

## **Attachment A: Ohio Basic Standards for Emergency Shelters**

### **A. ADMINISTRATION**

1. The shelter shall be operated by a nonprofit organization, recognized under section 501(c)(3) of the Internal Revenue Code.
2. The shelter shall not require clients to participate in religious services or other forms of religious expression.
3. The shelter shall not discriminate on the basis of race, religion, color, sex, national origin, disability, age, or ancestry. Shelters serving families with children shall also not discriminate on the basis of the sex or age of the children or the size of the family. Provision shall be made in such cases to maintain the family as an intact unit.
4. The shelter's Board of Directors shall consist of voluntary (unpaid) members, with the possible exception of the agency's CEO or Director.
5. The shelter must include on the board of directors or some other policy-making entity, one or more members who are either homeless or formerly homeless.
6. The shelter's Board of Directors shall meet at least on a quarterly basis and set overall policy for the shelter. Minutes of the meetings shall be maintained for at least three years.
7. The shelter shall have secure storage space for confidential documents relating to clients and personnel.
8. The shelter shall develop and implement procedures to ensure the confidentiality of records pertaining to any individuals provided family violence prevention or treatment services.
9. The shelter shall have a policy manual, which includes the shelter's purpose, population served, program description, non-discrimination policy, and confidentiality statement and shelter regulations, rules and procedures.
10. The shelter shall provide for an evaluation of the effectiveness of the services offered, at least annually.
11. Agencies that receive funding under the Homeless Assistance Grant Program are required to participate in their Continuum of Care's Homeless Management Information System (HMIS).

### **B. PERSONNEL**

1. The shelter shall have a table of organization of all paid staff working in the shelter. There shall be written position descriptions for each position type that includes job responsibilities and qualifications.
2. The shelter shall have written policies for the selection of all paid personnel in conformance with the EEO guidelines.

3. For the safety of the residents, the shelter shall have adequate, trained, on-site staff coverage during all hours the shelter is open to residents, unless individual secured units are provided.
4. All shelter staff shall receive training in at least the following:
  - a. emergency evacuation procedures; and
  - b. agency operating procedures.
5. All relevant direct service staff shall receive additional training in at least the following:
  - a. non-violent crisis intervention techniques;
  - b. referral procedures to relevant community resources; and
  - c. first aid procedures.

**C. FACILITY**

1. The shelter shall comply with applicable local fire, environmental, health, and safety standards and regulations.
2. The shelter shall be clean and in good repair.
3. The shelter shall have reasonable access to transportation services.
4. The shelter shall provide a bed or crib for each guest except in extenuating "overflow" conditions or unless the shelter has an ODOB exemption based on size and/or type of shelter. The shelter shall make provision for clean linens for each client. There shall be procedures to provide for the sanitizing of all linens and sleeping surfaces.
5. The shelter shall provide sufficient showers/baths, washbasins and toilets that are in proper operating condition for personal hygiene. These should be adequate for the number of people served. Clean towels, soap and toilet tissue shall be available to each client.
6. The shelter shall have private space to meet with clients.
7. The shelter shall have laundry facilities available to clients or a system available for like services.
8. The shelter shall have a fire safety plan which includes at least the following:
  - a. posted evacuation plan;
  - b. fire drills, conducted at least quarterly;
  - c. fire detection systems which conform to local building and fire codes;
  - d. adequate fire exits; and
  - e. adequate emergency lighting.
9. The shelter shall have adequate provision of the following services:
  - a. pest control services;
  - b. removal of garbage;
  - c. proper ventilation and heating/cooling systems; and

- d. MEANS to ensure that entrances, exits, steps and walkways are kept clear of garbage and other debris, ice, snow and other hazards.
10. The shelter shall provide adequate natural or artificial illumination to permit normal indoor activities and to support the health and safety of occupants. Sufficient electrical sources shall be provided to permit the use of essential electrical appliances while assuring safety from fire.

**D. FISCAL MANAGEMENT**

1. There shall be an accounting system which is maintained in accordance with Generally Accepted Accounting Principles (GAAP) and which uses fund accounting methods.
2. The shelter shall have a record of accountability for clients' funds or valuables the shelter is holding.
3. A shelter which receives \$300,000 or more of federal funds shall receive an annual independent audit or audit review and submit to OHCP, annually, either a letter of "no findings" or a copy of the audit, in conformity with the OHCP financial management rules and regulations handbook.
4. The shelter shall have internal fiscal control procedures, which are reviewed and approved by the Board of Directors.
5. The shelter shall institute and implement an adequate procurement policy in compliance with 24 CFR Part 84, U.S. Department of Housing and Urban Development uniform administrative requirements, covering small, medium and large purchases and means of price comparisons to assure purchase at the most reasonable costs and shall make known to women and minority contractors their capability to be vendors.
6. The shelter shall maintain a system of accountability for time worked through use of timesheets, activity reports, etc. signed by both the employee and the appropriate supervisor. The executive director's timesheet should be signed by a board member.

**E. FOOD SERVICE**

1. Shelters providing food service shall make adequate provisions for the sanitary storage and preparation of foods.
2. Shelters providing food for infants, young children and pregnant mothers shall make provisions to meet their nutritional needs.
3. Shelters shall provide or arrange for food services to clients or make known the available services nearby.

**F. HEALTH**

1. The shelter shall have available at all times first aid equipment and supplies in case of a medical emergency.
2. All staff on duty shall have access to a telephone. Emergency telephone numbers shall be posted conspicuously near the telephone.

3. The shelter shall assure that at least one staff person on duty is trained in emergency first aid procedures.
4. The shelter shall have a procedure for making referrals to appropriate medical providers.
5. The shelter shall have a written policy regarding the possession and use of controlled substances as well as prescription and over the counter medication.
6. The shelter shall have a written policy regarding the control of infectious diseases, such as HIV, tuberculosis, etc.
7. The shelter shall provide a locked place for the storage of medications.

**G. OPERATIONS**

1. In addition to sleeping arrangements and food, the shelter shall provide the following basic needs:
  - a. humane care which preserves Individual dignity;
  - b. a clean environment;
  - c. reasonable security; and
  - e. referrals to other agencies.
2. The shelter shall have written policies for intake of clients and criteria for admitting people to the shelter. The shelter's intake policy should be available for the clients to review.
3. The shelter shall maintain an attendance list which includes, at least, the name and sex of each person residing in the shelter.
4. The shelter shall post and read, or otherwise make known, the rules, regulations and procedures of the shelter.
5. The shelter shall post and read, or otherwise make known, the rights and responsibilities of shelter clients that shall include a grievance procedure for addressing potential violations of their rights.
6. The shelter shall report child abuse and endangerment as required by law.
7. The shelter shall only require clients to perform duties directly related to daily living activities within the shelter.
8. The shelter shall provide access to a public or private telephone for use by shelter clients to make and receive calls.
9. The shelter shall maintain records to document services provided to each client.
10. The shelter shall provide accommodations for shelter clients to store personal belongings.
12. The shelter shall provide a safe, secure environment and have policies to regulate access.
12. The shelter shall have a policy regarding the control of weapons.

13. The shelter shall encourage the involvement of clients in the decision-making processes of the shelter. This can be accomplished in a variety of ways, including having resident advisory councils to provide input into the operations of the shelter, or having homeless or formerly homeless people on the board, or having homeless or formerly homeless people trained and hired as staff, etc.
14. The shelter shall allow current clients to use the shelter as a legal residence for the purpose of voter registration and the receipt of public benefits.
15. The shelter shall maintain a daily log to record at a minimum all unusual or significant incidents.
16. The shelter shall have written policies for consensual and non-consensual searches.