility.	3 months
1f	Arson.	3 months
1g	Manufacturing and/or sale of illegal drugs not associated with a prescription or alcohol.	3 months
1h	Property destruction or interference that endangers another guest's ability to shelter-in-place safely, or results in a shutdown of vital site operations even for a brief period.	3 months

Guest Initials: _____



ADULT TEMPORARY SHELTERS PROGRAM RULES AND DENIAL OF SERVICE

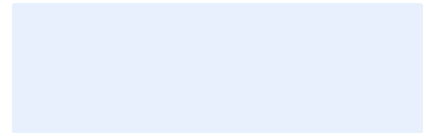
II. DENIAL OF SERVICE

B1. HSH NON-IMMEDIATE DENIALS OF SERVICE

A Shelter may deny service to a guest who violates an excessive number of Non-Immediate rules defined as violating **five (5) different Non-Immediate rules** or three **(3) of the same Non-Immediate rules** within a 30-day period of the first issued Warning Notice.

		Length of Suspension
2a	For a confirmed COVID-19 positive individual in their COVID-19 isolation period, repeated failure to wear a mask except when actively eating, drinking, showering, on their bed/mat, and/or in their room. This applies when a confirmed COVID-19 positive individual in their COVID-19 isolation period has not refused to follow program masking rules, but rather fails a third time to follow those rules.	1 month
2b	General threats that lack specificity (e.g., "I'm going to get you").	1 month
2c	Visible use in any common area, purchase, or distribution of illegal drugs not associated with a prescription, or alcohol.	1 month
2d	Property destruction to a common space that presents a nuisance (graffiti, etc.).	1 month
2e	Use of photography, video, or audio recording on site that includes other clients or staff without their permission.	1 month
2f	Having unauthorized guests at the shelter.	1 month
2g	Having excessive property within the shelter that extends beyond the clients' designated bed area or assigned room.	1 month
2h	Verbal harassment, intimidation or bullying of other guests, staff, or volunteers.	1 month
2i	Unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature including nudity, where the offensive behavior creates an intimidating, abusive, or hostile environment.	1 month
2p	Failure to comply with quiet hours. There should be no loud noises, TV, or radio playing which disturbs other residents in sleeping area.	1 month
2r	Smoking inside of the building or within 20 feet of main entrances, exits, and operable windows.	1 month
2s	Being in an unauthorized area or being in an area at an unauthorized time. (Note: area must be VISIBLY marked as unauthorized.)	1 month
2t	Theft of shelter property of other shelter participants, staff members, or volunteers.	1 month

Guest Initials: _____



ACKNOWLEDGEMENT OF RECEIPT

By signing this document, you acknowledge that you are in receipt of the program guidelines and the program rules that can lead to a denial of service, understand how they work, and agree to comply with them.

Guest's Name (Printed)

Guest's Signature

Date

Authorized Site Staff's Name (Printed)

Authorized Site Staff's Signature

Date