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Director of Health & Human Services
978.674.1050

MEMORANDUM

TO: Thomas, A. Golden, Jr.

FROM: Maura Fitzpatrick, Director of Homelessness Initiative

CC: Lisa Golden, Director of Health and Human Services

DATE: February 8, 2023

SUBJECT: **MOTION RESPONSE – HHS-4 -2/7/2023 -C. Robinson -Req. City Mgr. Facilitate A Meeting With The LTLC (Lowell Transitional Living Center) And The City Council, As Well As, Provide Copies Of All Policies, Procedures, That Are Relevant To City Contracts.**

In response to Councilor Robinson's request to facilitate a meeting with LTLC and the City Council and provide copies of all policies and procedures relevant to City contracts, attached please find the LTLC Pest Control Policy and the LTLC Client handbook.

The director of SMOC/LTLC provides the Director of Homelessness Initiatives with a census count every week and maintains a high level of contact via as-needed calls, emails, texts and ad-hoc meetings and the following scheduled meetings:

Bi-weekly	COET meeting	Discussion of encampments and high utilizers of homelessness services
Monthly	Lowell Connector meeting	Discussion of the welfare of all outside sleepers in the city
Monthly	Lowell Provider meeting	Update of all participating providers regarding homelessness
Bi-weekly	Cleanup Crew meeting	Discussion of the safety of encampments in the city
As needed	Inclement Weather meeting	Planning for weather emergencies
Monthly	Hunger Homeless Commission	Information exchange of 100+ providers regarding hunger/homelessness
Bi-monthly	Operation Clean Team	Monitoring of the area surrounding LTLC and Robeson Street



LOWELL TRANSITIONAL LIVING CENTER

Client Handbook



Rules and Regulations

1. Intakes are completed between 10:00 AM – 3:30 PM and check-in is between 4:00 PM-5:00 PM each day with Front Desk staff. Curfew is 6:30 PM, if you do not check in your slot be provided to next candidate.

- The hours of operation of individual sheltering programs must allow individuals the opportunity to partake of at least one meal and to sleep for a minimum of eight hours.
- Intake for overnight shelter guests begins no earlier later than 8:00 PM.
- Potential new guests may check in with the Front Desk on bed availability between 10:00 AM and 3:30 PM. Intake packets for new guests must be completed whether the guest is here for a bed, a meal only, or detox services.
- After an assessment with our Diversion Specialist, you will be assigned a Case Manager within 14 days of your arrival. You and your Case Manager will create an Individual Service Plan (ISP) which will include your goals, your responsibilities, and the Center's expectations of you as a guest.

2. LTLC is a Low-barrier shelter and the expectations are in accordance with the new Scope of Services provided by DHCD.

Rules and Regulations a) Guests

- i) At the time of intake, the LTLC shall inform all guests of the shelter's occupancy rules and regulations which shall state the conditions under which a guest may be refused services and/or terminated from the facility's program. These rules must, at a minimum, address substance abuse (including alcohol), guest abuse, sexual harassment, illegal activities, possession of weapons, and access to the facility by the police department. In addition, each shelter should establish their own policy relative to shelter guest's rights and responsibilities. A copy of the rights and responsibilities shall be given to all guests and posted in a conspicuous location. Any changes must be approved by the Department in advance. All occupancy rules and regulations are subject to the Department's approval.
- ii) At the time of intake, the LTLC shall inform all guests of the shelter's grievance procedures, which shall include but not be limited to the right to timely decisions about terminations, the ability to appeal decisions made within the shelter and the procedures to be followed, the right to contact the on-site Shelter Guest Rights Officer, the phone number for and the right to contact the DHCD contract manager. All grievance procedures are subject to the Department's approval. Any changes to the guest rules and regulations must be approved by the Department in advance.
- iii) Clients that violate the LTLC rules and regulations will be subject to disciplinary action leading up to and/including suspension from the center. LTLC management is concerned for the emotional and physical health of

ALL of our guests, and violations that compromise said safety of the community may be subject to sanctions from a one-day suspension leading up to a permanent ban based on the severity of the infraction. All permanent bans must be approved by Program Director and the behaviors must show imminent danger to members of the LTLC community.

3. **Housing:** All clients are expected to be working on housing options upon arrival at LTLC.
 - It is recommended that clients who receive benefits and/or wages save at least 30% of those funds in a bank savings account. These savings can then be used for that client's housing needs (for example, first, last and security deposit).
 - In the event that a client finds housing we can also help with move-in costs. (first, last and security deposit).
4. **No weapons,** or objects that could be used as weapons, are permitted at the Center. We will contact the Police if there are any questions regarding any weapon. If you refuse to comply with this rule, you will be required to leave the Center.
5. **Respect for staff and other guests is required at all times.** No violence, physical or verbal abuse, racist remarks, homophobic remarks, destructive or sexually harassing behavior is permitted for any reason. No physical or sexual contact between guests is allowed while on LTLC property.
6. **Center property must be respected.**
 - Follow requirements of this Client Handbook
 - Report any vandalism or graffiti to the staff
 - We have a Good Neighbor Practice. Please don't loiter or participate in disturbances in or around the Center or at any nearby businesses or residences.
7. **Guests are expected to maintain a clean and healthy environment.**
 - **Showers:** It is recommended that you shower and shampoo your hair every day. If a guest's personal hygiene becomes problematic, a shower will be made mandatory. If you refuse to shower, you can be asked to work with your case manager on a treatment intervention plan.
 - Towels are to be signed out and **must be returned** to staff as soon as you have finished and are dressed. Handicapped bathrooms and showers are available for handicapped guests.
 - **Beds:** Beds must be made up each day by the resident if they are planning to return. Guest not returning should strip the beds and place linens in the laundry containers. Beds must be stripped upon request (for example, when pest control is coming, etc.)
 - **Lockers and Bins:** Lockers are provided only for current residents. You must provide your own lock for your locker. If you leave for longer than 72 hours and have not notified the LTLC staff, your locker will be provided to the next candidate. Each resident will be given one bin and may also purchase their own bin (no larger

than LTLC's standard-sized plastic bins) that fit under the bed. No food will be stored in lockers or bins. No clothing or personal items may be left on the floors or under the mattress or anywhere in either building. Plastic garbage bags, suitcases and other luggage are not permitted in the dorms. **All belongings must be contained in two bins and a locker.**

- **Food:** Food and/or drinks are NOT allowed only in the Dormitories; except for diagnosed diabetics (or other dietary constrictions) who may bring in authorized snacks/beverages with notification from a doctor. Small snacks and small sodas such as those purchased in the vending machines are permitted in the dorm areas and **trash must be placed in the trash receptacles each morning before leaving the dormitory.**
- **Smoking:** Smoking is not permitted in either building. Clients may smoke in the courtyard during the day on smoke break times if you are in the building during the day, which are on the hour and must return within 15 minutes past the hour. Smoking in the evening is allowed in the courtyard during posted smoke break times, as follows:
 - Women: 7:30-7:45; 8:30-8:45; 9:30-9:45; 10:30-10:45
 - Men: 7:45-8:00; 8:45-9:00; 9:45-10:00; 10:45-11:00
- **Personal Electronics** may be used as long as the sound is turned off or headphones are being used. All personal electronics must be turned off by 10 p.m.

8. Search Policy

For the safety and security of the community, LTLC staff has the right to search each guest, his/her belongings, lockers, beds and bed areas at any time. If you refuse to allow a search, you may be asked to leave the program. All Clients must empty pockets and remove all items from their bags upon every entry into the buildings. All contraband and weapons will be confiscated. Bringing these items onto LTLC property may result in loss of services.

9. Medication

All medications, including over the counter meds, must be turned over to staff upon entering the Center. Medications may only be taken as directed on the container and may never be shared with another guest. All controlled meds or meds with street value will be counted by the client and placed in a lock bag. The client must provide their own lock. Client keeps possession of the key.

10. The Center is not responsible for abandoned, lost or stolen property.

- If a guest is gone from the Center for 72 hours, without notice to the staff, his/her belongings will be put in the basement for up to 14 days before being discarded.
- If staff confiscates items placed on the floor or in unauthorized areas, those items will be put in the basement.

Meal times are:

Breakfast	Lunch	Dinner
7:00 am – 8:00 am	11:45 am – 1:00 pm	5:30 pm – 6:30 pm

11. Center guests may use the Center’s phone number (978-458-9888) and address (193 Middlesex St., Lowell, MA 01852)

- Messages may be taken for incoming calls and individuals will be notified of the message by the Front Desk staff.
- Personal calls may not be made on the Center’s phone; however, the phone may be used if you are with your case manager and have his/her permission, and it is business/Center related.

12. Any guest who owns a vehicle and has it with him/her while living at the Center may not park that vehicle in the Center’s parking lot or on Robeson St. (adjacent to the new building). Violators may be towed at owner’s expense.

13. Bed rest is available for those who require it during the hours of 9:00 am and 4:00 pm. Bed rest may only be authorized with a letter from the guest’s doctor.

- **Hospital Discharge:** If a guest is seen at or discharged from a hospital with instructions for bed rest, those instructions must state the reason and the duration date(s) for bed rest.
- **Primary Care Physician:** If a guest is seen by his/her primary care physician and that doctor requires him/her to be on bed rest for medical or psychological reasons, a letter or phone call must be provided to the guest’s case manager or Case Management Supervisor.
- **Working Guests:** Guests who work nights may have bed rest in the dorms (not to exceed 7 hours). Each working guest must provide verification of employment each pay period.

14. Guests with concerns that need resolution are encouraged to meet with the Case Management Supervisor.

15. Guests may be required to perform certain chores at the Center.

16. Guests will be provided language assistance services as needed.

I have read the Lowell Transitional Living Center’s Rules and Regulations or have had them read to me. I understand them and I agree to abide by them.

Client’s Signature

Date: _____

Client’s Printed Name

Staff Signature

Updated 03/11/2022



Lowell Transitional Living Center

Pest Control Policy

IPM is an effective and environmentally sensitive approach to pest management that relies on a combination of common-sense practices. IPM programs use current, comprehensive information on the life cycles of pests and their interactions with the environment. This information, in combination with available pest control methods, is used to manage pest damage by the most economical means, and with the least possible hazard to people, property, and the environment. IPM programs take advantage of all pest management options possibly including, but not limited to, the judicious use of pesticides.

Procedure and Practices, including responsible person(s):

Rick Cullman, Facilities Coordinator is the designated Integrated Pest Management (IPM) Coordinator for this facility. This person will act as a liaison between the building occupants and the pest management professional. The facility will avoid routine use of pesticides not exempted below.

Regular inspections will be performed by a pest management professional (who is knowledgeable about IPM) or another person who is knowledgeable about pest biology and habits. The inspector will note situations that are conducive to pest populations and recommend repairs, sealing of pest entry points, clutter reduction, improved sanitation, and monitoring procedures.

Exemptions

- Germicides, disinfectants, bactericides, sanitizing agents, and chemicals used in normal cleaning activities;
- Personal insect repellents applied to the person with parental consent; and
- Gel bait or manufactured enclosed insecticides where clients do not have access to the bait. (Granular baits and rodent baits are not exempt.)

Provider

Waltham Pest Services 866-974-7378
226 Lowell St. Suite 1A3 Wilmington, MA 01887

Process and Precautions

- Repairs will be performed as needed to prevent pest access to buildings or to hiding spaces in walls and equipment. Water leaks will be repaired and standing water will be eliminated whenever possible.
- Proper sanitation will be maintained and clutter reduced to prevent food and harborage for pests.
- Pest management decisions will be based on the results of regular inspections.
- If a pesticide is needed, the least hazardous pesticide is selected that will effectively control the pest problem.
- Pesticides used at this facility will be applied by certified pesticide applicators or registered technicians that have working knowledge of IPM principles and practices.
- In the event of an emergency where pests pose an immediate health threat to client and staff (e.g. wasps) and pesticides are applied, ensure that clients will not return to the treated area within two hours of a pesticide application or as specified on the pesticide label, whichever time is greater.
- At least two operational days but not more than 30 days advance notice of pesticide application will be given to client and staff except in emergencies where pests pose an immediate health threat to clients or staff (e.g. wasps). (Pesticide Notification form)
- Parents and staff will be notified as soon as possible when advance notice is not provided and include an explanation of the emergency, the reason for the late notice and the name of pesticide applied.
- All records of pesticide applications and advance notices will be available upon request for at least 90 days.

Hot Box Procedures/Process

Our hot box uses sustained heat to get rid of bed bugs on items like shoes, clothing, linen and even luggage. While you can perform spot-treatments to kill bed bugs on infested items such as clothing and bedding by running them through a 30-minute cycle at the highest heat setting in a clothes dryer, this is not the best way to get rid of bed bugs, as it will only kill bed bugs on infested items. Although this is an important part of a system of bed bug control solutions, it will not control a bed bug issue by itself. Lethal temperatures for bed bugs range from 118–122°F. To help kill bed bugs in all their life cycle stages, hot boxes reach a higher temperature than this lethal range. When using a hot box, it's important to follow the manufacturer's instructions to the letter, making sure to pay attention to everything from heat sources to proper ventilation.

- Large Hot box is used for large items such as mattresses and large house items
- Small Hot box is used for personal belongings upon intake

Definitions

Pests

For purposes of this policy, Pests are populations of living organisms (animals, plants, or microorganisms) that cause damage or interfere with the use of UCB facilities and grounds for human purposes. Strategies for managing pest populations will be influenced by the pest species and whether that species poses a threat to people, property, or the environment.

Pest Thresholds

Pest tolerance thresholds must be established and may vary by pest, specific location or type of land use. Each department having facility and land use responsibility will establish the pest threshold levels for their area of responsibility. Three distinct levels should be determined:

- *Injury Threshold*, at the point some injury begins or is noticed initially
- *Action Threshold*, requires that action be taken to prevent a pest population from causing aesthetic, functional or economic damages
- *Damage Threshold*, the level where unacceptable damages are already occurring.

Purpose

Reason this policy is important: Exposure to pests (insects, cockroaches, rats, mice, etc.) pest residue, and the chemicals used to control them can aggravate or cause health problems for clients and staff. Allergic reactions to pest residues and the absorption of chemicals used for pests control often are more serious for clients due to their smaller size and proximity to the floor.