



PURPOSE: To provide guidelines and procedures to open an “Extreme Weather Warming Center” in the City of Santa Rosa for the unsheltered population.

DEFINITIONS:

Extreme Weather Event– Anytime the National Weather Service (“NWS”) forecasts:

- Three (3) consecutive days with overnight lows below 32 degrees Fahrenheit.
- Three (3) consecutive nights of rainfall with extreme risk levels as determined by the NWS.
- A combination of the Extreme Weather Events defined above.

Extreme Weather Warming Center – An indoor or outdoor location that provides heated space to seek temporary relief from the wet/cold when an Extreme Weather Event occurs.

POLICY: The City of Santa Rosa recognizes that in the event of an Extreme Weather Event unsheltered individuals may need assistance to stay warm. To meet this need, the City of Santa Rosa may supplement existing Sonoma County’s Winter Shelter operations by operating Extreme Weather Warming Center(s) at times and locations as necessary. All efforts will be made to first connect individuals with available shelter space.

PROCEDURES:

The City Manager (or designee) may direct the establishment of Extreme Weather Warming Center(s) during an Extreme Weather Event based on weather confirmation by the Fire Department. This may include weather events fewer than three (3) consecutive days/nights which present extreme risk levels as determined by the NWS and at the direction of the City Manager. The coordination and opening of Extreme Weather Warming Center(s) will be led by the department assigned by the City Manager.

Operational hours will typically be between 7:00 p.m. to 7:00 a.m. but may vary based on weather conditions and space availability.

1. The City Manager (or designee) will be notified by the Fire Department of the need to open an Extreme Weather Warming Center based on forecasted conditions provided to the Fire Department by the NWS. She/he will take the necessary steps to identify and open an Extreme Weather Warming Center with the lead department, either indoor or outdoor, at a facility or in coordination with the City’s homeless services operator in support of the unsheltered population.
2. If an Extreme Weather Warming Center needs to be opened on a weekend or holiday, the same procedure applies. The City Manager (or designee) will be the first notified of the need to open an Extreme Weather Warming Center.

3. Once the location of the Extreme Weather Warming Center is determined, the lead department will notify the City's Communications Officer, who will then coordinate with any affected department(s) to provide public notifications including media releases, social media messaging and publication to City websites/newsflash items.
 - a. Individuals seeking an Extreme Weather Warming Center will be advised:
 - The Extreme Weather Warming Center is a drop-in place to warm up and charge devices, it is not a shelter and no cots for sleeping will be provided.
 - No television or radio will be available at the Extreme Weather Warming Center, but visitors may bring, charge and use their own devices.
 - Light snacks and beverages may be provided.
 - Food that is ready to eat is permissible; kitchen access will not be available.
 - Due to space limitations, no more than one small tote and daypack per person is allowed.
 - The City of Santa Rosa or its contractor(s) will not be responsible for lost or stolen items.
 - Visitors must comply with the City's Standards of Behavior/Code of Conduct (attached).
 - Pets other than service animals may be permitted at the Extreme Weather Warming Center at the sole discretion of the City's homeless services operator.
 - Information about Sonoma County Animal Services 'Warming Van' or other arrangements will be shared, if it is available.
4. The Fire Department will contact Sonoma County Animal Services to determine their availability; the current contact is Brian Whipple, Operations Manager, 707-565-7101, Brian.Whipple@sonoma-county.org
5. The lead department will contact Catholic Charities to determine their availability; the current contact is Matthew Verscheure, Chief Program Officer, 707-525-0227, mverscheure@srcharities.org.
6. Information that is disseminated to the public and is vital to the health and safety of the community should be coordinated for translation into alternative language(s), as necessary, by the Communications Officer and made available to the City Council, Sonoma County Emergency Services, Sonoma County Public Health, Catholic Charities and the American Red Cross (when applicable) prior to the final media release to the public.
 - a. Note: In the event immediate translation is needed, and the services are unavailable, it is acceptable to utilize the translation feature on the public facing website (www.srcity.org) for translation purposes.

STANDARDS OF BEHAVIOR

For the enjoyment and safety of everyone, the City of Santa Rosa expects all participants to treat the people and facilities connected with the program with respect and abide by all rules and direction from staff. City staff, or the City's homeless services operator, reserves the right to refuse services to anyone for failure to abide by these standards.

The following are examples of behavior that fail to meet the expectations of the Standards of Behavior Policy.

- Disruptive, disrespectful, inappropriate behavior, acts of violent behavior or any behavior which interferes with the enjoyment or intent of the programs and facilities offered to the residents of Santa Rosa will not be tolerated.
- Unacceptable behaviors include but are not limited to: failure to abide by all rules, forms of harassment, offensive language, disobedience, disruptive behavior, physical harm to others or property, or the threat of physical harm, or any behavior which may impact the safety of any employee or participant of activities offered. Or, any demonstration of behavior which interferes with the smooth operation of programs and facilities.
- Smoking is not permitted within City facilities or parks.