



Hypothermia Reference Guide: Shelter Placement for Barred, Terminated and Suspended Clients

Overview: All residents in the District of Columbia have the right to shelter during severe weather periods (i.e. hypothermia and hyperthermia seasons). This standard also applies to individuals that are barred, terminated or suspended from sites within the low barrier shelter system. The following guidance outlines the protocol for shelter placement for clients that are barred, terminated and suspended (emergency and non-emergency) from low barrier shelter sites during hypothermia season. Please note that the below guidance applies during the entire hypothermia season and not just when there has been a hypothermia alert activated.

Barred Clients

- Clients that are barred from a low barrier shelter site are **unable** to obtain placement at the site in which they are barred.
- The program staff **must** contact the shelter hotline and request that the client be transported to a site that they are not barred from.
- While awaiting the transport, program staff **must** allow the barred client to wait inside of the facility (i.e. in the lobby or at the security desk) until the shelter van arrives to transport the client to another shelter site.
- In the event that there are no other shelter sites with available beds to accommodate the client, the program site **must** allow the client to remain at the site in which they are barred and obtain a bed.
- The above guidance should be followed each day and/or each time a barred client attempts to re-enter or remain at the shelter site during hypothermia season.

Example: *If Client A is barred from the New York Avenue Men's Shelter and reports to the shelter site on Monday in an effort to obtain a bed and is transported to the 801 East Men's Shelter, if the client returns to the New York Avenue Men's Shelter on Tuesday in an effort to obtain a bed again, the same protocol outlined above should be followed on Tuesday and each day the client attempts to return to the New York Avenue shelter site for placement.*

Clients with processed Emergency Terminations

- Clients that have an emergency termination that was upheld by the Department of Human Services (DHS) are **unable** to obtain placement at the site in which they were terminated.
- The program staff **must** contact the shelter hotline and request that the client be transported to a site that they are not terminated from.
- While awaiting the transport, program staff **must** allow the terminated client to wait inside of the facility (i.e. in the lobby or at the security desk) until the shelter van arrives to transport the client to another shelter site.
- In the event that there are no other shelter sites with available beds to accommodate the client, the program site **must** allow the client to remain at the site in which they were terminated and obtain a bed.
- The above guidance should be followed each day and/or each time a client with an emergency termination that was upheld by the DHS attempts to re-enter or remain at the shelter site during hypothermia season.

***Example:** If Client A has an emergency termination from the New York Avenue Men's Shelter that was upheld by the DHS and reports to the shelter site on Monday in an effort to obtain a bed and is transported to the 801 East Men's Shelter, if the client returns to the New York Avenue Men's Shelter on Tuesday in an effort to obtain a bed again, the same protocol outlined above should be followed on Tuesday and each day the client attempts to return to the New York Avenue shelter site for placement.*

Clients with processed Non-Emergency Terminations (15-Day Terminations)

- Clients that have a processed non-emergency termination (15 Day Termination) **are able** to obtain placement at the site in which they were terminated **only if the client has appealed the termination and awaiting a fair hearing**. If the client **has not** sought an appeal, program staff may follow the guidance for clients with barred/emergency terminations.
- If the client is in the appeal process, program staff **should not** contact the shelter hotline and seek a transfer for the client. The client **must** be able to remain at the site and have access to all program services/amenities.

Clients with processed Emergency Suspensions

- Clients that have an emergency suspension that was upheld by the Department of Human Services (DHS) are **unable** to obtain placement at the site in which they were suspended **only during the timeframe of their suspension.**

***Example:** If Client A has an emergency suspension from the 801 East Men's Shelter for 7 days that was upheld by the DHS, the client is unable to obtain placement at this site for 7 days but **is able** to obtain placement on the 8th day when the suspension is expired.*

- The program staff **must** contact the shelter hotline and request that the client be transported to a site that they are not suspended from.
- While awaiting the transport, program staff **must** allow the suspended client to wait inside of the facility (i.e. in the lobby or at the security desk) until the shelter van arrives to transport the client to another shelter site.
- In the event that there are no other shelter sites with available beds to accommodate the client, the program site **must** allow the client to remain at the site in which they were suspended from and obtain a bed.
- The above guidance should be followed each day and/or each time a client with an emergency suspension that was upheld by the DHS attempts to re-enter or remain at the shelter site during the timeframe of their suspension.

Clients with processed Non-Emergency Suspensions

- Clients that have a processed non-emergency suspension **are able** to obtain placement at the site in which they were suspended **only if the client has appealed the suspension and awaiting a fair hearing.** If the client has not sought an appeal, program staff may follow the guidance for clients with emergency suspensions **but only during the timeframe of the client's suspension.**
- If the client is in the appeal process, program staff **should not** contact the shelter hotline and seek a transfer for the client. The client **must** be able to remain at the site and have access to all program services/amenities.

Important References:

Shelter Hotline Number:

(202)-399-7093