

NEW YORK CITY DEPARTMENT OF HOMELESS SERVICES

Procedure Number: DHS-PB-2020-020 (R3)

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| SUBJECT: Single Adult Bed Management | APPLICABLE TO: Single Adult (SA) Shelter; Housing Emergency Referral Operations (HERO); DHS Fleet Administration | ISSUED: July 12, 2023 |
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| ADMINISTERED BY: Adult Services; Housing Emergency Referral Operations (HERO) | APPROVED BY: Joslyn Carter, Administrator Department of Homeless Services |
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■ **PURPOSE**

The purpose of this procedure is to clarify and establish consistency regarding the management of bed assignments and vacancies in the Single Adult (SA) shelter system. As described below, this includes guidance on curfew, Late, Overnight, and Multi-use Passes, bed roster signing, bed count, wait listing, overages and bed assignments.

This procedure obsoletes the following procedures:

- 00-420 Screening and Shelter Referral
- 00-408 Curfew Violation
- 00-407 Late/Overnight Passes

■ PROCEDURE

Curfew

In the Single Adult (SA) system curfew is 11 p.m. Unless they have an approved pass, clients are expected to be present at their assigned bed location by the 11 p.m. bed count. If a client returns to the facility after curfew, they will be treated as a client who missed curfew and may lose their bed assignment, unless they have a Late, Overnight, or Multi-use Pass. Shelter staff must document all curfew violations in the client's case file.

- Clients with an approved pass are required to return to the shelter by the date and time listed on the pass (except those with a pass for a hospitalization or medical reason, who staff must contact to verify their whereabouts).
- Clients who reported an emergency are required to return by the date and time they agreed upon with shelter staff. (See below for additional information on requesting and approving passes.)
- A client who does not return by the date and time authorized for their pass who fails to notify the shelter of their inability to return by that date and time will be treated as a client who missed curfew and may lose their bed assignment. Please refer to Welcome Your shelter stay FAQs (**BRC-1050**), How to Keep Your Bed (**POST-178**), and How To Keep Your Bed (**DHS-33b**) for more information.
- Clients arriving after curfew without an approved pass and those entering the facility after 11 p.m. due to special circumstances must be reported to Adult Vacancy Control (AVC), by calling (212) 361-6800.
 - If the facility has an available bed, AVC may permit the shelter to place the client in the available bed or notify them of the alternate placement elsewhere.
 - If the shelter does not have an available bed, shelter staff must place the client on the Daily Waitlist and report the overage to AVC. When notifying AVC, shelter staff must indicate any factors that may affect placement, including the need to meet any reasonable accommodations. AVC will notify the shelter staff when an appropriate placement has been identified, and the transportation process will ensue, if applicable.
 - If a client refuses the placement, shelter staff must issue a bed refusal form, retain a copy for their records, and update the Daily Waitlist indicating the client's refusal.
 - Clients may verbally request to stay in the facility that night without a bed assignment until a bed becomes available through the Daily Waitlist or Overage process.
 - Clients who refuse to accept a bed offered may not remain in the facility that night without the approval of shelter staff. Shelter staff may grant such approval on a case by case basis.
 - Any client arriving after 2 a.m. must be allowed to remain in the facility that night until a bed becomes available through the Daily Waitlist or Overage process.

Passes (Late, Overnight, and Multi-use)

When an outside obligation such as employment will prevent a client's return to an assessment center or shelter by curfew, staff may issue a Late Pass, no longer than two consecutive overnights without director approval. Similarly, if an outside obligation will prevent a client's return to shelter by 2 a.m., shelter staff may issue an Overnight Pass. If a client will not return by curfew multiple nights, a Multi-use Pass may be issued. A client must request a Late, Overnight, or Multi-use Pass from their assigned case manager at least twenty-four (24) hours in advance. The assigned case manager must enter the pass request in CARES immediately, which must be reviewed and approved/disapproved by a supervisor. If a client cannot be present at the shelter during the case manager's scheduled office hours, they must request a Late, Overnight, or Multi-use Pass from the Social Service Supervisor or Night Supervisor at least twenty-four (24) hours in advance. The Social Service Supervisor or Night Supervisor must review and approve/disapprove the pass request immediately.

A client who is experiencing an emergency that will prevent their timely return to the assessment center or shelter should notify shelter operations staff by telephone as soon as possible before curfew to report the emergency and the anticipated arrival time. Staff must annotate the roster accordingly. Clients must provide documentation, if available, of the emergency that prevented their return by curfew. Staff must facilitate bed assignment upon the client's return to shelter according to existing capacity and establishment of the validity of the emergency. Patterns of emergency reports not validated will be addressed by social services staff.

Clients with approved Late, Overnight, or Multi-use Passes (including reported emergencies) are not required to vacate the dorm (bed area) at wake-up hours and must be given the opportunity to rest.

When making a request for a Late, Overnight, or Multi-use Pass, a client must indicate the reason for the pass request and provide documentation that supports the request.

When considering the validity of a client's request for a Late, Overnight, or Multi-use Pass, assessment center or shelter staff must:

- Evaluate the reason for the request; and
- Obtain any documentation the client may have to support their request; and
- Offer to assist the client in establishing the need for the pass and, if requested by clients, speak by telephone with employers or other parties, who do not cooperate with requests to write letters or provide other written documentation.

The following is a non-exhaustive list of reasons why shelter staff may approve a late pass:

- Death and/or illness;
- Detox;
- Family Re-unification;
- Family Respite;
- Hospitalization;
- Military Leave;
- Religious Observance;
- School Schedule; and
- Work Schedule.

Provided the validity of a client's request for a Late, Overnight, or Multi-use Pass is established, staff **may not** deny a client a pass due to their noncompliance with ILP requirements.

For approved Late, Overnight, or Multi-use Passes, shelter staff must:

- Enter the appropriate pass request information in CARES.
- Issue the appropriate pass to the client and inform the client of the shelter's telephone number.
- Place a copy of the pass in the client's case record and forward a copy to the Shift Supervisor.
- Advise the client that the shelter will hold their assigned bed until the date and time specified on the pass.
- If a client has exceeded their timeframe for a hospitalization or medical reason, staff must contact them to verify their whereabouts. (See DHS-PB-2019-01 Introduction of the Best Practices for Hospitalized Client.)

Note: A Pass Bed is not considered available. Shelter staff may not revoke an approved pass, change a client's bed assignment while the client is out of shelter, or temporarily assign another client to a bed that is already assigned while the client assigned to that bed is on an approved pass, except when directed by AVC in limited, extraordinary circumstances. In instances when AVC directs the use of a Pass Bed, shelter staff must ensure that the clients are provided with new linen and lockable storage space.

For disapproved passes, staff must:

- Inform the client of the denied pass request and enter a case note in CARES.
- Remind the client that they must return to the shelter by curfew at 11 p.m.

Bed Roster Signing

Each night clients assigned a bed must sign for their bed on the shelter bed roster. In the hours preceding curfew, shelter staff must print a bed roster from CARES and make it available for clients to sign.

Clients assigned a bed who do not sign the roster during bed roster signing will be asked to do so during bed count.

Shelter staff must ensure that all Late, Overnight, and Multi-use Passes (including reported emergencies) are annotated manually on the roster, if they don't already appear.

Note: Shelter staff have discretion to determine the optimal time to start and end bed signing.

Bed count

Shelter staff must conduct a physical bed count at 11:00 p.m. and 2:00 a.m. and call in the results to AVC as soon as possible thereafter. When necessary, AVC may request shelter staff conduct additional bed counts.

Prior to every count, shelter staff must notify clients in all common areas (including cafeterias, lounges, hallways, smoking areas, recreation spaces, and restrooms) using methodologies to capture those whose reasonable accommodations must be met (e.g., PA system, conspicuously worded and posted signage, etc.) that bed count will commence and instruct them to be present at their beds. Shelter staff will have any client who is in the process of proceeding through Access Control sign the roster during bed count.

During bed count, shelter staff must ask clients assigned a bed to sign the roster, if they haven't done so already.

If a client has not signed the roster and is asleep during bed count, shelter staff must indicate this on the roster. If a client signed the roster during bed roster signing or during a prior bed count but is not present during bed count and does not have an approved Late, Overnight, or Multi-use Pass (including reported emergencies), they may lose their bed assignment.

Shelter staff must reconcile the roster in CARES following each bed count, to ensure that the physical headcount and CARES roster match. During the bed count times noted above, shelter staff must submit the roster to reflect any updates and/or changes. Shelter staff must finalize reconciliation by 4 a.m.

Following each bed count, shelter staff must call in a report to AVC. The report must include:

- Time of Count
- Total Census
- # of Late Passes
- # of Overnight Passes
- # of Multi-use Passes
- # of Reported Emergencies
- # of Offline beds
- # of Reserved beds
- # of Overages

The AVC specialist must enter the above in the Capacity Dashboard (CapDash). Any vacancy reported to AVC cannot be filled by shelter staff without AVC approval, until after 6:00 am.

Client Returns and Bed Assignments

Prior to reporting the 11:00 p.m. bed count to AVC, shelter staff is responsible for managing client returns and bed assignments.

Note: Under extraordinary circumstances and/or emergency operating conditions, AVC may direct staff to conduct bed counts at an earlier time.

After reconciling the 11 p.m. bed count, AVC controls all vacancies. Shelter staff must continue to maintain the Daily Waitlist in CARES and report all relevant updates to AVC. Shelter staff cannot enter bed assignments without express approval from AVC.

Official Shelter Returnees and Those Presenting with No Open SA Case

Upon a client's arrival, shelter staff must check CARES to determine their status, including:

- Whether the client is new to shelter, returning to shelter after 1 year or more, or returning to shelter within one year (Returnee); and
- The client's Official shelter, if the client is a Returnee; and
- Whether the client has a current bed assignment.

Note: If a client appears to need an accommodation for a disability or asks for help because of a disability, shelter staff must offer to help them. The client does not need to use any particular word in the request. Depending on the need, shelter staff can help the client immediately to the best of their ability or let them know that they can ask for a reasonable accommodation (see DHS-PB-2022-002 Interim Reasonable Accommodation Request Process for more detailed information). If the client requests a reasonable accommodation, shelter staff must offer to help them complete the Reasonable Accommodation Request Form (**DHS-13**) and submit it.

Clients New to the System or Returning After 1 year or More

If, upon checking CARES, staff determines that the client does not have an open SA case because they are new to shelter or returning after 1 year or more, shelter staff must refer the client to an Intake Center and provide transportation or a MetroCard.

Returnees Officially Assigned to a Different Shelter

If, upon checking CARES, shelter staff determines that a client is not at the correct shelter, they must refer the client to their Official shelter. If a client has an approved safety transfer and cannot wait for a bed assignment at their Official shelter, shelter staff should contact the Program Administrator for guidance on where to direct the client to wait for a new bed assignment.

Note: During Code Blue and Code Red, a single adult shelter client may access any shelter to seek a shelter bed (see [DHS-PB-2022-016](#) Code Blue Procedure and [DHS-PB-2023-009](#) Code Red Procedure).

Shelter staff must document all individuals accommodated on the Weather Alert roster in CARES.

Clients Officially Assigned to the Shelter

Clients who are officially assigned to the shelter with a current bed assignment must sign the roster each night.

Prior to the first bed count, for clients who are officially assigned to the shelter without a current bed assignment (returnees), shelter staff must:

- Assign the client to a vacant bed, if a vacant bed exists in the facility; or
- Add the client to the Daily Waitlist, if there is no vacant bed in the facility, and, after the first bed count, assign the client to an available bed when one is available.

If there are no vacancies after the first bed count, the client must be reported as an overage. Shelter staff must immediately notify AVC of all overages and any special placement needs, such as accessible placements. AVC will notify shelter staff immediately when a placement has been identified, and the transportation process will ensue.

Returns After the First Bed Count and Census Report

As described above, at 11 p.m. and 2:00 a.m., shelter staff reports bed availability to AVC following bed counts. Each client arriving, including those who have not returned by the curfew, or the time provided in a pass, must be documented on the Daily Waitlist if they do not have a current bed assignment. AVC will assign available beds at the shelter to clients on the Daily Waitlist.

Clients who remain on the Daily Waitlist after all beds are assigned at their Official shelter are considered overages. Shelter staff must inform AVC of the names of all overages on the Overage Report.

Bed Assignment of Overages

AVC staff checks the vacancy report and Building Compliance Systems (BCS) for available placements for all clients on the Overage Report.

AVC matches the client to an appropriate available placement, typically within the client's program type, considering all relevant factors including any reasonable accommodations.

New Placement in Client's Program Type

If the new placement matches the client's program type, AVC assigns the placement as the client's new Official shelter. When a client refuses a specific placement offer, they must sign the Refusal of Shelter Bed Assignment (**DHS-33**). Clients can wait for an available bed provided that they can do so safely. In collaboration with the Program Administrator (PA), AVC will determine next steps, on a case by case basis.

If the client accepts the placement and requires transportation to the new shelter, the AVC Transportation Coordinator (TC) coordinates transportation.

Temporary Bed Assignments

AVC monitors temporary and prioritizes permanent bed assignments, if AVC is unable to identify a placement in the client's program type, they assign the client to any suitable available placement for a temporary bed assignment. The client's Official shelter assignment remains the same. When a client refuses a specific placement offer, AVC collaborates with the PA to determine next steps, on a case-by-case basis.

If the client accepts the placement and requires transportation to the new shelter, the AVC Transportation Coordinator (TC) coordinates transportation.

The next day, the client must return to their Official shelter, for placement on the Daily Waitlist. CARES automatically decontrol the client from the temporary bed assignment.

Transportation

In instances when clients need to be transported between 11:00 p.m. and 2:00 a.m., shelter staff must notify AVC. AVC staff must complete the shelter reservation in CARES and direct shelter staff to generate a transportation manifest with pick up and destination information for each client who needs to be transported.

As part of this process, the AVC Transportation Coordinator:

- Contacts the DHS Fleet or the transportation vendor.
- Provides details of the location of pick-up shelters for clients who are being transported.
- Provides details of the destination shelters to drop-off clients.
- Calls and informs the pick-up and destination shelter(s) of the ETA of the driver.
- Receives the transportation manifest and verifies the arrival details.
- Emails the transportation manifest to all interested parties (Agency/Coalition partners).

In any circumstance where a client is required to move among shelters pursuant to this policy, DHS will consider a Reasonable Accommodation Request for transportation (see DHS-PB-2022-002(R1) Interim Reasonable Accommodation Request Process).

Reconciliation

Shelter staff and AVC staff must reconcile roster information in CARES by 4:00 a.m. to account for all clients.

Effective Immediately.

REFERENCES

New York State Regulation 18 N.Y.C.R.R. § 304.1
DHS-PB-2019-001 Introduction of the Best Practices for Hospitalized Client
DHS-PB-2022-016 Code Blue Procedure
DHS-PB-2023-009 Code Red Procedure
DHS-PB-2022-002 Interim Reasonable Accommodation Request Process

ATTACHMENTS

DHS-13 (E) DHS RA Request
DHS-13 (S) DHS RA Request
DHS-33 (E) Refusal of Shelter Bed Assignment
DHS-33 (S) Refusal of Shelter Bed Assignment
DHS-33b (E) How To Keep Your Bed
DHS-33b (S) How To Keep Your Bed
BRC-1050 (E) Welcome your shelter stay FAQs
BRC-1050 (S) Welcome your shelter stay FAQs
POST-178 How to Keep Your Bed

REASONABLE ACCOMMODATION REQUEST FORM

INSTRUCTIONS: Clients must complete Section I and submit this form along with any supporting documentation to the Program/Facility Director, or functional equivalent (“Director”). DHS and provider staff must offer to help the client with completing this form.

Section I: (This section must be completed by or with the client.)

Name: _____

Facility/Program: _____

Client ID/SSN: _____ Phone: _____

Describe the Accommodation Requested (attach any supporting documentation).

SAMPLE

Section II Instructions: Any Director receiving a completed form with disability-related documentation must complete Section II, return a copy to the client, and immediately transmit by email or fax the request and supporting documents to the appropriate Program Administrator. Supporting documentation is not required if the disability is obvious/apparent or otherwise known to DHS.

Section II: (To be completed by the Facility Director or designee.)

Name/Title: _____

Facility/Program: _____

Address: _____

Phone: _____ Date Received: _____

I discussed the HIPAA form with the client and the client consented to complete a HIPAA form.

I discussed the HIPAA form with the client and the client declined to complete a HIPAA form.

Signature: _____

After completing, provide a copy of this form to the client.

(Turn Page)

HIPAA AUTHORIZATION FOR THE DISCLOSURE OF INDIVIDUAL HEALTH INFORMATION

| |
|---|
| Client Name _____ |
| Date of Birth _____ Case ID Number _____ |
| Last 4 digits of Social Security Number _____ |

I, or my authorized representative, request that health information about my medical care and treatment be released as outlined below. Federal and state law and regulations, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) safeguard the privacy of my protected health information (collectively “health records”).

Before signing, I understand that:

1. My health records may include confidential **ALCOHOL** and **DRUG ABUSE, MENTAL HEALTH TREATMENT** (except psychotherapy notes), and **HIV-RELATED INFORMATION**.¹ This information will only be released if I sign my initials in the appropriate boxes in Item 8(a).
2. I can ask for a list of people who may get or use my HIV-related information without my consent. If I suffer discrimination because of the release of HIV-related information, I may contact the New York State Division of Human Rights at **(212) 961-8650** or the New York City Commission on Human Rights at **(212) 306-7450**. They are in charge of protecting my rights.
3. Signing this form is voluntary. If I do not sign it, my treatment, payment to treatment providers, enrollment in a health plan, and eligibility for shelter will not be affected. But, if I do not sign it and I did not submit documentation with my reasonable accommodation request, my reasonable accommodation request may be denied because the NYC Department of Homeless Services (DHS) did not have any supporting documentation or information to review.
4. I can change my mind at any time except for any information that has already been released. To do so, I must tell my shelter or facility director in writing.
5. My health information shared under this consent may be re-released by DHS. The privacy of this information may no longer be protected by federal or state law.

(Turn Page)

¹ Human Immunodeficiency Virus causes AIDS. The New York State Public Health Law protects information which reasonably could identify someone as having HIV symptoms or infection and information regarding a person’s contacts.

PERMISSION TO SHARE HEALTH INFORMATION

6. Name and address of health provider or entity to release this information:

7. This health provider will send this information to: **NYC Department of Social Services, Customized Assistance Services, Office of Reasonable Accommodations, 150 Greenwich Street, 30th floor, New York, NY 10007.**

8(a). Information to be released: **Medical records for the entire year prior to the signature date below.** Include (*Indicate by Initialing*):

Alcohol/Drug Treatment Mental Health Information HIV Related Information

8(b). By initialing here _____, I allow _____

(Initials)

(Name of individual health care provider)

to discuss my health information with the **NYC Department of Social Services.**

9. Reason for release of information: **At request of Patient for purpose of reasonable accommodation request only.**

10. Expiration date: **One year from the date of signature**

All items on this form have been completed and my questions about this form have been answered. I was given a copy of the form

Signature of Patient or Authorized Representative by Law

Date

If not the Patient, name if individual signing form

Authority to sign on behalf of patient

The best phone number to contact me

INFORMATION ABOUT THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY (HIPAA) CONSENT FORM

This FAQ helps explain the HIPAA consent form and why we are asking you to complete it.

Why should I complete the HIPAA consent form?

Some Reasonable Accommodation Requests (RAR) need a review to decide if it will be approved. The Office of Reasonable Accommodations (ORA) reviews relevant information from your provider to make this determination. Signing the HIPAA consent lets ORA contact your provider when more information is needed to decide about your request. Signing it saves time in the review process.

What information will be collected using this form?

ORA will only ask for information related to the Reasonable Accommodation (RA) that you asked for. Staff will not use the form to contact your provider to get any information unrelated to your request.

How do I complete this form?

- You must fill out, sign, and date the HIPAA consent for it to be valid.
- The HIPAA consent is valid for one year from the date you sign it.
- If you are not able to sign the consent, an authorized representative can sign for you. If an authorized representative is signing for you, you must give us a document that proves their authority, such as a Power of Attorney or Guardianship Commission.

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INFORMATION ABOUT THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY (HIPAA) CONSENT FORM *(continued)*

What if I no longer want ORA to use this form to reach out to my provider?

You can tell us to stop the use of the form at any time, but you must tell the shelter or facility director in writing.

Note: You don't need to sign this consent if you don't want our help getting information from your provider. Instead, you can get relevant information directly from your providers to hand in with your accommodation request.

What if I don't have any documentation?

If you do not have any documentation to submit with the RAR(s), and you do not complete and sign the HIPAA form, your request may be denied because we did not have any supporting documents or information to review.

What if I have more questions about this form?

DHS staff and shelter staff will answer any questions you have about the form and can help you fill it out in person.

SAMPLE

FORMULARIO DE PETICIÓN DE ACOMODAMIENTO RAZONABLE

INSTRUCCIONES: Los clientes deben completar la Sección I y enviar este formulario junto con documentos de prueba al director del albergue/programa o al personal equivalente a cargo ("Director"). El personal del *DHS* y del proveedor deben ofrecer ayuda al cliente para completar este formulario.

Sección I: (Esta sección debe ser completada por o con el cliente).

Nombre: _____

Albergue/Programa: _____

Número de Identificación/Seguro Social del cliente(a): _____ Teléfono: _____

Describe el tipo de acomodamiento pedido (adjunte toda documentación de prueba):

SAMPLE

Section II Instructions: Any Director receiving a completed form with disability-related documentation must complete Section II, return a copy to the client, and immediately transmit by email or fax the request and supporting documents to the appropriate Program Administrator. Supporting documentation is not required if the disability is obvious/apparent or otherwise known to DHS.

Section II: (To be completed by the Facility Director or designee.)

Name/Title: _____

Facility/Program: _____

Address: _____

Phone: _____ Date Received: _____

I discussed the HIPAA form with the client and the client consented to complete a HIPAA form.

I discussed the HIPAA form with the client and the client declined to complete a HIPAA form.

Signature: _____

After completing, provide a copy of this form to the client.

(Gire la hoja)

AUTORIZACIÓN PARA LA DIVULGACIÓN DE INFORMACIÓN MÉDICA PERSONAL - HIPAA

| |
|--|
| Nombre del cliente(a) _____ |
| Fecha de nacimiento _____ N.º de ID del caso _____ |
| Últimos 4 dígitos de su N.º de Seguro Social _____ |

Yo, o mi representante autorizado, solicito que la información médica acerca de mis cuidados médicos y tratamientos sea divulgada como se establece a continuación. La ley y las regulaciones federales y estatales, incluyendo la Ley de Portabilidad y Responsabilidad del Seguro de Médico de 1996 (*Health Insurance Portability and Accountability Act of 1996, HIPAA*) salvaguarda la privacidad de mi información médica protegida (llamada colectivamente "registros médicos").

Antes de firmar, entiendo que:

1. Mis registros médicos pueden incluir **INFORMACIÓN** confidencial sobre el **ABUSO DE ALCOHOL y DROGAS, TRATAMIENTOS DE SALUD MENTAL** (excepto las anotaciones de psicoterapia) e información **RELACIONADA AL VIRUS DE LA INMUNODEFICIENCIA HUMANA (VIH)**¹. Esta información solo será divulgada si firmo con mis iniciales en las casillas correspondientes en el punto 8(a).
2. Puedo pedir la lista de personas que pudieran recibir o usar mi información relacionada al VIH sin mi consentimiento. Si yo fuera discriminado(a) por haberse divulgado mi información relacionada al VIH, podría contactar a la División de Derechos Humanos del Estado de Nueva York (*New York State Division of Human Rights*) llamando al **(212) 961-8650** o a la Comisión de Derechos Humanos de la Ciudad de Nueva York (*New York City Commission on Human Rights*) al **(212) 306-7450**. Estas están a cargo de proteger mis derechos.
3. La firma de este formulario es voluntaria. Si no firmo, mi tratamiento, los pagos a los proveedores de tratamientos, la inscripción en un plan de salud y la elegibilidad para un albergue no se verán afectados. En cambio, si no firmo y no envío los documentos requeridos con mi petición de acomodamiento razonable, el Departamento de Servicios para Personas sin Vivienda de la Ciudad de Nueva York (*NYC Department of Homeless Services, DHS*) podría denegarla a causa de no tener los documentos de prueba ni la información necesaria para evaluarla.
4. Puedo cambiar de parecer en todo momento, excepto sobre alguna información que ya haya sido divulgada. Para ello, debo informar por escrito al director(a) de mi albergue o del centro.
5. Mi información médica, compartida bajo este consentimiento, podría ser divulgada de nuevo por el *DHS*. La privacidad de esta información podría dejar de estar protegida por la ley federal o estatal.

(Gire la hoja)

¹ El virus de inmunodeficiencia humana causa SIDA. La Ley de Salud Pública del Estado de Nueva York protege la información que pueda razonablemente identificar a una persona que tenga síntomas del VIH o que esté infectada, y a la información sobre los contactos de dicha persona.

PERMISO PARA DIVULGAR INFORMACION MÉDICA

6. Nombre y dirección del proveedor de servicios médicos o de la entidad que divulgará esta información:

7. Este proveedor de servicios médicos enviará la información a: **NYC Department of Social Services, Customized Assistance Services, Office of Reasonable Accommodations, 150 Greenwich Street, 30th floor, New York, NY 10007.**

8(a). Información a ser divulgada: **los registros médicos correspondientes al año previo a la fecha de la firma puesta a continuación.** Incluye (*indíquelo escribiendo sus iniciales*):

- Tratamiento para alcohol y drogas Información sobre salud mental
 Información relacionada con el VIH

8(b). Al escribir mis iniciales aquí _____, permito que _____
(Iniciales) (Nombre del proveedor de servicios médicos individual)
divulgue mi información médica al **Departamento de Servicios Sociales de la Ciudad de Nueva York (NYC Department of Social Services).**

9. Razón por la que se divulga la información: **A petición del paciente, al solo fin de tramitar la petición de acomodamiento razonable.**

10. Fecha de expiración: **un año contando a partir de la fecha de la firma.**

Todos los puntos de este formulario han sido completados y mis preguntas acerca de este formulario han sido respondidas. He recibido una copia de este formulario.

Firma del paciente o del representante autorizado por ley

Fecha

Si no es el paciente, nombre del individuo que firma el formulario

Autoridad que firma en representación del paciente

Este es el mejor número de teléfono para contactarme

INFORMACIÓN SOBRE EL FORMULARIO DE CONSENTIMIENTO DE LA LEY DE PORTABILIDAD Y RESPONSABILIDAD DE SEGUROS MÉDICOS (HIPAA)

Este folleto de preguntas frecuentes se refiere al formulario de consentimiento de HIPAA y explica por qué le pedimos que lo complete.

¿Por qué debo completar el formulario de consentimiento de HIPAA?

Algunas Peticiones de acomodamiento razonable (*Reasonable Accommodation Requests, RAR*) deben ser evaluadas antes de ser aprobadas. La Oficina de Acomodamiento Razonable (*Office of Reasonable Accommodations, ORA*) evalúa la información que es relevante para decidir, obtenida de su proveedor de servicios de salud. Al firmar el consentimiento de HIPAA, ORA puede contactar a su proveedor cuando necesite más información para decidir acerca de su petición. El firmar le ahorra tiempo en el proceso de evaluación.

¿Qué información se obtendrá a través de este formulario?

ORA solo requerirá información relacionada con su Petición de acomodamiento razonable. Los empleados no usarán este formulario para obtener información de su proveedor que no esté relacionada con su petición.

¿Cómo completo este formulario?

- Debe completar, firmar y fechar el consentimiento de HIPAA para que sea válido.
- El consentimiento de HIPAA es válido por un año contando a partir de la fecha en que fue firmado.
- Si no puede firmar dicho formulario, un representante autorizado puede hacerlo en su nombre. Si un representante autorizado firma por usted, debe entregarnos un documento dándole autorización; por ejemplo, un poder notarial o un poder de tutela o de custodia.

(Gire la hoja)

INFORMACIÓN SOBRE EL FORMULARIO DE CONSENTIMIENTO DE LA LEY DE PORTABILIDAD Y RESPONSABILIDAD DE SEGUROS MÉDICOS (HIPAA) (continuación)

¿Qué sucede si no quiero que ORA use este formulario para contactar a mi proveedor de servicios de salud?

Puede pedirnos en cualquier momento que dejemos de usar este formulario, pero debe hacerlo por escrito al director del albergue o del centro.

Aviso: no es necesario que firme este consentimiento si no quiere nuestra ayuda para obtener información de su proveedor de servicios de salud. Puede, en cambio, obtener información directamente de su proveedor para poder adjuntarla a su petición de acomodamiento.

¿Qué sucede si no tengo ningún documento?

Si no tiene ningún documento para enviar con la Petición de acomodamiento razonable (RAR) y no completa y firma el formulario HIPAA, su petición podría ser denegada por falta de información y de documentos que podamos evaluar.

¿Y si tengo más preguntas sobre este formulario?

Los empleados del DHS y del albergue responderán a todas las preguntas que tenga y lo ayudarán a completar el formulario.

Refusal of Shelter Bed Assignment

| | | |
|---------------------------------|---------------------------------|---------------------------|
| Client Last Name: | Client First Name: | CARES ID: |
| Client Preferred Name: | | Client Gender Pronoun(s): |
| Assigned Shelter Name: | Assigned Shelter Address: | |
| Date of Shelter Bed Assignment: | Time of Shelter Bed Assignment: | |

I refuse to accept the shelter bed offered to me at the shelter named above. I understand that by refusing to accept the bed assignment, I may be asked to leave the facility, especially if I have repeatedly refused a bed assignment in the past. I also understand that if I request shelter services in the future, I will be sent to the shelter named above if it is to be my official shelter, or to another shelter if an official or appropriate shelter does not have a vacancy at that time.

SAMPLE

 Client Signature

 Date

FOR DHS STAFF USE ONLY

I have explained this form to the client. Client refused to sign

 Staff Name (print)

 Staff Signature

 Staff Title

 Date

Rechazo de Asignación de Cama en Albergue

| | | |
|---|---|--------------------------|
| Apellido del cliente/de la cliente: | Nombre del cliente/de la cliente: | Identificación de CARES: |
| Nombre preferido del cliente/de la cliente: | Pronombres de género del cliente/de la cliente: | |
| Nombre del albergue asignado: | Dirección del albergue asignado: | |
| Fecha de asignación de cama en el albergue: | Hora de asignación de cama en el albergue: | |

Me niego a aceptar la cama ofrecida en el albergue indicado arriba. Comprendo que, al negarme a aceptar la cama asignada, puede que se me pida abandonar las instalaciones, especialmente si he rechazado repetidamente camas asignadas anteriormente. También comprendo que, si solicito servicios de albergue en el futuro, se me enviará al albergue indicado arriba, si ese es mi albergue oficial, o a otro albergue, en caso de que mi albergue oficial o el otro albergue adecuado no tuviesen vacantes en ese momento.

SAMPLE

 Firma del cliente/de la cliente:

 Fecha

FOR DHS STAFF USE ONLY

I have explained this form to the client. Client refused to sign

 Staff Name (print)

 Staff Signature

 Staff Title

 Date

| | |
|---|-----------------------|
| Official Shelter Name: | |
| Official Shelter Address (City, State, Zip Code): | |
| Shelter Director Name: | Shelter Phone Number: |

HOW TO KEEP YOUR BED

Now that you've accepted shelter placement, here's some helpful information:

FREQUENTLY ASKED QUESTIONS

1. What is my "official shelter"?

Your official shelter is where your permanently assigned bed is located. It's the place you go any time you need temporary housing. This is where you will go for temporary housing and case management services. This is your shelter as long as you stay there for at least one night within the previous year (365 days). Your official shelter can only change if you are transferred.

2. What happens when I arrive at my official shelter?

When you get to your official shelter, you will be screened by security staff. This means, staff will ask for identification and review shelter rules with you. It is important to be back before 11:00 pm in order to keep your assigned bed. As long as you come back each night on time, you will keep your assigned bed.

3. Can I go to my official shelter any time I need a place to stay?

Yes, if you need a place to stay, **return to your official shelter before 11:00 pm**; otherwise, you may lose your bed. You will maintain your bed each night that you are present for the curfew check (s). However, if you are returning after having been out for a day or more, your prior bed may no longer be available.

(Turn page)

FREQUENTLY ASKED QUESTIONS *(continued)*

4. What if there are no more beds at my official shelter?

If there are no beds at your official shelter, you will be transported to a temporary bed for that night at another shelter with an available bed. You will need to go back to your official shelter on your own the next morning and sign the waitlist for the next available bed at your official shelter. While waiting for a bed, you can still receive other services, such as case management and meals.

5. Why do I need to be at my official shelter before 11:00 pm?

11:00 pm is curfew. Having a curfew helps us know where everyone is and that they are safe. It also helps us keep track of which beds are available for other people who need them.

6. What happens if I am late, absent, or miss 11:00 pm sign in or attendance check?

If you miss the two attendance checks at 11:00 pm and 2:00 am, **YOU MAY LOSE YOUR ASSIGNED BED**, and we may assign it to someone else. Losing your bed can happen even if you are in the building. If at any time you are not at your bed at the 11:00 pm bed sign-in or missing at any attendance checks for any reason, you may lose your bed and may need to get another bed. If you get to your shelter **AFTER 11:00 pm**, staff will check to see if there are any available beds to which you can be assigned. If there are no available beds, you will be transported to a temporary bed at another location. If you are not in the waiting area when you are called, staff will take your name off the waitlist for a bed.

7. Are gender-affirming beds available?

If you need a gender-affirming bed, talk to the case manager at your official shelter.

8. Can anyone else sign for my bed?

No, you are the only one who can sign for your bed. As long as you return each night by 11:00 pm, you will keep your bed and locker.

9. When are the attendance check times?

The first attendance check is at 11:00 pm. Staff take attendance at 11:00 pm and 2:00 am. You must be at your bed for every attendance check.

(Turn page)

FREQUENTLY ASKED QUESTIONS *(continued)*

10. What If I work late nights (after 11:00 pm)?

You can request a LATE PASS if you work at night. Anyone who works and has proof of their job (job letter, email, schedule, current pay stub, etc.) can request a pass. But you must arrive at the time on your late pass or you may lose your bed. If you need a late pass, make sure to ask your case manager, a supervisor, or director at your official shelter in advance. **If you need to work more hours than planned without notice, call your official shelter to request a late pass as soon as possible. Use the phone numbers on your meal ticket (meal tickets aren't universal); or speak with shelter staff for contact information for the facility.**

11. Will I lose my bed if I have a medical appointment?

You can get a late or overnight pass for a documented medical appointment. If you will be admitted to the hospital, ask your case manager, a supervisor, or director to hold your bed for up to two days so it's there when you come back.

12. What if I have an emergency?

If you have an emergency and will miss sign-in or attendance check (curfew), immediately contact your official shelter to ask them to hold your bed for you. **Your meal ticket includes phone numbers for your case manager and the Operations office.** **If you don't have a meal ticket, ask staff for a contact number for your shelter.**

13. What if I need a pass and have other concerns about attendance?

If you need a late or overnight pass, **you will need to provide documentation to verify the reason for a pass.** **Ask your case manager,** a supervisor, or a manager at your official shelter for ways they can help or a **Reasonable Accommodation, if needed.**

| | |
|---|------------------------|
| Nombre del albergue oficial: | |
| Dirección del albergue oficial (ciudad, estado, código postal): | |
| Nombre del director(a) del albergue: | Teléfono del albergue: |

CÓMO CONSERVAR SU CAMA

Ahora que ya ha aceptado un lugar en el albergue, he aquí información que le puede servir:

PREGUNTAS FRECUENTES

1. ¿Qué es mi “albergue oficial”?

Su albergue oficial es donde se encuentra la cama que le fue asignada permanentemente. Es el lugar donde va cuando necesita alojamiento temporario. Es donde va para recibir servicios de alojamiento temporario y administración de su caso. Este es su albergue, siempre y cuando haya estado allí al menos una noche durante el pasado año (365 días). Su albergue oficial solo puede ser cambiado si usted es transferido(a)

2. ¿Qué pasa cuando llego a mi albergue oficial?

Cuando llegue a su albergue oficial, el personal de seguridad hará un control de entrada. Esto significa que el personal le pedirá su identificación y repasará con usted las reglas del albergue. Para poder conservar la cama que le fue asignada, es importante que regrese al albergue antes de las 11:00 p.m. Siempre y cuando regrese a tiempo, mantendrá la cama asignada.

3. ¿Puedo ir a mi albergue oficial cada vez que necesite un lugar para quedarme?

Sí. Si necesita un lugar para quedarse, **regrese a su albergue oficial antes de las 11:00 p.m.**, de lo contrario, puede perder su cama. Cada noche en la que esté presente para los chequeos de hora límite le permitirá mantener su cama. Sin embargo, si regresa luego de haber estado fuera por un día o más tiempo, es posible que su cama ya no esté disponible.

(Gire la hoja)

PREGUNTAS FRECUENTES (continuación)

4. ¿Qué pasa si no hay camas disponibles en mi albergue oficial?

Si no hay camas disponibles en su albergue oficial, será transportado(a) a otro albergue donde haya una cama disponible y provisional, por esa noche. A la mañana siguiente, deberá regresar a su albergue oficial por sus propios medios y firmar la lista de espera para obtener una cama disponible allí. Mientras espera que le asignen una cama, aún puede recibir otros servicios, como de administración de su caso y comidas.

5. ¿Por qué debo estar en mi albergue oficial antes de las 11:00 p.m.?

11:00 p.m. es la hora límite. Tener una hora límite nos ayuda a saber dónde están las personas y que están a salvo. También nos ayuda a saber cuáles camas están disponibles para otras personas que puedan necesitarlas.

6. ¿Qué pasa si llego tarde, si estoy ausente o si no estoy presente para firmar a las 11:00 p.m., o para el chequeo de asistencia?

Si no está presente durante los dos chequeos de asistencia hechos a las 11:00 p.m. y las 2:00 a.m., **ES POSIBLE QUE PIERDA SU CAMA ASIGNADA** y que se la demos a otra persona. Incluso puede perderla aunque esté en el edificio. Si usted no está en su cama a las 11:00 p.m. o si por alguna causa falta a alguno de los chequeos de asistencia, es posible que pierda su cama y que tenga que obtener otra. Si llega a su albergue **DESPUES** de las 11:00 p.m., el personal verificará si hay otra cama disponible que se le pueda asignar. Si no hay ninguna disponible, será transportado(a) provisionalmente a otro lugar donde haya una. Si no está presente en el área de espera cuando se lo(a) llame, el personal quitará su nombre de la lista de espera para obtener una cama.

7. ¿Hay camas disponibles para personas de afirmación de género?

Si necesita una cama para personas de afirmación de género, hable con el administrador(a) de su caso en su albergue oficial.

8. ¿Puede otra persona firmar en mi lugar para conservar mi cama?

No. Usted es la única persona que puede firmar para conservar su cama. Siempre y cuando regrese para las 11:00 p.m., mantendrá su cama y su casillero.

9. ¿Cuál es el horario de chequeo de asistencia?

El primer chequeo de asistencia se hace a las 11:00 p.m. El personal toma asistencia a las 11:00 p.m. y a las 2:00 a.m. Debe estar en su cama durante cada chequeo de asistencia.

(Gire la hoja)

PREGUNTAS FRECUENTES *(continuación)*

10. ¿Qué pasa si trabajo durante la noche (después de las 11:00 p.m.)?

Si trabaja de noche, puede pedir un PASE PARA LLEGAR TARDE (*LATE PASS*). Toda persona que trabaje y que pueda dar prueba de ello (carta de empleo, correo electrónico, horario, talones de paga vigentes, etc.), puede pedir un pase. Sin embargo, debe llegar a la hora que indica el pase; de lo contrario, podría perder su cama. Si necesita un pase para llegar tarde, asegúrese de pedirlo por adelantado a su administrador(a) de caso, supervisor(a) o director(a) en su albergue oficial. **Si de pronto necesita trabajar más horas de lo previsto, llame a su albergue oficial lo antes posible para pedir un pase para llegar tarde. Llame a los números de teléfono que aparecen en su vale para comidas (los vales para comidas no son todos iguales) o pregunte al personal de su albergue para obtener la información de contacto del establecimiento.**

11. Si tengo una cita con el doctor, ¿perderé mi cama?

Si tiene una cita médica documentada, puede obtener un pase para llegar tarde (*late pass*) o un pase nocturno (*overnight pass*). Si debe ser ingresado(a) a un hospital, solicite a su administrador(a) de caso, supervisor(a) o director(a) que le reserven su cama hasta por dos días, para tenerla cuando regrese.

12. ¿Qué pasa si tengo una emergencia?

Si tiene una emergencia y no está presente para firmar o para el chequeo de asistencia (hora límite), contacte de inmediato a su albergue oficial para pedir que le reserven su cama. Su vale para comidas incluye los números de teléfono de su administrador(a) de caso y de la oficina de operaciones. Si no tiene un vale para comidas, pida al personal el número de teléfono de su albergue.

13. ¿Qué pasa si necesito un pase o si tengo otras preguntas sobre la asistencia?

Si necesita un pase para llegar tarde o un pase nocturno, **deberá presentar documentos que justifiquen la razón para obtenerlo. Pregunte a su administrador(a) de caso, a su supervisor(a), o al director(a) de su albergue oficial sobre cómo pueden ayudarlo(a), o cómo solicitar un acomodamiento razonable en caso de que lo necesite.**

12. Will I lose my bed if I have a medical appointment?

You can get a late or overnight pass for a documented medical appointment. If you will be admitted to the hospital, ask your case manager, a supervisor, or a director to hold your bed for up to two days so it's there when you come back. The shelter will hold your belongings for 7 days unless you are hospitalized and you contact staff before the 7 days.

13. What if I have an emergency?

If you have an emergency and will miss sign-in or attendance check (curfew), immediately contact your official shelter to ask them to hold your bed for you. If you are not sure which number to call, please speak with your case manager for site contact information.

14. What if I need a pass and have other concerns about attendance?

If you need a late or overnight pass, you will need to provide documentation to verify the reason for a pass. Ask your case manager, a supervisor, or a manager at your official shelter for ways they can help.

Welcome

Your shelter stay FAQs

1. What is my "official shelter"?

Your official shelter is where your assigned bed is located. This is where you will go for temporary housing and case management services. This is your shelter as long as you stay there for at least one night within the previous year (365 days). If you lose your assigned bed, you will need to return to your official shelter for a new bed assignment.

2. What happens if I don't remember my official shelter?

Return to the last shelter you remember or the closest shelter within your proximity so they can assist, or call 311 for assistance.

3. What happens when I arrive at my official shelter?

When you get to your official shelter, you will be screened by security staff and they may ask to provide ID; however, not having identification will not prevent you from entering shelter. Upon entrance, staff may review shelter rules with you. It is important to be back before 10 PM in order to keep your assigned bed. As long as you come back each night on time, you will keep your assigned bed.

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4. Can I go to my official shelter any time I need a place to stay?

Yes, if you need a place to stay, you can return to your official shelter.

5. What if there are no more beds at my official shelter?

If there are no beds at your official shelter, you will be transported to a temporary bed for that night. You will need to go back to your official shelter the next morning and sign the waitlist for the next available bed at your official shelter. Please note, if you are reassigned to a new bed at another shelter, the new shelter will be your official shelter. Staff will let you know if you are being assigned a bed at a new official shelter or a temporary bed at an overnight shelter. While waiting for a bed, you can still receive other services such as case management and meals.

6. Why do I need to be at my official shelter before 10:00 pm?

10:00 pm is curfew. Having a curfew helps us know where everyone is and that they are safe. It also helps us keep track of which beds are available for other people who need them.

7. What happens if I am late, absent, or miss the 10:00 pm sign in or attendance check?

If you miss any of the attendance checks between 10:00 pm and 2:00 am, YOU MAY LOSE YOUR ASSIGNED BED, and we may assign it to someone else. Losing your bed can happen even if you are in the building. If at any time you are not at your bed at bed sign-in or missing at any attendance checks for any reason, you may lose your bed and may need to get another bed. If you get to your shelter AFTER 10:00 pm, staff will check to see if there are any available beds to which you can be assigned. If there are no available

beds, you may be transported to a temporary bed at another location or you may be permanently reassigned to a bed at another location. If you are not in the waiting area when you are called, staff will take your name off the waitlist for a bed.

8. Are gender-affirming beds available?

If you need a gender-affirming bed, talk to the case manager at your official shelter.

9. Can anyone else sign for my bed?

No, you are the only one who can sign for your bed. As long as you return each night by 10:00 pm, you will keep your bed and locker.

10. When are the attendance check times?

The first attendance check is at 10:00 pm. Staff take attendance at 10 pm, 12 am, and the final count at 2 am. However, in some instances, an 11pm and 1am count may be necessary. You must be at your bed for every attendance check.

11. What if I work late nights (after 10:00 pm)?

You can request a LATE PASS if you work at night. Anyone who works and has proof of their job (job letter, email, schedule, current pay stub, etc.) can request a pass. But you must arrive at the time on your late pass or you may lose your bed. If you need a late pass, make sure to ask your case manager, a supervisor, or a director at your official shelter in advance. If you need to work more hours than planned without notice, call your official shelter to request a late pass as soon as possible. Please speak with your case manager for site contact information.

12. ¿Perderé mi cama si tengo una cita médica?

Puede obtener un pase nocturno para una cita médica documentada. Si será hospitalizado, pida a su administrador de casos, un supervisor o un director que mantenga su cama por hasta dos días para que esté allí cuando regrese. El refugio guardará sus pertenencias durante 7 días a menos que esté hospitalizado y se comunique con el personal antes de los 7 días.

13. ¿Qué pasa si tengo una emergencia?

Si tiene una emergencia y se pierde el registro de entrada o el control de asistencia (toque de queda), comuníquese de inmediato con su refugio oficial para pedirles que le guarden la cama. Si no está seguro de a qué número llamar, hable con su administrador de casos para obtener la información de contacto del lugar.

14. ¿Qué pasa si necesito un pase y tengo otras preocupaciones sobre la asistencia?

Si necesita un pase nocturno o para llegar tarde, deberá presentar documentación para verificar el motivo del pase. Pregunte a su administrador de casos, supervisor o gerente de su refugio oficial sobre las formas en que pueden ayudar.

Bienvenido

Preguntas frecuentes sobre su estancia en el refugio

1. ¿Cuál es mi “refugio oficial”?

Su refugio oficial es donde está su cama asignada. Aquí es donde irá para obtener alojamiento temporal y servicios de administración de casos. Este es su refugio siempre que se quede allí al menos una noche durante el año anterior (365 días). Si pierde la cama que se le asignó, tendrá que volver a su refugio oficial para que se le asigne una nueva cama.

2. ¿Qué sucede si no recuerdo mi refugio oficial?

Regrese al último refugio que recuerde o al refugio más cercano cerca de usted para que puedan ayudarlo, o llame al 311 para obtener asistencia.

3. ¿Qué pasará cuando llegue a mi refugio oficial?

Cuando llegue a su refugio oficial, el personal de seguridad lo examinará y es posible que le pidan que presente una identificación; sin embargo, no tener identificación no le impedirá entrar en el refugio. Cuando entre, el personal puede repasar las reglas del refugio con usted. Es importante regresar antes de las 10 p. m. para poder conservar la cama asignada. Siempre que regrese cada noche a tiempo, conservará la cama asignada.

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4. ¿Puedo ir a mi refugio oficial en cualquier momento que necesite un lugar para quedarme?

Sí, si necesita un lugar para quedarse, puede regresar a su refugio oficial.

5. ¿Qué pasa si no hay más camas en mi refugio oficial?

Si no hay camas en su refugio oficial, lo trasladarán a una cama temporal esa noche. Deberá regresar a su refugio oficial a la mañana siguiente y firmar la lista de espera para la próxima cama disponible en su refugio oficial. Tenga en cuenta que si se le reasigna a una nueva cama en otro refugio, el nuevo refugio será su refugio oficial. El personal le informará si le asignan una cama en un nuevo refugio oficial o una cama temporal en un refugio nocturno. Mientras espera una cama, aún puede recibir otros servicios, como administración de casos y comidas.

6. ¿Por qué necesito estar en mi refugio oficial antes de las 10:00 p. m.?

A las 10:00 p. m. es el toque de queda. Tener un toque de queda nos ayuda a saber dónde están todos y que están a salvo. También nos ayuda a hacer un seguimiento de qué camas están disponibles para otras personas que las necesitan.

7. ¿Qué pasa si llego tarde, estoy ausente o me pierdo el registro de las 10:00 p. m. o el control de asistencia?

Si se pierde alguno de los controles de asistencia entre las 10:00 p. m. y las 2:00 a. m., PUEDE PERDER LA CAMA ASIGNADA, y podemos asignarla a otra persona. Perder su cama puede pasar incluso si está en el edificio. Si en algún punto no está en su cama en el momento del registro de la cama o si falta a los controles de asistencia por cualquier motivo, puede perder su cama y es posible que necesite conseguir otra cama. Si llega a su refugio DESPUÉS de las 10:00 p. m., el personal verificará si hay camas disponibles que

le puedan asignar. Si no hay camas disponibles, es posible que lo trasladen a una cama temporal en otro lugar o es posible que lo reasignen permanentemente a una cama en otro lugar. Si no está en el área de espera cuando lo llamen, el personal quitará su nombre de la lista de espera para una cama.

8. ¿Hay camas de afirmación de género disponibles?

Si necesita una cama de afirmación de género, hable con el administrador de casos en su refugio oficial.

9. ¿Alguien más puede firmar por mi cama?

No, usted es el único que puede firmar por su cama. Siempre que regrese cada noche antes de las 10:00 p. m., conservará su cama y locker.

10. ¿Cuándo son los horarios de control de asistencia?

El primer control de asistencia es a las 10:00 p. m. El personal controla la asistencia a las 10 p. m., 12 a. m. y el conteo final a las 2 a. m. Sin embargo, en algunos casos, puede ser necesario un recuento de las 11 p. m. y la 1 a. m. Debe estar en su cama para cada control de asistencia.

11. ¿Qué pasa si trabajo hasta tarde en la noche (después de las 10:00 p. m.)?

Puede solicitar un PASE NOCTURNO si trabaja de noche. Toda persona que trabaje y tenga prueba de su trabajo (carta de trabajo, email, horario, talón de pago actual, etc.) puede solicitar un pase. Pero debe llegar a la hora indicada en su pase nocturno o puede perder su cama. Si necesita un pase nocturno, asegúrese de preguntar con antelación a su administrador de casos, supervisor o director de su refugio oficial. Si necesita trabajar más horas de las planeadas sin previo aviso, llame a su refugio oficial para solicitar un pase nocturno lo antes posible. Hable con su administrador de casos para obtener la información de contacto del lugar.

How to Keep Your Bed

- Once you are assigned a bed at your official shelter, you must return to the shelter each night.
- We have a 11pm curfew. You must be at your bed by 11pm each night.
- Beginning at 11pm each night, staff will do attendance checks. If you are not at your bed, you may lose your bed.
- If you lose your bed at your official shelter, you may be assigned a new bed at another shelter.
- If you cannot return to the shelter by 11pm, please speak with your case manager to obtain a pass.
- If you have been out of shelter for less than a year, you must return to your official shelter for a new bed.
- If you have been out of shelter for more than a year, you must return to Intake.

كيف تحافظ على سريرك

- بمجرد أن يتم تخصيص سرير لك في المأوى الرسمي، يجب عليك العودة إلى المأوى كل ليلة.
- لدينا حظر تجول في الساعة 11 مساءً، يجب أن تكون عند سريرك بحلول 11 مساءً كل ليلة.
- بدءاً من الساعة 11 مساءً كل ليلة، سيتم الموظفون بإجراء فحوصات الحضور. إذا لم تكن في سريرك، فقد تفقد سريرك.
- إذا فقدت سريرك في المأوى الرسمي، فقد يتم تخصيص سرير جديد لك في مأوى آخر.
- إذا لم تتمكن من العودة إلى المأوى بحلول الساعة 11 مساءً، يرجى التحدث مع مدير حالك للحصول على تصريح.
- إذا كنت خارج المأوى لمدة تقل عن عام، فيجب عليك العودة إلى المأوى الرسمي للحصول على سرير جديد.
- إذا كنت خارج المأوى لأكثر من عام، فيجب عليك العودة إلى برنامج القبول (Intake).

배정된 침대 지키는 법

- 공식 보호소에 침대가 배정되면 매일 밤 보호소로 돌아와야 합니다.
- 밤 11시 통금이 있습니다. 매일 밤 11시까지 침대에 있어야 합니다.
- 매일 밤 11시부터 직원들이 출석 체크를 합니다. 침대에 있지 않으면 침대를 잃을 수도 있습니다.
- 공식 보호소에서 침대 배정이 취소되면 다른 보호소의 침대에 배정될 수도 있습니다.
- 밤 11시까지 보호소로 돌아갈 수 없는 경우 케이스 관리자에게 문의하여 출입증을 받으십시오.
- 보호소에서 나온 지 1년 미만이면 공식 보호소로 돌아와 새 침대를 받아야 합니다.
- 1년 이상 보호소 밖에 있었다면 접수부(Intake)로 가야 합니다.

आपनार बिद्याना किडाबे राखबेन

- एकबार आपनाके आपनार सरकारी आश्रये एकटा बिद्याना देग्या हले, आपनाके अब्याई प्रति राते आश्रमखले फिरे हेते हेते।
- आमादेर रात 11 टाय कारकिर्त थके। आपनाके अब्याई प्रति राते 11 टार मध्या आपनार बिद्यानाय राखे हेते।
- प्रतिदिन रात 11 टा केके कमीरा उपस्थिति परीक्षा करबेन। आपनि यदि आपनार बिद्यानाय ना थकेन, तबले आपनि आपनार बिद्याना राते पाबेन।
- आपनि यदि आपनार सरकारी आश्रये बिद्याना धरिने हेबेन, तबले आपनाके बना काना आश्रमखले एकटा नवुन बिद्याना बसाय कइ हते पाबे।
- यदि आपनि रात 11 टार मध्या आश्रमखले फिरे आसते न पाबेन, अनुभव करे केकेट पास निते आपनार कसआनोदारेर सभे दइरा कइनु।
- आपनि यदि एक बखरेर कम् समयरेर जना आश्रमखलेर बाहेर थकेन, तबले आपनाके अब्याई नवुन बिद्यानाय जना आपनार सरकारी आश्रमखले फिरे हेते हेते।
- आपनि यदि एक बखरेर कम् समय धरे आश्रमखलेर बाहेर थकेन, तबले आपनाके अब्याई इन्टेके फिरे हेते हेते।

Jak zachować swoje łóżko w schronisku

- Po przydzieleniu łóżka w oficjalnym schronisku musisz wracać do niego każdej nocy.
- Obowiązuje cisza nocna od godz. 23:00. Musisz być w swoim łóżku przed godz. 23:00 każdej nocy.
- Od godziny 23:00 każdej nocy personel będzie sprawdzać obecność. Jeśli nie będzie Cię w łóżku, możesz je stracić.
- Jeśli stracisz swoje łóżko, może zostać Ci przypisane nowe w innym schronisku.
- Jeśli nie możesz wrócić do schroniska przed godz. 23:00, porozmawiaj ze swoim opiekunem, aby uzyskać przepustkę.
- Jeśli nie korzystasz(-as) ze schroniska przez mniej niż rok, musisz wrócić do swojego oficjalnego schroniska, aby otrzymać nowe łóżko.
- Jeśli nie korzystasz(-as) ze schroniska przez ponad rok, musisz wrócić do biura przyjęć.

如何保留您的床位

- 在您的官方收容所为您分配床位后，您每晚均须返回收容所。
- 我们的宵禁时间为晚上 11 点。您每晚必须在 11 点之前返回您的床位。
- 工作人员会在每晚 11 点开始查寝。如果您未返回至您的床位，则您可能会失去此床位。
- 如果您失去官方收容所的床位，则我们可能为您分配另一个收容所的新床位。
- 如果您不能在晚上 11 点之前返回收容所，请联系您的个案管理员以获取通行证。
- 如果您在一年内未返回收容所，则您必须返回至您的官方收容所并获取一个新床位。
- 如果您超过一年未返回收容所，则您必须返回收容中心。

Как сохранить за собой спальное место

- Если вам предоставили спальное место в официальном приюте, вам нужно возвращаться в него каждую ночь.
- Командантский час начинается в 23:00. До 23:00 вы должны быть на своем месте.
- Каждую ночь сотрудники приюта будут проводить проверки в 23:00. Вас могут лишить спального места, если вы не будете присутствовать во время проверки.
- Если вы потеряете спальное место в официальном приюте, вас могут определить на новое место в другой приют.
- Если вы не можете вернуться в приют до 23:00, предупредите об этом своего куратора дела, чтобы получить пропуск.
- Если вы проживали за пределами приюта менее года, вы должны вернуться в официальный приют, чтобы получить новое спальное место.
- Если вы проживали за пределами приюта более года, вы должны вернуться в центр приема.

如何保留床位

- 一旦您的官方收容所指派床位给您，您必须每晚返回收容所。
- 晚上 11 點為宵禁時間。您必須在每天晚上 11 點之前返回床位。
- 每天晚上 11 點開始，工作人員將查點人數。若您未在床上上，可能會導致您失去床位。
- 如果您失去官方收容所的床位，可能會為您指派另一個收容所的新床位。
- 若您無法在晚上 11 點前返回收容所，請與您的個案經理聯繫以獲得通行證。
- 若您離開收容所不到一年，則您必須返回官方收容所更換新床位。
- 若您離開收容所超過一年，則您必須返回收容中心。

Cómo conservar su cama

- Una vez que se le asigne una cama en su refugio oficial, debe regresar al refugio cada noche.
- Tenemos un toque de queda a las 11 p. m. Debe estar en su cama a las 11 p. m. cada noche.
- A partir de las 11 p. m. cada noche, el personal hará controles de asistencia. Si no está en su cama, puede perderla.
- Si pierde su cama en su refugio oficial, es posible que le asignen una nueva cama en otro refugio.
- Si no puede regresar al refugio antes de las 11 p. m., hable con su administrador de casos para obtener un pase.
- Si ha estado fuera del refugio por menos de un año, debe regresar a su refugio oficial para que le den una nueva cama.
- Si ha estado fuera del refugio durante más de un año, debe regresar a Admisión.

Comment conserver votre lit

- Une fois qu'un lit vous est attribué dans votre centre d'hébergement officiel, vous devez y retourner chaque nuit.
- L'extinction des feux est à 23 h 00. Vous devez être proximité de votre lit au plus tard à 23 h 00 chaque soir.
- Chaque soir, à partir de 23 h 00, le personnel effectuera des contrôles de présence. Si vous n'êtes pas à proximité de votre lit, vous pourriez le perdre.
- Si vous perdez le lit qui vous a été attribué dans votre centre d'hébergement officiel, un nouveau lit peut vous être attribué dans un autre centre d'hébergement.
- Si vous ne pouvez pas retourner au centre d'hébergement avant 23 h 00, veuillez contacter la personne responsable de votre dossier pour obtenir un laissez-passer.
- Si vous n'êtes pas en centre d'hébergement depuis moins d'un an, vous devez retourner à votre centre d'hébergement officiel pour un nouveau lit.
- Si vous n'êtes pas en centre d'hébergement depuis plus d'un an, vous devez retourner au service d'admission.

اپنا بستر کیسے رکھیں۔

- ایک بار جب آپ کو اپنی سرکاری پناہ گاہ میں بستر دیا جاتا ہے تو آپ کو ہر رات پناہ گاہ میں واپس آنا چاہیے۔
- ہمارے بیل رات 11 بجے سے گریو ہوتا ہے، آپ کو ہر رات 11 بجے تک اپنے بستر پر ہونا چاہیے۔
- ہر رات 11 بجے، عملہ حاضری لے گا، اگر آپ اپنے بستر پر نہیں ہونگے تو، آپ اپنا بستر کھو سکتے ہیں۔
- اگر آپ اپنی سرکاری پناہ گاہ میں اپنے بستر سے محروم ہو جاتے ہیں تو آپ کو دوسری پناہ گاہ میں نیا بستر دیا جا سکتا ہے۔
- اگر آپ رات 11 بجے تک پناہ گاہ میں نہیں آسکتے، تو براہ کرم پاس حاصل کرنے کے لیے اپنے کیس مینیجر سے بات کریں۔
- اگر آپ ایک سال کے عرصے کے لیے پناہ گاہ سے باہر رہے ہیں تو، آپ کو ایک نئے بستر کے لیے اپنی سرکاری پناہ گاہ میں واپس جانا چاہیے۔
- اگر آپ ایک سال سے زائد عرصے سے پناہ گاہ سے باہر ہیں، تو آپ کو انٹیک پر واپس آنا ہوگا۔

Kòmnan pou w kenbe kabann ou

- Apre yo ba ou yon kabann nan chètè ofisyèl ou, ou dwe retounen nan chètè a chak swa.
- Nou gen yon kouvrefe 11è diswa. Ou dwe nan kabann ou anvan 11è diswa chak swa.
- Kòmnan nan 11è diswa chak swa, manm pèsònèl la pral verifye prezans. Si ou pa nan kabann ou, ou ka pèdi kabann ou.
- Si w pèdi kabann ou te genyen nan abri ofisyèl ou a, yo ka ba w yon nouvo kabann ki nan yon lòt abri.
- Si ou pa ka retounen nan chètè a anvan 11è diswa, tanpri pale ak manadjè dosye ou pou jwenn yon lesepase.
- Si ou pa nan okenn chètè pou mwens pase yon ane, ou dwe retounen nan chètè ofisyèl ou a pou yon nouvo kabann.
- Si ou pa nan chètè pou plis yon ane, ou dwe retounen nan Admisyon an.

