

END OF SUMMER AND SCHOOL YEAR 2016-2017 OPERATIONS GUIDE

Community-Supported Showers in Albany / Diverse Housing Working Group (8/2016) V2.0 / Draft

BACKGROUND

Who: The Diverse Housing Working Group (DHWG) is a consortium of several groups and individuals with the common goal to engage and educate local individuals and organizations about the need for more diverse housing resources in Albany, CA.

Program sponsors include: Albany Community Foundation, Church on the Corner, Diverse Housing Working Group, Solano Avenue Association, Solano Community Church, St. Alban's Episcopal Church, and Transition Albany

Program supporters include: Solano Cleaning Center, Dr Bronner's, Safeway, Albany Neighbors Helping Neighbors, local chapter of National Association of Mental Illness (NAMI EastBay), Albany Aquatic Center, Albany Unified School District, and individual community members

What: A "free" community-supported shower program that allows participants to use shower facilities and receive toiletries and a towel at no charge to them.

- Provide a gesture of support for people with few resources
- Contribute to people engaging in healthy practices: showering & brushing teeth
- Support the dignity of the participants
- Improve the quality of life for all Albany residents, across the economic spectrum

Where: Albany Aquatic Center 1311 Portland Avenue (by Memorial Park/Albany High School) Albany, CA.

When: June 17 through August 26, 2016. Fridays from 1:30 to 3:30 PM (volunteer time is 1:00 to 4:00 PM)
September 1, 2016 – June 15, 2017 (approx). Thursdays from 1:15 to 2:30 (volunteer time is 12:45 to 3:00 PM)

Why: DHWG members are working toward creating more housing resources in Albany, including a Drop-In Center, for people in unstable housing, including people experiencing homelessness. The community-supported shower program is a first concrete step. DHWG members believe that personal hygiene is an important component of feeling comfortable, strong self-esteem and health.

How: The Albany Aquatic Center has a public shower program in which anyone registered as a user of the facility can take a shower for \$3. DHWG is working with the Albany Unified School District to target this public resource to the local population who could use the service, but doesn't have sufficient resources to pay the fee. The Community-Supported Shower program is available at a time the pool is usually closed to the public. Pool staff will check people into the computer system, while DHWG-organized volunteers will run the program including spot cleaning the shower stalls before the program begins, facilitating the participants in taking short showers, having them clean their shower stall after showering, and distributing toiletries and towels, as needed to the participants. There are three male and three female shower stalls available for simultaneous use; there is one additional stall for families and/or people with disabilities. This private space may be used by others if the number of participants waiting warrants it.

PROGRAM OPERATIONS

Guests:

- Register (with a name and birthdate, plus photo) one time, and then use their names to check-in after that
- Sign-in to the Community-Supported Shower Program each time they come; including signing that they agree to abide by these guidelines:
 1. You can be in the shower stall for no more than 15 minutes. (We will give you a 5-minute warning if there are people waiting.) You must be out of the shower room by (3:00 summer) (2:30 school year)
 2. Only use the shower you have signed up for—A, B, C, or D (for families and people with disabilities)
 3. Please take all personal items (clothes, wet towels, socks, and toiletries) with you as you leave the shower area.
 4. Please clean all the areas you used with the safe cleaner and rag provided.
 5. No drugs and/or alcohol on property at any time.
 6. Use at your own risk; we are not responsible for personal items/valuables, including pets and bikes.
 7. Participants shall not have any legal restriction to be near parks/playgrounds/schools.
- May help themselves from the small assortment of underclothing and sundry items (listed below?), available without charge, as needed. Note supplies are limited, so only one of each item of clothing may be taken.
- Make use of the wheel-chair accessible/family shower room, as needed

Staff (volunteers):

- All volunteers are to be age 18 years or over
- If you are unable to make your shift, contact your shift's **ANCHOR VOLUNTEER (AV)** ASAP
- Ideally there will be three or four volunteers on-site at all times. The program will not operate with fewer than one male and one female volunteer.
 - The **AV** will have the key to the Church on the Corner storage room in a closet on the ground floor to the right of the sanctuary. We keep our extra supplies there. The AV can decide whether or not to store all the supplies in use there during her/his weeks of service. The AV is responsible to ensure all needed supplies are at the pool on time. To do this s/he conducts an inventory of supplies during his/her first week of service. She/he informs the appropriate person if supplies are dwindling in sufficient time for them to be restocked:
 - Liquid body soap; lotion (pending new “responsible”)
 - Shower cleaning supplies, feminine hygiene products (pending new “responsible”)
 - Towels = St. Alban's/Beth Beller and Solano Community Church
 - elsbee50@aol.com, evelyne.st-louis@berkeley.edu
 - Socks and underpants = Solano Community Church
 - Evelyne St. Louis = evelyne.st-louis@berkeley.edu
 - Dental supplies = Beth Beller and Allen Cain
 - elsbee50@aol.com, info@solanoavenue.org

- **AV** ensures that all needed MATERIALS AND SUPPLIES are at the pool by 1:30 PM (summer) or 1:00 PM (school year). These include:
 - Cardboard “clip boards” with pens/pencils attached for first time visitors to complete the pool paper work. (Participants sign-in with the pool staff once every 15 showers.)
 - Men’s and Women’s clipboards with Community-Supported Shower Program Sign-In Sheets with the program guidelines. (Participants must sign in on these forms every time they come, when the guidelines will be read to them each time.) *Note: The clipboard includes a file folder with an “original” copy of the sign-in form for making more copies. Anchors are responsible for making sure there are enough forms to get through the shift. All used forms must be dated and kept on the clipboard for accounting purposes.*
 - For each of seven shower stalls (three each in the male and female shower room and one in the private shower room) one liquid soap dispenser, one spray bottle of diluted hydrogen peroxide, one stall designation sign (A (large shower space), B, C, D) and a way to hang it (tape)
 - Disposable rubber gloves and rag for the volunteers for pre-cleaning the shower stalls (especially removing hair caught in drains).
 - Tray for body and dental care and feminine hygiene products (shampoo, conditioner, toothbrushes, toothpaste, dental floss, razors, body lotion, wet wipes, tampons, sanitary napkins, and panty liners are standard) Often people donate additional supplies (nail clippers, deodorant/ antiperspirant, q-tips) which are made available when we have them.
 - Dental care products (floss/toothbrush/toothpaste)
 - Feminine hygiene products (sanitary napkins and tampons)
 - Towels, washrags, and cleaning rags (from t-shirts) (at least 15 each session)
 - Canvas bag for used towels, washrags, and cleaning rags
 - A selection of men’s and women’s socks and underpants

- The **AV** is the main contact with the pool staff: Betty bdelrio@ausdk12.org or Amanda amendieta@ausdk12.org.

- The **AV organizes the volunteers to accomplish the following**, and “spring into action” after Aquatic Center staff open the facility to the team:
 1. Set up table for supplies to be displayed out front (unless it’s very wet, when the table can be taken inside into the corner by the showers)
 2. Clean out stray hairs in all 7 shower stalls and spray the stalls with diluted hydrogen peroxide
 3. Put up the laminated A, B, C, and D signs with tape
 4. Prepare the first-time registration forms from Aquatic Center with pens and cardboard “clipboards” for participants (to be handed out inside, if very wet outside). Generally participants will fill these out outside and wait to enter the building until the front desk can serve them.
 5. Get ready the sign-in sheets for the day, distributed by one male and one female volunteer
 6. Greet participants outside the building and tell them they may take in one bag/backpack. Invite them to leave extra belongings by the pool windows, if necessary; make clear that we are not responsible for their belongings
 7. Distribute towels, washcloths, toiletries, rags, sandwiches, and water, as appropriate or desired
 8. Read the guidelines with participants before they sign in each time; assign shower stalls to each participant - A (big space), B, C, and D (private shower, toilet, and sink). *Note: Shower stall D is for families; transgender people, if they prefer a completely private space; people who require a private, accessible space; and/or the gender that has the most people waiting.*
 9. When there are guests waiting, (appropriate gender volunteers) give a five-minute warning to participants when 15 minutes have elapsed since they entered the shower room. (Continued on next page)

10. Collect any used towels, washrags, and rags we have provided that the participant does not want to keep in canvas bag. (Note: drain slime and gobs of hair should be shaken from rags before they are put in the canvas bag and sent to the laundromat.)
11. Collect and remove from the building all supplies and materials and spray down all shower stalls one final time, and return the pool's table to the pool deck by 3:00 PM (2:45 pm Sept 2016 – June 2017).
12. The AV is responsible to see that the used towels are delivered and picked up from the Solano Cleaning Center: 1219 Solano at Talbot 510-524-0254.
13. The AV will communicate with the entire shower planning team, updating them on "how things are going" and seeking help with solving any issues that have implications beyond their shift. Marilyn
14. **All volunteers** will strive to remain centered and calm, with a focus on empathetic listening, and realize that there's no way we can meet everyone's needs at this time. We treat everyone with respect. We understand the importance of consistency to ensure that our program remains sustainable.
15. If a participant or group of participants become upset or belligerent, the first goal is to try to create a safe space for that person and everyone else; the second goal is to maintain the program to the greatest extent possible. The AV will work with the pool staff to determine when/if the police or paramedics (in a medical emergency) need to be called.
16. Marilyn Sterling, a DHWG ally, has agreed to serve as a mental health issue liaison. Marilyn has a family member with mental illness and has had lots of training in working with people with mental health challenges. AVs can contact Marilyn at marilynwsterling@gmail.com.

Suggested responses to predicted concerns from some members of the public:

- *Community-supported program participants walk through neighborhoods going to and from the pool*
"These are public sidewalks. People MAY be heading to a wonderful community program at the pool which is supported by a broad group of community leaders including AUSD
- *Community-supported program participants being in Memorial Park or near AHS*
"This is a public park open to everyone. The same rules apply to everyone using the park including no overnight camping or use of alcohol. Exactly what problems do you see?"

"No one is allowed on any school campus without lawful business and everyone must check in at the main office. Again the same rules apply to everyone."
- *Real or perceived behaviors exhibited by community-supported program participants*
"What behaviors are being displayed? Are they illegal or simply unusual? What might trigger such behavior?"
Make some suggestions as to why some behaviors exist and how one might react.
- *"Those people" using "my" pool*
"Albany takes pride in being a very inclusive and welcoming community. The shower program has been a part of the pool offerings for years - it is nothing new.

Program supporters recognize this program is offering this needed service to those who do not have the means to access the program on their own.