



## **Proposed Shelter Security Plan**

**November 6, 2019**

Safety of both guests and neighborhood residents is of the utmost importance to The Salvation Army (TSA). Staff work to ensure TSA is a good member of our neighborhood, as well as ensure safety of the people who access services. Measures to address the security concerns and provide safety are outlined below.

### **Good Neighbor Policy Enforced by TSA Security Staff**

TSA Good Neighbor Policy covers the one block radius of the shelter and was implemented on July 18, 2019. The policies include but are not limited to: All shelter rules and consequences extend beyond TSA property to include E Washington and Mifflin St block, guests may not loiter on or around the shelter property, illegal or suspicious activity on or around property is strictly forbidden, disposal of trash appropriately, and minimizing volume of music. The policy states that it will be enforced beyond TSA perimeters and guests will be denied services if the rules are not followed. All guests sign this policy upon entry.

Two full-time Shelter Monitors will be hired to enforce the Good Neighbor Policy and improve safety within and around the shelter. These staff will be recognizable as security staff and will carry a cell-phone and walkie talkie at all times. TSA reviewed proposals from three different security companies and determined that services would be better provided by culturally sensitive in-house staff that are trained in de-escalation, trauma and crisis intervention methods.

At least one Shelter Monitor will patrol the one block radius of the shelter building hourly between 3 pm and 9 pm. In addition to enforcing the good neighbor policy for the shelter guests, Shelter Monitors will be trained to provide outreach and service connections to non-shelter guests in the monitoring zone as needed.

### **Guest Admission, Arrival and Departure Policy Changes**

New admission policies will be implemented in the proposed facility. Currently, due to the limited space, guests call or arrive each and every night that they need shelter and have to form a line outside. Shelter is not guaranteed service which can result in stressful situations, as some

may be denied admission. The new policies will eliminate the need for line-forming outside the shelter and minimize admission denial onsite. There will be contingency plans for walk-ins and denials that are still being developed.

Women's Shelter guests will reserve a bed in the morning and will be able to access said bed each night that it is needed until the guest does not return. This will minimize any sort of line forming outside of the property and reduce stress.

Families will be able to access the same room for up to 7 days at a time and won't be offered shelter every other night as it currently operates.

Pay-to-stay guests will be able to utilize services 7 days at a time with continued stays. This reserves the bed and allows guests to go to work and know they have a bed when they return.

The lobby will be significantly larger than the current one to allow adequate space for guests to enter the building while waiting for check in. This will reduce the population outside and will offer a space out of the elements for the guests.

Shelter doors are closed for entry at 9:00 PM nightly. The following people may be admitted after curfew if capacity allows:

- People who are discharged from hospital
- People who have pre-arranged late check-in due to work or school schedule
- MPD referrals

TSA staff will be on site and monitoring the arrival and departure times to ensure no guests are waiting on facility grounds prior to opening, or remain on the facility grounds after closing. Staff and volunteers will communicate arrival and departure procedures to guests, and help ensure that guests find appropriate accommodations during the day so they do not linger on the property.

### **24-hour Front Desk**

There will also be a staff member at the front desk 24 hours a day monitoring the cameras and controlling access of everyone entering the building. The shelter offices will be staffed by shelter advocates during the operating hours of 4pm-8am who will be responsible for overseeing operations, assisting with guest needs, ensuring safety and enforcing rules.

### **Transportation and Parking**

A private shuttle bus from the Beacon will be provided daily, including weekends and holidays, to transport patrons to the Beacon in the morning and back to shelter at the end of the day.

An underground, controlled access parking structure will be provided for guests only. This will minimize non-guests from congregating on property, and will have increased security cameras for staff supervision.

## **Coordination with MPD**

TSA has a very good working relationship and will continue to coordinate with Madison Police Department Central District staff on security procedures. Advice will be sought out on the placement of security cameras, as well as hiring a shelter monitor. TSA will provide video footage to MPD when requested. At a minimum, TSA will convene biannual meetings between MPD and staff to address any emerging issues or concerns.

One parking spot on the surface lot will be designated for MPD to utilize to park to complete paperwork or to leave the vehicle for patrol on foot. A meeting space will also be provided to MPD to use for any needed community meetings or private meeting space with shelter guests.

## **Safety by Design**

A Crime Prevention Through Environmental Design (CPTED) assessment was completed on the current facility on July 10, 2019 and another one will be done on the proposed new facility.

*Security fencing:* The site plan includes areas of fencing that define the outdoor usable space within the property boundaries. The outdoor courtyard and playground area will be surrounded by aesthetically designed security fencing that will be used to control access to the property. There is also rooftop courtyard space that is only accessible by guests from the building. Signage will be posted to prevent after-hours parking.

*Outdoor lighting:* Outdoor nighttime lighting will be designed to adequately illuminate the facility grounds, discourage loitering or trespassing, and provide enhanced visibility for TSA staff and Madison Police Department.

*Security camera system:* A security camera system will be installed on the grounds and inside the facility to allow staff to monitor activity 24 hours a day. Management staff will also have video monitoring accessibility as well as remote access. The system will also provide recorded access to deter loitering or trespassing. Signage will be posted to indicate video surveillance. TSA will also continue to work closely with MPD and provide video footage when necessary.

## **Staff Training**

In addition to the measures listed below, TSA staff are trained in Trauma Informed Care and conflict resolution techniques to manage any minor disputes that may occur. TSA will also actively involve participants in the design, implementation, and ongoing monitoring and evaluation of the security operation and management.