

**ARLINGTON COUNTY, VIRGINIA**

**AGREEMENT NO. 19-071-1-RFP-LW  
AMENDMENT NUMBER 6**

This **Amendment Number 6** is made on **October 21, 2021** and amends **Agreement Number 19-071-1-RFP-LW**, (“Main Agreement”) dated **December 5, 2019** between **Arlington Street People’s Assistance Network, Inc.** (“Contractor”) and the **County Board of Arlington County, Virginia** (“County”).

The County and the Contractor agree to amend the Main Agreement as follows:

**I. ADD THE FOLLOWING TO MAIN AGREEMENT PARAGRAPH 7. PAYMENT**

The Contractor must submit monthly reimbursement invoices no later than the 15th day of each month for the preceding month for shelter overflow and hypothermia expenses to the County’s Project Officer, who will either approve the invoice or require corrections. The final reimbursement invoice must be sent no later than July 8, 2022.

Invoices for overflow and hypothermia must be accompanied by supporting documentation including, payroll reports, general ledger reports and any other documentation of costs incurred.

**II. REPLACE REVISED EXHIBIT B, CONTRACT PRICING IN ITS ENTIRETY WITH THE ATTACHED REVISED EXHIBIT B, CONTRACT PRICING**

In accordance with revised Exhibit B, the budget is increased by \$30,447.00 for living wage, by \$122,430.00 for shelter overflow 7<sup>th</sup> floor, by \$504,670.94 for shelter overflow hotel, and by \$176,213.00 for 2021/2022 hypothermia program.

The contract amount is hereby increased by \$833,760.94 from \$1,755,358.08 to \$2,589,119.02.

**III. REPLACE EXHIBIT F, LIVING WAGE IN ITS ENTIRETY WITH THE ATTACHED REVISED EXHIBIT F, LIVING WAGE FORMS**

Living Wage is increased from \$15.00 per hour to \$17.00 per hour effective July 1, 2021.

**IV. ADD THE FOLLOWING CLAUSE TO THE CONTRACT TERMS AND CONDITIONS AS PARAGRAPH 53. COVID-19 VACCINATION POLICY FOR CONTRACTORS**

Due to the COVID-19 pandemic, the County has taken various steps to protect the welfare, health, safety and comfort of the workforce and public at large. As part of these steps, the County has implemented various requirements with respect to health and safety including policies with respect to social distancing, the use of face-coverings and vaccine mandates. All County Contractors, entering County owned, controlled, or leased facilities or facilities operated by a contractor if the services provided at that location are exclusive to Arlington County Government or contractors with public facing responsibilities must adopt these policies for implementation with their employees and subcontractors working on County contracts.

Contractors are required to obtain and maintain the COVID-19 vaccine status of employees or subcontractors, require any unvaccinated or not fully vaccinated employees to follow a weekly testing protocol established by the Contractor to submit to weekly testing, and provide any accommodations as required by law. Contractor should submit the certification of compliance to the Purchasing Agent at the time of contract execution and within five working days of the end of each quarter (see Exhibits N and O). In addition, all Contractor and subcontractor employees subject to the requirements of this section must also comply with the County COVID-19 masking and social distancing protocols, as signed at each County location.

It is recognized that the COVID-19 pandemic is an ongoing health crisis. As such, requirements with respect to health and safety, including vaccines and face-coverings may change over time. Contractors are expected to adhere to the County requirements as they evolve in response to the crisis.

For questions, Contractor may email [contractorvaccineinfo@arlingtonva.us](mailto:contractorvaccineinfo@arlingtonva.us).

**V. ADD THE FOLLOWING TO REVISED EXHIBIT A: SCOPE OF WORK, SECTION 3: CONTRACTOR'S DAILY SHELTER RESPONSIBILITIES**

**M. Shelter Overflow**

Due to the unpredictable nature of COVID-19, the Delta variant, and the variable demand for emergency shelter in Arlington County, the Department of Human Services, in partnership with the Continuum of Care (CoC), is temporarily expanding emergency shelter from October 18, 2021 to June 30, 2022, or until the County provides a 14-day notice to end the service. Expanded shelter space will consist of the 7<sup>th</sup> floor of the 2020 N. Courthouse Road building and, if additional space is needed, fifteen (15) hotel rooms at the Days Inn Pentagon located at 3030 Columbia Pike, Arlington VA 22204.

**1. Courthouse Road Building, Seventh "7<sup>th</sup>" Floor**

The use of the 7<sup>th</sup> floor must be prioritized ahead of the Days Inn at all times during the Shelter Overflow period, except during the 2021/2022 hypothermia season from November 1, 2021 until March 31, 2022.

Households with children must always be placed at the Days Inn for shelter overflow.

Operating the 7<sup>th</sup> Floor Shelter Overflow must be comparable to operations and services provided by the Contractor for persons residing in the Homeless Services Center (HSC).

The Contractor must:

- a. Deploy three (3) additional temporary Shelter Monitors for the Shelter Overflow period.
- b. Overflow space must be monitored 24/7. At least one monitor must be present at all times.
- c. Follow the Hypothermia Emergency Shelter Standard Operating Procedures (SOP) as it relates to facilities setup and management of space, located here:  
[https://arlingtonva.s3.amazonaws.com/wp-content/uploads/sites/33/2020/10/COVID-Hypothermia-Shelter-SOP-2020-2021\\_Revised.pdf](https://arlingtonva.s3.amazonaws.com/wp-content/uploads/sites/33/2020/10/COVID-Hypothermia-Shelter-SOP-2020-2021_Revised.pdf)
- d. Follow the Unified Shelter SOPs as it relates to service provision and all other operations, except facilities setup and management of space, located here:  
<https://arlingtonva.s3.amazonaws.com/wp-content/uploads/sites/15/2018/12/LINK-15-Unified-Shelter-SOP-11.30.2018-1.pdf>

- e. Provide meals (per protocols in the Unified Shelter SOPs) and ensure routine cleaning services (per protocols in the Hypothermia Emergency Shelter SOPs).
- f. Provide case management services to single adults referred from Centralized Access System (CAS).
- g. Provide HMIS monthly bed utilization and persons served reports to [DHSSheltercontracts@arlingtonva.us](mailto:DHSSheltercontracts@arlingtonva.us) by the 10<sup>th</sup> of each month for the preceding month.
- h. Follow all other quarterly reporting per HSC reporting requirements in Table A, indicators 2-5 and 7-11.

## 2. Hotel Overflow, Days Inn

As the Arlington County Clinical Coordination Program receives referrals through the Centralized Intake Process for individuals and families who are homeless and in need of emergency shelter, 15 hotel rooms will be available at the Days Inn Pentagon to provide overflow shelter beds on an as-needed basis. Hotel overflow referrals will only occur when existing shelter space within the Continuum of Care (CoC) is at capacity. Each hotel room has two queen-size beds and can accommodate up to two individuals or a four-person family.

When clients are present at the hotel, the Contractor must:

- a. Follow the SOPs for Shelter Overflow (see Exhibit P).
- b. Provide administrative oversight of hotel overflow intakes, which includes:
  - i. Coordinating all admissions and exits with the hotel
  - ii. Providing daily meals according to Exhibit P, Standard Operating Procedures for Non-Congregate Shelter Overflow
  - iii. Providing cleaning services for all households residing at the hotel according to Exhibit P, Standard Operating Procedures for Non-Congregate Shelter Overflow. Each room must be thoroughly cleaned and ready to be occupied no later than 24 hours after checkout.
  - iv. Provide 24-7 on-site staffing with least one monitor present at all times.
  - v. Utilize HMIS for bed list management of hotel rooms for all clients
- c. Follow all applicable local and state regulations pertaining to the preparation and delivery of food.
- d. Provide case management services to single adults referred from CAS. Services provided must be comparable to services provided to persons residing in the HSC.
- e. Coordinate with Bridges to Independence and Doorways for Women and Families regarding the handling of unusual/critical incidents (as defined in Unified Shelter SOPs) observed by staff and determine together with respective organizations' staff if case management is needed.
- f. Provide HMIS monthly bed utilization and persons served reports to [DHSSheltercontracts@arlingtonva.us](mailto:DHSSheltercontracts@arlingtonva.us) by the 10<sup>th</sup> of each month for the preceding month.
- g. Complete the Hotel Overflow Tracking Sheet (see Exhibit Q) for all check ins and check outs. The form must be up to date by the 1st of every month at the very latest. The tracking sheet will be shared with The Contractor via Share Drive for shared use by DHS staff for tracking and budgeting purposes.
- h. Follow all other quarterly reporting per HSC reporting requirements in Table A, indicators 2-5 and 7-11.

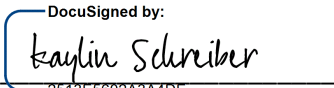
## VI. ADD THE FOLLOWING TO REVISED EXHIBIT A: SCOPE OF WORK, SECTION 3: CONTRACTOR'S DAILY SHELTER RESPONSIBILITIES, PARAGRAPH I: HYPOTHERMIA PROGRAM

For Hypothermia season 2021/2022, the Contractor must follow the same protocols as indicated in revised Scope of Work in Amendment 2. In case of inclement weather, the Contractor must obtain prior written approval from the County Project Officer for booking hotel rooms for shelter monitors.

All other terms and conditions of the Main Agreement, as amended shall remain in full force and effect.

WITNESS THESE SIGNATURES:

THE COUNTY BOARD OF ARLINGTON  
COUNTY, VIRGINIA

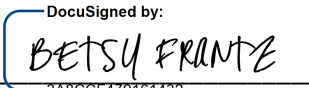
SIGNED:   
2513E5602A3A4DE...

PRINT NAME: kaylin Schreiber

TITLE: Procurement Officer

DATE: 10/29/2021

ARLINGTON STREET PEOPLE'S  
ASSITANCE NETWORK, INC.

SIGNED:   
3A8CCF479161432...

PRINT NAME: BETSY FRANTZ

TITLE: President & CEO

DATE: 10/28/2021

## REVISED EXHIBIT B

## Budget A – Base Budget for Contact Term January 1 – December 31, 2021

<b>ASPAN - Homeless Services Center</b>			
<b>Year 2 Budget with Living Wage Increase</b>			
	<b>Annualized Salary</b>	<b>FTE</b>	<b>Amount</b>
<b>Personnel:</b>			
<b>Salary</b>			
Chief Operating Officer	\$109,704	0.25	\$27,426
Shelter Director	\$79,178	1	\$79,178
Assistant Shelter Director	\$52,520	1	\$52,520
Nurse Practitioner	\$121,200	1	\$121,200
Volunteer Coordinator	\$36,360	0.5	\$18,180
Kitchen Manager / CHEF	\$59,074	1	\$59,074
Cook	\$31,512	0.5	\$15,756
Day/Outreach Manager	\$56,259	1	\$56,259
Day/Outreach Case Manager	\$48,985	1	\$48,985
Day/Outreach Monitor	\$33,436	1	\$33,436
Day/Outreach Monitor	\$33,436	1	\$33,436
Case Managers (3.0 FTEs)	\$48,985	3	\$146,955
Shelter Monitors (11.24 FTEs)	\$33,494	11.24	\$376,470
<b>Total Salary</b>	<b>\$744,143</b>	<b>23.49</b>	<b>\$1,068,875</b>
			11.50%
			<b>\$122,921</b>
<b>Total Personnel</b>		<b>23.49</b>	<b>\$1,191,795</b>
<b>Non-Personnel:</b>			
Transportation			\$5,050
Medical			\$10,100
Client Assistance			\$1,010
Laundry & Housekeeping			\$11,110
Food			\$88,265
Operating Supplies			\$12,120
Cleaning			\$40,400
Repair and Replacement			\$5,050
<b>Total Non-Personnel</b>			<b>\$ 173,105</b>
			<b>\$1,364,900</b>
			10%
			<b>\$136,490.01</b>
<b>Grand Total</b>			<b>\$ 1,501,390</b>
			\$1,501,390
<b>Match Requirement</b>			
<b>Match Source</b>	<b>In-Kind</b>	<b>Cash</b>	<b>Total</b>
Match Assistant (1.0 FTE)	\$0	\$40,725	\$40,725
Volunteers	\$113,722	\$0	\$113,722
In-kind Food, Goods and Services	\$32,618	\$0	\$32,618
Foundation Contributions	\$0	\$38,074	\$38,074
<b>Total</b>	<b>\$ 146,340</b>	<b>\$ 78,799</b>	<b>\$225,139</b>

**Budget B – 2021/2022 COVID-19 Response Budget**  
**July 1, 2021 – June 30, 2022**

Budgeted Expense	Cost	Detailed Explanation	Weekly Estimated Cost
Registered Nurse (RN)	\$62,400.00	\$40 hour x 30 hours a week x 52 weeks	\$1,200
Benefits	\$7,176.00	11.50%	\$138
Covid testing	\$20,000.00	Rapid antigen testing if state testing stops being available/ or need rapid results	\$385
TB skin test	\$2,005.08	\$9.24 tests x 217 tests for each new person coming into the shelter that should be tested	\$39
Flu test/strep test	\$3,600.00	Testing to rule out COVID vs FLU vs STREP since they can present with similar symptoms	\$69
PPE/supplies	\$1,000.00	Syringes, gloves, gowns, masks, sanitizer, alcohol wipes	\$19
Increased liability for Nurse Practitioner (NP) for multiple shelters	\$2,500.00	Base liability insurance @ \$2,500	\$48
Liability insurance for RN	\$1,000.00	Base liability insurance for new nurse under NP	\$19
Management & Administrative Support	\$10,200.00	Admin support using a rate of \$20/hr for 5 hours/week x 52 weeks + raise for NP of \$5,000 for management responsibilities	\$196
computer/email costs/ phone	\$2,200.00	If we are looking to provided extended medical services, need to consider electronic charting which will drive up the cost (usually there is a monthly subscription cost). In addition, nurse will need laptop, docking station, and monitor.	\$42
Transportation costs for travel to and from different shelters	\$500.00	Mileage to and from shelters	\$10
<b>TOTAL</b>	<b>\$112,581.08</b>		<b>\$2,165</b>

**Budget C – 2021/2022 Shelter Overflow Budget – 7<sup>th</sup> Floor**  
**October 18 - 31, 2021 and April 1 - June 30, 2022**

Line Item	Detailed Explanation	Cost
Shelter Monitors	3 Shelter Monitors 7 days a week for 15 weeks	\$ 107,730.00
Cleaning	Daily cleaning and monthly COVID-19 cleaning of the Homeless Services Center 7th floor at \$4,200 per month, for 3.5 months	\$ 14,700.00
<b>TOTAL</b>		<b>\$ 122,430.00</b>

**Budget D - 2021/2022 Shelter Overflow Budget – Days Inn  
October 18, 2021 – June 30, 2022**

<b>Line Item</b>	<b>Detailed Explanation</b>	<b>Cost</b>
Shelter Monitors	3 Shelter Monitors 7 days a week for 36.5 weeks, includes regular pay and overtime	\$ 349,524.00
Case Management	Case Manager serving up to 15 clients for 36.5 weeks, includes salary, overtime, fringe benefits and holiday pay	\$ 53,285.76
Food Expenses	2021 Federal Meals & Incidentals rate of \$76/day x 7 days per wk for 36.5 weeks	\$ 19,418.00
Food Delivery Expenses	Food containers and mileage (using the US General Services Administration Privately Owned Vehicle (POV) Mileage Reimbursement Rates of the year in which the mileage expense occurs)	\$ 3,500.00
Cleaning	Cleaning of up to 15 hotel rooms. \$4,133 per month for 8 months	\$ 33,064.00
	<b>TOTAL COST</b>	<b>\$ 458,791.76</b>
	<i>INDIRECT RATE</i>	<i>10%</i>
	<b>INDIRECT COST</b>	<b>\$ 45,879.18</b>
	<b>GRAND TOTAL</b>	<b>\$ 504,670.94</b>

**Budget E - 2021/2022 Hypothermia 7<sup>th</sup> Floor Budget  
November 1, 2021 - March 31, 2022**

<b>Line Item</b>	<b>Detailed Explanation</b>	<b>Cost</b>
Shelter Monitors	3 Shelter Monitors 7 days a week for 21.5 weeks	\$ 154,413.00
Cleaning	Daily cleaning and monthly COVID-19 cleaning of the Homeless Services Center 7th floor at \$4,200 per month, for 4 months	\$ 16,800.00
Hotel Expenses	Estimated at \$150/day for Shelter Monitors during inclement weather	\$ 5,000.00
	<b>TOTAL</b>	<b>\$ 176,213.00</b>

**Inactive budgets:**

Housing Locator (1/1/21 – 12/31/21)	\$54,468.00
2020/2021 Hypothermia Program cleaning expenses (11/9/20 – 4/11/21)	\$34,250.00
COVID-19 Response Expenses (10/1/2020 - 6/30/21)	\$83,116.00
<b>TOTAL</b>	<b>\$171,834.00</b>

REVISED EXHIBIT F

LIVING WAGE FORMS

# **WAGE NOTICE**

THE HOURLY RATE FOR EMPLOYEES OF THE CONTRACTOR AND ANY SUBCONTRACTORS WORKING ON COUNTY-OWNED, COUNTY-CONTROLLED PROPERTY, FACILITIES OWNED, OR LEASED, AND OPERATED BY A CONTRACTOR IF SERVICES PROVIDED AT THAT LOCATION ARE EXCLUSIVE TO ARLINGTON COUNTY, OR CONTRACTS FOR HOME-BASED CLIENT SERVICES MUST NOT BE LOWER THAN

**\$17.00 PER HOUR**

REFERENCE: ARLINGTON COUNTY PURCHASING RESOLUTION  
SECTION 4-103

**FOR INFORMATION CONTACT:**

ARLINGTON COUNTY  
OFFICE OF THE PURCHASING AGENT  
2100 CLARENDON BOULEVARD, SUITE 500  
ARLINGTON, VA 22201  
703-228-3410



# **AVISO de SALARIO**

## **MINIMO**

LA TARIFA HORARIA DE LOS EMPLEADOS DEL CONTRATISTA, Y DE CUALQUIER SUBCONTRATISTA QUE TRABAJE EN PROPIEDADES DEL CONDADO, EN INSTALACIONES PROPIAS/ALQUILADAS Y OPERADAS POR UN CONTRATISTA SI LOS SERVICIOS PRESTADOS EN ESE LUGAR SON EXCLUSIVOS DEL CONDADO DE ARLINGTON, O EN CONTRATOS DE SERVICIOS DOMICILIARIOS A CLIENTES, NO DEBE SER INFERIOR  
A

**\$17.00 POR HORA**

REFERENCIA: SECCIÓN 4-103, DE LA RESOLUCIÓN DE LA OFICINA DEL AGENTE DE COMPRAS DEL CONDADO DE ARLINGTON.  
(ARLINGTON COUNTY PURCHASING RESOLUTION SECTION 4-103)

**PARA OBTENER MAS INFORMACIÓN, LLAME A:**

LA OFICINA DEL AGENTE DE COMPRAS DEL CONDADO DE  
ARLINGTON.  
703-228-3410.

**PARA INFORMACION EN PERSONA DIRIJASE A:**

2100 CLARENDON BOULEVARD, OFICINA No 500  
ARLINGTON, VA 22201

**EXHIBIT O**

**CONTRACTOR COVID-19 VACCINATION QUARTERLY COMPLIANCE CERTIFICATION**

**By Email:** Please complete the report below and return it to: [contractorvaccineinfo@arlingtonva.us](mailto:contractorvaccineinfo@arlingtonva.us).

I hereby certify that all Arlington Street People’s Assistance Network, Inc. employees and subcontractors working on Contract No. 19-071-RFP-LW are fully vaccinated against COVID-19, being tested on a weekly basis, or are exempt pursuant to a valid reasonable accommodation under state or federal law.

**Please do not include any of your employees’ medical documentation, including vaccination records or test results.**

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Printed Name and Title: \_\_\_\_\_

Company Name: \_\_\_\_\_

## EXHIBIT P – NON-CONGREGATE SHELTER OVERFLOW STANDARD OPERATING PROCEDURES - ASPAN

### Standard Operating Procedures

Due to the unpredictable nature of COVID-19, the Delta variant, and the variable demand for emergency shelter in Arlington County, the Department of Human Services, in partnership with the Continuum of Care (CoC), is temporarily expanding emergency shelter using 15 rooms at the Days Inn Pentagon. The following Standard Operating Procedures have been developed in coordination with participating partners to implement and support clear and consistent practices that promote CoC values, safety and security of persons experiencing homelessness, and continuity of services delivery.

**Participating partners:** The following outlines specific roles and responsibilities of respective partners for purposes of coordinating and overseeing services for the Hotel Overflow Program, and in addition to existing roles and responsibilities.

- **Arlington County Government:** Providing financial resources for the implementation of shelter overflow.
- **Continuum of Care/Homeless Services Program:** Providing contractual oversight and technical assistance to support implementation.
- **Community Assistance Bureau, Centralized Access Program:** Providing shelter referrals and supporting in bed management.
- **Contractor:** Providing administrative oversight of Hotel Overflow intakes, food and cleaning services, HMIS reporting, as well as services to single adults referred from CAS.
- **Bridges to Independence:** Providing supportive services to family households referred from CAS and staying at the Hotel Overflow Program.
- **Doorways for Women and Families:** Providing supportive services to family households referred from CAS and staying at the Hotel Overflow Program.

#### I. **Hotel Overflow Intake Process:**

**Hotel overflow referrals will only occur when HSC (including 7<sup>th</sup> Floor Space expansion) and RPC is at capacity for single adults.**

**Family shelter referrals for hotel overflow will only occur when family shelter capacity is maximized.**

As the Arlington County Clinical Coordination Program receives referrals through the Centralized Intake Process for individuals who are homeless and in need of emergency shelter, 15 hotel rooms will be available at the Days Inn Pentagon (located at 3030 Columbia Pike, Arlington VA 22204) to provide overflow shelter beds on an as-needed basis. Each hotel room has two queen-size beds and can accommodate up to two individuals or a four-person family.

A Contractor staff member will be responsible for tracking available rooms and assigning incoming clients to available rooms using the Homeless Management information System (HMIS). Clients will be assigned one household per room until shelter and hotel capacity is full, at which point newly referred

single adult households may be placed in an occupied room with another single adult. (Family households will not be asked to share rooms with other non-related single adults or family households.) See Section II for additional guidance regarding the check-in process and bed management/HMIS entries.

If a client is identified as having a disability necessitating an ADA room, a Contractor staff member will ensure that the client is assigned to an ADA room, if available. If an ADA room is not available, Contractor should contact DHS' CCP for alternative arrangements.

When shelter capacity is full and referrals to shelter are needed, clients who are part of a high-risk group, such as people over 65 or those with certain underlying health conditions (respiratory, immunocompromised, chronic disease), should be prioritized for non-congregate shelter overflow hotel rooms at the Days Inn Pentagon. This may necessitate moving current shelter participants to the overflow hotel.

## **II. Check-In Process**

Once the client arrives at the hotel, the Contractor staff member on duty will inform the client of their room number. A Guest Information Sheet (Appendix A) will be left in the room, and the Contractor staff member on duty should review this Sheet with the client upon arrival.

It is very important that no client Personally Identifiable Information (PII) is shared with hotel staff, so as to comply with HIPAA regulations. As a result, only hotel room numbers will be shared with hotel staff.

Supportive services will initiate at time of check-in and case management from the lead services agency (Contractor, Bridges to Independence or Doorways) will include completing respective program intakes as would otherwise occur at shelter sites.

Contractor will be responsible for bed management tracking for Hotel Overflow clients (manually in a bed tracking spreadsheet (attached) or in HMIS, per CoC HMIS Lead instructions). Ongoing supportive services, HMIS client data entry, Touch Points, and referrals will be the responsibility of the client's respective service provider (Contractor, Bridges to Independence, or Doorways).

## **III. Provision of Care and Supplies**

The hotel is responsible for providing each room with basic toiletries, toilet paper, tissues, linens, and towels at check-in; additional toiletries will be delivered to the room door once every three days, and old linens and towels will be collected and new linens and towels will be delivered to the room door once every five days and at room turnover. Clients can make additional requests for toilet paper and tissues to the Contractor staff member on duty, and staff will coordinate with hotel staff for delivery to the room door. Any requests for items beyond those previously mentioned will be handled by the Contractor staff member on duty.

## **IV. Provision of Food**

All food will be provided by Contractor. Meals will be delivered or served at established times, as listed below:

**Breakfast: between 7pm - 8am**

**Lunch: between 12pm - 1pm**

**Dinner (hot meal): between 5pm - 6pm**

Leftover meals may be stored onsite using the hotel's staff office refrigerator; meals should be provided if requested by guests, and within a reasonable timeframe if the client/guest(s) are being referred via the 1010 line. If a client arrives at the hotel after meals have already been provided that day, and the client has not eaten, then the Contractor staff on duty should purchase the food and drop it off at the client's room.

#### **V. Safety and Security**

Onsite security at the hotel will not be provided. Arlington County Police will make periodic patrols through the hotel parking lot. Contractor staff will have 24-7, on-site staff for client emergencies and other unusual or critical incidents.

Because these hotel rooms are not intended for isolation or quarantine, clients are permitted to come and go as needed. However, due to the pandemic, and to maintain the safety of clients and other hotel guests and staff, clients will be discouraged from congregating in community spaces. If a client is being aggressive or hostile, Contractor staff on duty should call **911** if efforts to de-escalate and safely manage conflict or client behavior are not successful.

If there is such an incident, the Contractor staff member on duty must document the critical incident, per the Critical Incident Reporting Process outlined in the Unified Shelter operating procedures.

Wellness checks must be performed at least daily among residing residents if not visibly seen or heard from during their stay. Contractor staff may request Key Card copies for occupied rooms via the Days Inn onsite staff at reception 24/7. Duplicate Key Cards can be utilized to gain access to guest rooms whether authorized or not by the residing guest(s).

#### **VI. Visitor Policy**

To mitigate and prevent the risk of exposure to COVID-19 to clients, social service staff and other hotel guests and staff, no outside guests or visitors are allowed on the premises or in clients' rooms. The only exceptions to this are Case Managers. These approved visitors may be from a local homeless shelter, the Behavioral Healthcare Division, etc. Clients will be encouraged to go off site for socializing.

For family placements at the hotel, family shelter providers (Doorways and Bridges to Independence) will provide case management supports to guests and will reiterate these procedures.

See section VIII: Supporting Successful Client Participation for guidance on addressing violations of the visitor policy.

### **VII. Sheets, Towels, Trash, and Room Cleaning**

The hotel staff is responsible for cleaning all sheets and towels, and providing clean sheets and towels once every five days and at room turnover. Clients will be instructed to bag and tie up all sheets and towels and leave them outside of their room on a set day each week of their stay, utilizing the garbage bags that the hotel staff provides. On the set linen cleaning day, the Contractor staff member on duty should call each room and instruct clients to bag up their sheets and towels, tie up the bag, and leave it outside of their room for cleaning.

For daily trash pick-up, the Contractor staff member on duty during the daytime shift will place **blue** trash bags at each occupied room's door. Then, the Contractor staff member will call all rooms and instruct them to bag up any trash/leftover food that is in their room and tie it up in the provided **blue** bag and leave it outside of their door. Once all trash has been left outside the doors, the Contractor staff member will notify the onsite hotel cleaning staff, who will pick up all bagged trash and dispose of it in the dumpster onsite at the hotel. Contractor staff should spot check occupied rooms, at least daily, to ensure proper housekeeping is being maintained. Spot checks may occur utilizing duplicate hotel room Key Card(s). Contractor staff may request Key Card copies for occupied rooms via the Days Inn onsite staff at reception 24/7. Duplicate Key Cards can be utilized to gain access to guest rooms whether authorized or not by the residing guest(s).

Clients' personal laundry will **not** be cleaned during their stay. Efforts should be made to encourage clients to make use of HSC or RPC day-program laundry facilities as needed.

If a client needs their room cleaned during their stay due to an unforeseen incident, and after each client checks out and vacates a room, Contractor will be responsible for providing cleaning for each room in preparation for the next client. Cleaning of rooms, based on turnover, should occur within 24hours of a vacancy.

For family placements at the hotel, family shelter providers (Doorways and Bridges to Independence) will provide case management supports to guests and will reiterate these procedures.

### **VIII. Supporting Successful Client Participation**

Contractor, Bridges to Independence and Doorways staff will reinforce Hotel Overflow guidelines and procedures with all clients. Staff should proactively respond to behaviors that may impact a person's ability to stay in the hotel using the minimum level of intervention needed to preserve client dignity, to prevent escalation of behaviors, while still responding to individual and community safety concerns. Staff will refer to the Unified Shelter SOPs which outline a series of options shelters have to address difficult behaviors, rooted in recovery and crisis prevention. Staff will utilize Agreements for Success to support clients in addressing behaviors that will impact their ability to remain in the hotel and utilize Unified Shelter/Family Shelter meetings or Case Conferences as needed. If a client is a safety risk to

themselves or others, Emergency Services (703-228-5160) and/or 911 should be contacted immediately. Should an immediate, involuntary discharge occur, staff will notify the CCP Manager ([jdadams@arlingtonva.us](mailto:jdadams@arlingtonva.us)) and CoC Coordinator ([tvann@arlingtonva.us](mailto:tvann@arlingtonva.us)) by email the next business day. See Section IX for additional guidance regarding Critical Incident Reporting Process.

#### **IX. Critical Incident Reporting Process**

Contractor will follow the Unified Shelter Protocols for any unusual or critical incident. Incident Reporting forms will be sent to the CoC Coordinator via this email: [DHSSheltercontracts@arlingtonva.us](mailto:DHSSheltercontracts@arlingtonva.us). Incidents involving households served by Doorways and Bridges to Independence will be reported to points of contact for each agency. Any immediate dismissals that cannot be prevented with staff intervention will, in addition to having an incident report form submitted, will include communication directly to the CoC Coordinator and Clinical Coordination Program Manager. Should incidents occur with Doorways and Bridges to Independence staff and while their respective staff are on-site, the intervention, documentation and reporting responsibilities will be with those providers. Contractor staff must be informed of all incidents among any hotel guests/clients.

#### **X. Check-Out Process**

Each client will be housed for as long as emergency shelter is needed, until a bed becomes available at another appropriate location, or until the contract with the Days Inn ends – whichever comes first.

Once a client is checked out, the Contractor staff person on duty will check that person out of the bed in HMIS, documenting the outcome of the client's departure. Anticipated and unplanned shelter departures of clients served by Bridges to Independence and Doorways will be communicated to Contractor staff as quickly as possible to initiate the check-out process. All pending and anticipated departures must be reported to CCP in advance.

When a room is about to be fully vacated, the Contractor staff person on duty will ask the client to bag up all sheets, towels, and trash, tie up the bags, and leave them outside of the room upon their departure. This action may also be performed by Contractor cleaning service vendor.

Once this is complete and the room is empty, Contractor will arrange to deep clean the room. Once the cleaning has been completed, the Contractor staff person on duty will inform the hotel cleaning crew so that they can enter the room and restock it with the toiletry bag, toilet paper, and new sheets and linens for the next client.

The agency responsible for client service will also need to complete all client exit assessments in HMIS per normal HMIS governance policies.

#### **XI. Hotel Media Policy**

Members of the media, people with cameras, people taking photographs, etc. should be referred KURT LARRICK, Department of Human Services Communications, 571-259-2463 (cell)

Appendix A

**GUEST INFORMATION SHEET**

Your room number is \_\_\_\_\_.

**Guest Rules and Responsibilities:**

- Treat all staff with courtesy and respect.
- Keep noise levels down.
- Keep your hotel room clean.
- You may use the room phone to receive incoming calls and make outgoing, local calls. No long-distance calls will be permitted.
- No pay-per-view TV will be permitted.
- No visitors are allowed at any time.
- You will be responsible for any damage to the room. Damages include any tampering or removal of items such as window screens, smoke detectors, TV, etc.
- You will be responsible for the safe keeping of your personal belongings during your stay. This includes any property loss, damage and theft.
- No smoking in the room.
- No pets allowed at any time.
- Upon exiting the hotel, all personal belongings should be bagged and removed. Throw out your hotel key card. Any items left behind will be disposed of.

For any assistance or requests for needed items during your stay, call hotel reception by dialing “0” on your room phone. A staff member is onsite 24/7 and will attend to your needs over the phone. We are here to assist you during this time.

**If you think you are having a medical emergency, please dial 911.**

**WIFI Access:**

The hotel provides free internet/WIFI service. Login information is below:

Network Name: \_\_\_\_\_

Password: \_\_\_\_\_

**Meals:**

You will receive a free hot breakfast and bagged lunch in the morning, and hot dinner every evening during your stay. If you arrive or leave during the middle of the day, your meals will be pro-rated. Breakfast and lunch will be delivered no later than 8:00 am. Please put your boxed lunch in the in-suite refrigerator until you are ready to eat it. Dinner will be delivered no later than 6:00 pm. Please pick up your meals promptly; any meals left outside will be removed.

**Sheets and Towels:**



Every week on Tuesday is linen day. You will receive a large bag with your lunch and breakfast delivery. Please strip your sheets and place them and your towels and washcloths in the bag, tie it closed, and place it outside your room before noon. Housecleaning staff will remove your dirty linens and leave a clean set outside your room door.

**Laundry Services:**

We are not providing personal laundry services during your stay. The Homeless Services Center and Residential Program Center have day programs with open laundry facilities.

**Checkout:**

Please put all your towels and sheets in a bag and tie it up and leave outside your door upon checking out.

X

\_\_\_\_\_  
Hotel Guest Name (Printed)

Sign and Date

**I attest the above rules and responsibilities of this information sheet were reviewed with me upon check-in by ASPAN staff.**

Appendix B

Important Telephone Numbers

- In case of an emergency, dial **911**
- Arlington County Police Department Non-Emergency Number: **(703) 558-2222**
- Arlington County Emergency Mental Health Services: **(703) 228-5160**
- 24/7 Shelter Intake Line (for people leaving hotel who have no place to stay or homeless people who show up to the hotel looking for a place to stay): **(703) 228-1010**
- Days Inn Front Desk: **(703) 521-5570, x 151**
- Language Line (Telephonic Interpretation): **1-866-874-3972 (Client ID 506982, Access Code 3336, Description Director's Office CV19)**
- ASPAN (case management of ASPAN clients only): **703-228-7803**
- Bridges to Independence (Case management of B2I clients only): **TBD**
- Doorways (case management of Doorways clients only): **TBD**
- Triina Van, CoC Coordinator: **703-213-6302** or [tvan@arlingtonva.us](mailto:tvan@arlingtonva.us)
- Jenna Adams, Clinical Coordination Program Manager: **703-228-1305** or [jdadams@arlingtonva.us](mailto:jdadams@arlingtonva.us)
- DHS Shelter Ops, Onsite COVID-Operations manager- **202-826-6481 (cell)**
- Terri Madni, Days Inn manager - **daysinn3030@gmail.com**.

### EXHIBIT Q – HOTEL OVERFLOW TRACKING SHEET

Room #s Include: 202, 203, 204, 205, 207, 208, 300, 302, 303, 304, 306, 307, 309, 310, 311					
Hotel Name	Hotel Room #	Client Full Name (Head of Household)	Check In date	Check Out Date	Total Stay in Days
Days					1
					1
					1
					1
					1
					1
					1
					1
					1
					1
					1
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					1
					1

