

Mountain View Community Guidelines

LifeMoves programs are designed to meet the specific needs of individuals and families experiencing homelessness, and to assist them with increasing self-sufficiency and moving to more stable housing. To help our clients set and meet these goals, LifeMoves programs include shelter, case management, workshops, community activities, and individual chores. In these guidelines, the term “program” encompasses all these services, “program facility” or “facility” refers to the LifeMoves Mountain View facility, and “client” refers to residents at this facility and participants in this facility’s programs.

Non-Discrimination Policy: It is LifeMoves policy to treat our clients without regard or consideration for the individual’s race, color, religion, sex, age, national origin, ancestry, physical or mental disability, veteran or marital status, medical condition, pregnancy, sexual orientation, or any other basis protected by federal, state or local law. To comply with applicable laws ensuring equal opportunities to clients with a disability, LifeMoves will make a reasonable accommodation for the known physical or mental limitations of a client with a disability unless undue hardship would result.

1. Clients Bill of Rights

- a. Clients' rights will be exercised in ways that also respect the rights of others. No individual's rights are absolute.
- b. Clients are entitled to enjoy a safe and healthful living environment in the program facility.
- c. Clients are entitled to be treated in a manner that respects their dignity and individuality.
- d. Clients with disabilities, personal, and cultural differences are entitled to reasonable accommodations under fair housing laws when such accommodations are necessary because of their disability, personal, and cultural identity. LifeMoves will accommodate clients’ needs (expressed, implicit, or implied) as long as such accommodation will not result in an essential change to the program or residential structure.
- e. Clients are entitled to remain in the program and not be involuntarily removed without reasonable cause and just procedures.
- f. Clients are entitled to just and standardized procedures for determining eligibility, admissions, sanctions, discharges, and resolving grievances.
- g. Clients are entitled to reasonable privacy and confidential treatment of personal, social, financial, medical, mental and behavioral health records, except as necessary to further treatment, information and referral services and in compliance with the client’s written consent to release information.
- h. Clients are entitled to the full exercise of their civil, constitutional, and legal rights.

2. Reasonable Accommodation Notice

Those wanting to make a reasonable accommodation request to aid a physical and/or mental health disability should speak with their case manager and/or program director as soon as possible to alert staff to the request. Some reasonable accommodation requests will be asked to be placed in writing and may require follow up paperwork before such requests can be considered for accommodation.

3. Eligibility

The program is available to adults, couples, and families experiencing homelessness. Individuals who have recently stayed in a LifeMoves residential program are not eligible for this program unless the time since discharge is at least 90 days.

4. Required TB Testing

New clients must show a record of a negative TB test (PPD Skin Test, chest x-ray, or blood work) within the past 12 months. If no record is available, LifeMoves staff will refer clients to a TB testing provider. Clients **have one week** to provide the new record of a negative TB test.

5. Sobriety and Clean Environment

Our facility strictly supports an environment that is free of the use of alcohol/ETOH and drugs (non-prescription/medication). New clients will be asked to provide proof of sobriety to enter the program. Unannounced alcohol and drug testing may be conducted when there is probable cause that may raise a clinical or safety issue. Results of any drug test or breath alcohol test ("breathalyzer" or BAC test) will be used to establish appropriate treatment plans. Clients are expected to adhere to treatment plans as a show of good faith in respecting other clients' sobriety and clean living.

6. Length of Stay

The program length of stay is **up to 90 days**. Extensions may be granted by LifeMoves management on a case-by-case basis, based on the client's:

- Focus and progress in meeting case plan goals (for example, stable housing, employment, mainstream benefits, and increased self-sufficiency).
- Compliance with program policies and procedures.
- Consistently contributing to their housing fund.

7. Daily Wellness Checks

Staff will complete daily wellness checks, which will include visual unit inspections and client health screens. There will always be at least two staff going into units. If a client refuses, entry staff will contact the Program Director, who will instruct staff next steps. Program Director will assess the situation if needed the police may be called for further assistance.

Each unit is one adult, unless approved by management.

Clients who do not return to shelter site within 24 hours will be given an Ask To Leave Letter (ATL) and will have the opportunity to appeal. If clients do not return to shelter within 72 hours all belongings will be discarded.

8. Case Management

Clients meet with their Case Manager on a weekly basis to ensure that measurable goals are being met and to discuss any barriers to self-sufficiency. Successful case management means TOGETHER, the client and Case Manager will review goals and accomplishments. The Case Manager will assist with referrals to outside agencies and provide information about community resources as appropriate. Case management will cover the following:

- **Housing search**, to include regular housing search logs, viewing and applying for housing, creating a tenant portfolio and acquiring a credit report.
- **Financial planning**, to include referral to financial benefits (as appropriate), referral to financial counseling, assistance in budgeting.
- **Improving self-sufficiency and skills**, to include working on/learning self-care, coping skills, vocational skills, general life skills, etc.

- Special attention will be made to any client who expresses intent to harm themselves or others. **A client identified as high risk must develop a Safety Plan within the first week. During weekly case management meetings, the safety plan is reviewed and updated as needed.**

Clients will promptly contact their Case Manager when any of the following occur:

- Require reasonable accommodation to meet program policies and requirements.
- Source of income changes.
- Loss of job, or change of employment, training or educational programs.
- Having problems achieving personal and program goals.
- Having problems with other clients or staff.
- Unable to consistently contribute to their housing fund.
- Unable to attend mandatory case management meetings, classes, or workshops.

9. Medication Management

Clients must store their prescribed and over-the-counter medications safely in their assigned rooms. It is prohibited for anyone in the program to sell or share any prescription or over-the-counter medications.

Medication management is an essential part of maintaining the safety of everyone in the facility and stabilizing the client's health when indicated by their case plan. For these reasons, clients must agree to adhere to medication and treatment therapy as ordered by appropriate physicians, and for the proper storage, control, and documentation of all medications (prescription and non-prescription). LifeMoves staff is not responsible for administering or dispensing medications, however, staff may observe you taking your medications, as prescribed.

10. Housing Fund

LifeMoves has designed a Housing Fund program to support clients in their search for permanent living arrangements. Clients have the option to participate in LifeMoves' Housing Fund Plan or to save money in their own fund. In either case, clients are strongly encouraged to contribute 50% of their income each pay period into their housing fund.

Clients choosing to participate in the LifeMoves Housing Fund Plan, will discuss with their Case Manager how to contribute money to the fund and how to keep receipts for deposited funds. When a client is discharged, they will be provided a check for the amount they saved during the program. Clients who leave the program before their discharge date must give their Case Manager 48 hours' notice to provide time to prepare a check for their savings contributions.

11. Facility Hours

- The facility is open 24 hours a day, 7 days a week
- **Mealtimes:** (Meal times may be subject to change with little or no notice)
 - Breakfast: 7:00 AM – 8:00 AM
 - Lunch: 12:00 AM - 12:30 AM
 - Dinner: 5:30 PM – 6:00 PM
- **Family Laundry hours:** Sunday, Wednesday, and Friday from 8:00 AM - 8:00 PM
- **Singles/couples laundry hours:** Monday, Tuesday, Thursday, and Saturday from 8:00 AM – 8:00 PM
- **Chores:** Morning chores must be done by 10:00 AM; evening chores must be done by 8:00 PM
- **Curfew:** Mon-Fri 8:00 PM/ Weekends: 10:00 PM

- **Quiet hours:** ("lights out") begin every night at 10:00 PM
- **Required bed checks:** 11pm everyday

12. Client Mail

Clients may receive mail at the following address:

LifeMoves Mountain View
2566 Leghorn St
Mountain View, CA 94043
Att: CLIENT NAME

Clients may receive mail at this address while the client is in active case management. Beginning 14 days after the client discharges from the program or terminates case management services, all mail will be returned to sender. For clients who are discharged from the program under 'Grounds for Immediate Discharge,' mail will be returned to sender beginning the day of discharge.

13. Telephones

This facility does not have telephones for resident use, except in an emergency.

14. Computers and Office Equipment

This facility provides Chrome Books and other office equipment to support housing and employment goals (e.g., job searches, housing research, interview preparation). LifeMoves staff will provide clients with additional instructions about using the Chrome Books.

15. Visitors

No visitors allowed in units without management approval. If a visitor refuses to leave staff may contact the police as the person is trespassing.

Personal Visitors - Personal visitors, including family and friends, are not allowed on the facility site. This is to protect the confidentiality of other clients. Confidentiality rules also require that the staff will not confirm nor deny if an individual is a resident. It is the client's responsibility to make arrangements to meet off-site with people they wish to visit with.

Official Visitors - Clients must notify their Case Manager when they expect visits from social workers, probation officers, and other service providers. When requested, facility staff will try to provide a private space to meet. All official visitors (service providers) must sign in at the front desk and provide their ID and a badge or business card.

16. Service and Assistance Animals

Clients who have a service animal and/or emotional support animal should refer to the reasonable accommodation request.

17. Pets at the Facility

Pets are not permitted on the facility grounds or in the facilities unless approved by LifeMoves management. Animals that are approved, must be accompanied by the client at all times. Pets may be allowed on the property with proper documentation. Clients are responsible for cleaning up after their pets. Cleanliness of the unit will be expected.

18. Chores

Clients are expected to maintain a safe and clean environment by picking up/cleaning up after themselves. Clients must complete daily chores as assigned by LifeMoves staff. It is the client's responsibility to ensure that their assigned chores are completed, and to locate a substitute if necessary. It is never acceptable to pay another client to complete a chore on your behalf.

Clients who are unable to complete chores due to physical limitations should request a reasonable accommodation with their Case Manager. A physician's written statement may be required.

19. Workshops

Workshops are offered to support client goals toward self-sufficiency and stable housing. Clients should attend workshops that are listed in or relevant to their case management plan.

20. Attendance, Curfew, and Passes

Attendance: Clients are responsible to be on time for all appointments with their Case Manager, group meetings, and outside appointments.

Overnight Stay: Clients must spend every night in the facility to remain eligible in the program, except for specific approvals by LifeMoves management (e.g., the Overnight Pass program). If a client is absent for two nights without an overnight pass or other management approval, they may be discharged from the program.

Curfew: Clients with children must return to the facility by 8:00 PM every evening. Clients without children must return to facility by 8:00 PM every evening.

Passes: The facility staff will inform clients about the following Pass programs: Late Night Pass; Overnight Pass; Work Pass; Lay-In Pass.

21. Personal Living Space

- Clients will be assigned a room for the duration of their stay.
- Clients may not be in each other's assigned rooms. Non-compliance may result in discharge.
- Clients are responsible to keep their personal living spaces neat, clean, and sanitized according to requirements explained by the facility staff. Beds must be made each morning. All personal items must be properly stored. This will be ensured through weekly facility inspections.
- For safety reasons, candles, incense, hot plates, open flames, heating elements, and certain types of lights are prohibited. These must be turned over to facility staff for storage and will be returned upon discharge.
- Absolutely **NO FOOD OR BEVERAGE**, except for water, is allowed in rooms. Facility cleanliness, including personal living spaces, will be monitored by regular inspections. Failure to keep personal and common spaces clean may result in warnings and even discharge from the program.
- All electronic devices must be silenced or on vibrate mode at all times. When using any electronic devices, headphones must be used instead of speakers.
- Proper hygiene and grooming must be maintained at all times. For example, urinating is only permitted in the bathroom toilets/urinals.

22. Personal Belongings

- Clients may not bring more than the equivalent of 2 large bags (60-gallon) of personal belongings into the facility.
- LifeMoves is not responsible for lost, misplaced, or stolen belongings during the client's stay. Clients are encouraged to safeguard their valuables.
- Clients will be held responsible for any destruction or theft of LifeMoves or other client's property and will be discharged and subject to legal action.
- Clients will be held responsible for any destruction or theft of LifeMoves or other client's property and will be discharged and subject to legal action.
- Clients are required to take ALL belongings (including medication & medical equipment) with them upon discharge.
- Belongings will **NOT** be stored for anyone who is no longer a client for longer than 72 hours after a client is discharged. Personal belongings that are left in the program facility after 72 hours from when a client discharges will be disposed of by program staff unless arrangements are made with the Case Manager or by contractual obligation. Any belongings that are left longer than the agreed upon period will be disposed of.
- No glass or silverware is allowed in the possession of clients. Items such as mugs must be plastic to be allowed in the facility. Any glass or silverware that does not fit these criteria will be confiscated immediately or the client can remove the item from the property.
- Clients are prohibited from stealing, gambling, trading, selling or buying personal belongings or services including but not limited to cigarettes, food, clothing, and services such as errand running.

23. Items Not Allowed Onsite

Due to fire hazards and safety reasons, the following items are *Not Allowed* onsite:

- Floor/space heaters
- Heated blankets
- Candles
- Hot Plates and/or Double Burners
- Bleach
- Cooking/Frying Oil
- Cutting knives
- Personal monitors or TV's
- Personal appliances
- Oxygen tanks needs to have management approval
- Limit of two bags of clothing items per client

24. Signing In and Out

For the safety of everyone, clients must sign out when leaving the premises and sign in on return. Staff will use the sign-out/in sheet for roll call in case of an emergency.

25. Dress Code

Clients should dress professionally for their case management meetings and outside appointments.

Shoes, slippers and appropriate clothing must be worn at all times. Clients must wear clothing to sleep and when going to and from bathrooms. Pajamas may not be worn in common areas or outside. Clients

will be asked to change clothes if LifeMoves staff deems any clothing to be inappropriate. Failure to comply with the dress code may result in discharge from the program.

26. Bicycles

Bikes are not allowed in units
And are to be properly stored in designated locations
Management will provide bikes locks when needed

27. Alterations and Furniture

No alterations or additions may be made in the rooms or building. For example: No hanging objects on the walls, no drawing on the walls, no hanging pictures on walls, no installing wires/ phones, do not pin Curtains, etc. Only the furniture we provide may be used. Furniture is not to be moved unless participants obtain prior approval from staff.

28. Storage

LifeMoves does not store belongings for anyone other than current clients. Clients must take all personal belongings with them at the time of their discharge. Personal belongings that are left in the facility after discharge will be disposed of appropriately by program staff within 72 hours.

29. Linens and Laundry

Upon arrival, clients will be given bed linens and towels. Clients are responsible to keep these linens clean and return the linens to staff upon discharge. Laundry facilities are provided on site. Laundry hours are from **8:00 AM to 8:00 PM**. The last load of laundry should be started no later than 7:00 PM and must be removed by 8:00 PM.

30. Food and Kitchen

Meals are provided as a service to all clients; however, clients may buy their own food to eat in the facility dining areas. Client's personal food or drink may not be stored in the facility's refrigerators. Clients are only allowed in kitchen areas with staff escort to complete assigned chores.

Clients may request reasonable accommodations for dining exceptions to their Case Manager.

31. Smoking

Smoking is permitted **ONLY** in designated smoking areas. Smoking is prohibited anywhere within 50 feet of the main entrance of the facility.

32. Cars/Parking

- Please be mindful: All clients with cars must submit vehicle information to the front desk upon intake. Provide make, model, color, and license plate of the car(s). If we do not have this and you park your car in any of the lots, it could be towed at owner's expense.
- Only certified placard holders can access handicap spaces.
- Car repairs and car washing are not permitted on the property (this includes our parking lots).
- All transportation, like Lyft, Uber, Taxi Cabs, etc. are required to pick you up on the street as they cannot drive into the parking lot.

33. Facilities Maintenance

Facility maintenance issues should be reported immediately to LifeMoves staff, who will contact the appropriate maintenance personnel or service provider.

34. Confidentiality

LifeMoves is required by law to protect client confidentiality. For this reason, LifeMoves staff cannot confirm nor deny that a client resides at this facility or participates in its programs unless the client provides a written, signed consent. Case Managers can provide more information on LifeMoves' privacy policies and practices.

35. Emergency Procedures

In the event of an emergency at the facility, all occupants must calmly and quietly follow the direction of LifeMoves facility staff (or emergency services personnel, if present). Staff will call "911" as necessary. Clients should call "911" only if instructed to do so by the staff, or if the staff is unavailable or unable to make a necessary "911" call.

If the facility must be evacuated, occupants will follow posted evacuation route signs or follow LifeMoves staff (or emergency services personnel, if present) to a meet-up location. At the meet-up location(s), staff will take roll call to support evacuation efforts by emergency services.

36. Illness / Contagious Disease

To protect the safety of everyone in the community, anyone with a contagious illness or condition such as **active** TB, chicken pox, measles, mumps, whooping cough, pink eye, lice, scabies etc., will be immediately discharged from the facility to prevent the spread of the communicable condition. Clients, or their family members, discharged in this manner will be placed on "automatic return" status. The individual may return as a resident after the facility Program Director receives medical documentation (signed by a physician) that the individual is no longer contagious, and as soon as accommodations are available.

Clients with latent Tuberculosis must be under the LifeMoves TB Regimen to stay in the program.

Clients with symptoms of or a positive test for COVID-19 will be handled according to current LifeMoves COVID-19 policies. These policies change periodically, based on local conditions and county/ state/ federal guidance.

37. COVID-19 Safety Protocols:

- Wear a mask that covers your nose and mouth at all times you are outside of your room. If you need replacement masks, please contact any staff.
- Follow social distancing guidelines by having at least 6 feet of space between you and another person.
- Complete the daily temperature check: Staff will conduct a temperature check daily with each program participant. If staff can't find you for the daily temperature check, a wellness check will be done.

38. Good Neighbor Policy

The LifeMoves Good Neighbor Policy is comprehensive and tailored to each facility. All residents, businesses, agencies, and property owners within the neighborhood (neighbors); LifeMoves staff; and clients have a right to personal safety, to safe and quiet enjoyment of their properties and public spaces, to access services, and to meet their basic needs.

The quality of life and the overall character of the neighborhood can be greatly influenced by the behavior of staff and clients. Displaying a respectful and courteous attitude makes the neighborhood a more pleasant place to work and live. Staff and clients are expected to exercise good judgment and be sensitive to the needs of their neighbors. Clients should not loiter at nearby locations.

39. Written Warnings

Written warnings may be given to clients for the following:

- Violations of program policies, rules, or community guidelines
- Behaviors or actions that are disruptive, maladaptive, or abusive to other individuals or to the community
- Knowingly providing false or untrue information to a Case Manager
- Failing to actively follow a case management plan to which the client has agreed to

The Case Manager will be informed when a client receives a written warning. Clients who receive a warning for a serious offense, or more than one warning for lesser infractions, may be discharged and terminated from the program.

40. Program Termination

Federal, state, and local laws are strictly enforced. Should clients, friends or associates be suspected of illegal activity or disturbing the staff or other clients, the client may be terminated from the program.

If for some reason you are terminated from the program (e.g., use of alcohol, drugs, violent conduct, not following the program guidelines, etc.) you will agree to leave by the time designated by staff. LifeMoves staff will give you notice in writing whenever possible which will outline the reason and time of your departure.

Right to appeal decisions: Clients who do not agree with a decision made by staff regarding denial into the program, termination, or consequences related to program violations may appeal. In order to do so, you must submit your appeal in writing before your termination deadline or within one day of the incident in question. Your Case Manager is available to assist you in writing your appeal. Your appeal will be decided by the Program Director and Case Manager. Whenever possible the Program Director will meet with you and your Case Manager as a part of the appeal decision. You should receive a written response from the Program Director to your appeal as soon as possible.

If you wish to continue with the appeal process you may request that the Program Director Committee review your situation. This request must be made in writing immediately after receiving the decision from the Program Director. The Program Director Committee will review your written appeal, consult with staff and when possible review your case file and/or meet with you. The Program Director Committee will provide a final decision in writing as soon as possible.

During the appeal process you may remain on the premises even if it goes beyond your termination date unless your remaining represents a threat to anyone's safety (i.e., violent conduct, disorderly conduct). If the appeal decision is that the termination is upheld you are expected to comply with that decision and the termination date given on the written response.

41. Ground for Immediate Discharge

Clients will be subject to immediate discharge for violating any of the rules listed below. Discharged clients are ineligible for re-entry for 30 days, then LifeMoves management may re-assess eligibility back into the program.

- a. **ABSOLUTELY NO DRUGS OR ALCOHOL ARE ALLOWED ON LIFEMOVES PROPERTY.**
LifeMoves programs are clean and sober living environments. Any client suspected of using, selling, or storing drugs or alcohol will be asked to leave the program immediately; suspicion may include, but is not limited to, bizarre behaviors, acting out, slurred speech, dilated pupils, and staggering gait. Drug and alcohol testing may be done without prior notifications. Any client who does not agree to a request for drug/alcohol testing will be subject to immediate discharge from the program.
- b. **ABSOLUTELY NO WEAPONS ARE ALLOWED ON LIFEMOVES PROPERTY.**
LifeMoves operates a safe living environment. Any clients suspected of concealing or using weapons will be asked to leave the program immediately and the appropriate authorities will be notified. Weapons include guns, knives, tasers, mace and pepper spray, and all other devices whose primary purpose is to injure or kill. In addition, any object or substance used to attack or threaten another person will be considered a weapon.
- c. **ABSOLUTELY NO PHYSICAL ASSAULT, GESTURES, OR THREATS OF VIOLENCE.** Any behavior deemed by staff to warrant intervention by police or other emergency personnel is cause for immediate discharge.
- d. **ABSOLUTELY NO SEXUAL HARASSMENT.** Any behavior deemed by staff to warrant intervention by police or other emergency personnel is cause for immediate discharge.
- e. **ABSOLUTELY NO VERBAL ABUSE INCLUDING OFFENSIVE LANGUAGE, HARRASSMENT, AND RACIAL SLURS.** Any behavior deemed by staff to warrant intervention by police or other emergency personnel is cause for immediate discharge.
- f. **ABSOLUTELY NO ENGAGING IN ANY ILLEGAL ACTIVITIES ON OR OFF PREMISES.** This includes, but is not limited to, panhandling and buying or selling any medication or substance. Staff will contact the police if necessary.
- g. **ABSOLUTELY NO DESTRUCTION, VANDALISM, OR THEFT OF LIFEMOVES OR ANOTHER CLIENT'S PROPERTY.** Any behavior deemed by staff to warrant intervention by police or other emergency personnel is cause for immediate discharge.

I have read, understand, and agree to comply with the program policies, community guidelines, and client expectations described above.

Client Name _____

Client Signature _____ Date _____

I have reviewed these Community Guidelines and client expectations with this client.

Staff Name _____

Staff Signature _____ Date _____