



White Flag Operation Protocols

Availability

- Forecasted temperature is going to drop below 32° for 3 consecutive hours
- The need for White Flag will be determined by 12:00 pm
- Hours of Operation 7:00 pm – 6:30 am

Preparation

- Tables and chairs will be cleaned and wiped down and then moved/stacked, gently and neatly, to the designated storage area
- Day Shelter floor/restrooms will be cleaned, swept, and mopped
- Available mats will be placed – cleaned and wiped down
- Each guest will receive a clean mat clean and blanket
- If no mats are available, then guests receive two blankets
- Mats are to be placed on the north and south walls first populating toward the center of the space leaving a path to the restrooms
- UCS Guests will assist staff in setting up and breaking down the program
- Thermostat schedule should maintain an overnight temperature b/t 66° - 68°
- Make contact with local Law Enforcement to alert them of White Flag seeking additional presence by/in the building for support (*as available*).

Access

- White Flag uses the main Day Shelter entrance at 525 Ingle Street
- All guests will wash their hands at entry (*if physically able*)
- Individuals/families must complete required intake/sign in (*if physically able*)
- Men, women, children, and families can utilize white flag
- Men and women are kept separate. Couples will not remain together
- Children present will remain with their female guardian
- Once a guest enters White Flag, they are to remain on their mat/in their space
- Guests who exit before 6:00 am will not be allowed back in on the same evening
- UCS does not issue program suspensions or 'bars from service' for White Flag
- Guests who refuse to comply with guidelines will be asked to leave for the night
- Guests can enter after 10:00 pm and should quietly take an available spot

Behavior Guidelines

- Guests who appear to be “under the influence” are welcome in White Flag
- Alcohol or illegal substance use or possession on property is not allowed
- Continued defiant, disruptive, threatening, or violent behavior will not be tolerated. Guests will be asked to leave for the night. ***Details must be explained on SHIFT report**
- Failure to comply will necessitate the immediate involvement of Law Enforcement. ***An INCIDENT report must be completed; note in SHIFT report**
- Guests who are slurring, unable to stand, unable to communicate, who throw up, or present severe flu-like symptoms are at risk of greater harm/health complications to themselves and others. 911 should be called. ***An INCIDENT report must be completed; note in SHIFT report**

Program Guidelines

- Smoke breaks will be provided at 7:30, 8:30, 9:30 pm in the rear courtyard
- Smoke breaks will occur on alternative schedule from Men’s Night Shelter
- Drinking water is provided
- Food is not provided in White Flag
- Outside food or drinks are not allowed in White Flag
- Shower use is not available during White Flag
- Laundry use is not available during White Flag

Program Schedule

6:00 pm	Day Shelter closes and is cleaned/prepared for White Flag
7:00 pm	Unlock Doors - White Flag starts
10:00 pm	Overhead lights off, TV off, and phones on silent <i>(earlier by guest consensus)</i>
6:00 am	Lights on and Wake Up
6:30 am	Lock Doors - White Flag closes. Area is cleaned/prepared for DS

Staff Schedule

7:00 pm – 1:00 am	Evening Shift
12:45 am	Send Shift Report
1:00 am – 7:00 am	Overnight Shift
6:45 am	Send Shift Report