

## White Flag Operation Protocols - 2021

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### Update 2021

- For the 2021 - 2022 White Flag season, UCS will be extending White Flag coverage during the months of December, January, and February to every night.
- This pilot expansion of program services is for the 2021 - 2022 season only (*at this time*) and is offered in partnership with Aurora and Pigeon Township.

### Availability

- Hours of Operation 7:00 pm - 6:15 am, guests can arrive anytime.
- **November, March, April**
  - Forecasted temperature is going to drop below 32° for 3 consecutive hours
  - The need for White Flag will be determined/shared by 12:00 pm
- **December, January, February**
  - Every night regardless of temperature

### Preparation

- Tables and chairs will be cleaned, sanitized, 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
- 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°
- Contact made with local Law Enforcement to alert them of White Flag seeking additional presence by/in the building for support on cold nights (*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 (capacity: 45 guests)

- Men and women are kept separate. Couples will not remain together
- Children will remain solely with their guardian (female if present)
- Once a guest enters White Flag, they are to remain on their mat/in their space
- Guests who exit anytime 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

### 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. Guests in violation will be asked to leave for the night. Smoking inside is prohibited.
- Continued disruptive, threatening, or violent behavior will not be tolerated. Guests will be asked to leave for the night. **\*Details 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 locked courtyard
- Smoke breaks will occur on alternate schedule from Men's Night Shelter
- Drinking water is provided
- Food, Clothing or Hygiene items are 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, phones on silent ( <i>earlier by consensus</i> )
5:45 am	Lights on and Wake Up
6:15 am	Lock Doors - White Flag closes. Area is cleaned/prepared for DS