



Daily 2SC Operational Guidelines and Procedures

Ongoing throughout the day:

- Visitors should be greeted when they arrive. 2SC staff desires to make people feel welcome! 2SC staff personnel also need to 'size up' 2SC guest's mental health condition. Those persons suspected of not being sober or of unstable mind need to be watched closely.
- If a 2SC guest is acting unruly in any way, they need to be asked to leave. Not only do they need to leave the building, they need to leave the block. Behaviors that justify asking a guest to leave might include: Excessive drunkenness, drug high, or mental health condition that results in violence, harassment, loud shouting, or verbal abuse against other guests or staff; either happening in the 2SC or outside the 2SC.
- Guests who are not compliant when asked to leave the building or the block could potentially be sanctioned from utilizing the 2SC.
- If violence occurs, 2SC staff should call 911.
- If 911 is called, all occupants of the 2SC should be asked to vacate the building and block.
- Make new entries in the Incident Log as needed.
- Oversee inside behavior- maintain expectations- fill out incident report if necessary
- Oversee street side behavior- maintain expectations- fill out incident report if necessary
- Patrol neighborhood on intervals
- Guests are not allowed to be in the back storage area without escort by 2SC staff

Ongoing Daily Housekeeping

- Check bathrooms to make sure they are tidy, and that there is toilet paper, hand soap, and paper towels (or hand towels). Check for any contraband items such as alcohol or drug paraphernalia.
- Check tables to see that they are free of debris (no coffee cups or other refuse on surfaces) and not sticky. Tables should be regularly wiped down with disinfectant cleaner/water mixture.
- Check that floors are free of major debris.
- Coffee vacuum pots should be kept full and the coffee area should be kept clean

Kaleidoscope Community Services 2nd Street Commons Policies and Procedures

- Note and advise Gar about any supplies that are getting low.
- Please note any items or areas that are broken or need attention.
- Fill out donation slips if any donations are received

Before Departure

- Pick up trash items. Empty garbage and line receptacle. Check for contraband.
- Clean any kitchenware that was used (wash, dry, and put away).
- Wash out vacuum coffee pots and wipe down coffee area if used.
- Wipe down tables, sweep or vacuum floors, clean up spills as needed.
- Check bathrooms to make sure they are tidy and the garbage is empty. Check for any contraband items such as alcohol or drug paraphernalia.
- Please make a note of any incidents which may have occurred or relevant information in Incident Log.
- Make sure windows are locked.
- Turn out lights except for fluorescent lamp in the front window.
- Lock all doors. Check to make sure the door and lockbox are properly closed and secure.
- South side gas heater should be turned off
- North side gas heater should be set at 60 degrees
- Faucets should be slightly dripping in freezing weather

Behavioral Expectations for 2SC- inside and out, including direct neighborhood:

- No violence, including harassment
- No loud and invasive, abusive language
- No substance use
- No weapons
- No unauthorized access to staff areas of 2SC
- Guests should not be sleeping horizontally
- Guests should not be lap-sitting with other guests or making out

For problems or emergencies that need immediate attention, please call Gar Mickelson at 208.699.2250

Thank you for helping to keep 2nd Street Commons a safe, comfortable and welcoming environment for all who visit.