

Businesses Caring in Hillsboro

Homelessness Tool Kit

Quick Tips for Frontline Staff




HERE'S SOME THINGS YOU CAN DO IF:

Someone is sleeping/loitering at your front door:

1. If the person is sleeping, avoid tapping or touching to wake them as this can cause a startled response.
2. Introduce yourself in a friendly manner and ask for their name. It's helpful for any future interactions to establish a friendly relationship and greet someone by name. If possible, try to be at eye level while speaking and avoid standing over or above them.
3. Let them know that the area needs to be clear around the entrance and politely ask them to leave. Offer to direct them to somewhere where they can go and provide the resource handout card with day center or meal locations.
4. If they are not cooperative, let them know that you really don't want to call the police *but will if you have to*. Call the non-emergency police number at 503-629-0111 if needed.
5. Avoid a confrontation and keep a safe distance if you feel threatened in any way. Trust your gut. Do not approach someone if they are escalated or escalating in behavior. If you feel uncomfortable remove yourself from the situation and call 911. Remember safety is a priority.

Someone has walked into the business:

1. Ask if you can help them. If they purchase something, treat them like any other customer — this sets a great example for your patrons.
2. If they do not make a purchase, let them know the area is for customers and politely ask them to leave, if you would do the same for a non-paying patron that is not experiencing homelessness. Offer to direct them to locations where they can go using the resource card handout or street roots guide.

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3. If the person is disruptive: Your safety, and the safety of your patrons, is the priority. Let them know you are calling the police and then call the non-emergency police number at 503-629-0111.

If it appears the person is experiencing a mental health crisis, the Washington County Crisis Services is available 24/7 to provide support & resources for community members having a mental health or addictions crisis.

Help starts by calling the Washington County Crisis Line at 503-291-9111. You're welcome to call for general info & options at any time. NOTE: if a person is threatening or engaging in physical harm, call 911 first — and then the Crisis Line. Inform both that the crisis appears related to mental health. Remember, you can text 911 if you are unable to safely make a call.

If you want to help them find a meal or social services:

1. Use the resource handout card for basic connections to walk-in accessible resources.
 2. Call 211 an organization that connects people to community, health and disaster services in Washington County and throughout Oregon or use the Street Roots guide for more comprehensive resource information. 211 is available 24/7 and can also be downloaded as an app on your cell phone.
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