

Exhibit T
LAHSA Minimum Shelter Standards

DEFINITIONS

EMERGENCY HOUSING means any facility, the primary purpose of which is to provide temporary or transitional shelter for the homeless in general or for specific populations of the homeless.

TRANSITIONAL HOUSING is a type of housing that facilitates the movement of homeless individuals and families to permanent housing. Homeless persons in transitional housing may receive supportive services such as childcare, job training, and home furnishings that help them live more independently.

PERMANENT HOUSING

This is long-term housing that may be accompanied by the provision of supportive services that are designed to enable homeless persons to live as independently as possible in a permanent setting.

1. ADMINISTRATION

- A. Our shelter has established written protocols to guide staff actions and Program services regarding injury and disease prevention within the shelter setting.

As it relates to HIV/AIDS, the shelter maintains up-to-date statements on its policies and, mandatory implementation of universal precautions.

As it relates to Tuberculosis, our shelter implements the following Tuberculosis Screening of All Program Participants and Staff:

- i. Contractor hereby certifies that it has implemented a standardized internal procedure for reducing the risk of tuberculosis ("TB") transmission as follows and as more fully described in Exhibit W of this Agreement which provides:
 - a. Screening for all employees and all volunteers in direct contact with Program Participants;
 - b. Appointing a shelter TB Liaison;
 - c. Screening Program Participants for symptoms of infectious TB at Intake;
 - d. Requiring non-symptomatic Program Participants seeking admission to the shelter to show evidence of TB clearance by a healthcare provider within seven (7) days after initial admission to the shelter;
 - e. Establishing a Cough Alert Protocol.
- i. Contractor does ensure that Participants who show symptoms of TB shall be linked to an appropriate healthcare provider. Participants who do not have symptoms of TB should be screened by a healthcare provider within seven (7) days of intake.
- iii. Contractor does provide, maintain proof, and keep confidential the TB screening of all staff, including those of its subcontractors and make these records available at any time LAHSA's requests them.
- iv. Contractor does comply with LAHSA reporting requirements regarding TB screening of Program Participants, including the entering of such information into the Los Angeles CoC's HMIS in compliance with Section 16 of this Agreement.
- v. Contractor does assign each Program Participant with a clearly identified and numbered bed.

- B. Our shelter does not require religious participation.
- C. Our shelter does not deny participation in or the benefits of its Programs, on the basis of race, religion, ancestry, color, national origin, sex, sexual orientation, age, disability, or familial status. However, residential services can be limited to specific sub-populations of homeless people in regard to sex, age, and disability as long as the purpose is to enhance service provision or the dignity and safety of participants, and if meaningful nondiscriminatory referrals are made for the benefit of clients who are denied service.
- D. Our shelter does not charge residents for housing or other services, nor does it collect fees that would otherwise be the discretionary income of the client unless clearly posted and notification is made at the time of client intake. Any exception is recognized only with respect to shelters that charge fees that are clearly described in advance in accordance with uniform procedures that are on record with LAHSA.
- E. Our shelter has space designated for securing all documents in order to ensure client confidentiality.
- F. Our shelter clearly posts the location where grievances can be heard. If off-site, transportation will be provided by the shelter operator.

2. PERSONNEL

- B. Our shelter has trained on-site staff persons (paid or volunteer) to provide a safe environment during all hours the facility is open to the residents.
- C. Our shelter's staff has been trained in emergency evacuation, first aid procedures and CPR procedures, and receives on-going in-service training in counseling and de-escalation skills.
- D. Our shelter has an organized method of selecting and training all volunteers and paid staff. Also, volunteers and paid staff have job descriptions and identifiable lines of authority.
- E. Our shelter has staff whom, to the extent possible, can communicate in the language of our residents.
- F. Our shelter's staff receives on-going training on relevant community resources and social service Programs.
- G. Our shelter's staff shall be identifiable through uniform attire or identification badges.
- H. Our shelter has an organization chart showing the administrative responsibilities of all persons working in the shelter.

3. OPERATIONS

- B. Our shelter allows residents to exercise the following rights:
 - i. the right to religious liberty
 - ii. the right to present complaints and grievances
 - iii. the right to have all records and disclosures maintained according to the written shelter rules regarding confidentiality and privacy
 - iv. the right to review their records and have external disclosures of any personal client information, as governed by the written shelter rules regarding confidentiality and privacy
 - v. the right to be free from restraint or confinement unless the resident poses a danger or threat to others

- vi. the right to leave and return to the facility at reasonable hours in accordance with the rules of the shelter
- C. Our shelter prohibits possession and the use of weapons, alcohol and illegal drugs on site.
- D. Our shelter shall provide a clean, safe and healthy environment that is consistent with conventional social services and which respects individual needs and human dignity.
- E. Our shelter has written policies for intake procedures and criteria for admitting people to our shelter.
- F. Our shelter provides all residents with, and posts in a conspicuous place, a copy of our house rules and regulations, and a copy of the disciplinary and grievance procedures.
- G. Our shelter keeps a daily office log which documents the activities of each shift, and any unusual or special situations and instructions regarding residents.
- H. Our shelter maintains a daily census, listing residents, employees and volunteers.
- I. Our shelter refers people to the appropriate shelter agency or referral service if we cannot provide shelter or a needed service.
- J. Our shelter does not require residents to perform labor, other than chores directly related to daily living activities within the shelter.
- K. Our shelter allows residents, during their period of stay, to report the shelter address as their legal residence for legal purposes such as receipt of mail, school registration, and voter registration.
- L. Our shelter has, or provides access to, a phone which residents can use within reasonable limits.
- M. If our shelter assists residents in managing their financial affairs, we do not charge for our services.
- N. If our shelter holds funds or possessions on behalf of a resident, those funds or possessions are returned upon demand within 24 hours.
- O. Our shelter takes incoming emergency phone messages for our residents during business hours

4. HEALTH

- B. Our shelter has available, at all times, first aid equipment and supplies for medical emergencies.
- C. Our shelter has at least one staff person on duty that is trained in emergency first aid procedures.
- D. Our shelter has provisions for storing, refrigerating, and retrieving residents' medications.
- E. Our shelter refers residents to a medical facility or clinic for needed health examinations, emergency treatment, and follow-up visits.

- F. Our shelter promptly and appropriately responds to medical problems with residents and staff.
- G. Our staff receives regular training and is knowledgeable about common physical and mental health problems of homeless people and how to obtain needed and appropriate services.

5. FOOD SERVICE

- B. Our shelter provides residents with three well-balanced meals daily on-site or, in the case of some transitional housing Programs, by providing “do it yourself” food preparation facilities.
- C. Our shelter makes a reasonable effort to meet medically appropriate dietary needs of all residents.
- D. Our shelter provides food buying and menu planning by a staff member, consultant or volunteer knowledgeable in nutrition.
- E. Our shelter has made adequate provisions for the sanitary storage and preparation of any food provided.

6. EQUIPMENT AND ENVIRONMENT

- B. Our shelter is clean and complies with all applicable building, safety and health codes.
- C. Our shelter has a heating and ventilation system, and maintains a comfortable temperature.
- D. Our shelter has a housekeeping and maintenance plan to ensure a safe, sanitary, clean and comfortable environment, and works diligently to prevent and eliminate insect and rodent infestations.
- E. Our shelter provides each person with at least a bed (or crib for infants whenever possible), a blanket, and pillow, all of which are clean and in good repair.
- F. Our shelter has a sufficient supply of functionally clean and reasonably private toilets and wash basins, with hot and cold running water.
- G. Our shelter provides clients with reasonable access to public transportation.
- H. Our shelter has laundry facilities available to residents, or access to laundry facilities nearby.
- I. Our shelter provides storage for checking in/out residents’ personal belongings during the period of shelter.
- J. Our shelter provides towels, soap, and toilet tissues.
- K. Our shelter provides a dining area separate from the sleeping areas.
- L. Our shelter has a sufficient quantity of functionally clean and reasonably private bathing facilities with hot and cold running water.

7. SAFETY

- B. Our shelter has an emergency plan covering earthquake, fire, flood and other disasters.

- C. Our shelter has a fire-life safety system including posting of an evacuation plan and all items as required by building, safety, and health codes.
- D. Our shelter has a phone available 24 hours per day to contact the fire department, paramedics, police, and site supervisor personnel, and posts a list of such emergency numbers at the telephone location(s).
- E. If separate rooms with doors are provided, doors in residents' rooms can be secured by the resident (staff must have a key).
- F. Our shelter has a security plan to deter theft and resident harm.

8. GRIEVANCES

Our shelter has an internal Participant Termination and Grievance Policies and Procedures in place that incorporates the terms and conditions of **Section 20** of the Agreement.