



Catholic Charities

MARIN ♦ SAN FRANCISCO ♦ SAN MATEO

PROGRAM RULES AND ACKNOWLEDGMENT OF RECEIPT

The Casa Buena program provides a place for people to stay at the invitation of Marin County and Catholic Charities.

The Alternative Housing System does not provide permanent housing. Guests do not have tenancy rights. Guests must leave if a representative of Marin County or Catholic Charities request that they do so. Nonetheless, all guests are entitled to fair, respectful, and equitable treatment.

The program rules described below apply to guests staying at The Casa Buena program. The rules have been adapted to support guests in meeting essential needs during the COVID-19 crisis.

COMMUNITY EXPECTATIONS

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

1. We will treat everyone on site with respect, civility, and dignity.
2. When in common areas, we will protect everyone's health by properly wearing face coverings and staying at least six feet apart from other people.
3. We will participate in Wellness Checks and health screenings.
4. We will not invite or accept any visitors, except people who are delivering essential services.
5. We will respect quiet hours between 10:00 PM and 7:00 AM and will not enter or leave the site during those hours unless authorized by staff.
6. We will smoke only in designated areas.
7. We will respect the property and keep it in good condition.
8. We will never threaten violence toward another person, commit an act of violence, or keep any weapons on site.



Catholic Charities

MARIN ♦ SAN FRANCISCO ♦ SAN MATEO

PROGRAM RULES

A. Health screenings.

At the time of referral for an initial placement and at least daily, throughout a guest's stay, guests will be screened for COVID-19 symptoms, including temperature checks. When an individual screens with a temperature at or above 100.4 or other COVID-19 symptoms, site staff must contact Marin County Department of Public Health for further instructions on how to proceed with a potential exposure.

Guest Initials: _____

B. Masks.

All guests must wear masks any time they are not actively eating, drinking, showering, washing their face, brushing/flossing their teeth, shaving their face, and/or in their room. Site staff keep a supply of surgical masks that is available to guests.

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

Guest Initials: _____

C. Personal belongings, storage, and excess property.

Guests may not bring more or possess more than two 30-gallon bags, one bike (fully assembled), one small rolled up tent, and a "carry on" equivalent (backpack or small suitcase) onsite. Medical equipment (e.g. wheelchairs and CPAP machines) do not count towards this limit so long as it is fully assembled and functioning at the time of intake. Guests may not bring shopping carts. If a guest has a bike, the guest should talk to site staff.

Guests must store all onsite belongings in their own room.

Guest Initials: _____

D. Removal of property.

Guests must empty their rooms of trash and personal belongings when they leave the program. Any property that remains in the room after a guest ends their stay at the site – including by voluntarily giving up their room, 48-hour abandonment of the room, or immediate safety exit, but not including admission to a hospital system or I/Q site – will not be stored beyond seven calendar days, not including any period while a guest is in the process of appealing their exit.



Catholic Charities

MARIN ♦ SAN FRANCISCO ♦ SAN MATEO

Guest Initials: _____

E. Weapons.

Guests may not possess weapons in the site, including in their rooms. Guests must turn over any weapons for proper and safe storage when they enter the site; however, firearms will not be stored and will be turned over to the Corte Madera Police Department.

Guest Initials: _____

F. Room keys and door locks.

If room keys or key cards are provided:

- Guests should safeguard their room keys or cards.
- If a room key or key card is lost, stolen, or misplaced, please report this to site staff immediately.
- Guests should not place any key cards near magnets or other magnetized cards. Doing so may demagnetize the card.
- Guests must return their room key cards to staff when they end their stay at The Casa Buena.

Guests are prohibited from installing personal locks or door chains inside their rooms.

Guest Initials: _____

G. Room alterations

Guests may not alter or modify their guest room. Guests may not remove any furniture or fixture from the room at any time. Guests may not add other furniture to the rooms, including, from other rooms, the rest of the site or the outside. Guests also may not paint the walls or install any equipment or fixture.

Guest Initials: _____



Catholic Charities

MARIN ♦ SAN FRANCISCO ♦ SAN MATEO

H. Room damages.

Guests must report any damage or hazards (leaks, electrical problems, broken windows, etc.) to site staff right away. Guests must not purposely cause any damage or hazard. Any guest who causes damage or a hazard may be responsible for the cost of any damage to the room. Guests are also expected to respect the site property and refrain from damaging the property during their stay.

Guest Initials: _____

I. Egresses.

Guests must maintain their rooms in a safe manner, including but not limited to ensuring there are clear pathways to exits.

Guest Initials: _____

J. Windows.

Guests may not display any items on the windows or cover any part of windows.

Guest Initials: _____

K. Pest control/Room Inspections.

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

Guest Initials: _____

L. Smoking.

Smoking is strictly prohibited in the rooms and in all common areas of the site. When smoking outside of the site, guests may smoke only at the curb, or if there is no curb, at least 15 feet from exits and entrances. When smoking, guests must continue to practice social distancing from others.

Guest Initials: _____

M. Fire damage and arson.

Guests should not engage in activities that might result in a fire starting onsite.



Catholic Charities

MARIN ♦ SAN FRANCISCO ♦ SAN MATEO

Lighting candles and smoking indoors are not permitted. Any guest found responsible for starting a fire will be subject to immediate removal and may face legal repercussions.

Guest Initials: _____

N. Manufacture or preparation of drugs (controlled substances).

Guests may not manufacture or prepare controlled substances onsite. Any guest who engages in the manufacture or preparation of a controlled substance will be subject to immediate removal, as well as possible criminal prosecution.

Guest Initials: _____

O. Safety equipment.

Each room is equipped with a carbon monoxide detector and smoke detector. Guests may not tamper with these units or remove them. There may also be sprinklers installed in the rooms. If so, guests may not hang any items from the sprinklers.

Guest Initials: _____

P. Wellness checks.

Guests must participate in daily wellness checks. These daily wellness checks include at least one opportunity for staff to observe, but not enter, each guest's room each day. Guests must open their door fully so that staff can assess the general room condition. Staff may not observe or enter a guest's room to do a wellness check if the guest is not present, except to conduct an Emergency Safety Check or scheduled room inspection.

Guest Initials: _____

Q. Room inspections.

Guests must participate in weekly room inspections to maintain health and sanitation standards. Staff must be allowed to enter guest rooms to complete the inspections.

Guest Initials: _____



Catholic Charities

MARIN ♦ SAN FRANCISCO ♦ SAN MATEO

R. Emergency safety checks.

Staff may enter a guest's room when there is reason to believe a guest is at immediate and substantial risk due to a medical, psychiatric, or facilities-related emergency. Staff performing an Emergency Safety Check will announce themselves and state the purpose of their visit, wait a few minutes for a response, and unlock the door if the guest does not do so themselves.

Guest Initials: _____

S. Leaving site during the day and for more than 24 hours.

- Guests may not leave the site for more than 24 hours without notifying and receiving prior approval from site staff.
- Guests can be off the property for six hours per day and must check in and out with Catholic Charities staff and leave their room key.

Guest Initials: _____

T. Visitors.

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

Guest Initials: _____

U. Animals.

Service animals may be approved through the reasonable accommodation process and must be approved in advance by site staff. Guests will be responsible for the behavior of their animals at all times. Guests with animals must comply with all the following rules:

- Animals must be on a leash or in a container when outside of their rooms, and guests must have direct physical control of their animals at all times.
- The guest is responsible for the care and feeding of their animal, including properly disposing the animal waste.
- Guests should feed and water animals only in designated areas.
- Animals may not be aggressive or loud.
- If an animal attacks or bites another animal or a person, site staff will



Catholic Charities

MARIN ♦ SAN FRANCISCO ♦ SAN MATEO

report the incident to Animal Care and Control, and the guest must remove the animal from the site.

- Guests must have current rabies vaccination for their animals.

Guest Initials: _____

V. Respectful interactions with others.

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

Guest Initials: _____

W. Violent behavior.

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

Guest Initials: _____

X. Curfew and quiet hours.

Curfew is 10:00 PM and quiet hours are from 10:00 PM to 7:00 AM. Guests must be inside their rooms during this time.

Guest Initials: _____

Y. Temporary Shelter.

The Casa Buena does not provide permanent housing. Guests staying at The Casa Buena do not have tenancy rights. Guests must vacate The Casa Buena site immediately if a representative of Marin County or Catholic Charities requests that they do so.

Guest Initials: _____

AA. Other rules.

Catholic Charities may develop additional rules and expectations for guests in response to urgent operational needs. All rules must support guests to remain on



Catholic Charities

MARIN ♦ SAN FRANCISCO ♦ SAN MATEO

site and practice physical distancing and appropriate hygiene in order to prevent and mitigate the spread of COVID-19.

Guest Initials: _____

REMOVAL OR DEPARTURE FROM THE SITE

I. IMMEDIATE + NON-IMMEDIATE SAFETY EXITS

A. Immediate Safety Exits.

Guests who receive an Immediate Safety Exit must vacate the site immediately. Items belonging to a guest who has been issued an Immediate Safety Exit will be stored for seven calendar days, not including any period while a guest is in the process of appealing their exit.

1. Rule violations.

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

- Outright refusal to comply with the mask or social distancing program rules.
- Acts of violence.
- Credible threats of violence that include specific actions or plans that either are:
 - Witnessed by staff; or
 - Reported by another guest and investigated by staff.
- Possession or display of a weapon, including firearms. Firearms will not be stored.
- Arson.
- Manufacture or preparation of drugs (controlled substances).
- Property destruction to a common area or interference that endangers another guest's ability to shelter-in-place safely, or results in a shutdown of vital site operations, even for a brief period.

Those who report being threatened must be given support about ways to protect themselves with actions that enhance their safety.

3. 24-hour absences.

If a guest would like to take a leave from their site for more than 24-hours, they should discuss the matter in advance with site staff. Written approvals will be granted on a case-by-case basis, subject to Public Health orders or directives.

If a guest has been absent from their site for more than 24 consecutive hours



Catholic Charities

MARIN ♦ SAN FRANCISCO ♦ SAN MATEO

without receiving prior written approval, site staff shall execute an Immediate Safety Exit.

If a guest returns after being offsite for more than 24 consecutive hours without prior approval, the guest may request readmission to the site. Guests are advised to provide any written documentation that supports their absence due to:

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

B. Non-Immediate Safety Exits.

The third rule violation of the same rule in this category, where all three violations were committed in the last 30 days and each violation is separated by at least six hours, is grounds for a Non-Immediate Safety Exit.

Non-Immediate Safety Exits may not be executed on weekends, before 8 AM or after 5 PM, or on legal holidays.

1. Repeated failure to follow the mask program rules.

Where a guest has **not refused** to follow program masking or social distancing rules, but rather fails a third time to follow those rules, that guest must leave the site immediately. The guest may not remain onsite while waiting for the resolution of any subsequent Request for Readmission process.

Staff must engage Behavioral Health on-site staff as soon as possible to assess a guest's ability to follow program masking and social distancing rules to avoid getting to a Non-Immediate Safety Exit for this rule violation.

2. Other third rule violations.

The third violation of the same rule included in the enumerated list below, where all three violations were committed in the last 30 days and each violation is separated by at least six hours, may result in a Non-Immediate Safety Exit:

- General threats that lack specificity (e.g., "I'm going to get you");
- Disruptive behavior that is ongoing, continuous, uncontrollable, and presents a clear risk to the health and safety of the facility, guests, or staff; and



Catholic Charities

MARIN ♦ SAN FRANCISCO ♦ SAN MATEO

- Property destruction to a common space that presents a nuisance (graffiti, etc.).

Guests receiving a Non-Immediate Safety Exit for any other rule violation in this category must be informed that they may remain at the site until the resolution of any subsequent Request for Readmission or Appeals processes.

3. Property destruction to a guest's room.

If a guest damages their room to the extent that they must be moved for health or safety reasons, the guest will be asked to sign a statement on a Warning Notice that they will not damage their second room.

If the guest signs the Warning Notice but damages the second room to the extent that they must be moved for health or safety reasons, they will be exited from the site and must vacate the site immediately.

II. NOTICES

Warning and Safety Exit Notices must be issued at the time of the rule violation.

A. Hard copies.

Particularly for situations where the guest is not present, Catholic Charities staff must retain copies of the notices as follows to ensure guests will receive these notices and have them explained by a staff person should they return to their site:

- A physical copy of the Notice should be provided to the guest in their primary language before they are exited.

B. Explanation of notices - English as a secondary language and people with communications disabilities.

Staff must also explain the notice to the guest verbally in the guest's primary language and/or with the use of auxiliary aids and services to communicate effectively with a guest who may have a communications disability.

C. Warning Notices.

If a guest breaks one of the Non-Immediate Safety Exit rules above, staff must issue a notice as follows:

Written warnings are not required when a shelter guest breaks a rule in the Immediate Safety Exit category. However, if a client breaks a rule in the Non-



Catholic Charities

MARIN ♦ SAN FRANCISCO ♦ SAN MATEO

immediate Safety Exit category, written warning notices must include the reason for the warning and the consequences for continuing to break shelter rules must be explained to the guest.

The warning notice for shelter rule violation is in effect for 30 days. Guests cannot formally appeal warnings that have not yet led to a Safety Exit.

D. Safety Exit Notices.

All shelter guests issued a Safety Exit must be given a written notice which includes the reason for Safety Exit and the length of suspension of services. Any related warning notice(s) and the Safety Exit.

The Safety Exit Notice must be issued at the time of exit unless the guest is not present. In that case, the effective date will be the following day and that date will apply for appeal right deadlines.

Guests must submit their appeal **within three business days** of the effective date of their Safety Exit Notice. If an appeal is submitted outside of the three-day window, the guest must provide details about what caused their delay.

ACKNOWLEDGEMENT OF RECEIPT

In addition to this written document, these rules were explained to the guest:

- Verbally — in the following language:
 - English
 - Chinese / Mandarin / Cantonese
 - Filipino / Tagalog
 - Spanish

- Auxiliary aid or service for guests with hearing, vision, and/or speech disabilities

Aid or service used:

Interpretation Service used:

- Other _____

By signing this document, you acknowledge that you are in receipt of these program rules, understand how they work, and agree to comply with them.

Guest's Name (Printed)



Catholic Charities

MARIN ♦ SAN FRANCISCO ♦ SAN MATEO
Guest's Signature

Date

Authorized Site Staff's Name (Printed)

Authorized Site Staff's Signature

Date