

Joint Shelter Hotel Project Advocate Handbook



Collective Partners

360 Communities

Asian Women United

Casa de Esperanza

Cornerstone Advocacy Service

Missions Inc. Programs - Home Free

Sojourner

Tubman

Women's Advocates

Women of Nations

Violence Free Minnesota

Consultant

Praxis International

Contents

Joint Shelter Hotel Project (JSHP) Overview	2
Collective Partners	2
Coming to Work at the Hotel	3
Receiving New Participants.....	7
COVID Screening of New Participants.....	9
Meals at JSHP [Hotel].....	10
Room and Symptom Checks	12
Providing Support for Participants to Stop the Spread of COVID-19	14
JSHP Curfew and Overnight Procedures	19

Joint Shelter Hotel Project (JSHP) Overview

The Joint Shelter Hotel Project was developed as a response to the COVID-19 pandemic and Minnesota Governor Tim Walz’s executive order of March 25, 2020 to contain and mitigate the impact of the pandemic on the public. Shelters must practice social distancing, limiting the number of residents that can be housed. The participating agencies have entered into an agreement to provide protective housing or isolation for a) those who are medically vulnerable as defined by the CDC, b) those with suspected or confirmed COVID, or c) who are in need of shelter but physical space is not available.

Collective Partners

360 Communities (Eagan)	651-452-7288
360 Communities (Hastings)	651-437-1291
Asian Women United of Minnesota	612-724-8823
Casa de Esperanza	651-772-1611
Cornerstone Advocacy Services	952-884-0330
Cornerstone/Day One Program	1-866-223-1111
Missions Inc. – Home Free	763-559-4945
Women’s Advocates	651-227-8284
Sojourner	952-933-7422
Tubman	612-825-0000
Women of Nations	651-222-5836

Coming to Work at the Hotel

Before coming to work do a self-screen:

1. Do you or does anyone in your household have a fever (100.4 degrees or higher)?
2. Do you or does anyone else in your household have:
 - a. **New** cough, shortness of breath, or loss of taste or smell
 - b. **OR** at least **one** of these symptoms:
 - i. Runny nose, eye drainage, or other cold symptoms
 - ii. Chills/repeated shaking with chills
 - iii. Headache
 - iv. Muscle pain
 - v. Sore throat
 - vi. Nausea, stomach upset or other gastrointestinal symptoms
3. Within the past 14 days, have you been in close contact with someone who has tested positive for COVID-19? (Close contact means within 6 feet of someone for 15 minutes or more.)

If you answer yes to any of these questions, call the project coordinator (name and contact information) or the onsite supervisor (name and contact information) and do NOT go to the hotel.

At the hotel:

1. Put on your facemask before entering.
2. Go to the front desk and identify yourself as ["password"] and ask for the key to 405.
3. Wash your hands with soap and water or clean them with sanitizer as soon as you enter the onsite hotel advocate room.
4. Debrief the night's events with security if he is still there.
5. Check email ([email address](#)) and voicemail and respond accordingly.
6. Review the Curfew log. Follow up if participants have been out without approval. Talk with them about the circumstances.
 - a. If they were out late for work, ask them to let us know their work schedule and we can include it in the security book. Encourage them to let us know in advance if something comes up so they aren't inconvenienced by having their key deactivated.

- b. Remind others of the curfew and the need to let us know if they are going to be out late. Emphasize that we are not trying to monitor or control what people do but it's necessary that we know where people are so that we can provide safety and security. Remind them that repeated violations can jeopardize their space.
7. Call any rooms with participants who are under isolation or quarantine and ask about breakfast. Go to the lobby to get breakfast and deliver to their rooms. As of 1/29/21 ask the hotel for a dozen cartons of milk and place in the refrigerator upstairs.
8. Review participant log for the past few days with an eye towards understanding and responding to participant needs.
 - a. Work with the onsite supervisor and fellow advocates to respond
 - b. Contact onsite supervisor or project coordinator to problem-solve
 - c. Contact the participants' shelters to problem-solve and advance goals
 - d. Log information that other advocates need to know and act upon.
Note: This does NOT include dispensing of food or OTC medication, but DOES include advocacy needs such as housing referrals, legal or medical issues, specific needs for support, who needs meals delivered to their door, etc.
9. Respond to participants' requests for cleaning supplies, snacks, laundry money, and other onsite needs.
 - a. If you lend JSHP equipment to participants, have them sign it out. It's your responsibility to get it back!
 - b. Do not lend equipment such as JSHP cell phones or chargers. If participants need to use them they must do so in the office.
10. Establish good relationships with [hotel] staff. Do not send participants to the front desk for supplies or keys. Advocates must do this. Always engage with hotel staff with politeness and courtesy.
11. Ordering supplies
 - a. Use the Supply Request sheet in the Dropbox to request personal care, office, snacks or other supplies. We have a limited budget so we may or may not be able to accommodate special requests. Talk to [supervisor or coordinator] with questions.
 - b. Sometimes we can make requests of the partnership for specific items, so let [supervisor or coordinator] know if someone needs something specific.

12. **Most important: Actively engage with JSHP participants with diligence and compassion.** Remember that living at the hotel is very difficult because people are living in small spaces and spending a lot of time alone.
 - a. Welcome participants into the offices when they come for assistance.
 - b. Call them on the phone or knock on doors to check in on people.
 - c. Look for activities that children and teenagers can do.
 - d. Think creatively about how to help people with isolation and loneliness.
 - e. If you have to speak with someone about problems, do so with kindness rather than criticism.
13. Seek out participants to talk with them about their situation, provide a listening ear and help them address needs related to accomplishing goals. Work with their referring shelter if they have one. Always contact the shelter to share information about important events and emerging needs of participants.
14. Things to do if it's quiet:
 - a. Print intake files
 - b. Clean and organize in the offices (but don't move things around)
 - c. Clean microwaves and tables
 - d. Check paper files and Dropbox to make sure things are up-to-date, including whether intake documents are complete, whether JSHP participants have goal plans completed, etc.
 - e. Check participant log to see if anyone needs help with anything
 - f. Reach out to shelters to see if we can support them in any way with participants
 - g. Check supply inventory and add to the list
 - h. Check in with our Day One referrals to make sure goals have been developed and if we can facilitate progress in any way.
 - i. Knock on doors, call participants or otherwise seek them out to engage them in conversation, try to help them with problem-solving, etc.
15. Overnight security
16. JSHP contracts with [security firm] to provide overnight security. Their usual schedule is 8:45 PM to 7:15 AM.
 - a. JSHP staff will ensure that suitable seating is available in the hallway for the night security person. This means:

- i. Ensuring the microwaves and tables in the hallway are clean before security arrives
- ii. A clean table is available
- iii. Suitable seating is available, usually by bringing a chair from one of the offices into the hallway.

Security should not be spending their shift in the offices.

- b. Evening staff will review with security any relevant information regarding participants, including who is out with or without approval.
- c. JSHP staff should introduce male-identified adult and older teenage participants so security knows who is authorized to be in the hotel.

Receiving New Participants

1. JSHP will **always** accept referrals from participating shelters who can provide advocacy or who are sending people who need isolation or quarantine. No need to confirm with [coordinator or supervisor]. See procedures for accepting referrals from Day One for those not connected with a shelter.
2. Ask the referring shelter to complete a Referral Form (located in the Forms folder in the Dropbox). If they don't have one, fill it out yourself.
3. If the participant is not being referred by a shelter, you must do additional screening about their appropriateness for the program using the form **JSHP Screening—Day One Callers**. Consult with Christina or Denise about whether to accept the referral.
4. Ask the referring shelter to reinforce with the participant (or reinforce this yourself if a direct referral) that they will be expected to abide by the requirements at the hotel, which might be different than the shelter. This includes:
 - a. 9 PM curfew
 - b. No use of alcohol or drugs on hotel property
 - c. No smoking in the room, and only in designated outdoor areas
 - d. Face coverings and social distancing are required
 - e. Participants may not tell anyone where they are staying.
 - f. People who are in isolation or quarantine must remain in their rooms until the time is up, except for medical appointments and brief exercise outdoors.
5. If the participant agrees to these terms, coordinate transportation and arrival time at the hotel with the shelter. Generally, the cost of transportation to the hotel will be borne by the referring shelter, but if that is not possible it is permissible to use a Lyft. New arrivals must be at the hotel by 6 PM to ensure there is enough time to get people settled before advocates leave for the night. If necessary, stagger arrival times when more than one referral is expected.

Remind the incoming participant to use the code [“password”] when arriving at the hotel.

6. Determine which room or rooms the new participants will occupy based on family composition. If necessary, obtain a key card from the front desk. Log in the Room Census file in the Dropbox and update the whiteboards in 305 and 405.
7. When new participants arrive, provide face coverings to everyone over the age of 2. Be flexible with small children and anyone with chronic breathing conditions or trauma-induced triggers.
 - a. **If they are required to isolate or quarantine**, show them to their room right away and tell the adult participant you will conduct the intake via phone. If not, conduct the intake in a manner and location that is confidential. Do not do an intake in Room 405, and avoid 305 if possible. Use 304 or even 406 if necessary.
 - b. Older children can wait in their hotel room during intake; small children may need to be with the parent.
 - c. Ask if there are immediate needs such as food or drink before beginning the intake process.
8. With the participant, complete the hotel intake, JSHP Release of Information, Participant Agreement and Curfew forms. If you must do this remotely, fill out the forms over the phone (or video if possible) and deliver to the room for signature. Retrieve the signed documents a short time later.
9. Make sure to highlight key information including, food, laundry, room cleaning, curfew, smoking areas, what is available in the office, etc.
10. Provide information about what the onsite hotel advocate can do to support the resident, including staffing hours, how to access help in the event of an after-hours emergency. Make sure male-identified participants and older teenage boys are introduced to the overnight security staff.
11. If the participant is in isolation or quarantine, follow the instructions in the document **Working with Participants in Isolation or Quarantine**.

COVID Screening of New Participants

1. Screening of new residents

For each person who would be coming to the hotel, obtain the following information:

- a. Is the person having symptoms as follows:
 - Fever 100.4 or higher
 - New cough or shortness of breath, loss of taste or smell, OR
 - At least one of the following: Headache/body aches, fatigue, sore throat, congestion/runny nose, nausea/vomiting, diarrhea
 - b. If so, what date did symptoms start?
 - c. Has the person had a test? If so, when and result.
 - d. Has anyone been in close contact with someone with potential or presumed COVID in the past 14 days? (Close contact means within 6 feet for 15 minutes)
2. If yes to any of the questions in a. above, the person is required to isolate until all of the following are true:
- a. Fever is below 100.4 for 24 hours without fever-reducing medication
 - b. At least 10 days have passed from the onset of symptoms AND
 - c. Symptoms are improving

If the person gets a negative test, they might be able to come out of isolation earlier than 10 days, but we must consult with the health department to determine this.

3. If anyone answers yes to d. above, they must quarantine for 14 days from the last date of exposure. This means that if someone in the family has COVID and recovers, everyone else must quarantine for 14 days AFTER the negative test.
4. Some shelters are requesting that new residents quarantine for 14 days before admission to the shelter. In those cases, conduct screening according to this document and in keeping with other requirements for participants in quarantine.

Meals at JSHP

Breakfast:

The hotel provides a hot breakfast between the hours of 6 AM and 9 AM. Participants must bring the tray from their room to the lobby and staff will serve them.

Call the rooms of participants in isolation or quarantine to get their breakfast orders. Pick it up for them and deliver to their rooms. On occasion, other participants may request that advocates get their breakfast as well.

Advocates should request 5-6 cartons of milk to be kept in the office in case participants need it.

Coffee and tea are available in the lobby 24 hours.

Lunch and dinner:

Monday through Friday meals will be provided by [vendor]. Meals will be delivered twice daily at approximately noon and 5 PM. Meals will be self-serve in Room 407.

Weekend meals will be delivered from local restaurants. Lunches will be delivered around noon and dinners around 4 PM. These meals are delivered to 405 and reserved for participants who request them.

Special diets:

If participants need a special diet for medical or religious reasons, we will do our best to provide vegetarian, halal, or kosher meals as needed. Likewise, if a participant has a medical need for a special diet we will do our best to accommodate them. Currently special meals participants request for medical reasons are provided by [vendor].

Special meals are generally delivered around noon. Usually multiple meals are delivered at once. Participants may pick them up in 405 or you may be asked to deliver to their rooms.

Contact [staff person name and contact information] with any questions related to weekend meals or meals for special diets.

Isolation or quarantine:

Deliver meals to the rooms of any participants on isolation or quarantine. Knock on their door or call them to tell them the food has arrived and leave it outside their door.

Pantry food and snacks:

We try to keep pantry food items available for snacks, for when people don't want the meals we have delivered or for new residents who arrive between meal deliveries. Cookies, chips, soup, fruit snacks, juice and other food is available in the office. Participants can request snack foods for our weekly delivery from Cub and we will do our best to accommodate them.

Please be warm and generous when participants come to request food and supplies from the office.

[Advocate] from [shelter] has arranged for weekly delivery of fresh produce and other food pantry items from [vendor]. This varies weekly depending on what is available at the food pantry. [Advocate] will deliver for 407 and participants are encouraged to take whatever they like.

Room and Symptom Checks

Advocates must conduct room and symptom checks on a daily basis. Generally it's best to do this in the early evening after the dinner hour and when most people have returned to the hotel. **NOTE: See COVID-19 Procedures for room and symptom checks involving those in isolation or quarantine.**

Use the form *Room and Symptom Checks* located in the JSHP Forms file in the Dropbox. There is a form for each floor.

Room checks

1. Go to each occupied room (except those occupied by someone in isolation or quarantine) and knock on the door. Be prepared with a supply of trash bags and disinfectant wipes so you can offer support and help.
 - a. If the participant is not in their room you must enter anyway to do the room check.
 - b. Take note of who is not present so you can return later for symptom check.
2. Step into the room up to the point where the carpet begins and take a good look around. Look in the bathroom as well.
 - a. Look for indications that someone is having difficulty with upkeep.
 - b. If you see trash around the room offer a trash bag; if someone expresses a desire for cleaning supplies offer wipes or other supplies. We don't currently have a vacuum cleaner for participant use. We can offer a broom and dustpan to help participants prepare for housekeeping to vacuum on cleaning day. We also have a Swiffer wet mop for cleaning bathroom floors.
 - c. If you notice problems, urge the person to address them and tell them you'll check back in a short time to see how it's going.
 - d. Take note of and ask if the participant has any maintenance needs, anything not working properly, anything that might be damaged or broken. If so, make note on the form and tell [supervisor] or [coordinator] so hotel maintenance can be notified.
 - e. If a participant is using adjoining rooms you must check both rooms.
3. If the participant is reluctant to let you in, be gentle but firm in telling them that it's a program requirement. We are not judging people's housekeeping

standards and they won't get in trouble if there is damage, but we have an obligation to the hotel to make sure we're caring for the property and to identify problems early on so they can be addressed.

- a. If someone says it's not a good time, tell them you can come back in a half hour or so—but make sure you do!

Symptom checks

1. When doing room checks, conduct symptom checks for **each person** in the room as follows:
 - a. Hold the temporal thermometer up to the person's forehead between 2-6 inches away and press the button.
 - b. Ask **each person** if they have any **new** symptoms, including:
 - i. Cough
 - ii. Shortness of breath
 - iii. Loss of taste or smell
 - iv. Runny nose, eye drainage, or other cold symptoms
 - v. Muscle pain
 - vi. Headache
 - vii. Nausea or gastrointestinal symptoms
2. If anyone has a temperature of 100.4 or higher, ask them to remain in their room and that you will return in a half hour to take their temperature again. Don't forget! If their temperature goes down below 100.4 without fever-reducing medicine, they have no other symptoms and they have an explanation for why their temperature may have been elevated (i.e., exercise, wearing very warm clothing, etc.) they do not need to isolate.
3. If someone's temperature registers at 100.4 or higher after being rechecked or if someone has **any** of the symptoms listed in 1b, tell them that they must at least temporarily isolate. Be kind and compassionate—no one wants to isolate!
4. If anyone has symptoms as above, print copies for **each person** of the form Isolation and Quarantine Symptom Monitoring located in the JSHP Forms folder in the Dropbox. You must have a form for each person in the room—do not use a single form for an entire family. Return to the room and complete the form. **See COVID-19 Procedures for more information.**

Providing Support for Participants to Stop the Spread of COVID-19

Advocates will provide support for participants required to isolate or quarantine, and will maintain required record-keeping.

1. Read and become familiar with **MDH Toolkit**, the document **COVID-19 Information for Shelters** and other information located in the **COVID-19 Resources** folder in the Dropbox.
2. Upon receiving a request to shelter someone who has been exposed to COVID-19 or who is experiencing possible symptoms; or if someone in the hotel exhibits symptoms, tests positive for COVID, has been in close contact with someone with COVID, or has traveled outside the state; take the following steps:
 - a. **Call [Coordinator] to ensure a consistent response.**
 - b. For **each person** seeking to come to the hotel, determine what if any symptoms they are having and date of onset.
 - i. Fill out the Quarantine and Isolation Monitoring Form for each person in the household
 - ii. Use the COVID tracker to determine when Q/I should end and write it on the form.
 - c. Ask if they have had a COVID test and if so, the date and result.
 - d. Inform the person that if they are having symptoms they will need to isolate until **ALL of the following** are true:
 - i. Fever below 100.4 for at least 24 hours without fever-reducing medication
 - ii. At least 10 days have passed since symptom onset
 - iii. Symptoms have improved
 - e. If the person is coming because of exposure to COVID, find out date of exposure. They will usually be required to quarantine for 14 days from date of last exposure.
3. When the person arrives at the hotel, provide them with a mask and maintain social distancing while in their presence.
 - a. Show them to their rooms and provide key cards.
 - b. Print and give them the quarantine/isolation letter (located in the COVID-19 Resources folder in the Dropbox).

- i. Explore with the participant any concerns they might have about isolation, e.g., being away from work, keeping themselves or children occupied, feeling lonely or isolated, etc., and problem-solve with them. Offer to advocate with employers if necessary, look for toys for children, etc.
 - ii. Review the Q/I agreement attached to the letter. Emphasize that if they are unwilling to follow the requirements, they will not be able to stay at the hotel.
- c. Conduct intake over the phone
- d. Deliver the forms requiring signatures to the room so the person can sign them. **Do not** give the person forms to fill out. Follow up within 30 minutes to pick up the forms and place in the participant's file.
- e. Emphasize that isolation or quarantine means that generally they must remain in their rooms during the isolation or quarantine period, as follows:
 - i. They are permitted to go to doctor's appointments and to leave their rooms for short periods of time for exercise.
 - ii. Smokers may take a brief smoke break.
 - iii. When outside their rooms they must wear masks and remain at least 6 feet away from others.
 - iv. Staff will bring their meals and leave them outside the door.
- f. Record on the white board which rooms are in isolation/quarantine, date of intake and date isolation/quarantine is over, using the COVID tracker located in the Dropbox and in consultation with the referring shelter. **NOTE: The date when isolation or quarantine is over is not directly related to whether or not someone has a test. A negative test can qualify someone for early release from isolation/quarantine, but the situation can change depending on the timing of the test, whether someone develops symptoms, or whether the person comes into close contact with an infected person.**
- g. Email [staff person] at MN Department of Health at [email address] and [staff person] at Dakota County Public Health Department [email address]. Describe the situation and ask if the anticipated date for release from Q/I is correct. Copy [coordinator] in the email.

- h. Notify [supervisor] about which rooms are involved so she can arrange for special cleaning.
4. Provide daily support as follows:
 - a. In the morning, call the rooms by 8:30 AM and ask what they want for breakfast.
 - b. Pick up breakfast and leave it outside the door.
 - c. If you do not reach them, get a breakfast bag and put it in the office so the participant can have it later.
 - d. At least once during the day, conduct symptom screening and fill out the Quarantine and Isolation Symptom Monitoring Form.
 - i. Use temporal thermometer by slowly sweeping the thermometer across the person's forehead from a distance of about 12 inches.
 - ii. Ask about symptoms and record on the sheet.
 - iii. If someone gets a COVID test, note date of test and follow up to find out result.
 - e. Deliver lunch and dinner to the rooms and leave them outside the door. Respond to requests for snacks or other supplies.
 - f. Remind participants as needed of the isolation/quarantine requirements.
 - g. Isolation and quarantine are very difficult and lonely. Check in at least at least once per shift by phone just to see how the participant is doing and to find out if they need anything.
 5. **If a participant is not compliant with Q/I restrictions**, the advocate who sees this must immediately remind the participant of the requirements. Tell them that they must comply if they are to stay at the hotel. If this happens a second time, notify the shelter. Tell the shelter that the person is not compliant, and that compliance is a requirement of their stay with us. If the shelter is not able to secure compliance the person will have to leave. Contact [coordinator or supervisor] to determine when they will need to vacate.
 6. If a participant is returning to shelter after completing isolation/quarantine, coordinate with the shelter advocate on timing and departure procedures.

7. Use MDH and Dakota County Health Department's resource person to guide you when making decisions. Both numbers are posted on the Important Phone Numbers sheet in the advocate offices.
8. Room check
 - a. You will not be able to enter the room for room check. Knock on the door and ask if the participant needs trash bags or disinfectant wipes.
 - b. Participants can remove their own trash if they are not sick. Alternatively, they can bag up their trash and leave it outside the door. Advocates should check daily to ensure this is done. Advocates will remove trash as needed. Be sure to wear gloves and wash hands.
 - c. Participants can place used linens in plastic bags and leave outside their door. Advocates should bring fresh linens as needed.
 - d. Participants may do their own laundry with the following conditions:
 - i. They must have mild symptoms or no symptoms. Participants who are sick must not do their own laundry.
 - ii. They must be masked and gloved
 - iii. They must not share an elevator with other people
 - iv. They must not allow others in the laundry room with them
 - v. Advocates must provide them with disinfectant wipes and participants must wipe down the outside of the machines
 - e. Consult with [supervisor or coordinator] if a participant with more severe symptoms is requesting to do laundry. We will make a plan case-by-case. See Isolation and Laundry located in the Dropbox.
9. Symptom check
 - a. It is essential to screen participants daily using the Quarantine and Isolation Worksheet to calculate when the participant can be out of isolation/quarantine.
 - b. If the office has a spare temporal thermometer, provide it to the participant. (Make note of it on the equipment sign-out sheet and be sure to get it back!) Have them take the temperature of each person in the room. Record on the worksheet for each person.
 - c. If you wear a mask and face shield, you may do a very brief temperature check at the door. The participant must be masked as well.

- d. Ask whether anyone in the room has any new symptoms as indicated on the worksheet.
- e. Be alert to deteriorating symptoms that might require immediate medical intervention. If this occurs, call 911 and notify the front desk that you have done so. Tell the responders that the participant is in isolation/quarantine. Do not enter the room with them.

10. Leaving Isolation/Quarantine

- a. Quarantine will be for either 7 or 14 days, depending on what MDH tells us. Participants cannot leave quarantine early with a negative test.
- b. If someone in isolation gets a negative test, email Lauren and ask if it's permissible for the person to leave isolation early.
- c. If a participant tells you they get to end isolation due to a negative test, or if a shelter contacts you about this, tell them you must confirm with MDH.
- d. Coordinate with the shelter when discharging a person back to shelter. Tell the shelter that this must be coordinated so that we are giving consistent messages to the participant, and so that we can complete necessary paperwork.

JSHP Curfew and Overnight Procedures

Advocates will work with the overnight security to provide a safe and supportive environment in and around the hotel. The purpose of curfew is to promote safety and security by ensuring that we know where participants are when leaving for the night and promote communication between residents, staff and shelter advocates when curfew is not honored.

1. All participants are expected to be in the hotel by 9 PM unless they receive approval to be out later.
 - a. People can be excused for work, medical care, important meetings, family emergencies, car trouble, etc., but they must communicate with staff and receive approval to be out past curfew or call and inform staff they will be late and why.
 - b. Advocates will work diligently in the evening to determine who is present and who might be out. Check sign-out sheet, follow up if people are signed out but not back in. Call rooms, knock on doors, etc. Talk to people when they come to the office or come to get food, etc. to ensure they are in for the evening.
2. Record on the **JSHP Curfew Worksheet** at the end of the shift indicating who is out, who has permission and who does not.
 - a. Give the list to the overnight security person and review with them.
 - b. Put a post-it note on the door of any resident who is out without permission telling them to contact the security person in 405 or by calling [project cell phone number].
 - c. When leaving, ask the hotel to deactivate the key card of any person who is out without permission.
3. When those who are out without permission contact security to gain access to their rooms, security will remind them of curfew and the need to communicate with advocates. They will tell the resident that staff will follow up with them in the morning and ask the front desk to reactivate the key card.
4. Security should record this and review with AM staff the following morning.

5. Occasionally a participant will request of security that they would like to go outside for a few moments between the hours of 9 PM and 7AM. Unless otherwise engaged, security should escort the participant outdoors for a period of 10-15 minutes for a cigarette break or another purpose.
6. Advocates should follow up in the morning with any participants who were out after curfew. Talk with them about the circumstances and remind them of the importance of communicating with staff about any need they might have to be out late.
 - a. Repeated violations of curfew may lead to exiting the person from the program.
 - b. If someone is out for several days without communication, contact their shelter if they have one and consult with [supervisor or coordinator].