



City and County of San Francisco

Shelter Monitoring Committee

The Shelter Monitoring Committee recommends not to monitor **bolded** SOC standards at Navigation Centers:

- Standard 1 – Surveys on announced site visits
- Standard 2 – De-escalation training
- Standard 3 – Clean bathrooms, bath towels, soap, hand dryer/paper towels, toilet paper, hand sanitizer throughout shelter, floors clean, areas free of dust and dirt, vents clean
- Standard 4 – Incontinence and feminine hygiene supplies
- Standard 5 – Comply with current City policy set forth in the San Francisco Environment Code, including the requirements set forth in Chapter 3 (the Integrated Pest Management Code) and Chapter 2 (the Environmentally Preferable Purchasing Ordinance) to ensure that shelter operators use products that are least harmful to shelter clients, staff, and the environment
- Standard 6 – Stocked first aid kit, gloves, CPR masks, AED
- Standard 7 – Fresh drinking water
- Standard 8 – ADA bathroom (toilet, sink, shower), storage of meds, adequate number of ADA beds, reasonable accommodations, provide orientation, 36 inches between beds, bed height 17-19 inches, etc.
- Standard 9 - Engage a nutritionist, who shall develop all meal plans, including meal plans for children and pregnant women; and post menus on a daily basis.
- Standard 10 – Make dietary modifications to accommodate request from clients based on religious beliefs and practices; health or disability reasons
- Standard 11 – “No Smoking” signs posted in English and Spanish
- Standard 12 – One blanket, two sheets (or an extra blanket if sheets are unavailable), pillow and pillow case.
- Standard 13 – Provide 8 hours sleep* Complaints only, not monitoring during site visits**
- Standard 14 – Daytime access to beds in 24 hour shelters
- Standard 15 – Provide storage
- Standard 16 – Outlets to charge phones, wheelchairs
- Standard 17 – Signage for repairs
- Standard 18 – Free local phone calls and TTY for hearing impaired
- Standard 19 – Provide a minimum of 22 inches between the sides of sleeping units, excluding the designated ADA-accessible sleeping units and sleeping units separated by a wall.**
- Standard 20 – All City and County shelter printed materials in English and Spanish
- Standard 21 – Professional translation services
- Standard 22 – Bilingual English and Spanish staff on duty
- Standard 23 – Emergency disaster plan, monthly drills
- Standard 24 – Finding bed for client after being DOS'd
- Standard 25 – ID badges
- Standard 26 – Provide clients with transportation to job interviews, shelters, case management appointments, medical appointments, etc.
- Standard 27 – 24 hour notification for community meetings

Standard 28 – provide free laundry services on or off site

Standard 29 – To the extent not inconsistent with Proposition N, passed by the voters on November 5, 2002, ensure all single adult shelter reservations be for a minimum of 7 nights.

Standard 30 – Personal protective equipment available

Standard 31 – Annual staff trainings

Standard 32 – Maximize the space for sleeping in the shelter to the fullest extent possible.

Post Safe zone signage