

Appendix 2.2 JSHP Resident Handbook

We have put these guidelines in place to provide the safest and healthiest environment possible. If at any time you find it hard to follow these guidelines, please speak with your primary advocate. If the hotel is concerned about what might be occurring in your room or on their property, they may contact the onsite advocate and/or speak directly with you. If an issue occurs, based on your conduct, the hotel management may ask you to leave. Any decisions of the hotel management will be final in these cases.

We are glad that you contacted us for services and that we are able to offer you this hotel space as a safe place to stay during the pandemic. During your stay, advocates will assist you to the best of their ability to help you figure out your next steps.

Advocates are here from 7:00 am to 9:00 pm. From 9:00 pm to 7:00 am, there is a security guard on site. Please do not contact the hotel staff or the front desk except in emergencies.

If you came to JSHP from a domestic violence program, your advocate will continue to provide primary advocacy services, which include help with emotional support, goal planning, financial support, and legal options. If you do not have an outside advocate, JSHP advocates will work with you to help you meet your goals.

In this space we honor and respect everyone's unique experiences and believe everyone has the right to be treated with dignity. We work together to create a place where everyone is comfortable as they leave the violence behind and begin to heal.

To contact the on-site advocates, dial 405 or 305 from your hotel room phone. Our cell phone number is [redacted] or [redacted]. If you call the advocate office from outside the hotel you must use the code [password redacted] or you will not be connected.

If you have an emergency that requires you to call 911, please alert advocates and the front desk.

If you have an emergency after 9:00 pm, please contact the security guard using our cell phone [redacted].

Referring Program	24/7 Phone Number
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	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

For everyone’s safety and health:

Keep the location confidential

- Please do not share the address or location of the hotel with anyone, including friends or family.
- **No visitors** are allowed at the hotel, including family, friends, or deliveries. To be picked up or dropped off, meet your ride at the gas station next door.
- Do not inform other hotel guests or outsiders that this is a domestic violence shelter. It is best to avoid contact with hotel guests who are not part of our program.
- If you need to meet here with a professional (e.g. pastor, attorney, counsellor, health professional) please consult with the advocates to have this visit approved.
- Do not share any information about other residents with anyone except program advocates.

Stay COVID-safe.

- Please remain in your room except for necessities, and supervise your children. Please stay at least 6 feet away from others when outside your hotel room. To exercise, you may go outside or use the first-floor fitness room. (There must be someone 18 or over in the fitness room.) Please maintain social distance when exercising.
- When outside your room or speaking to an advocate at your room door, please wear your mask, stay 6 feet away from others at all times, and wash your hands as often as possible.

- Do not enter other residents' rooms.
- If you have a breathing condition or a traumatic trigger, please inform us that you cannot wear a mask.
- If you are here to quarantine or isolate because of potential exposure, please follow all guidelines in the letter you were given when you came here. You should not leave your room, or have any contact with other people until your quarantine/isolation period is ended **and** you have been free of symptoms for twenty-four hours. If you have a negative covid test, you still must isolate.

We are smoke-free, alcohol-free and drug-free.

- No smoking, illegal drug use or alcohol use is allowed in the hotel.
- Participants who wish to smoke are required to use the smoking area in back of the hotel. You must remain at least 25 feet away from any entrance, in keeping with state law. Please wear your mask when going to smoke, wash your hands before stepping outside, and close the door behind you (please do not prop open). Put on your mask and wash your hands or use hand sanitizer when re-entering the hotel.
- We understand that there are many different ways to cope when experiencing violence and other difficulties. If you are concerned about your use of alcohol or drugs, please speak with an advocate about options and resources.

We are here to create a safe and respectful environment for all survivors of violence.

- Threatening language or behavior towards anyone is not tolerated. This includes profanity, intimidation, and physical violence. If you have concerns about inappropriate behavior, please speak with the advocates.
- No weapons of any kind are allowed in the hotel. This includes, but is not limited to guns, knives, and mace.

Sign-out and curfew

We have a curfew to keep everyone safe, and to be sure that rooms are used by those who need them. Please follow these rules.

- If you are leaving the hotel premises, you must sign in and out with the onsite advocate; there is a sign out sheet on the office door.
- Curfew is 9:00 pm. Unless advocates have approved being out late, you must be in the hotel by 9:00 pm. The most common reasons for approval are work or emergencies.

- If you are out past curfew without approval, your room key will be deactivated. You must check in with the security guard to get a new key, and again with hotel advocates in the morning.
- After curfew, if you want to go out for a walk or a smoke, you must ask the security guard.
- Do not stay overnight outside the hotel without approval from your advocate.

Meals

- Three meals a day are provided.
- Breakfast is served by the hotel in the lobby from 7:00 to 9:00 am. You may pick up breakfast yourself. Please bring the tray provided in your room for this purpose.
- Lunch and dinner are delivered around noon and 5 PM and available in Room 407. Meals are self-serve. Please do not open containers unless you plan to take it. Ask the advocates for help if needed. Microwaves in the hallways or rooms can be used to reheat meals.
- If you will be away from the hotel during mealtime and want us to hold your meals for you, please tell the advocates.
- There is frequently extra food. If you want to take extra meals or leftovers, please ask the advocates.
- There are snacks and pantry items in the offices to tide you over.
- If you have special dietary needs related to health or religion, please let us know, and we will do our best to accommodate them.

Cleaning and maintenance

- You must allow housekeeping staff to clean your room twice a week. This is the cleaning schedule:
 - 4th floor: Wednesdays and Saturdays, beginning about 8:30 am
 - 3rd floor: Tuesdays and Fridays, beginning about 8:30 am
- We provide brooms, mops, garbage bags and cleaning supplies for you to do your own spot cleaning. Please keep your room clean.
- Garbage from your room must be taken daily to the dumpster outside. Please tie the garbage bag closed and put it in—not beside—the dumpster. If you need help taking out your trash, let the advocates know.
- If you need additional linens, please ask the advocates, not the hotel staff. Dirty linens should be left in your room for housekeeping staff to pick up.
- Do not leave garbage or dirty linens in the hallway.

- Please thoroughly defrost your room refrigerator once a week by turning it off for 24 hours and placing a towel inside it. We can put your refrigerated items in another room.
- If something in your room is broken or malfunctioning, please tell us as soon as possible and we will get it fixed.
- We will inspect rooms once a day to be sure nothing is getting out of hand. We are not passing judgment on your way of living or standards of neatness, but are obliged to keep rooms in order by hotel management.
- If you need help with cleaning, maintenance, or garbage, please ask. We are glad to help you.
- Please help us keep the common areas clean and neat.

Laundry

- Laundry facilities are located on the first floor. The cost is \$2.25 to wash and \$2.00 to dry. The on-site advocate has quarters and laundry detergent available for you.

Mail

- Check with your shelter advocate about mail delivery.
- If you do not have a shelter, we will make arrangements for mail delivery.
- Please do not use the hotel address for your mail without advocates' approval.

Phones

- If you use your room phone to call outside the hotel, the Hampton Inn will show up on caller ID, possibly breaking confidentiality. If you do not have a cell phone, please use the JSHP cell phone for local and long-distance calls.

Transportation

- City buses run Monday through Friday. There is a schedule posted on the 4th floor.
- If you will be parking a car on the lot, please give us the license plate number, so we can inform hotel management.
- Lyft transportation for essential appointments can be arranged through your shelter advocate or through JSHP. We have a very limited transportation budget, and are only able to provide Lyfts in emergencies or for important appointments when there are no other options.

Belongings and storage

- To provide enough space for social distancing, we ask that you limit your belongings to what is necessary.
- If you have small valuable items, cash, or documents you would like locked up separate from your hotel space, please ask the on-site advocates.
- Participating programs and hotels are not responsible for items lost, stolen or left behind.
- If you leave belongings at the hotel when you leave the program, we will try to keep them for one week, but this is not guaranteed.

Supplies and clothing

- Currently we have a small amount of donated clothing in room 307. Please ask the advocates for access to this room.
- If you do not find what you need there, talk to the advocates and we will do our best to get you what you need. If you have a shelter advocate, please ask them for special clothing and other personal items. The offices contain basic first aid, cleaning, PPE, and personal hygiene supplies. Please ask for what you need. If you have a special need for an item, we will try to order it for you.
- There are games, art supplies, school supplies, and books in the offices and rooms 307 and 407. Please take what you need. If you want a special game, book, or supply, tell us and we will try to get it for you.

Use of hotel facilities

- As COVID restrictions change, the hotel's policies about public access change too. Presently (1/15/21) the following facilities are open:
 - Fitness center (with social distancing and occupancy restrictions as posted)
 - Pool (**Someone 16 or older must be at the poolside with children at all times.**) We have a limited supply of swimsuits and can get more if needed. Let us know if you need one.
 - Laundry room
 - Lobby (with social distancing and occupancy restrictions as posted) No eating in the lobby.
 - Hotel computer use (limited to one person at a time)
 - **No smoking anywhere inside the hotel.** Participants are asked to use the smoking area in back of the hotel and must remain 25 feet away from any entrance.

Overnight considerations

- If you have a medical or other emergency during the night, call the security person at [redacted].
- Security staff are not JSHP employees: they are contracted through a separate company. They are here to keep you safe, prevent unauthorized access, and provide emergency assistance. They are required to keep all information about residents confidential.
- Under *no* circumstances will security staff access residents' records, phone numbers or other personal information. They are not sources of legal information nor are they trained counsellors. If you have concerns and need to talk to someone in the middle of the night, call one of the domestic violence shelters (listed on the second page); they have trained advocates who can help you.

Taking care of your mental health

It is not easy trying to recover from violence, while living at the hotel and following social distancing requirements. Please think about the following:

- Our advocates are here to listen to you and help you. Please come to us to talk and check in. We will make time for you.
- If you have acute mental health needs, such as an episode of suicidal thoughts, mania, depression, or chemical use, let us know right away. We will help you find the help you need.
- You may want to investigate online support groups, AA and NA meetings, or private therapy. We can help you locate an online group. Some shelters also provide therapist services.
- Take care of yourself by exercising, eating healthy foods, and doing creative and positive activities.
- Keep positive people in your life: many residents benefit from their membership in cultural, religious, hobby and other affinity groups.
- Be aware that abuse of drugs and alcohol may limit your ability to meet your goals and be happy.
- As the pandemic subsides, we are now able to provide some limited opportunities for social interaction. These activities will usually take place in Room 408. Talk to the advocates for more information.

Preventing the Spread of COVID-19

On-site advocates will screen residents daily for COVID-19 symptoms. These screenings are necessary to help us identify and appropriately respond to any cases of COVID-19 in the hotels as quickly as possible. Tell the onsite advocate immediately if you or any member of your household develops:

- New or worsening cough
- High fever (100.4°F/38°C or higher)
- Unusual shortness of breath
- Extreme fatigue, headache, muscle pain, or sore throat
- Nausea or other gastrointestinal symptoms
- All residents and advocates must cover their mouths and nose when coughing or sneezing, wash hands often for at least 20 seconds at a time with soap and water, and use hand sanitizer as needed between hand washing.
- Residents should practice good hygiene, including showering and washing clothes regularly, and throwing away used tissues immediately.

Using Cloth Masks

- Wearing a mask can help prevent a person infected with COVID-19 from infecting others. However, a cloth mask does not prevent the wearer from becoming infected. We know that someone can be infected with COVID-19 but have no symptoms, which is why we are asking *everyone* to wear a mask while outside their room – even if you don't feel sick.
- Despite the lifting of mask mandates by the governor, JSHP still requires participants to wear face coverings when outside your rooms.

Putting on the mask:

1. Wash your hands or use hand sanitizer.
2. Secure ties or elastic bands at middle of head and neck or behind ears, depending on the type of mask.
3. Make sure that the mask fits snugly to your face and below your chin.
4. If you wear glasses, put them on over the top of mask.
5. Wash your hands or use hand sanitizer.

Taking off the mask:

1. The front of mask is contaminated — DO NOT TOUCH!
2. Remove the top ties or elastics, then the top.
3. Place in a paper bag until able to wash.
4. Wash your hands or use hand sanitizer.

Other mask guidelines:

- Dirty and clean face masks must be housed in separate, clearly labeled containers to prevent cross contamination.
- Masks should ideally be washed after each use, or at least daily, using detergent and hot water then dried on a hot cycle. If you do not have access to a washing machine, wash the mask in hot, soapy water and allow to dry completely before use.

In general, avoid touching your face and wash your hands as often as possible.