B. Description of the Facility:

Kirkland Place for Families and Women is a building holding two programs. New Bethlehem Place is a 50 bed shelter, with space to hold a day center in the common area on the first floor. Helen's Place (HP) is a 40 bed, with 28 cubicles,-shelter program on the second floor. HP's full capacity is 48 beds; however, the current capacity is 40 women for COVID-19 distancing. The two programs share laundry, storage, mechanical and electrical equipment in the basement. There is a common door to the building's vestibule, with separate interior entrances for the family floor and the women's floor, the latter via elevator or stairs.

C. Description of the Target Population:

The New Bethlehem Place shelter will serve homeless families referred through King County Coordinated Entry, with some opportunity for direct referral for local families experiencing homelessness on the Eastside. They are Category One homeless, with at least one adult and one minor child, and low income (below 50% AMI, and typically much poorer). There may be multi-generational or extended families. Adult family members may be working, looking for work, with a disability income, or with no income. Family members may be contending with substance use disorder, mental illness, physical disability, or a combination thereof. Lengths of time homeless will vary.

The New Bethlehem Day Center program will serve the shelter families and other homeless families sleeping elsewhere. Their characteristics will be similar.

The Helen's Place program serves single, adult women experiencing homelessness. Nearly all have zero or very little income, and all will be below 50% AMI. They are typically contending with substance use disorder, mental illness, physical disability, or a combination thereof. Many will have been experiencing homelessness for an extended period, and meet the definition of chronically homeless.

The HP day center will serve women in shelter and drop-ins from women who are sleeping elsewhere. Their characteristics will be similar.

Note: Both NBP and HP's day programs are currently operating at alternative locations due to the distancing demands of the Covid-19 pandemic. New Bethlehem Day Center is operating at its old location, adjacent to Kirkland Place, at 11920 NE 80th St Suite 100 Kirkland WA 98033 , and Sophia Way's Day Center is located at 3032 NE Bellevue Way. However, it is expected that day centers available for walk-ins will be available at Kirkland Place for Families and Women sometime in 2021, pending the control of COVID-19.

D. Program Charges

There will be no rent or fees charged to participants in the New Bethlehem Program nor the Helen's Place.

E. SUPPLEMENTAL SERVICES

Current supplemental services include for New Bethlehem Place: restrooms, showers and baths; laundry machines; a kitchen for volunteers, staff and clients; a family activity room on the first floor; and a reading room on the second floor; dining rooms on both floors; outdoor smoking areas; an outdoor patio on the first floor and a play area outside.

Current supplemental services for Helen's Place include: restrooms (including two ADA); showers (including two ADA); laundry facilities; warming kitchen; common area/dining area; counseling/provider room; computer, phone, and WiFi access; and covered outdoor smoking area.

F. ELIGIBILITY AND CLIENT SELECTION PROCESS

ELIGIBILITY FOR PROGRAM:

To be eligible to access this service, participants must qualify thus:

1. Very low income, (income at or below 50% of the area median) based on federal guidelines;

2. Homeless:

    a. HUD Category One homeless for families in the shelter;

    b. Families using only the day program may be in other categories of homelessness, such as staying with family and friends;

    c. Local definitions of homelessness for Helen's Place;

3. Identify as a single, adult woman for Helen's Place;

4. Families in the New Bethlehem shelter will be referred by King County Coordinated Entry;

5. Families using only the NBP day program may self-refer;

6. Families must contain at least one adult and one minor child or grandchild living with them.

COORDINATED ENTRY

King County Coordinated Entry will refer all clients to the New Bethlehem shelter.

CLIENT SELECTION

The family programs and the women's programs are low barrier programs. CCS and The Sophia Way do not conduct criminal background checks as a screening tool.

In the New Bethlehem Place Family Shelter, all referrals come through King County Coordinated Entry. Entry to the New Bethlehem Day Program is by self-referral.

All referrals are accepted who want to participate in the program, agree to the program's rules and requirements for behavior and participation, and have not been previously barred from the program for dangerous behavior.

In Helen's Place, access to the shelter, and the day center - when available, is through self-referral. All women, gender non-conforming and non-binary, identifying individuals, 18 years and older, are eligible to participate in the program. All participants will agree and sign agreement to the Community Standards for behavior and general requirements for participation and have not been previously barred for health and safety concerns.

G. CCS NEW BETHLEHEM PROGRAM STAFFING

PROGRAM MANAGER

The Program Manager is the lead staff person for New Bethlehem Place and supervises the work of other program staff. The PM is responsible for modification and enforcement of program rules, community relations, and daily operations. The PM is responsible for staying informed of and ensuring compliance with regulatory requirements. In addition, the PM develops and monitors the program budget, approves expenditures and invoices, enforces program contracts, and assists CCS management staff in program fundraising. The CCS PM is responsible for building maintenance and facility management for Kirkland Place for Families and Women. The PM shares responsibility for responding to after-hours emergencies with other program staff.

OPERATIONS MANAGER

Under the direction of the Program Manager, the Operations Manager assists the PM with all accounts payable requests and invoices, general building billing, and data management for HMIS and Clarity. The OM serves as the lead for facilities management and supervises shared building staff including custodial and maintenance, who work throughout the building. The OM oversees the bar review committee, with assistance from the PM, for residents that are at risk for being removed from the program. The OM also helps with engagement of other community and property partners, and works with TSW leadership and the Salt House Church administrator for property and grounds needs.

VOLUNTEER COORDINATOR:

The Volunteer Coordinator recruits and supports a large number of volunteers to provide daily meals for shelter as well as in kind donations and other support needs. The VC leads supplies and resource management, and is responsible for working with partners and all three of NBP's sites to keep inventory and stock up to date. The VC works with the PM

and Fundraising director to engage donors to keep in kind donations well supplied. The VC leads other program staff in food safety education, and kitchen organization.

CASE MANAGER (I AND II)

The case managers work with each client to develop a goal plan that creates and enhances support structures for independent living, with housing as the first and primary goal. This plan may also include health care, education, employment training, home care assistance, transportation, income assistance and other services. The case manager advocates for clients to access help from other service providers and works with case managers from other agencies who are involved with the clients. Adherence with a service plan is strongly encouraged but not required. However, all shelter stayers are required to show progress towards obtaining their goal plan in order to stay in the shelter. The case manager is responsible for maintaining accurate client files and data in the HMIS database. The case managers report to the PM.

EDUCATION COORDINATOR

The Education Coordinator helps families connect to healthy supports for stability and children's safety and growth, and helps manage families' education needs. They liaise with school districts, teachers, daycares, McKinney-Vento Liaisons, out-of-school-time programs, health care providers, and other professionals, to help each family develop a plan for their children's success in schools. They help families with barriers resulting from different languages and cultures. The EC also works with the Mental Health Provider on site to offer parenting support focused on stability and preventing generational cycles of homelessness.

LEAD ADVOCATE (I AND II)

The Lead Advocates (of shelter and day center program) provide advocacy leadership, and help manage the onsite operations for their respective program. The Lead Advocate works with the Volunteer Coordinator to make sure stock for their program is kept up to date, and meals and kitchen supplies are organized, and they also assist the case managers by providing additional support for large or more complex cases. Leads work with program staff to fill scheduling gaps whenever they are able.

DIRECT SERVICES ADVOCATES

The Advocates are responsible for staffing the first floor 24 hours a day, ensuring a staff presence and service to clients in the building at all times. Advocates monitor access to the building and ensure client safety. They connect clients to on-site and off-site services for their needs. Advocates facilitate the daily meals, work with volunteers, mediate client conflicts, and complete necessary projects, as assigned.

H. SHARED STAFFING

Shared staff are CCS employees, under CCS supervision, with responsibilities for New Bethlehem and Sophia Way floors.

MAINTENANCE

The Maintenance person is responsible for the safety and maintenance upkeep of the entire facility, both the CCS and The Sophia Way floors. The Maintenance person responds to work orders, schedules regular maintenance and inspections, and assesses and addresses emergency maintenance issues. The Maintenance person is also responsible for maintaining and updating green features of the building. They will call in Catholic Housing Services' maintenance support as needed.

CUSTODIAN

Provides daily custodial services for the building in all public areas, on both floors. In addition to daily cleaning, the custodian prepares vacated individual and family units and completes regularly scheduled deep-cleaning projects. Custodians are not responsible for cleaning inside occupied, individual and family units.

MENTAL HEALTH PROFESSIONAL

The MHP, supervised by the CCS CReW (Counseling Recovery and Wellness) program, provides full-time therapeutic services, and connection to mental health treatment resources and medication, for clients at the Kirkland Place for Families and Women. The MHP works part time with TSW and and part-time with CCS programs, alternating days of the week and hours, and provides one-on-one counseling services, as well as group programs, to support the mental health of KPFW's residents. The MHP also works in collaboration with the TSW and CCS case managers to help clients move toward stability and housing.

I. THE SOPHIA WAY WOMEN'S SHELTER STAFFING

PROGRAMS MANAGER

The Programs Manager (PM) is the lead staff person for Helen's Place and supervises the work of other program staff. The PM is responsible for modification and enforcement of program rules, community relations and daily operations. In addition, the PM develops and monitors the program budget, approves expenditures and invoices, enforces program contracts, The PM shares responsibility for responding to after-hours emergencies with other program staff.

LEADS

Under the direction of the PM, the Leads are responsible for the daily onsite operations of Helen's Place , including addressing client issues and grievances, crisis intervention, facility management, data quality management, supervising staff, and providing after-hours emergency backup. The Leads report to the PM.

HOUSING CASE MANAGEMENT

The housing case management team works with each client to develop a goal plan that creates and enhances support structures for independent living, with housing as the first and primary goal. This plan may also include health care, education, employment training, home care assistance, transportation, income assistance, and other services. The case manager advocates for clients to access help from other service providers and works with

case managers from other agencies who are involved with the clients. Adherence with a service plan is encouraged but not required. However, all shelter participants -encouraged to obtain housing. The housing case manager is responsible for maintaining accurate client files and data in the HMIS database. The housing case manager reports to the Lead Housing Case Manager.

VEHICLE OUTREACH NAVIGATORS

The Sophia Way has a Vehicle Outreach Navigator, supported with an additional housing case manager, to work with clients who live in their vehicle or any other place not meant for habitation. Outreach housing navigators work with all client populations to develop a plan that creates and enhances support structures for independent living, with housing as the first and primary goal. This plan may also include health care, education, employment training, home care assistance, transportation, income assistance and other services. The outreach housing navigators advocate for clients to access other services and coordinate with case managers. Adherence with a service plan is encouraged but not required. However, all shelter guests are encouraged to show progress towards obtaining housing. The outreach housing navigators are responsible for maintaining accurate outreach client files and data in the HMIS database. The outreach housing navigator reports to the DES.

SHELTER STAFF

Shelter Staff is responsible for staffing the second floor 24-hours a day, ensuring a presence and serving clients. Staff monitor access to the building and ensure client safety. They connect clients to on-site and off-site services for their needs. Shelter Staff facilitate the daily meals, work with volunteers, mediate client conflicts, and complete necessary projects, as assigned. The Shelter Staff reports to the Shelter Lead.

J. MAINTENANCE PLAN

Long term: Operating and replacement reserves are built into the operating budget and are set aside for equipment replacement and necessary repairs to the building and its systems.

Routine Maintenance: The Maintenance person performs basic preventive maintenance and notifies management of serious problems needing attention. The budget includes costs of repairs. Each client is responsible for maintaining their bed or family unit in a clean and safe condition.

Unit Turnover: Staff turnover client rooms in collaboration with advocate staff and custodial teams. This work includes laundering all linens; removing personal items left behind from previous clients; repairing any damaged furniture; disinfecting, sweeping, and mopping all applicable surfaces; and running air purification cycles with a HEPA air filter. This process should take between 48 and 72 hours.

Custodial cleaning is performed daily while maintenance of larger systems are performed monthly. Commercial laundry maintenance, landscaping, and pest control are also performed on a monthly basis. Repair requests outside of regularly planned routine maintenance are submitted to the Maintenance person, who prioritizes the schedule of work

with the intent of addressing the most urgent life safety repairs first. The goal is to address repair requests immediately.

The property's overall maintenance objective is to provide decent, safe and sanitary housing for its clients. Preventive maintenance is as important as responsive maintenance. CCS's goal is to focus enough attention on planned preventive maintenance to reduce the incidence of response-type maintenance, thus keeping unexpected expenses to a minimum.

Copies of "property as-built" plans are retained at CCS's main office, with both physical an electronic copies kept. When appropriate, CCS will make necessary revisions to the plans with architect and engineer consultation.

Appliances and mechanical equipment are inspected at least annually. An inventory of all equipment, with date of installation and warranty information, is kept on-site. If deficiencies to any equipment are noted, the on-site staff or a contractor, depending upon the scope of the work, makes repairs. Replacements are coordinated between CCS and the on-site staff. Clients receive instruction on the proper use of each appliance in public areas and are encouraged to report malfunctions promptly.

The fire alarm system and fire extinguishers are annually inspected and tested by a contractor licensed to perform these tasks. Any deficiencies are corrected immediately. The maintenance person or janitor is responsible for checking exterior lights for operability on a daily basis.

Repairs are performed prior to re-occupancy of a family unit. The maintenance person performs interior and minor exterior painting. Exterior painting is inspected annually and painted as warranted.

Unit furnishings such as the bed, storage unit, and floor coverings are graded for life span at each annual inspection. Projections for replacements are made during the budgeting process and are to cover more than one year.

Major repairs, such as roof replacement and pavement repairs, are scheduled based on the projected life span and overall condition of each. Bids from appropriate contractors are requested prior to the planned date of the repair.

Requests for maintenance are accepted in written form. A written work order is completed for each request. When a repair request requires the use of an outside contractor, the Maintenance person will advise the Operations Manager. Contracted work is performed only with both Program Manager and Operations Manager approval.

Recurring invoices for services are mailed directly to CCS's office and paid promptly. Other invoices received at the property are forwarded for payment to CCS's office. Payables are processed weekly.

Major repairs that require the use of replacement reserve funds are scheduled only after receiving approval from CCS management and other partners as required per contract agreements. Competitive bids are solicited and submitted for all repairs and/or replacements over $10,000. Specifications for a task and the three proposals are submitted by the Maintenance person to the Program Manager with a letter or recommendation for a particular contractor.

For information on the Integrated Pest Management (IPM) plan, refer to Appendix A.

K. Building Access and Emergency Plan

The building has one main point of entry for each tenant, but there are multiple exits. For information on all emergency exit locations, refer to the Emergency Management Plan in Appendix C.

Access to New Bethlehem Place for clients, staff, visitors, and vendors is through the storefront doors located on the south side of the building. Staff are provided with a Frequency Operated Button (FOB) device to open these doors, as well as the two (2) patio doors. Signage located adjacent to the front door instructs visitors to press the doorbell to notify staff and volunteers that they are at the front door. There is an intercom available as well to also contact front desk staff, but as staff and volunteers may not always be at the front desk, the doorbell is provided as the first point of notification. These doors shall remain locked at all times.

Access to Helen's Place for clients, staff, visitors, and vendors is through the storefront doors located on the east side of the building. Staff are provided with a FOB device to open these doors. Signage located adjacent to the front door instructs visitors to use the intercom to notify staff that they are at the front door. These doors shall remain locked at all times.

The interior doors located between New Bethlehem Place and Helen's Place shall remain locked at all times, but staff for each program will have a hard key to open these doors if needed during operations. Access to the basement shall be restricted to staff only through the elevator keypad located within the elevator cab or through their FOB devices at the northeast stairwell.

The northeast stairwell provides egress from the basement, first, and second floors. The first and second floor doors are equipped with an exit alarm on the building side that will sound when the doors have been engaged, alerting staff that clients may be in the stairwell. The exit alarm may be switched on and off by staff if needed during operations using a key provided to each tenant's manager.

For protocols during emergency situations, refer to the Emergency Management Plan in Appendix C.

L. GRIEVANCE PROCEDURE

CCS GRIEVANCE POLICY AND PROCEDURE

CCS recognizes the importance of resolving client problems (complaints) promptly and fairly. The Agency also recognizes the desirability of settling client problems in the most informal and appropriate manner. It is CCS policy to inform clients of the process for problem/complaint resolution whether informal or formal. Clients will be free from Agency interference, coercion, or reprisal should they choose to file a complaint. If any service area has a policy or procedure specified by WAC, RCW, or contract requirements, that policy or procedure will supersede the agency-wide policy and procedures.

The following is an outline of the procedure, which is normally followed when a client wants to file a complaint against the agency. However, if a complaint is a serious matter, the supervisor or complaint designee must inform the appropriate Director and Clinical Director as soon as possible.

Informal Complaint/Problem Resolution
A complaint is an expression of dissatisfaction about any aspect of service delivery which can include, but is not limited to, the client's therapy/case management, how the services are being implemented, appointment scheduling, fee payments, agency policies and procedures, etc. It is an informal process that can be initiated orally or in writing. When complaints are submitted in writing, the client has the option to seal this complaint in an envelope and submit to the grievance box attached to the Program Manager's office for confidentiality. Upon receipt of an informal complaint, reasonable assistance will be provided by the agency staff involved and may include supervisory or administrative staff to help obtain a satisfactory resolution to the concern.

Formal Complaint Resolution
On some occasions, a client may feel the Informal complaint/resolution process is inadequate, or they may have a concern or complaint of a more serious nature. Should an agency client wish to file a formal complaint, the following procedure should be pursued:

Formal Complaint Procedure

At each CCS site, the director will identify a person or person(s) to handle formal complaints; i.e. a formal complaint designee.

a. The formal complaint designee will insure that the Policy is posted and made known to all current clients in a readily understood language and manner.
b. When the client states (or otherwise indicates) that s/he wants to file a formal complaint, the staff person whom the client speaks with will refer the matter to the supervisor on the same day.
c. Upon receipt of a formal complaint, a supervisor will review the request and make every attempt to resolve the stated concern as promptly as possible. The supervisor will contact the complaint designee within two working days.
d. The complaint designee will contact the complainant within five (5) working days

to acknowledge receipt of the complaint. The designee will explain the complaint and appeal process. If a verbal complaint has been made, the designee volunteers to meet with the complainant to assist in writing the complaint if s/he feels this may be useful.

e. The following procedures outline the steps which a complaint designee will implement when responding to a complaint:
    1. The designee makes inquiries and formulates a possible resolution to the complaint.
    2. The designee reviews the information obtained from the inquiry and proposes a possible resolution to the agency/system director.
    3. The designee provides a verbal decision to the complainant within twenty (20) calendar days from the acknowledgement date in Step E. Included with the decision will be the process for appeal directed by the Agency/System Director.
    4. If the complainant does not reach a satisfactory resolution from his/her perspective, s/he can appeal to the Agency/System Director in writing, within seven (7) calendar days of the designee's verbal decision provided by the designee.
    5. Following a review of the information, the Agency/System Director makes the final, formal written decision to the complainant within seven (7) calendar days of the written appeal.
    6. The designee ensures that no retaliation, threats or discrimination against the complainant occur and retains records for all formal complaints in a confidential file, separate from a complainant's client file, for five (5) years from completion of the formal complaint.
    7. The foregoing procedures are in addition to, and not in lieu of, the anti-discrimination policies of CCSWW.

The Sophia Way GRIEVANCE POLICY AND PROCEDURE

Purpose

The Sophia Way believes that all persons, regardless of their circumstances, are deserving of courtesy and respect. The Sophia Way staff members are expected to treat all Program Participants respectfully. In turn, The Sophia Way expects all Program Participants to behave courteously towards staff members, volunteers, and other Program Participants. This Grievance Policy ensures The Sophia Way Program Participants a review of complaints and/or disputes.

Implementation

There are three steps to the Grievance Policy:

1. Grievance forms may be obtained at the Main Administrative office or directly from the shelter staff.

These are the three steps to the Grievance Policy: program participant s/b lower case in all instances

1) Discuss the matter directly with the staff member involved. Many times, misunderstandings or miscommunication can be resolved at this level, and both parties can be satisfied. It might be best to ask the staff member to set aside time to speak. The Program Participant may move to the next step if not satisfied at this level.

2) Send an email to client.feedback@sophiaway.org or request a Grievance Form from staff and complete it. Emailed Grievances submitted will be reviewed by the Program Manager and the Director of Client Services and Shelter Program. For paper Grievance Forms - if the issue is related to shelter life, the Grievance Form should be directed to the Lead Shelter Supervisor, who will give a copy the Director of Client Services and Shelter Programs. If this issue is related to the Lead Shelter Supervisor, the Grievance Form should be directed to Director of Client Services and Shelter Program and placed in the lock box. If the grievance is related to Case Management services, the grievance should be directed to Director of Client Services and Shelter Program and placed in the lock box. The staff member who receives the form will respond, in writing, within five working days of receiving the grievance.

3) If unsatisfied with the response, the Participant may request that the grievance be forwarded to the Executive Director for review. Please note that the Executive Director is only available by appointment in the event that the grievance cannot be resolved by program staff. Program Participants may not be connected directly to the Executive Director by calling or coming to the main office. The program staff are best prepared to address grievances. The Executive Director will take one of the following steps.

a) Give the Program Participant a written response which will indicate the final disposition.

b) Call a conference for all parties involved in the incident. The final disposition will be determined at this conference. A letter of disposition will then be issued to the Program Participant within five working days of the incident.

Grievance Forms may be obtained at the office or from Shelter Staff.

M. Supportive Services

I. Provision of Supportive Services

Clients may need job training, job search assistance, educational training, health care, chemical dependency treatment, mental health counseling, adequate food, assistance to develop independent living skills, and other supportive services to promote personal well-being and self-sufficiency.

Supportive social service needs vary from individual to individual, and each client works closely with their case manager and local community service providers to develop a unique goal plan for the individual client. The case manager refers, coordinates and monitors services as a liaison between participants and social service providers.

The case manager documents clients' progress toward desired outcomes and works to ensure adherence to service agreements and commitments made by local community service providers. Other case managers from local agencies often continue to monitor and work with participants who utilize New Bethlehem Place and Helen's Place. Case managers from local community service agencies provide creative problem-solving through linkages to broader community services and resources.

NBP submits quarterly and annual reports to public funders on the program's operations to ensure it is being held accountable for meeting its intended goals. Evaluations of the program's operations are made through review of these reports.

II. DETAIL OF SUPPORTIVE SERVICES

The NBP case manager and local community service agencies work closely with participants to secure and monitor the following types of services to individual clients. This list is not all-inclusive. Staff works with the individual to develop their self-identified goals and connects the client to outside services to assist in reaching these goals.

Counseling: Adults who need intensive counseling may be referred to the CReW Program (Catholic Community Services), which provides onsite mental health services and outreach at Kirkland Shelter for Women and Families. Clients may also be referred to programs through IKRON, Sea Mar, YES, and Sound Mental Health.

Drug/Alcohol Counseling: If chemical dependency treatment is requested, the case manager connects the client with the appropriate service provider, such as CReW (Catholic Community Services), which can provide onsite chemical dependency counseling at Kirkland Shelter for Women and Families

Health Care: Many clients have medical care needs. Community health centers and hospitals such as Healthpoint, Seamar, Overlake and Evergreen are the primary places to which we make referrals, with Healthpoint in Redmond used most frequently. We are seeking an on-site nurse provided by a local health clinic or Healthcare for the Homeless.

Information & Referral: Advocates and the case managers encourage and facilitate client connection to needed resources. Staff strive to create a comfortable dynamic for outreach and engagement.

Children's Services: The CCS Volunteer and Education Coordinators, with support from the Lead Advocates, organize supports for families, for health, success in school, family stability, growth, and safety. They will lead educational and recreational activities for families, with program staff or volunteers. They will connect with daycare, schools, out-

of-school-time programs, health care providers, nutritionists, chemical dependency and mental health providers, Child Protective Services, and other professionals.

Transportation: The Kirkland Place for Families and Women is near a major intersection where several bus routes serve. A large grocery store and multiple shops are within walking distance.

N. STATEMENT OF POLICIES

NON DISCRIMINATION

It is the policy of CCS to comply fully with all Federal, State, and local nondiscrimination laws. CCS does not deny an individual the opportunity to apply for or receive services at New Bethlehem Place on the basis of race, color, sex, religion, creed, national or ethnic origin, age, family or marital status, handicap or disability.

To further its commitment to full compliance with applicable Civil Rights laws, CCS provides Federal/State/local information to clients and potential clients regarding discrimination and any recourse available to them if they are victims of discrimination. Such information is made available during the application process, and is posted in a public area.

Posters and information are displayed in locations throughout CCS properties in such a manner as to be easily readable from a wheelchair. The staff offices of CCS are accessible to persons with disabilities. Accessibility for the hearing impaired is provided by TDD/TDY telephone numbers.

SERVICE POLICY/ACCOMMODATIONS

Catholic Community Services provides equal access to services to individuals without regard to race, color, sex, sexual orientation, gender identity and expression, marital status, families with children, political ideology, age, creed, religion, ancestry, national origin, veteran or military status, or the presence of a physical, sensory, or medical disability or the use of a trained dog guide or service animal by a disabled person.

CCS facilitates access and removes barriers to service whenever possible. When a request is made for a service or support that CCS does not provide, CCS staff will inform clients about other services or service providers in the community that may be able to meet their needs.

EQUAL EMPLOYMENT OPPORTUNITY

CCS practices equal employment opportunity in the hiring, promotion, and conditions of employment. Position vacancies are advertised in media of general circulation and by other suitable means. CCS's recruitment practices apply aggressive outreach to community-based racial and ethnic groups so that the composition and culture of the staff reflects the

composition and culture of the community to the best extent possible. All CCS job postings display the equal employment opportunity logo and slogan prominently.

PRIVACY RIGHTS

The policy of CCS regarding the release of information is in accordance with State and local laws that may restrict the release of applicant/participant information. Any and all information which would lead one to determine the nature and/or severity of a person's disability is kept in a separate folder and marked "confidential." The personal information in this folder is not released except on an "as needed" basis in cases where an accommodation is under consideration. All requests for access and granting of accommodations based on this information is approved by the Program Manager of CCS.

CCS's practices and procedures are designed to safeguard the privacy of applicants and program participants. All applicant and participant files are stored in a secure location which is only accessible by authorized staff. The staff of CCS does not discuss applicant or participant information contained in files, unless there is a business reason to do so. Inappropriate discussion of such information, or improper disclosure of such information by CCS staff, may result in disciplinary action.

O. PROGRAM AGREEMENTS

CCS clients sign a CCS Consent to Services and Client Rights form, a New Bethlehem Place program Agreement to Services including rules, and the King County HMIS – Client Consent to Data Collection and ROI form indicating consent or non-consent to sharing of personal identifying information in the King County HMIS database. CCS and Sophia Way clients will be provided a copy of the Resident Manual to review as part of the process.

The program agreement is not a lease. Shelter stays are a service dependent on the client's adherence to shelter rules and may be terminated at any time. All clients' personal possessions on the property are subject to staff's inspection at any time, for reasons of safety. Illegal and dangerous possessions may not be kept in the building or on the property.

SEE FUNDER CONTRACTS FOR SPECIFIC DETAILS ON FUNDING REQUIREMENTS

APPENDIX A: INTEGRATED PEST MANAGEMENT PLAN

Overview

The presence of common pests such as bed bugs, cockroaches, and rodents and the chemicals used to control them can affect allergies, asthma, and more serious health risks. Structural and landscape pests can also pose significant problems to physical property and the environment. By limiting the usage of pesticides, which may include known carcinogens, endocrine disruptors, and asthma triggers, it can greatly reduce harmful exposures for both shelter clients and pest control operators. Integrated Pest Management (IPM) is an effective and environmentally sensitive approach to pest management that relies on a combination of current practices, information on the life cycles of pests and their interaction with the environment. It is therefore our policy to use this IPM program to control home, structural, and landscape pests in and around all buildings in our portfolio. The effectiveness of IPM depends on coordinated actions by shelter clients, property managers, and pest management professionals.

Goals

Through our IPM program, pests will be managed to:

- reduce any potential human health hazard;
- protect against a significant threat to public safety;
- prevent loss or damage to housing resources, structures or property;
- prevent pests from spreading beyond the property; and
- provide a safe and decent place to live and work for clients, staff, and others.

A Client's Role

Shelter clients are asked to take steps to prevent bringing pests home, immediately call management when they see a pest, and keep their rooms or sleeping dorms clean and clutter-free. Commend them, as these shelter clients are doing their part.

Shelter clients are asked to report pest problems in the rooms immediately to schedule inspection and possible extermination on the next available date. Rooms scheduled for extermination should clear items from under beds, desks, wardrobes, and other additional areas as instructed by management. Shelter clients are responsible for keeping their rooms clean and free from debris, residue and refuse that may attract pests. Shelter clients should also notify management in the event of allergies or other sensitivities. Failure to cooperate or denial of entry to the pest control vendor is considered interference with management and will constitute a housing violation.

Staff Role

All staff, shelter clients, and any contractors hired to perform pest management or structural repairs, will be subject to this policy. New Bethlehem will designate an IPM Coordinator to manage the site activities concerning the IPM program. IPM Coordinators will be responsible for the activities including, but not limited to, maintaining records and analyzing to improve the program, ensuring pesticides are applied by a licensed

professional with approved products, educating staff and shelter clients about pests and pest management, and facilitating cooperation among all individuals who have a role in pest management (the "IPM team"). The site IPM Coordinator must also notify shelter clients before any application of pesticides.

Site Staff Responsibility

1. Communicate the pest management policies and procedures to all building occupants, administrative staff, maintenance personnel, and contractors.
2. Identify pests and environmental conditions that will limit the spread of pests.
3. Maintain an ongoing monitoring and record keeping system for regular sampling and assessment of pests, surveillance techniques, remedial actions taken and checking for program effectiveness.
4. Improve sanitation, waste management, mechanical pest management methods, and/or natural control agents that have been carefully selected as appropriate in light of allergies or cultural preferences of staff or shelter clients.
5. Enforce and develop an outreach/educational program and ensure that housing agreements reflect shelter clients' responsibilities for:
   - Proper housekeeping;
   - Reporting presence of pests, leaks, and mold;
   - Cooperating with specific IPM requirements such as obtaining permission of management before purchasing or applying any pesticides; and
   - Avoiding introduction of pests into buildings on used mattresses and other recycled furniture.
6. Champion pesticide safety at the property by:
   a. Ensuring that only a licensed PMP uses pesticides on site;
   b. Obtaining copies of pesticide label/info or material safety and data sheets (MSDS); and
   c. Notifying shelter clients of plans to use pesticide 48 hours in advance (even in the grass).
7. Custodial cleaning must be performed daily while pest control must be performed on a monthly basis at a minimum.

Pests

Pests include arthropods, wood-infesting organisms, nuisance birds, and any other undesirable non-bacterial organisms in, on, or under structures. Strategies for managing pest populations will be influenced by the pest species and how much of a threat they hold.

Pest Management

Pest management strategies must be included in an approved IPM Plan for each site and will be developed with assistance from a qualified IPM expert who is certified by QualityPro (offering the GreenPro Service), GreenShield, EcoWise, or similar program. The IPM Plan will contain both general procedures and specific action plans for each pest mentioned above, are to be updated at least annually by site staff and more frequently if necessary and will include the following:

- inspection and monitoring guidelines;

- an action threshold;
- acceptable management strategies;
- and criteria for selecting management strategies.

Integrated Pest Management Procedures

New Bethlehem shall follow the IPM approach outlined below and detailed in the IPM Plan to determine when to control pests and what control methods to use. These procedures shall be implemented by the most economical means and with the least possible hazard to people, property, and the environment. The IPM Plan includes:

1. Monitor each pest to determine population, size, occurrence, and natural enemy population (if present), using visual inspection and monitoring devices. Monitor in every room and common area at least once per year. Identify decisions and practices that could affect pest populations. Keep records of all annual inspections and monitoring.
2. For each pest species at each site, set an action threshold.
3. Consider a range of potential treatments for each pest problem. Employ non-pesticidal tactics first. Consider the selection and use of approved chemicals only as a last resort and in accordance with the provisions of this policy.
    a. Determine the most effective treatment time, based on local conditions.
    b. Eliminate clutter to reduce food and living space.
    c. Use physical controls such as hand-weeding, traps, and barriers.
    d. Although the goal of this IPM program is to reduce and ultimately eliminate use of toxic chemicals, toxic chemicals may become necessary in certain situations. If it becomes necessary to use pesticides, they will be applied during appropriate times and in such a way to maximize their efficacy and minimize the possibility of human exposure.
    e. Conduct ongoing educational programs:
        - Acquaint administrative personnel, staff, pest managers, and shelter clients with pests' biology, the IPM approach, and procedures used to achieve the IPM program goals.
        - Monitor treatment to evaluate effectiveness. Keep monitoring records and include them in the IPM log book for at each site.

Notification

New Bethlehem shall take the responsibility to notify shelter clients and site staff of upcoming treatments that involve a pesticide application. Shelter clients will be informed of the IPM program at the time of check-in. Check-in orientation will include a brief introduction to IPM and the client's responsibilities in the IPM program. Shelter clients will be responsible for ensuring the pest management professional has access to the room or sleeping dorm and for completing any necessary preparations as detailed by site staff. Unless more strict state regulations apply, notices will be posted in designated areas in the offices and common areas at least 48 hours in advance of treatment and are to remain posted in accordance with instructions on the pesticide product's label.

Day-to-Day IPM

1. Everyone on the New Bethlehem staff team inspects for pest, identifies the problem, and plans for action. The plan includes who will do what.
2. Whoever finds a pest calls in a work order, which is coded to be pest-specific. The work order or other recordkeeping system is crucial for tracking problems so that property-wide trends can be identified and addressed.
3. At least two control options are used (for example, cleaning the kitchen and setting mouse traps. Pesticides are never the only control tactic. Room-specific records are put in an IPM log every time a staff member or a PMP works on the problem.
4. Team members continue to inspect, monitor, record observations, and follow up. If the initial efforts don't work, team members reevaluate the treatment plan and try a different set of control options. Learning where control was not successful helps an IPM program develop into a system that works for the site.

Common pests in this area include:

• Ants (Carpenter [Red, Black, Hybrid], Odorous House, Pavement, or Pharaoh)
• Cimex (Bed Bugs, Bat Bugs)
• Bees/Wasps/Hornets (Bald-faced, Honey, Yellowjacket)
• Beetles (Cabinet/Warehouse, Confused Flour, Red Flour, Sawtoothed Grain, Weevils [Granary, Rice], Yellow Mealworm)
• Birds (European Starling, Pigeon/ Rock Dove, Gull)
• Cat Fleas
• Cockroaches (American, Brown-banded, Smoky Brown)
• Earwigs
• Flies (Blow/Bottle, Cheese Skipper, Cluster, Deer, Drain/Moth/Filter/Sewage Gnat, Fruit/Vinegar, Gnats, horse)
• Mice (House, Deer/White-footed)
• Millipedes & Centipedes
• Mosquitoes
• Moths
• Pillbugs and Sowbugs
• Rats
• Silverfish and Firebrats
• Spiders (Black Widow, Brown Widow, Brown Recluse)
• Termites (Drywood, Eastern Subterranean, Formosan Subterranean)
• Ticks (Lone Star, Blacklegged/Deer, American Dog, Brown Dog)
• Wildlife: Feral Cats, Bats (Little Brown, Big Brown)

Definitions

Action threshold: The maximum pest population that can be tolerated at a particular time and place without posing a hazard to people, property, and the environment.

Application: The actual act of using a pesticide or other technique for the purpose of pest control.

Conducive conditions: An attribute of a given location that can lead to pest presence; structural conditions that contribute to an infestation.

Exclusion: Sealing cracks or openings using items like , or repairing damage to windows, screen doors, utility conduits, and other sites where pests can enter structures or move within structures.

Inspection: A systematic searching for pests, damage, stains, hair, cast skins, or other evidence to identify a pest problem and its extent.

Mechanical controls: Traps, including mechanical, sticky, and light, and other tools besides pesticides that can be used to control pests.

Pest: A living organism (animal, plant, or microorganism) that interferes with human purposes for the property.

Pesticide: Any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest (U.S. EPA).

Pest Management Professional (PMP): A company licensed to provide commercial pest management services.

Sanitation: Cleaning up food, water, and clutter that attract pests and allow them to survive. Another description of sanitation is "good housekeeping."

Treatment: Employment of procedures, application of materials, or the use of resources designed to alleviate pest problems.

APPENDIX B: ENERGY AND WATER MANAGEMENT

ENERGY MANAGEMENT

There are ten (10) photovoltaic (PV) panels installed at the south edge of the roof.

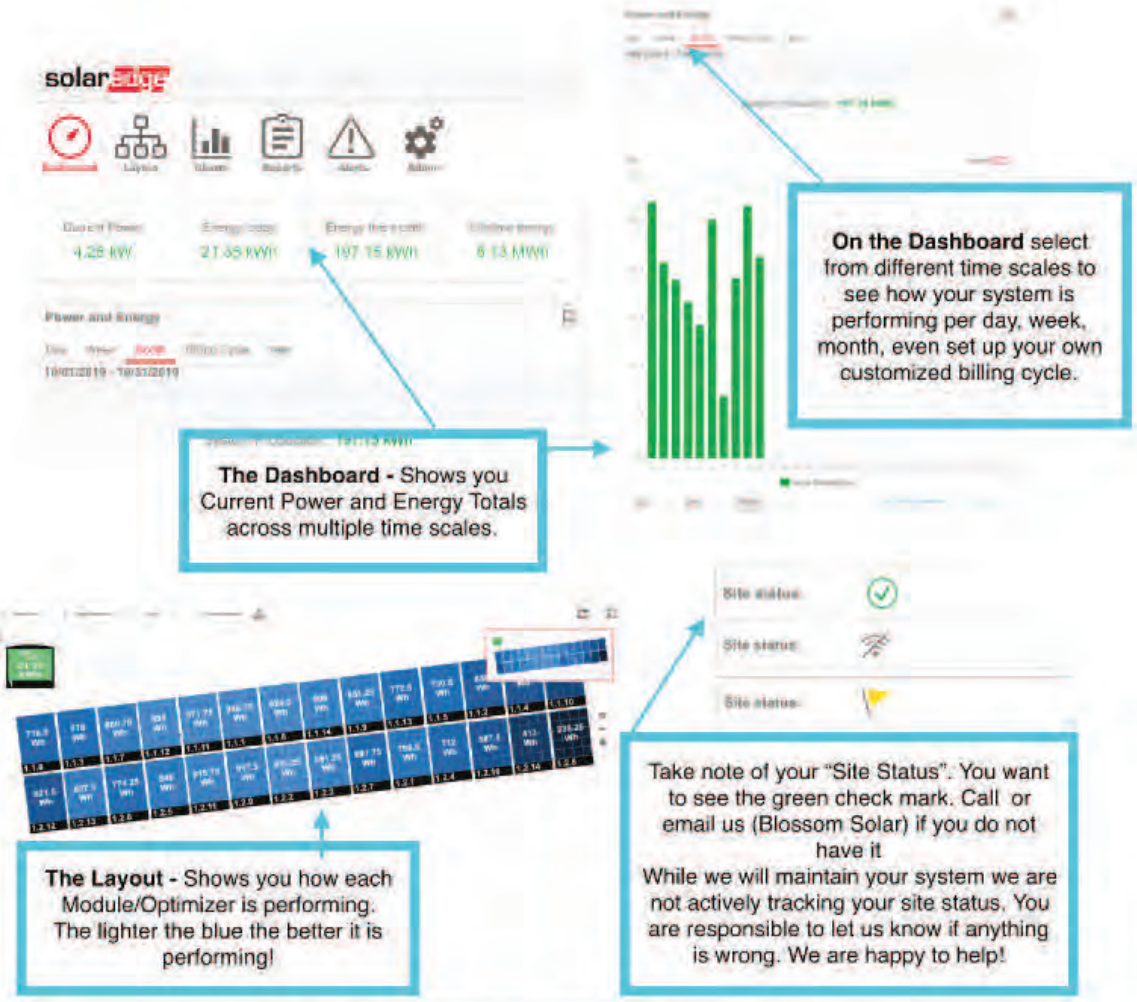
The energy output from these panels may be read from a meter installed in the electrical room in the basement (referred to as the "Monitoring Platform" in the Operations and Maintenance manual). The Monitoring Platform enables monitoring the technical and financial performance of the panels and provides past and present information on the system performance. The platform may be used to view the latest performance of specific components, find under-performing components, and pinpoint the location of alerted components. For more information on the monitoring platform, refer to https://www.solaredge.com/products/pv-monitoring#/.

Catholic Community Services has a net metering account with Puget Sound Energy (PSE): #220022917334. New Bethlehem staff will review the building's energy usage in conjunction with its PSE invoices on an as-needed basis or monthly at a minimum to determine if there is higher-than-average energy consumption that may need to be addressed by staff. Similarly, New Bethlehem will review the Monitoring Platform on an as-needed basis or monthly at a minimum to confirm there is no maintenance required on the PV Panel system.

The system information is as follows:
System Size (in DC Nameplate Capacity): 3.1 kW
Total Max Continuous AC Inverter Output: 3.8 kW
PV Module Manufacturer/Model: Silfab SLA-M 310 (10 modules in total)
Inverter Manufacturer/Model: SolarEdge SE3800H-US
System includes PSE Production Metering

The Monitoring Platform may also be read using an app on a Smart Phone. Instructions from the installer (Blossom Solar) are provided below.

For Operations and Maintenance information, refer to Section U – Solar Panels (page 2,512) of the O&M Manual.



What does the monitoring portal do?

The monitoring portal is your best access to your solar system. Whenever there is anything wrong with your system we use this portal to troubleshoot in-house and through technical support. It is important that your system maintains internet connectivity. Know that if your system is not showing any production, chances are your inverter has simply stopped reporting online. Check the system through the app to ensure production and give us a call, the system may just need to reestablish internet connectivity or needs a firmware update.

BlossomSolar

WATER MANAGEMENT

Water submeters have been installed at the following locations, above the ceiling:

- Commercial washer hot water line in basement laundry room 002;
- Commercial washer cold water line in basement laundry room 002;
- Five (5) residential washer hot water lines in laundry room 205;
- Five (5) residential washer cold water lines in laundry room 205; and
- Six (6) shower hot water lines in restrooms 215 and 216.

Each meter is equipped with NoWire 1.0 Model 2100 meter reading equipment, which includes a cellular modem that provides internet access to the meter data via a T-mobile cellular account. The NoWire reader wirelessly records and displays meter readings either via the front panel LCD display or the cloud via the MeterData™ portal. Charges for this service are $30 per month or $360 per year.

New Bethlehem staff will review the water usage on an as-needed basis or annually at a minimum. Water usage will be reviewed to determine if there are leaks within existing fixtures and whether there is higher than average consumption in either program that may need to be addressed by staff.

APPENDIX C: EMERGENCY MANAGEMENT PLAN

Kirkland Place for Families and Women
Emergency Management Plan

Emergency Planning Education

In an effort to educate residents and new staff about what to do in the event of an emergency, a description of all emergency procedures, policies, and available resources will be provided upon move in for residents and onboarding for staff (*Attachment A)*. This information will include the location of all emergency exits (*Attachment B*), and evacuation meet up point (*Attachment C)* to ensure that all residents and staff are accounted for in the event of an emergency. In addition, residents will be referred to emergency preparedness resources in their preferred language and information will be posted in community spaces (*Attachment D).* One staff person will be appointed per floor to be their floor's "safety leader" and assist with evacuating residents in the event of an emergency.

Planning for a Potential Disruption in Services

Staff to hold annual community meetings during which they distribute information about how to prepare for a disruption in services and provide residents with an "emergency kit" with water, prepared food, and other essentials *(Attachment D)*.

In the event that the elevators are not available for use, staff should have a list of residents who are physically unable to use the stairs and provide specialized outreach (*Attachment F).*

Evacuation and Shelter in Place

In the event of an **evacuation**:

- Staff will instruct residents to follow the building's "exit" signs and evacuate the building using the intercom system;
- At move in, residents will be instructed of the emergency exit nearest to their unit;
- In the event that elevators are not working, residents will be instructed to use the stairs;
- Staff will assist residents who are unable to use the stairs;
- Residents will be instructed to evacuate to the "meeting point" (*Attachment C).*

In the event of a **shelter in place**:

- Staff will instruct residents to stay inside and instruct them to close all windows;
- Staff will quickly lock exterior doors and close windows;
- Staff will be trained on how to turn off all air vents, fans, heating and air conditioning systems, and clothes dryers;
- Staff will be in communication with CCS and Sophia Way Agency Leadership and follow all instructions from emergency personnel. A copy of the building's as well as each program's emergency plan will be kept in the main shared offices for staff reference.

Communication Plan

In the event of an emergency:

- Staff will be in communication with CCS and Sophia Way Agency Leadership for instruction via the agency phone tree (*Attachment E)*;
- Key staff will communicate with residents and provide necessary instructions;
- Staff will have a list of residents who may need additional outreach and maintain in-person contact with them as much as is possible.

Infrastructure and building shutdown procedures

The Property Management team meets annually to review the emergency preparedness plan. Each year the following roles are addressed in planning for a shutdown. The team updates and reviews the "Emergency Equipment Locations" inventory sheet.

Accountability and specific roles for shutdown tasks are agreed upon and documented in the plan.

Equipment Shutdown- the Maintenance lead at the property is responsible for shutting down critical equipment that may threaten the building and residents. If the Maintenance Lead isn't available to do so, the Maintenance Second takes these responsibilities. The Maintenance Lead works with the contracted vendor to schedule a rapid response to address the system issue.

Resident Coordination in cases of Evacuation: The Property Manager communicates the shutdown throughout the building. If evacuation of the building is warranted during this shut-down, the Property Manager will coordinate and ensure the evacuation procedures are followed to get residents, staff and guests safely out of the building and to the designated evacuation area. Property Manager will conduct a sweep of the building to ensure all staff and residents evacuated.

If the building has a critical loss, due to a fire, Property Management and Service staff will work together to relocate impacted residents. The staff maintain relationships in the community that help in relocating residents to other housing/shelters. The Agency will work as quickly as possible to develop scope and contract for repairs to limit the time a resident is relocated due to a shutdown or loss.

Inspection Procedures following an Emergency

The impacted areas of the building will be inspected by the maintenance lead or by licensed contractor, as may be warranted. If the emergency is related to fire, or other critical loss, the local fire department will inspect the building for safe return. As required by local or State laws, a licensed contractor will be brought in to clear critical systems and equipment issues and bring them back online.

Re-housing Following an Emergency

Short-term Re-housing – if a short-term rehousing of a resident is warranted, the staff will work with the shelters, hotels, and other resources in the surrounding communities to find a suitable place for a resident to stay. Staff will make their best efforts to locate the resident within the neighborhood.

Proximity to Shelters and Other Resources

Nearby Shelters:

- Sophia's Place
  3032 Bellevue Way NE, Bellevue, WA 98004
  (425) 896-7385
- CCS Family Shelter at the Baymont Inn
  12223 NE 116th St, Kirkland, WA 98034
  (425) 947-1030
- Friends of Youth
  13116 NE 132nd St, Kirkland, WA 98034
- (425) 869-6490
- Sacred Heart Shelter
  232 Warren Ave N, Seattle, WA 98109
  (206) 285-7489

Nearby Services:

- Hopelink
  11011 120th Ave NE, Kirkland, WA 98033
- (425) 889-7880
- Saint Vincent de Paul
  5950 Fourth Avenue South
  Seattle, WA 98108
  206-767-9975
- DSHS Bellevue
  805 156th Ave NE N40-1, Bellevue, WA 98007
  (877) 501-2233

Salt House Church (supportive church services)

11920 NE 80th St, Kirkland, WA 98033; (425) 298-4973

Holy Family Catholic Church (supportive church serves)

7045 120th Ave NE, Kirkland, WA 98033; (425) 822-0295

Lake Washington United Methodist Church (Safe Parking Program & supportive services)

7525 132nd Ave NE, Kirkland, WA 98033; (425) 885-3311

Attachment A: Resident Emergency Plan

Tornado	When a warning is issued by sirens or other means, seek inside shelter. Consider: (1) Small interior rooms on the lowest floor and without windows, (2) Hallways on the lowest floor away from doors and windows, and (3) Rooms constructed with reinforced concrete with no windows. Tips: • Stay away from outside walls and windows. • Use arms to protect head and neck. • Remain sheltered until the tornado threat is announced to be over.
Earthquake	What do you do during an earthquake? • Take cover until the shaking stops and do not run outside if indoors. You expose yourself to danger of falling objects if you go outdoors. • Stay in bed if you are there. Hold on and protect your head with a pillow • If inside, stay there. Crouch down on your knees and cover your face and head. Get under a sturdy table or desk; Use your apartment entry doorway if it is in close proximity to you. • Stay away from glass and objects that can tip, roll, shatter or collapse. • If outside, stay away from buildings, street lights, and utility wires. • Once in the open, stay and drop to your knees and cover your head if necessary. • If you are in a vehicle, stop safely away from buildings, trees, and overhead wires. Stay put, and keep away from bridges, ramps, and overhead dangers. What do you do after an earthquake? • Locate Staff lead and follow their instructions.
Hurricane	If a hurricane watch has been issued: Stay calm and await instructions from a designated official. • Continue to monitor local TV and radio stations for instructions. • Move out of low-lying areas or from the coast, at the request of officials. • If you are on high ground, away from the coast and plan to stay, secure the building, moving all loose items indoors and boarding up windows and openings. • Collect drinking water in appropriate containers. • If a hurricane warning has been issued: Be ready to evacuate as directed by a designated official. • Leave areas that might be affected by storm tide or stream flooding. During a hurricane remain indoors and consider the following: (1) Small interior rooms on the lowest floor and without windows, (2) Hallways on the lowest floor away from doors and windows, and (3) Rooms constructed with reinforced concrete, brick, or block with no windows.

Blizzard	• Stay calm and await instructions from a designated official. • Stay indoors! • If there is no heat: Close off unneeded rooms or areas, stuff towels or rags in cracks under doors, cover windows at night. • Eat and drink. Food provides the body with energy and heat. Fluids prevent dehydration. • Wear layers of loose-fitting, light-weight, warm clothing, if available.
All Other Emergencies	• Please follow staff direction from your respective program for all other emergencies not covered by the previous sections.

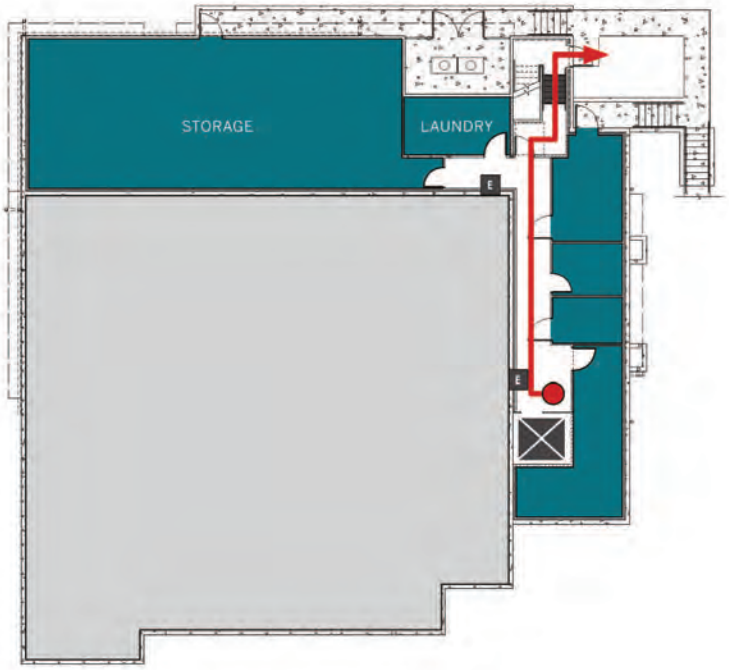
Attachment B: Emergency Exit Maps

EMERGENCY EVACUATION

BASEMENT

- YOU ARE HERE
- STAIRS
- ELEVATOR
- ESCAPE ROUTE
- E FIRE EXTINGUISHER

NORTH



IN CASE OF FIRE, USE STAIR FOR EXIT.
DO NOT USE ELEVATOR.

EMERGENCY EVACUATION

1

YOU ARE HERE

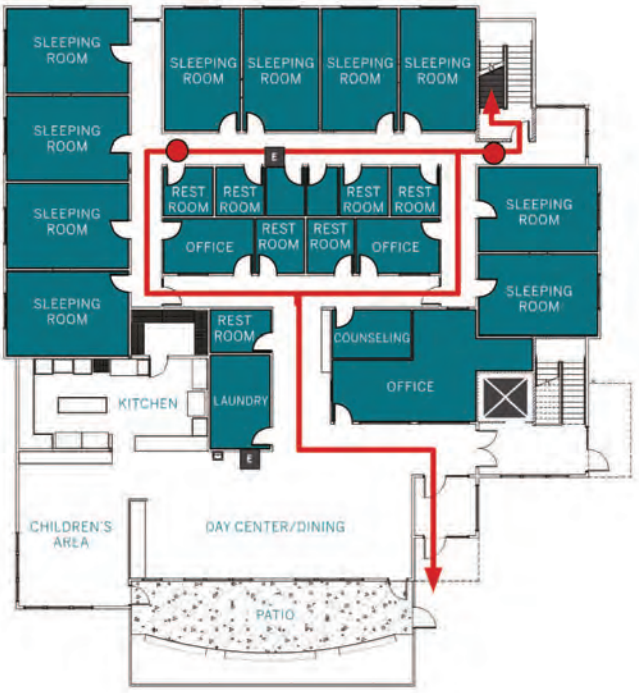
STAIRS

ELEVATOR

ESCAPE ROUTE

E FIRE EXTINGUISHER

NORTH



IN CASE OF FIRE, USE STAIR FOR EXIT.
DO NOT USE ELEVATOR.

EMERGENCY EVACUATION

2

YOU ARE HERE

STAIRS

ELEVATOR

ESCAPE ROUTE

E FIRE EXTINGUISHER

NORTH

IN CASE OF FIRE, USE STAIR FOR EXIT.
DO NOT USE ELEVATOR.

Attachment C: Evacuation Meetup Point

Attachment D: Emergency Preparedness Resources

Source: https://www.shakeout.org/washington/downloads/2_Weeks_Ready_Insert_Seattle_OEM.pdf

BE PREPARED

MAKE A PLAN

Determine an accessible meeting place in case you have to leave your home or work, so you can reunite your family.

LEARN ABOUT DISASTER PLANS FOR

- Your work
- Your children's school
- Your medical and/or transportation provider
- Other places where your family spends time

Check with your local emergency management office to:

- **find out what hazards could affect your home and place of work**
- **sign up for emergency alerts and notifications**
- **identify your local emergency alert system (EAS) radio stations**
- **know your evacuation and alternate transportation routes**

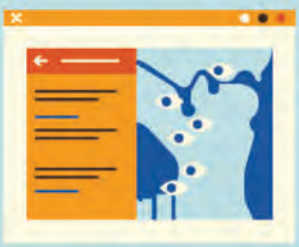
DEVELOP A COMMUNICATIONS PLAN

- Write down emergency contact information
- Texts are more likely to go through
- Have an extra cell phone charger and batteries
- An out-of-area contact can serve as a relay point for family communication

HELP EACH OTHER

Know how you'll help people and pets who normally rely on you

Form a neighborhood group: for examples and suggestions, see Map your Neighborhood at: **emd.wa.gov/myn**



Help organizations in your neighborhood that may need support during a disaster

Attend free disaster skills workshops offered by your local emergency management office and learn basic survival skills

MYN Map Your Neighborhood

CERT COMMUNITY EMERGENCY RESPONSE TEAM

EMERGENCY MANAGEMENT DIVISION EM WASHINGTON

ACTIONS TO TAKE DURING A QUAKE

The Great Washington ShakeOut

DURING THE SHAKING

DROP

COVER

AND HOLD ON

If there is no table around, get lower than the other furniture.

THINK

BENEATH

BESIDE

BETWEEN

AFTER THE SHAKING

CHECK YOUR BUILDING:

- For structural damage
- Shut off the water at the main valve
- **Shut off gas only if you:**
  - Smell natural gas
  - Hear hissing
  - See the dial spinning rapidly

Check for injuries and apply basic first aid

Leave building if unsafe

Help your neighbors

FOR MORE INFORMATION

Local television

Your local Emergency Management office

Emergency radio stations
NOAA weather radio channels

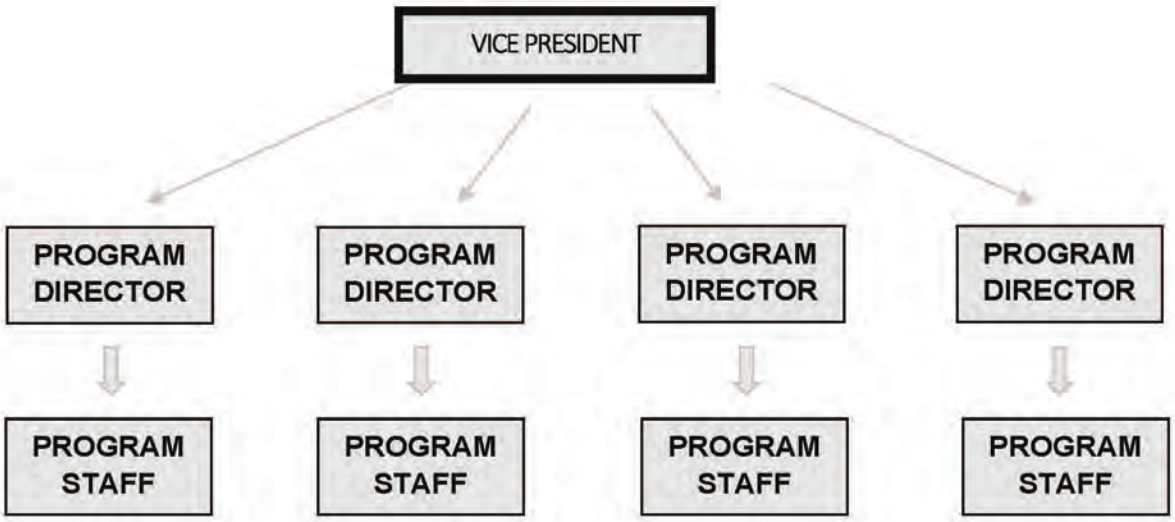
Twitter **@waEMD**

Facebook **facebook.com/WashEMD**

Attachment E: Staff Communication in an Emergency

(1) CCS King County Agency Director Bill Hallerman: 206-718-2025
CCS King County Sacred Heart Shelter Program Director Gillian Parke: 206-387-2901
(2) CCS "New Bethlehem Programs" Program Manager & "Kirkland Place for Families and Women" Property Manager Amber North: 206-900-5908 [Building primary contact]
CCS New Bethlehem Programs Operations Manager Andrew Ndayambaje: 206-472-4465
(3) The Sophia Way Executive Direct Alisa Chatinsky
The Sophia Way Director of Client and Shelter Services Dietra Clayton
(4) The Sophia Way Vehicle Outreach Coordinator Eric Ballentine
(5) The Sophia Way Helen's Place Program Manager

SAMPLE TELEPHONE TREE



If you are unable to make contact with your Region/System Leader, attempt to contact one of the following individuals:

Michael Reichert: CCS/CHS President
Work Cell Phone: **206-579-1082**
Work Landline: **206-328-5702**
Work Email: **michaelr@ccsww.org**

Irene Ward: Executive Vice President and Chief of Operations
Work Cell Phone: **206-949-3345**
Work Landline: **206-328-5697**
Work Email: **irenew@ccsww.org**

Kim Williams: Vice President - Human Resources Director
Work Cell Phone: **206-799-9387**
Work Landline: **206-328-5965**
Work Email: **kimw@ccsww.org**

Chris Jowell: Vice President – CHS Agency Director
Work Cell Phone: **425-478-5317**
Work Landline: **206-328-5669**
Work Email: **chrisj@ccsww.org**

Denny Hunthausen: Vice President – CCS Southwest Agency Director
Work Cell Phone: **253-226-3617**
Work Landline: **253-502-2704**
Work Email: **dennyh@ccsww.org**

Bill Hallerman: Vice President - CCS-King County Agency Director
Work Cell Phone: **206-718-2025**
Work Landline: **206-328-5908**
Work Email: **billhall@ccsww.org**

Peter Nazzal: Vice President - Long Term Care Director
Work Cell Phone: **253-225-0114**
Work Landline: **253-502-2781**
Work Email: **petern@ccsww.org**

Mary Stone-Smith: Vice President - Family Behavioral Health System Director
Work Cell Phone: **253-225-0984**
Work Landline: **253-761-3860**
Work Email: **maryss@ccsww.org**

Will Rice: Vice President - CCS Northwest Agency Director
Work Cell Phone: **306-303-1037**
Work Landline: **360-676-2187 x 105**
Work Email: **willr@ccsww.org**

Attachment F: How to Assist Persons with Disabilities During an Evacuation

- **TO ALERT PERSONS WHO ARE VISUALLY IMPAIRED**
  Announce the type of emergency.
  Offer your arm for guidance.
  Tell person where you are going and alert the person to obstacles you encounter.
  When you reach safety, ask if further help is needed.

- **TO ALERT PERSONS WITH HEARING LIMITATIONS**
  Turn lights on/off to gain the person's attention, or
  Indicate directions with gestures, or
  Write a note with evacuation directions.

- **TO EVACUATE PERSONS USING CRUTCHES, CANES, OR WALKERS**
  Evacuate these individuals as persons with injuries.
  Assist and accompany to evacuation site if possible, or
  Use a sturdy chair (or one with wheels) to move person, or
  Help carry individual to safety.

- **TO EVACUATE PERSONS USING WHEELCHAIRS**
  Non-ambulatory persons' needs and preferences vary.
  Individuals at ground floor locations may exit without help.
  Others have minimal ability to move – lifting may be dangerous.
  Some non-ambulatory persons have respiratory complications.
  Remove them from smoke and vapors immediately.
  Wheelchair users with electrical respirators get priority assistance.
  Most wheelchairs are too heavy to take down stairs.
  Consult with person to determine best carry options.
  Reunite person with the chair as soon as it is safe to do so.

List self-identified persons with disabilities who request evacuation assistance during an emergency.

Name: _____
Room/Bldg.: _____
Phone: _____
Evacuation Assistant: _____
Disability and Instructions: _____

Name: _____
Room/Bldg.: _____
Phone: _____
Evacuation Assistant: _____
Disability and Instructions: _____

Name: _____
Room/Bldg.: _____
Phone: _____
Evacuation Assistant: _____
Disability and Instructions: _____

Name: _____
Room/Bldg.: _____
Phone: _____
Evacuation Assistant: _____
Disability and Instructions: _____

Name: _____
Room/Bldg.: _____
Phone: _____
Evacuation Assistant: _____
Disability and Instructions: _____

Name: _____
Room/Bldg.: _____
Phone: _____
Evacuation Assistant: _____
Disability and Instructions: _____

Attachment G: Emergency Resources

- City of Kirkland Emergency Management: https://www.kirklandwa.gov/depart/Fire_Services/KirklandEM.htm
- King County Emergency Management: https://www.kingcounty.gov/depts/emergency-management.aspx
- Washington State Emergency Management Division: https://mil.wa.gov/preparedness
- Ready.gov: https://www.ready.gov/business/implementation/emergency
- FEMA: https://www.fema.gov/media-library/assets/documents/89518
- Great ShakeOut (Earthquake Preparedness): https://www.shakeout.org/