



## City of Morgantown and Monongalia County

### Request for Proposals (RFP)

**Title:** Extreme Weather Warming Center

**Estimated Contract Period:** December 15, 2024, through March 15, 2025

**Submit Proposal to:** Attn: Emily Muzzarelli  
City of Morgantown  
389 Spruce Street  
Morgantown, WV 26505

Or email applications to [emuzzarelli@morgantownwv.gov](mailto:emuzzarelli@morgantownwv.gov)

The City of Morgantown and Monongalia County are pleased to invite you to respond to this Request for Proposals (RFP) for the management and operation of an Extreme Weather Warming Center.

**Release Date:** June 18, 2024  
**Responses Due:** July 17, 2024 by 5:00pm EST  
**Eligible Applicants:** Non-Profit Organizations (NPO) or Community-based organizations (CBOs)

Note: If you are considering applying for funds from this RFP, we encourage you to discuss your concepts and proposals prior to submission with Emily Muzzarelli of the City of Morgantown ([emuzzarelli@morgantownwv.gov](mailto:emuzzarelli@morgantownwv.gov)).

## I. PROGRAM SUMMARY

### 1.0 Purpose of Request for Proposal RFP

The City of Morgantown and Monongalia County (City and County) seek to contract with qualified providers for safe operation of an Extreme Weather Warming Center offering overnight stay(s) when winter temperatures and weather conditions reach levels that would endanger the lives of those who do not have adequate shelter. An alternative location of the Center can be suggested/recommended by the provider, but the City and County encourage that the provider work with Hazel's House of Hope, located 20 Scott Avenue, Morgantown, WV, to align the existing services there and to limit duplication of services such as case workers, meals, etc. Maximum capacity for the Warming Center space will be determined based on the proposed location and fire code limits.

### 2.0 Background

The 24-25 winter season is expected to have fewer options for winter shelter capacity than in past winter seasons. The City and County are interested in creating and funding added winter shelter capacity. This includes the operation of an Extreme Weather Warming Center opened when temperatures reach certain thresholds. In the event of dangerously severe weather in the forecast, as defined by the Warming Center Activation Guidelines (see Exhibit 2), the City and County have committed to providing a nighttime low-barrier (as opposed to "no barrier") shelter option for those without homes and for those that are either restricted or not comfortable utilizing other shelter options.

The Extreme Weather Warming Center will be in addition to other existing emergency shelter options and is not intended to provide social services, however, it is anticipated that guests using the warming center space will have significant behavioral health needs. Additionally, the warming shelter is not expected to provide full nutritional or medical support, however, depending on the location of the shelter, some of these services may be needed or at minimum, a plan for how clients will get these services. If the provider works with Hazel's House of Hope, then the existing feeding program provided through Salvation Army is an acceptable solution. The primary function of the Extreme Weather Warming Center is to serve as a life-saving intervention in the event of dangerous weather conditions. Operators may partner with social service providers to collaborate on support and outreach for overnight guests, but there is not a requirement to provide social services during the overnight stay. This RFP is intended to identify an operator with the capacity and expertise to operate a nighttime extreme weather warming center intervention.

In the winter of 2023-2024 (November through March), an Extreme Weather Shelter was never needed during the season beyond existing shelter capacity— existing sheltering options were enough to meet the capacity needs. Historically, the expected duration of severe weather events ranges from two to seven nights per operational opening, however, it is possible that this can be a longer duration depending on the severity of the winter. The Extreme Weather Warming Center is expected only to be opened when temperatures are extreme and weather is inclement, despite logistical challenges presented to staff or volunteers. The Extreme Weather Warming Center might be asked to open over winter holidays if the weather conditions are met.

If the successful applicant meets expectations during the 24-25 season, applicants may be invited to serve as the Extreme Weather Warming Center in subsequent seasons without a competitive bidding process.

### **3.0 Scope of Work**

The operator will offer staff and/or trained volunteers to operate the Extreme Weather Warming Center during the hours of operations for the duration of each Severe Weather event. The operator will offer an onsite manager to supervise the operation of the center. The site manager is the primary point of contact for public safety and emergency services and shall address day-to-day operational issues as they arise. The operator will also set-up and demobilize the site for each operational event, as well as daily tidying and storage of leftover items.

In addition, the operator will:

- Develop processes and train staff and volunteers on:
  - the admission process and code of conduct (see attached Exhibit 3 and Exhibit 4).
  - incident de-escalation and reporting processes.
  - harm reduction applications (Narcan<sup>®</sup>, sharps containers).
  - set up and shut down checklist.
  - security protocol.
  - client resource referral process to outside service providers.
- Acquire necessary consumables: Items which aid in running an overnight shelter – ear plugs, feminine hygiene items, sharps containers, sanitary consumables, PPE and infectious disease mitigation items.
- Coordinate staff / volunteers, including creation of initial staff and volunteer calendar schedule.
- Coordinate administrative tasks such as signage, resource material, check in logs, and infectious disease testing process (if necessary), set up of expense tracking and reporting.
- Ensure all staff and volunteers follow up-to-date health and safety protocol and guidelines.
- Record nightly guest data and report monthly data to the city. Reports will include the number of shelter guests, the time at which the shelter reached capacity (as applicable), the observed outside temperatures each night, the number of unique guests served each month, and a log of incidents requiring emergency response (as applicable). Data entry in the Homeless Management Information System (HMIS) may be needed based on funding requirements.
- Payment for services will be on a reimbursement basis and tied to regular data entry and timely submission of invoices.

### **4.0 Service Guidelines and Expectations**

The operator should have a commitment to working on issues of housing instability and have direct experience with the population being served. See Management Proposal in Section III.2.C. In the event of a multiday severe weather event, operators will be asked to extend their hours of operation into the daytime hours until outside temperatures reach safe levels.

### **5.0 Population to be Served**

Individuals experiencing homelessness who are restricted from or not comfortable utilizing other available local shelter options. Additionally, individuals must be Monongalia County residents. This is due to the funding source.

### **6.0 Period of Performance**

While the contract is expected to be in effect from December 15, 2024, to March 15, 2025, services are anticipated if/when a Severe Weather event occurs in the months of December, January, February, and March.

**7.0 Funding Source and Availability**

Available funding amounts will be based on proposal content and amounts of funding available from the City and County. The funding could increase throughout the season if the number of activations is beyond what was originally estimated in the proposal. There is no guarantee of continued funding after March 15, 2025.

**8.0 Anticipated Outcomes**

The City and County have been asked to fund a severe weather shelter in response to extreme temperatures that pose public health risks. There is also a need in the community for additional shelter beds during the winter months. The Extreme Weather Warming Center is expected to serve additional clients when they are unable to utilize other existing sheltering options. All providers and clients must abide by their established policies and procedures to maintain a safe environment.

**9.0 Administrative and Program Requirements**

Responses to this RFP will be accepted from any legally constituted entity that meets the following conditions:

- A. The applicant is incorporated as a non-profit corporation in the state of West Virginia and has been granted 501(c)(3) tax-exempt status by the United States Internal Revenue Service or is a sole proprietorship, general partnership, corporation, limited partnership, limited liability company, or limited liability partnership or is a commission or authority established pursuant to applicable West Virginia State law or, if a successful applicant, will be incorporated as such in West Virginia State.
- B. The applicant has demonstrated capacity to ensure adequate administrative and accounting procedures and controls necessary to safeguard all funds that may be awarded under the terms of this RFP.
- C. The applicant has a current Federal Tax ID number.
- D. The applicant demonstrates the capability to meet program expenses in advance of reimbursement.

Further, applicants must meet the following Program Requirements:

- A. Experience with vulnerable populations, to include training in areas such as crisis response, trauma-informed care, conflict mediation or de-escalation.
- B. Recent background checks on each staff member and volunteer.

**II. PROCUREMENT PROCESS**

**1.0 Procurement Timeline**

The Procurement Timeline, shown on the right, outlines the tentative schedule for the RFP process. All dates after the proposal submission due date are approximate and may be adjusted as necessary, without amending this document.	
Request for Proposals Issued	June 18, 2024
Written Questions Submitted by	July 9, 2024 by 5:00pm EST to <a href="mailto:emuzzarelli@morgantownwv.gov">emuzzarelli@morgantownwv.gov</a>
Proposals Due	July 17, 2024 by 5:00pm EST
Review Process by Application Evaluation Committee	Begins July 22, 2024

Estimated Award Notification	August 6, 2024
Estimated Contract Start Date	December 15, 2024

## **2.0 RFP Applicant Questions**

Questions related to the RFP may be submitted in writing to [emuzzarelli@morgantownwv.gov](mailto:emuzzarelli@morgantownwv.gov) by 5:00 p.m. on July 9, 2024. Questions and answers will be written and distributed to all known perspective applicants by addendum. Only those questions/answers not already contained in the RFP will be included in the addendum. All applicants will be required to sign the Addendum Cover Sheet and submit it with their applications if an addendum is issued.

The City and County has no obligation to accept further inquiries after the July 9, 2024, deadline. However, if further inquiries are accepted, the questions and answers will be emailed to all known recipients of the RFP documents.

## **3.0 Deadline for Submittal**

To be considered, applications must be received no later than 5:00 p.m. on July 17, 2024, at the following location and via email to [emuzzarelli@morgantownwv.gov](mailto:emuzzarelli@morgantownwv.gov) (please ensure you receive an email receipt confirmation).

Attn: Emily Muzzarelli  
City of Morgantown  
389 Spruce Street  
Morgantown, WV 26505

Late applications will not be considered.

## **4.0 Application Costs**

The City and County are not liable for any costs incurred by the applicant before the issuance of a contract. All costs incurred in responding to this RFP, including, but not limited to, the Application Evaluation Committee meeting(s), any consultant fees, and any costs associated with contract negotiation sessions, are solely the responsibility of the applicant.

## **5.0 Ownership of Application Materials**

Applications and other materials submitted in response to this request become the property of the City and County, are public record, and will not be returned. It is understood and agreed that applicant claims no proprietary rights to the ideas or approaches contained in its application.

## **6.0 Notice of Solicitation**

Failure of the City to notify any party or parties directly regarding the availability of this RFP shall not void the process.

# **III. PROPOSAL PREPARATION**

## **1.0 Proposal Format**

- A. Applications must be typewritten in black 12-point font on standard 8 ½ x 11-inch white paper with one-inch margins. Page numbers are required. Extensive artwork, photographs, and printing should be avoided. Do not include any materials not requested in this RFP and its attachments.

- B. Applications must be limited to four (4) pages, not including the Letter of Interest, the Application Cover Sheet, the external financial audit or review, references, and cost proposal.
- C. Applicants must submit one (1) unbound original of the application in a sealed envelope, plainly marked on the outside with the applicant's name and address and the words "RFP Extreme Weather Warming Center Operator." If the response is emailed, the response should be contained in a single PDF that follows the order and page limitations described in this request for proposal.
- D. All responses must contain the information requested in Section III.2.A – Section III.2.F below.

Please respond to each section in the same order in which it is asked. Any deviation from these specifications must be clearly addressed in writing. Failure to supply materials required will result in a rejection of the entire submittal.

## **2.0 Proposal Contents**

- A. Letter of Interest (Maximum points: 5)
- B. Application Cover Sheet – Attachment A (Maximum points: 5)  
Complete the attached Application Cover Sheet. An authorized signatory of the applicant's organization must sign the cover sheet.
- C. Management Proposal – Limit to four (4) pages (Maximum points: 35)  
Please provide a description of the following:
  - i. Agency's history and organizational structure.
  - ii. Key staff, including subcontractors, will conduct work related to this program, including a description of their planned roles, qualifications, education and experience, and any licenses and/or certificates they hold.
  - iii. Agency's interest in operating a nighttime warming center.
  - iv. Proposed location and capacity for nightly shelter client numbers.
  - v. Agency's experience related to this RFP.
  - vi. Agency's quality control measures and mechanisms for ensuring sound financial and accounting practices.
  - vii. Include a description of any programming or services you may offer to guests while at a facility. Briefly describe the planned operational model to address intermittent opening based on severe weather thresholds.
- D. Cost Proposal – (Maximum points: 40)  
Please provide a Budget Summary which should include the Composite Hourly Billing Rate Calculation for each staff member.

### Budget Summary Worksheet

This document should include a summary of costs, based on calculations and information from the RFP. Please ensure that the budget summary lists the number of assumed evenings equivalents for the winter of 24/25. If the number of evenings open increases and additional funding is available, it will be provided at the nightly rate included in your budget summary.

### Composite Hourly Billing Rate Calculation:

Please determine the total hourly rate of compensation for program staff to be funded under contract with the City. This should be completed for each program staff member. The composite hourly rate can then be multiplied by the number of hours required to staff the extreme weather warming center for one evening.

### Direct Costs

Direct Costs should be included for all direct supplies and services needed (such as bedding/linen, snacks, water, coffee, bus passes, laundry services) and are necessary to the general operation of the program.

- E. Copy of most recent audit or external financial review – Please only submit one (1) copy of the audit (Maximum points: 5)  
If no audit or review has been conducted in the past three years, provide a statement indicating that no current review is available to be submitted.
- F. References (Maximum points: 10)  
Include a list of at least two (2) individuals or entities who may be contacted to provide information regarding the applicant's ability to carry out the terms and purpose of this RFP. Provide names of contacts, their organization name and address, telephone numbers, and e-mail addresses (if available).

## **IV. PROPOSAL EVALUATION AND SELECTION**

### **1.0 Evaluation Committee**

An Application Evaluation Committee (AEC) comprised of at minimum City staff/elected officials, County staff/elected officials, and Hazel's House of Hope representatives (if the center proposed location is at Hazel's House of Hope) will evaluate eligible applications and make recommendations to the City and County for applicant selection. The AEC will consist of at least three individuals who are knowledgeable about the specific professional services sought.

### **2.0 Role of the Application Evaluation Committee**

- A. Unacceptable Applications  
The City of Morgantown staff will first determine which applications are not responsive to the RFP and must be deemed unacceptable. Unacceptable applications are those which meet at least one of the following criteria:
  - Incomplete application
  - Submission of a proposal that proposes services that deviate from the technical requirements set forth in this document.
  - The applicant does not meet the administrative requirements of this RFP.
  - Failure to comply with any part of this RFP or any exhibit to this RFP, including, but not limited to, deadline for submittal and application format.
  - Submission of incorrect, misleading, or false information.
- B. AEC Evaluation  
The AEC members will then independently evaluate and rate each application, awarding points up to the maximum points available for each section.
- C. Additional Information by Request  
Applicants may be asked to provide clarification or additional information.
- D. Final Recommendation to the City and County  
The AEC will discuss the applications and perform any necessary review or verification of their content. Based on the evaluation of the application materials and any additional inquiry, the AEC will determine a cumulative score for the applications. The AEC will then present its recommendations to the City and County.

The City and County reserves the right to consider past contract performance and any other data or information that they deem indicative of performance in making its funding decisions.

### **3.0 Evaluation Criteria**

The maximum number of evaluation points available is 100 points, as detailed in Section III.2 above. The following maximum points will be assigned to the proposals for evaluation purposes:

- A. Letter of Interest (5 points)
- B. Application Cover Sheet (5 points)
- C. Management Proposal (35 points)
- D. Cost Proposal (40 points)
- E. Copy of most recent audit or external financial review (5 points)
- F. References (10 points)

### **4.0 Contract Award/Notification of Selected Applicants(s)**

The authority to enter into a contract rests with the City and County. Decisions regarding contract awards for services solicited by this RFP will be made in accordance with the "Procurement Timeline" as outlined above as closely as possible. Should a decision not be ready, the determination/award date may be delayed.

Any contract resulting from this RFP will be between the City of Morgantown, Monongalia County, and the applicant organization. Contractors will be required to comply with the terms and conditions of the Contract for Services Agreement.

The successful applicant who enters into a contract subsequent to the RFP process will not be reimbursed for services provided prior to the final execution and signature of the contract by all parties.

Contractors will be required to maintain books, records, documents, and other evidence directly related to the performance of the work in accordance with Generally Acceptable Accounting Procedures. The City and County, or any of its duly authorized representatives, shall have access to such books, records, and documents for inspection and audit for a period of three years after completion of work. Contractors will document the use of City/County funds and will complete all required reports and billing documentation in a timely manner. Additional data may be required for audit or evaluation purposes. Contractors will additionally provide a certificate of general liability and property damage insurance naming the City of Morgantown and Monongalia County as co-insured.

### **5.0 Acceptance of Terms**

By submitting an application in response to this RFP, the applicant accepts all terms and conditions of this RFP, as well as all City, County and State regulations and requirements pertaining to the operation of the solicited services. If awarded a contract, the applicant's response will become part of the contract agreement. The applicant will be bound by the terms of the RFP, unless the City and County agrees otherwise. The City and County reserves the right to introduce additional terms and/or conditions during contract negotiations.

## **V. APPLICANT CHECKLIST**

Please ensure that your completed application includes all the following:

- \_\_\_\_\_ 1. A Letter of Interest

- \_\_\_\_\_ 2. A completed Application Coversheet (Attachment A), including documentation of non-profit status or other status of the organization.
- \_\_\_\_\_ 3. A completed Management Proposal, with answers to each of the bulleted items and/or providing all requested information.
- \_\_\_\_\_ 4. A completed Cost Proposal providing all requested information.
- \_\_\_\_\_ 5. A copy of the agency's most recent audit or external financial review.
- \_\_\_\_\_ 6. Two (2) references
- \_\_\_\_\_ 7. Signed Addendum cover Sheet(s), if applicable.

**Attachment A – Application Cover Sheet**

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**(see next page)**

# Extreme Weather Warming Center – Application Cover Sheet



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## Applicant Information

Name and Title of Authorized Representative: \_\_\_\_\_

Name of Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

## Legal Requirements

Please check the appropriate box below and provide the information requested:  
Documentation of private or public non-profit status

- IRS Employer Identification Number (EIN)
- State of West Virginia Business License Number(s)
- Program Licensure or Certification Status, if applicable
- City of Morgantown Business License

## Other Information

Please indicate the total amount of funding requested: \$ \_\_\_\_\_

I understand the terms and conditions of the RFP and certify that the above-named agency will comply with all City of Morgantown and Monongalia requirements if a contract award is made. All information contained in this application is true and accurate to the best of my knowledge.

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Authorized Signature and Title

Date

## Exhibit 1 – Additional Requirements Checklist

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The following are additional items that *may* be requested to assist in the evaluation of your application for funding. **Please do not provide this information at this time.** Should additional information be requested, only a single copy of the requested items will be required.

- ❖ Copy of current Business License
- ❖ Copy of IRS 501(c)(3) documentation
- ❖ Licensure/certification information
- ❖ An organizational chart
- ❖ A list of applicant's Board of Directors, including names, addresses, officers, and meeting schedules.
- ❖ Job descriptions of key staff who will be involved in the program.
- ❖ Agency's strategic plan, including mission and vision statement.
- ❖ A copy of agency by-laws
- ❖ Staff orientation, training, and qualification procedures
- ❖ Agency personnel policies
- ❖ Insurance certificate documenting proof of insurance coverage sufficient to satisfy the City and County:
  1. City of Morgantown and Monongalia County must be identified as the certificate holder.
  2. Under the Description of Operations, language must include, "This insurance shall be considered primary and shall waive all rights of subrogation. The City's and County's insurance shall be noncontributory".
  3. Insurance must include the following minimum coverages:
    - a. Property damage – \$500,000 per occurrence
    - b. General Liability & Property Damage for bodily injury – \$1,000,000 per occurrence with a minimum of \$2,000,000 general aggregate
    - c. Workers Compensation – Employers liability with a minimum limit of \$1,000,000 per accident
- ❖ Copy of Cost Proposal in Excel format
- ❖ Program Policies and Procedures

## Exhibit 2 – Warming Center Activation Guidelines

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**PURPOSE:** To provide guidelines and procedures to open an “Extreme Weather Warming Center” in Monongalia County for the unsheltered population.

**DEFINITIONS:**

**Extreme Cold Weather Event** – For the purposes of these guidelines, an Extreme Cold Weather Event for Monongalia County is as follows:

- Three (3) consecutive days with overnight lows below 32 degrees Fahrenheit as forecasted by the National Weather Service (“NWS”) for the City of Morgantown; or
- Forecast temperatures to drop below an average nighttime (7 PM to 7 AM) low of 37 degrees for two consecutive days with accompanying forecasted hazardous conditions during the overnight period (7 PM to 7 AM) that include one inch (1”) or more of rain, a Flash Flood Warning or snowfall, as forecasted by the National Weather Service (“NWS”) for the City of Morgantown;

and at least one of the following:

- NWS issues or is forecasting a cold-related Warning (Freeze, Cold, Frost or Wind Chill).
- Forecast overnight low temperatures are accompanied by daytime temperatures of 40°F or lower.
- Unanticipated or planned power outages are occurring or are forecasted to affect 200 or more customers within Monongalia County.
- Department of Health Services issues a Health Emergency related to cold weather and/or a Public Health Order related to cold weather.

**Extreme Weather Warming Center** – An indoor location that provides heated space to seek temporary relief from the wet/cold when an Extreme Cold Weather Event occurs.

**POLICY:** The City of Morgantown and Monongalia County recognize that in the event of an Extreme Cold Weather Event, unsheltered individuals may need assistance to stay warm. To meet this need, the City of Morgantown and Monongalia County may supplement existing local emergency shelter options by operating an Extreme Weather Warming Center at times as necessary.

**PROCEDURES:**

1. **Determination of Warming Center Opening.** The Operator (or designee) will determine the need to open an Extreme Weather Warming Center during an Extreme Cold Weather Event or any combination of weather events and other extenuating circumstances which present extreme levels of risk to the public, including the unsheltered population. In making the determination to open an Extreme Weather Warming Center, the Operator (or designee) may consult with the Monongalia County Health Department (MCHC), Monongalia County Emergency Management Agency (MECCA), and Morgantown Police Department (MPD), or other agencies, or nongovernmental organizations (NGO’s) as needed in the City/County’s discretion.
2. **Staffing.** The coordination and opening of an Extreme Weather Warming Center will be executed by Operator staff and notification will be made to the City, County, and Hazel’s House of Hope (if

the center will operate at that location). The Operator will appoint a site manager to oversee the establishment and management of the Warming Center operations. Warming Center staffing or work assignments may be necessary on any day and at any time of the day or night, including weekends and holidays.

3. Warming Center Location. The primary location for an Extreme Weather Warming Center can be proposed by the provider. It is highly recommended that the provider work with Hazel's House of Hope, located at 20 Scott Avenue, Morgantown, WV, to provide the center at that location, so that complementary services can be easily accessed by clients.
4. Operational hours for an Extreme Weather Warming Center will typically be between 7:00 p.m. to 7:00 a.m. but may vary based on weather conditions, space availability and other factors.
5. Public Outreach. The Operating Agency, along with local social services agencies, will coordinate the issuance of public notifications including media releases, social media messaging, publication to agency websites/news items and direct communication with community partners and service providers for unhoused individuals.

Individuals seeking an Extreme Weather Warming Center will be advised:

- a. The Extreme Weather Warming Center is a place to warm up and charge portable personal electronic devices (mobile phones, tablets, portable computers, etc.).
- b. Cots for sleeping will be provided.
- c. Light snacks and beverages may be provided.
- d. Food brought by registrants that is ready to eat and does not require refrigeration is permissible; cooking, meal service and kitchen access is not available.
- e. The City of Morgantown, Monongalia County, nor its contractor(s) will not be responsible for lost or stolen items.
- f. Individuals utilizing the Warming Center must be previously listed or otherwise added to the "by-name list" system used by WV Coalition to End Homelessness and other social services providers.
- g. Individuals utilizing the Warming Center must comply with the Warming Center -Standards of Behavior (see Exhibit 3).
- h. Well behaved pets may be permitted at the Extreme Weather Warming Center at the sole discretion of the Warming Center Manager. Service animals are allowed. With the exception of service animals, pets must be leashed and/or crated at all times when inside the Warming Shelter. Additional pet restrictions or pet boarding requirements may apply and will be provided to registrants at the time of registration.

## Exhibit 3 – Warming Center Standards of Behavior

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For the enjoyment and safety of everyone, the City of Morgantown and Monongalia County expects all participants to treat the people and facilities connected with a Warming Center with respect and abide by all rules and direction from Warming Center staff. Staff from the facility of the warming shelter (for Example Hazel's House of Hope staff if applicable), or the Warming Center operator, reserves the right to refuse services to anyone for failure to abide by these standards.

The following are examples of behavior that fail to meet the expectations of the Standards of Behavior policy:

- Disruptive, disrespectful, inappropriate behavior, acts of violent behavior or any behavior which interferes with the enjoyment or intent of the programs or facilities offered to the residents of Monongalia County will not be tolerated.
- Unacceptable behaviors include but are not limited to:
  - failure to abide by all rules,
  - any form of harassment,
  - offensive language,
  - disobedience,
  - disruptive behavior,
  - the possession or use of illicit drugs on Hazel's House of Hope property
  - physical harm to others or property,
  - the threat of physical harm, or any behavior which may impact the safety of any employee or participant of activities offered, or
  - any demonstration of behavior which interferes with the smooth operation of programs and facilities.
- Smoking is not permitted within the facilities. Smoking is only permitted in designated outdoor smoking areas.

## Exhibit 4 – Shelter Shift Duties (example)

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### 6pm-11pm Shift

6:00 p.m. Arrive at the shelter and ensure it is in order to be opened.

7:00 p.m. Greet guests as they arrive.

- Ask them to review the ground rules, and then sign in for the evening.
- Offer a mask if they don't have one (masks aren't mandatory, but this could change if public health departments make recommendations/requirements)
- Show them a space to sleep. Space guests out as much as possible depending on the number of guests. There are blankets and pillows to set up sleeping space.
- Offer them a snack/water if needed.

Lock the door at 11:00 p.m. If new guests come in after 11:00 p.m., they can be admitted, but we want to avoid coming and going from guests after 11:00 p.m.

This shift is mostly hospitality and helping folks to settle. There are some towels onsite for showers, but showers should only be an option if those working during this shift feel comfortable operating a shower schedule.

Aim for quiet time after 10:00 p.m.

Update the overnight log with any information that would be helpful for the next shift. Including any pertinent information to be added to the "by-name list" system used by WV Coalition to End Homelessness.

### 11:00 p.m. – 8:00 a.m. shift

The doors should be locked during this shift. It is up to the lead on the shift to open the doors for cigarette breaks if requested, but please note smoking is only permissible at designated smoking areas.

- Begin to wake folks up around 6:30 a.m. if they aren't already up. Offer a snack and coffee.
- Ask guests to pile any laundry they used at the end of their cots.
  - Collect linens and launder them (or provide to linen service).
- Collect trash and tidy up for the next evening.
  - This includes wiping the cots down with disinfected wipes.
- Update the overnight log with any information that would be helpful for the next shift.
- Lock the doors and turn off lights in the center space.
- Let Hazel's House of Hope staff know if there are any issues with the shelter that need to be addressed prior to the next activation.

All guests should be out of the shelter by 7:00 a.m. The last hour is to provide time to close the shelter for the day.

Please call 911 – For any life-threatening emergency or safety concern.