



## **UNIT MANAGEMENT PROTOCOLS**

### **Temporary Shelter Unit Management Protocol**

The purpose of this Unit Management Protocol is to outline and synchronize the method in which shelter providers access residents' units. This protocol attempts to ensure that residents' privacy is maintained while allowing program staff to carry out their responsibilities in the most efficient and transparent manner. This protocol will identify the procedure for carrying out the following duties:

- 1) Cleaning of Shelter Units
- 2) Management of Delivered Items
- 3) Development of a Unit Key Log
- 4) Entry into Units for Regular Inspection
- 5) Entry into Units for Emergency Maintenance
- 6) Entry into Units for Routine Maintenance
- 7) Entry to Protect Health and Safety
- 8) Confidential Maintenance of Client Files

It is imperative that Temporary Shelter Providers under contract with the Community Partnership follow these procedures exactly as written. If you have any questions about the procedures identified on this document or need technical assistance, please contact Michele Salters at the Community Partnership.

#### **1) Cleaning of Shelter Units**

Shelter Providers are responsible for ensuring that each unit is appropriately cleaned and ready for the next occupant within 48 hours of departure. Each facility has maintenance personnel responsible for this task under the guidance of the program director. Each shelter provider will ensure that the following tasks have been completed in each unit prior to the entry of a new family. These tasks ensure that all units are in a safe and sanitary condition prior to occupancy.

The Program Director must certify that the unit is in move-in condition for the next occupant.

All shelter units will have the following items completed during every unit turnover.

- All walls and permanent fixtures will be cleaned using disinfecting and cleaning materials appropriate for use around children.

- The kitchen area is scrubbed and cleaned to include cabinets, sink, refrigerator and stoves. All refrigerators are updated to frost-free and kitchen appliances will be replaced if no longer functioning. Dishes and silverware are cleaned or replaced.
- The bathrooms are scrubbed to include tubs, sinks and commodes. Towel racks and toilet tissue holders are replaced if broken.
- Carpeting will be vacuumed and shampooed.
- All trash and/or debris is removed from unit
- Units are provided with new sheets, blankets, bed pillows, mattress covers, towels, and face cloths
- Smoke detector batteries checked for replacement
- Light fixtures checked for replacement
- Heat and air conditioning are checked for possible repair.

The following items will be completed on an as-needed basis as determined by the facility maintenance supervisor and the Program Director.

- Extermination of insects and/or rodents.
- Any holes in the walls are patched, sanded, and painted.
- Carpet that cannot be cleaned is replaced with new carpeting.
- Holes, gaps or unevenness in flooring is repaired.
- Kitchen tile and bathroom tile are replaced.
- Shades or blinds are replaced.
- Broken, inoperable or damaged windows are replaced.
- Painting of the unit.
- Furniture such as bed frames, mattresses, dressers, tables and chairs are replaced if severely worn or inoperable.

At the time of move-in, the head of household will be asked to complete and sign a *Move-in Inspection Form* (attached) to indicate the condition of the unit at the start of the occupancy period. If there are areas of the check list that are identified as “not working” or “not available” the shelter provider must rectify the situation immediately. If it is a unit issue for which you might need assistance, please contact Cornell Chappelle at the Community Partnership at [cchappelle@community-partnership.org](mailto:cchappelle@community-partnership.org). 202-543-5298.

## **2) Management of Delivered Items**

Items that are delivered for residents of a temporary shelter must be delivered to the agency’s main office. Security personnel should not handle packages delivered for a resident. Program staff on duty in the main office should sign for these items. The receipt of residents’ packages should be recorded in a delivery log. The log should identify:

- The resident for whom the package was delivered;
- The company or individual making the delivery;
- The date and time of the delivery; and

- The staff person who signed for the package.

A note will be left on the resident's door to notify them of the Shelter's receipt of their package. Packages should be kept in a secure location until they are collected. The resident must then sign the log for the delivery to be released. Deliveries will only be released to the resident for whom the package was delivered; however, if dependent children receive packages, a parent may collect the package on behalf of their child.

### **3) Unit Key Log**

Each shelter provider shall keep unit keys in a locked cabinet in the office area of the facility. Staff positions authorized to access keys to the units will be limited to the most Senior Management Personnel on duty at any time. In order to monitor use of unit keys, every Shelter Provider will be required to keep a Unit Key log. This log will be used whenever unit keys are accessed. The unit key log must identify:

- The staff person accessing the key;
- The time the key was taken;
- The time the key was returned; and
- The reason for its use (i.e.: regular inspection, emergency maintenance) must be identified on the log.

### **4) Entry into a resident's unit**

Staff will only enter into family units for regular inspections, emergency maintenance, routine maintenance, and entry to protect the health and safety of shelter residents or staff. If a staff person enters a unit at any time that the resident is not present, the staff person is required to leave written notice for the client inside the unit that includes the date, time, staff members or other personnel present, maintenance performed (if applicable), and area of unit inspected .

#### **a) Regular Inspections**

The Unit Inspection Notice attached to this document will be adapted by each program and then given to each family at intake. The Unit Inspection Notice informs each resident of the frequency of unit inspections, the time that inspections will take place, the staff positions responsible for conducting inspections and the options for the resident to be present for said inspections. Staff will work with residents to ensure that inspections are scheduled during dates and times that work for the residents. Providing this form to a resident at intake and reviewing its contents with them will be considered reasonable prior notice for regular inspections if they take place according to the notice.

Residents have the option of

- Scheduling their inspection time during the posted hours for a time when they will be in the unit;

- Having another adult family member present at the time of the inspection or
- Waiving their right to be present for inspection.

In some cases, unit inspections may be required as part of program performance monitoring visits by funding agents. In such instances, residents will be provided a minimum of 24 hours notice of these inspections and given the option to be present.

#### **b) Entry for Emergency Maintenance**

Entry into a unit may also be necessary due to emergency maintenance concerns. Emergency maintenance concerns are limited to those conditions that, if not immediately repaired, would threaten the health or safety of shelter residents or would cause substantial damage to the shelter unit or building. Staff persons that can enter the unit in such emergencies are facility maintenance personnel, program directors or shift supervisors. Staff persons can only enter a unit with a key after knocking and receiving no response. In some cases, staff persons may be accompanied by an outside contractor experienced in dealing with the emergency at hand. In such cases, the contractor must be accompanied by the aforementioned staff.

If a staff person enters a unit to address an emergency maintenance concern and the resident is not present, the staff person is required to leave written notice for the client inside the unit that includes the date, time, staff members or other personnel present, and maintenance performed or area of unit inspected.

The written notice must identify:

- The emergency situation that resulted in the need to enter the unit;
- The staff person entering the unit (and any accompanying contractors);
- The time of entry in the unit and the time of exit; and
- The current status of the emergency situation, i.e., has it been resolved, will other visits be required and if so when.

As with all entries into a unit, entry into a unit for emergency maintenance must be entered on the Unit Key Log.

#### **c) Entry for Routine Maintenance**

Residents must be informed of non-emergency routine maintenance such as extermination with written notice. This notice should be posted on the Shelter Bulletin Board at the entry door to the facility and on each floor of the facility a minimum of 24 hours in advance of the service. If, due to disability or illness, it is unlikely that a resident will see the Bulletin Boards, shelter staff will personally notify the resident of this non-emergency routine maintenance.

#### **d) Entry to Protect Health and Safety**

In accordance with the Homeless Services Reform Act, if, in the opinion of the provider's executive or program director, there is reasonable cause to believe that a resident is in possession of a substance or object that poses an imminent threat to the health and safety of the resident or any

other person on the provider's premises, and such reasonable cause is documented in the client's record, the right to reasonable prior notice and to be present at the time of inspection will be suspended.

In such instances the program staff should attempt to ensure that only senior staff on duty enters the unit; however in most instances outside law enforcement personnel may be a part of this entry.

## **8) Confidentiality of Records**

Each provider will ensure the privacy and confidentiality of all client records. In addition, each provider is required to develop internal written procedures governing the management of confidential files. These internal procedures must cover the following subjects:

- Where confidential files are stored;
- How confidential files are kept secure;
- Which specific staff persons are authorized to access confidential files; and
- When and if confidential files can be shared.
- Prohibitions on staff persons with access to confidential files from discussing information contained within the files with unauthorized staff, residents or others, or in the presence of unauthorized staff, residents or others.
- The provider's internal grievance procedures and how to access them in case of violations of the confidentiality procedures.

The confidentiality procedures will be distributed to residents at the time of intake and annually with the issuance of Approved Program Rules.

All such internal procedures shall be submitted to the Community Partnership for approval within 30 days of contract execution. Training on confidentiality of records will be incorporated into each quarterly training session on the Homeless Services Reform Act.

## **(Insert Shelter Name) – Regular Unit Inspection Notice**

Unit inspections are conducted daily between the hours of \_\_\_\_\_ and \_\_\_\_\_.

Unit inspections may be conducted by the following staff positions:

Program Director  
Facility Maintenance Personnel  
Site Coordinators  
Case Managers  
Senior Residential Counselors

- Residents will have the option of scheduling their inspection time during the posted hours for a time when they will be in the unit.
- Residents also will have the option of having another adult family member present at the time of the inspection.
- Residents also have the option of waiving their right to be present for inspection.

### **Unit inspections consist of the following:**

**Unit safety check:** To ensure that all locks, smoke detectors, window latches, window screens, and child proofing devices are in-place, operable and being appropriately used by residents. To ensure that there are no outstanding safety issues including but not limited to switch and outlet plates being in place and intact, sink drains being in place and intact, there are no exposed electric wires, there are no signs of open flames being used in the unit, no evidence of electrical fire damage at outlets, chemicals are being properly stored to avoid child access, no personal appliances being used in an inappropriate manner, etc. If an item is not being appropriately used the item will be corrected and the resident will receive appropriate training on how to use the item.

*Such hazards will be addressed immediately by the staff conducting the inspection and may result in the removal of items from the unit.*

**Appliance check:** To ensure that all appliances including but not limited to refrigerator, stove, heaters, air-conditioning units, dish-washers, washing machines and dryers are in-place, operable and being appropriately used by residents. If an item is not being appropriately used the item will be corrected and the resident will receive appropriate training on how to use the item.

**Unit cleanliness check:** To ensure that all parts of the unit including walls, carpets, tile and hardwood floors, bedding, furniture such as dining room table, chairs, couches, etc. are being kept clean by the resident. If cleanliness issues are found they will be addressed as a case management concern.

**Infestation check:** To determine if there is a presence of pest or rodent infestation and any contributing residential behaviors that might need to be addressed in an effort to allow for successful extermination. If the presence of infestation is found, the unit will be scheduled for extermination. Residential behaviors that may be contributing to the infestation will be addressed by the case manager.

**Utility efficiency check:** To determine that all utilities including gas, electric and water are being used by the residents in the most efficient manner. This includes but is not limited to ensure that faucets are not left running or dripping and heating and cooling units are not being used excessively

*If utilities are being used inefficiently in the absence of the residents, the program reserves the right to adjust temperatures, close windows, turn off water, etc, and will follow up with the resident to address this matter.*

This is not intended to be a tidiness check to ensure that all of the resident's belonging are neatly being stored instead nor is it a search for contraband. If, however, the state of the resident's belongings is such that it could create a hazardous situation or contraband is discovered during the daily inspections, it will be appropriately addressed by the case management/program staff.

***Move-in Inspection Form***  
***[Insert Shelter Name]***

Each family must complete and sign form at the time of occupancy.

**Date of Occupancy:** \_\_\_\_\_ **Unit #:** \_\_\_\_\_

DESCRIPTION	AREA	PLEASE CIRCLE YOUR RESPONSE	
		Working	Not Working
Heat/AC unit	Living Area	Working	Not Working
Blinds	All areas	Working	Not Working
Floor condition	All areas	Clean and in safe condition	Not Clean Unsafe Condition
Sink	Bathroom	Clean and Working	Not Clean/Not Working
Toilet	Bathroom	Clean and Working	Not Clean/Not Working
Tub	Bathroom	Clean and Working	Not Clean/Not Working
Walls	Bathroom	Clean	Not Clean
Appliances	Kitchen	Clean and Working	Not Clean/Not Working
Sink	Kitchen	Clean and Working	Not Clean/Not Working
Walls	Kitchen	Clean	Not Clean
Entry Doors/windows		Working	Not Working
Fire Extinguisher		Available	Not Available
Smoke Detectors		Working	Not Working
Evidence of roach/rodent infestation present		No Evidence	Evidence Present
Household items: Dishes, Silverware, Sheets, Blankets, Pillows, Mattress Covers, Towels, Washcloths		Sufficient for family size	Items missing: (Please list)

COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_  
 Client Signature

\_\_\_\_\_  
 Shelter Staff Signature