

City of Richmond Safety Protocol and Policy for the Castro Encampment

Background

The City of Richmond, supported by encampment resolution funds through the Governor's Office. Richmond is among the 19 communities funded to tackle encampments in California. The City will receive \$4.8 million in Encampment Resolution Funding (ERF) over a two-year period. The ERF will focus on the Castro Street vehicle encampment. The effort will be a stepped approach to address the myriad needs of residents living at the Castro encampment with evidence-based clinical case management and intensive social service and housing navigation support. The City's work plan to sunset the encampment will use as a Housing First approach. The two-year plan will empower the residents at Castro to progress toward physical and mental wellness while being supported in developing a path to stable housing.

Purpose of the Protocol

The Castro Encampment site is located on Castro and Hensley and surrounded by railroad properties, businesses and residences. There are approximately 60 individuals on the site that receive contact from the Encampment Resolution Manager and their staff, CORE, the Housing Navigation Team, City Staff, Security, and other providers. The purpose of this protocol is to clearly outline **roles and responsibilities** on how to **refer, report, and document** safety concerns, outline **emergency procedures**, promote an **atmosphere of safety and security and wellness** at the site, and create a **proactive systems** that that reduce or and eliminate risk with a **preventative lens** in mind.

Key Values

- Promote **Occupational / Workplace Health and Safety** for service providers, City employees and protecting the integrity of the work that providers contribute to this effort.
- Promote the **Health and Safety of residents**, understanding and respecting the unique challenges they may have in reporting crime.

Updated 1/17/23

- Clearly define procedures for **reporting, referring and documenting** incidents on site, and providing management, security and law enforcement timely information



Castro encampment

Scope

This safety policy applies to contractors, city employees, consultants, volunteers.

Key elements

This protocol will focus on a few key elements. **Preventative action**, a key value of these protocols is to take preventative action to increase safety on the site.

Emergency Management, a secondary key element is to plan to deal with potential emergencies that may arise that impact the safety of the site, including fires, medical emergencies, and criminal activity.

Resources

- The Castro Encampment Team has weekly team meetings where information can be shared with all the site team and City team.
- There are resident meetings where information can be shared with residents.
- Training can be provided to help with elements of this protocol.

Site Participants

See Site contact list (additional attachment)

Confidentiality and Discretion

To promote the safety of Castro residents and all who work and visit, it is important to report crimes in progress to the appropriate parties. It is also understandable that at times confidentiality and discretion is important to contractors' process. Contact information should be shared with all contractors, county and city staff on site with the resident manager and security to report non-criminal activities while preserving confidentiality and integrity of the work.

ACTION: Contractors will be provided the cell phones and emails of the site manager(s) and security to share concerns regarding non-criminal violation of site rules.

Reporting Crimes In Progress and Medical Emergencies

ACTION: All incidents of crimes in progress should be reported to the Richmond Police Department (911). The non-emergency number is (510) 233-1214 #0 or may be reported to security which then can relay this to RPD.

Crimes in progress should not be reported via text, or e-mail to police staff. Crimes in progress can be reported anonymously.

Medical emergencies and fires should be reported to 911, and followed up to security and the site management. Direct site staff may ask dispatch to offer telephone contact rather than direct officer contact if preferred.

Updated 1/17/23

Domestic violence, family violence, and crimes involving minors, and individuals who may be a danger to themselves or others should be reported to RPD.

Mandated Reporting

ACTION: County and contracted mandated reporters should follow mandated reporting guidelines for acts involving minors.

Clients in Crisis

ACTION: If there are clients experiencing crisis emergencies, this should be shared with the site manager, and if necessary security so appropriate interventions may be assessed and provided.

Physical Site Safety

The City of Richmond is undergoing physical site improvements including fencing, cameras and limiting access to the site to increase site safety. Implementation of this will be completed in January. **ACTION:** If there is a breach of any physical site security it should be reported. Dangerous conditions, unauthorized use of public utilities, or hazardous materials should be reported to the **City of Richmond Housing Manager, Project Manager and the Site Manager.**

ACTION: Any site injury should be reported immediately to 1.) The site manager/ City of Richmond Housing Manager and 2.) Through your organization's appropriate process.

Resident Code of Conduct

The Site Manager, Way to Love has provided program participants with the code of conduct. Efforts will be made to work closely with the residents on maintaining the code. Repeated violations can result in a warning or removal from the site, and the foregoing of benefits.

Updated 1/17/23

ACTION: When concerns arise regarding violations of resident code of conduct, they should be reported to the resident manager. Site specific contractors should read and be familiar with the code of conduct.

Site Security

The City of Richmond has contracted with the private security firm Ascend Security. Ascend Security personnel will be on site 7 days a week, 24 hours a day with 3 rotating shifts – Day/Swing/Graves.

Ascend Security officers have experience with abatement, working in encampments and with residents living there.

Ascend is a non-confrontational security firm. Ascend security personnel will be wearing marked uniforms with high visibility vests and have marked vehicles on site. There will be a security guard posted at entrances located at Hensley/Richmond Parkway and on N. Castro St. There will also be a “roamer” within the encampment. Security personnel will attempt to handle all non-criminal (civil in nature) issues within the encampment and most likely contact RPD for in-progress criminal activity only. Ascend was instructed to utilize the non-emergency RPD telephone number for non-criminal reporting and 911 for in-progress details.

ACTION: Security will provide daily logs of activity on property.

ACTION: Non-criminal activities that are a violation of the rules should be shared with the site manager or security.

Incident Reporting

If there is an incident, please provide information to the site management or security

Fire Prevention/ Site Safety/ Hazardous Materials

ACTION: The Richmond Fire Department will conduct periodical risk assessments to reduce and or eliminate fire risks. Recommendations will be provided to the Housing Manager for implementation and establishing preventative measures such as banning the use of flammable substances, power tapping, and accumulation of debris. The Richmond Fire Department, the Richmond Police Department, the

Updated 1/17/23

Housing Manager and Public Works to improve the configuration of the encampment through towing, rearranging vehicles and use of K-Rails.

ACTION: The Richmond Fire Department provide guidance to Community Services on an emergency evacuation plan for the encampment and the reduction of fire risk. This information will be shared with residents at the resident meeting.

ACTION: Hazardous materials that site contactors are not authorized to remove should be reported immediately to the housing manager, and the encampment manager.

ACTION: Removal of trash and debris will be conducted at the site on a regular basis. Report trash and debris concerns (Vanessa who do you want this to go to?)

Parking Permits

Parking permits for operable vehicles will be issued soon to help alleviate vehicles being “dumped” in the encampment. Once the parking permits have been issued a site curfew will go into effect for vehicle access, which will be managed by Ascend Security. The idea is to try and limit access for stolen vehicles, etc.

ACTION: Unpermitted vehicles can be reported to site security.

Team Safety

ACTION: Threats to the safety of site staff should be reported immediately to 1.) Site Management and the Housing Manager, 2.) Using the process outlined by your reporting agency (Example: Contra Costa County H3).

ACTION: Clients at risk for safety issues should be triaged through the team meetings to provide appropriate resource referrals to support their needs.

I acknowledge that I read this policy, and provided a copy to all relevant staff in my organization.

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