



*Family Justice Center
for Clackamas County*

Operations Manual

Updated: January 2018

ASP-FJC considers this Operations Manual to be a work in progress and we welcome your feedback. Please send your suggestions to the ASP-FJC Director at 256 Warner Milne Road, Oregon City, OR 97045 or email: angiebran@clackamas.us

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SUPPORTING DOCUMENTS:

- ATTACHMENT A: ASP-FJC INCIDENT REPORT
- ATTACHMENT B: ASP-FJC NEW STAFF ORIENTATION CHECKLIST
- ATTACHMENT C: ASP-FJC CONFLICT RESOLUTION POLICY
- ATTACHMENT D: ASP-FJC NAME AND LOGO USAGE REQUEST FORM

INTRODUCTION

The Operations Manual for A Safe Place Family Justice Center for Clackamas County (ASP-FJC) is designed to assist the domestic, elder and sexual violence survivor service providers working onsite at the Shaver Building, 256 Warner-Milne Rd Oregon City, OR 97045 by providing basic information about the day-to-day procedures and operations of the center.

Special thanks and recognition goes to the ASP-FJC Steering Committee for their continued support. We acknowledge the vision and leadership provided through the ASP-FJC Operations Committee and are also grateful to the Family Justice Center Alliance family and those individuals and organizations who have contributed their comments and feedback.

For the purposes of this document the term ‘survivor’ is used to identify the people who will be served at ASP-FJC. For the purpose of A Safe Place Operational Manual, “domestic violence” refers to domestic violence, sexual assault, family violence, or vulnerable adult abuse. ASP-FJC recognizes that different sectors within the public safety and social service systems use different language. We further recognize and acknowledge that each person who accesses services at A Safe Place may identify with different terms at different times.

ASP-FJC aspires to be trauma informed in everything we do. We develop our agency processes and people responses around the understanding of how trauma affects those seeking our services. We attempt to deliver services in a way that avoids triggers and promotes healing. We also recognize that our partners may have experienced trauma that will impact how they respond to situations. Thus, we collaboratively develop agency policies, processes, and people responses in a way that facilitates the positive health of the families, survivors, and partners with whom we work.

VISION, MISSION, AND OBJECTIVES

Vision

A Safe Place is our community's collective response to adults and children impacted by domestic and sexual violence. Our survivor-driven, culturally sensitive, holistic, trauma informed, integrated services save lives, heal families and reduce domestic violence in our community.

Mission

Our mission is to improve the lives of survivors of domestic violence, sexual assault, human trafficking and elder abuse through empowerment, coordinated service and collaboration.

Objectives

A Safe Place will work in a united effort to achieve the following objectives:

- Increase access to legal and social services for survivors that want to escape violence.
- Support law enforcement efforts to apprehend and prosecute perpetrators of domestic violence, sexual assault, and vulnerable adult abuse.
- Reduce the time, locations, and steps survivors must go through to get help.
- Reduce the exposure of survivors and their children to dangerous situations and minimize re-victimization by helping systems.
- Increase reporting of undocumented domestic violence, sexual assault, and vulnerable adult abuse.
- Empower and educate survivors of domestic violence leading to the termination of abusive relationships, thus breaking the cycle of domestic violence – one family at a time.

Equity Statement

We recognize, understand, and encourage celebration of the differences that surround us. Diversity and equity are vital to A Safe Place's ideals and values.

GUIDING PRINCIPLES

A Safe Place has adopted the Family Justice Center Alliance's Guiding Principles which we use to direct our vision, service delivery and environment:

Safety-Focused: Increase safety, promote healing, and foster empowerment through services for victims and their children

Victim-Centered: Provide Victim-centered services that promote victim autonomy

Culturally Responsive: Commitment to the utilization of culturally relevant service approaches that are measurable and behavior based

Intervene and Prevent: Engage all communities through outreach and community education

Survivor Driven: Shape services to clients by asking them what they need

Transformative (willing to change): Evaluate and adjust services by including survivors input and evidence-based best practices

Relationship-Based: Maintain close working relationships among all collaborators/agencies (law enforcement, prosecution, community-based violence programs, shelters and other social services)

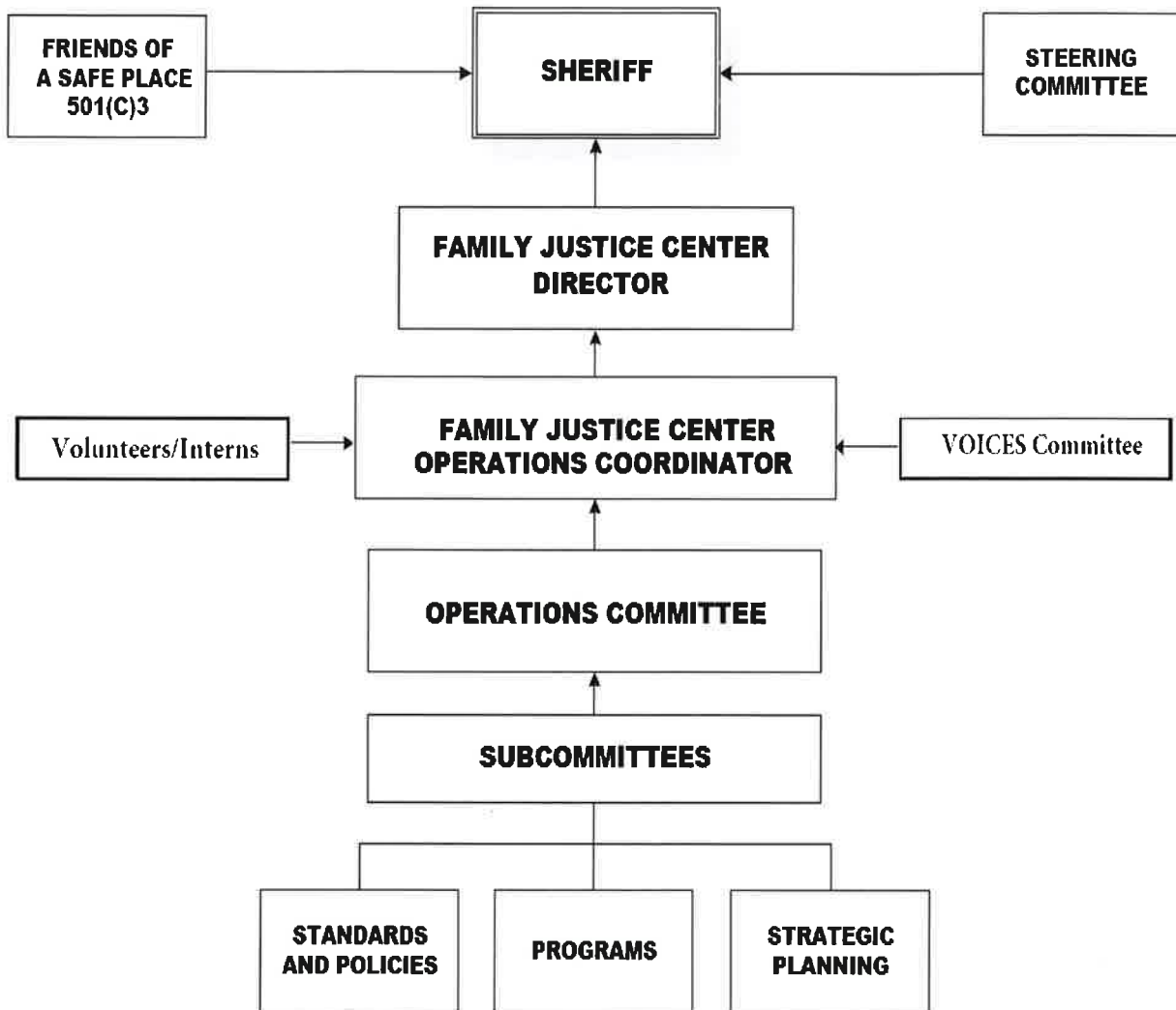
Prevention-Oriented: Integrate primary, secondary and tertiary prevention approaches into all initiatives, programs, and projects

Kind-Hearted: Develop a Family Justice Center community that values, affirms, recognizes and supports staff, volunteers, and clients

Empowered: offer survivors a place to belong even after the crisis intervention services are no longer necessary

Offender Accountability: Increase offender accountability through evidence based prosecution strategies

A SAFE PLACE OPERATIONAL CHART



ORGANIZATIONAL STRUCTURE

Organizational Responsibility:

The formation of A Safe Place was approved by the Board of Clackamas County Commissioners in 2013 and operates under the leadership of the Clackamas County Sheriff's Office. The Sheriff designates a lieutenant as the A Safe Place Director.

Steering Committee:

The A Safe Place Family Justice Center Steering Committee is chaired by the Sheriff of Clackamas County and consists of the A Safe Place Director, Board President of Clackamas Women's Services, Executive Director of Clackamas Women's Services, two Clackamas County Board of County Commissioners, County Administrator, and the Clackamas County H3S Director. The role of the Steering Committee is to assist the Sheriff by developing a long range strategic plan and making recommendations pertaining to programs, priorities, and staffing levels A Safe Place.

Administration:

The A Safe Place Administration consists of the following personnel:

- ASP-FJC Director
- ASP-FJC Operations Coordinator
- ASP-FJC Receptionist

Members of the ASP-FJC Administration are employees of the Clackamas County Sheriff's Office. The responsibilities of the Administrative Team (collectively and/or individually) include but are not limited to the management of the day-to-day operations of ASP-FJC; providing requested services and information to survivors; coordinating site visits; complying with and implementing the goals and objectives of ASP-FJC strategic plan and grants; coordinating the development and updating policies and procedures; developing and supervising the ASP-FJC programs and training materials; coordinating the use of resources and facilities.

Operations Committee:

The Operations Committee provides leadership and advises the ASP-FJC Director on the overall management of the center. Meetings are held bi-monthly and the Operations Committee consists of the following representatives:

- ASP-FJC Director
- ASP-FJC Operations Coordinator
- Executive Director Clackamas Women's Services
- H3S Domestic Violence Coordinator
- One supervisor or designee from each on-site community partner agency

ASP-FJC Volunteers:

Under the supervision of the ASP-FJC Operations Coordinator, ASP-FJC volunteers help with day-to-day operations of the center. Primary duties include assisting clients seeking information and services, welcome/hospitality, and reception back-up duties. For a complete list of volunteer opportunities please refer to the ASP Safe Place Volunteer Manual.

HOURS OF OPERATION

Regular Business Hours:

A Safe Place is open to the public Monday through Friday 8:00 a.m. to 4:00 p.m.

Holiday Closures:

A Safe Place will be closed to the public on the following County observed holidays:

New Year's Day (January 1)
Martin Luther King Jr. Day (third Monday in January)
President's Day (third Monday in February)
Memorial Day (last Monday in May)
Independence Day (July 4)
Labor Day (first Monday in September)
Veteran's Day (November 11)
Thanksgiving Day (fourth Thursday in November)
Christmas Day (December 25)

INCLEMENT WEATHER CLOSURES

As a service organization, ASP-FJC will strive to remain open during normal business hours during inclement weather. When weather conditions arise that require temporarily modifying service or function, the determination to close ASP-FJC to the public will be made by the ASP-FJC director. The ASP-FJC director will consider factors such as limited partner staffing to determine the need to temporarily close to the public. In addition, ASP-FJC will always follow closures in accordance with the County Administrator who determines late openings, early closures or all-day closures for County-wide facilities.

In case of closure, the ASP-FJC director will notify partner agency supervisors via email and/or text messaging as well as posting the closure to the ASP-FJC Facebook page. Staff may also call the Clackamas County Employee Emergency Hotline at 503-655-8468 for the most up-to-date general County closure information.

Staff who are unable to report for work on time because of inclement weather conditions are expected to follow their agency policies and procedures.

For the purposes of this policy, the term "inclement weather" is an event of nature that adversely impacts the safety of citizens or employees. Typically such situations are the result of unusual severe weather such as ice storms, blizzards, floods or extreme wind conditions.

SURVIVOR SERVICES

Survivor Services:

ASP-FJC services are intended for survivors who reside in or have been a survivor of a crime in Clackamas County seeking services related to domestic violence, sexual violence, human trafficking, stalking or vulnerable adult abuse.

Jurisdictional Issues:

Clients who live outside of Clackamas County and are seeking ASP-FJC services may or may not be eligible for services for a number of reasons including jurisdictional issues, availability of services or a legal conflict. Nevertheless, it is the policy of ASP-FJC to never turn a client away without some assistance, information and/or referral. Every effort will be made to assist clients in need of services by providing information not limited to safety planning, the legal system, referrals to off-site partners, directions, food and/or shelter resources.

Centralized Intake Process:

Survivors seeking services at A Safe Place will be offered an intake the first time they seek services. The information collected in this process is to reduce duplicate requests for demographic information and to promote a survivor's efficient access to services, provide documentation or verification of services at A Safe Place, for statistical purposes and to evaluate services and needs, and to meet requirements of funding agencies.

Survivors are not required to share any personally identifying information to access support services at the center. Survivors have the right to refuse to complete paperwork and can view their intake paperwork at any time.

Staff completing intake paperwork will explain the purpose of collecting personal information and who their information will be shared with. Clackamas Women's Services (CWS) is the community based domestic and sexual violence program designated as the lead for centralized intake at A Safe Place and will hold all demographic information in a secure database.

Intake Process Steps:

- On their initial visit survivors are received and greeted by the receptionist at the first window. As all survivors are not primarily English speaking, provisions for other languages will be made through ASP-FJC partners or a translation line.
- Reception completes a brief *Reception Form* information sheet to include the survivors name and determines which agency partner should be called.
- The appropriate agency partner is notified of survivor's arrival and escorts them to a private meeting room to complete the intake process.
- Upon completion of the intake process and services provided, the survivor is given a warm hand-off to other partner(s) they are interested in receiving services from.

Returning Survivors/Survivors with Appointments:

- It is preferred that when possible, on-site partners expecting guests notify reception staff.
- Reception will greet the guest and complete the *Reception Form*.
- Reception will notify the appropriate partner of the guest's arrival.
- The guest will be asked to wait in the living room/waiting area until the arrival of the on-site partner, unless other specific arrangements are made.

Conflict with Service Provision:

ASP-FJC reserves the right to alter or withhold services if there is a conflict with one or more on-site agency partners. In the event there is a conflict and services are not available, ASP-FJC staff will:

- Discretely advise the client of the conflict and/or
- Provide referral to nearby agencies
- Provide appropriate literature brochures and/or directions
- Answer any questions and/or concerns in a respectful and patient manner.

Confidentiality:

ASP-FJC staff and community partners acknowledge and recognize that existing laws restrict access to certain records and information. In order to accomplish the goals of ASP-FJC, the highest level of confidentiality and security will be maintained. As such, all ASP-FJC staff and partners agree to honor the confidentiality rights of survivors and partner agencies set forth in the ASP-FJC Partnership Agreements.

Except for information that must be released by ASP-FJC staff and agency partners in the course of the execution of their professional responsibilities, it is the desired practice ASP-FJC staff and agency partners to maintain the confidentiality of communications, observations, and information made by or about participants, to the fullest extent possible under state and federal law. This includes all survivor services and administrative records and any and all logs/records resulting from telephone or face-to-face contacts, and any other work product made by any ASP-FJC staff and agency partner staff.

Mandatory Reporting:

It is in the highest priorities of ASP-FJC that communications between the client and each partner agency be protected and held confidential.

Partners of ASP-FJC also recognize that survivors must be informed about what generally happens or can potentially happen to the information they share. Partners who are mandatory reporters of child abuse, elder abuse or vulnerable adult abuse will ensure survivors they are working with are informed of this mandatory reporting requirement as soon as possible. If a mandatory report becomes necessary, the partner will follow their agency protocols.

Survivor Grievance Procedure:

ASP-FJC staff and partner agencies are a team of dedicated, qualified individuals whose goal is to support survivors of domestic and sexual violence and their children. Every effort is made to provide services in a manner that is high quality and non-discriminatory. In the event of a complaint about services, the survivor will be asked to do the following:

1. Discuss their concerns with the supervisor from the agency involved and/or through other informal or formal mechanisms: in person, by phone, e-mail, text, fax, or anonymous survey comment card, etc.
2. If the supervisor is not available, the complainant shall be directed to contact the ASP-FJC Operations Coordinator.
3. The ASP-FJC Operations Coordinator will gather preferred contact information and specific information about the incident or concern.
4. The ASP-FJC Operations Coordinator will contact the involved agency supervisor and advise them of the complainant.
5. If the complainant is not satisfied that their concerns were adequately addressed by the involved agency, they may then request a review by the ASP-FJC Operations Coordinator or ASP- FJC Director.
6. If the grievance involves an ASP process, the ASP-FJC Operations Coordinator or the ASP-FJC Director, the grievance will immediately be forwarded to that person's direct supervisor for inquiry and resolution.

Principles for Resolving Grievances:

- All inquiries will be conducted in a way that reflects ASP-FJC's guiding principles.
- The ASP-FJC Operations Coordinator, ASP-FJC Director, and/or supervisor will inform relevant partners (supervisors, managers, etc) of the grievance process as soon as possible.
- Those conducting an inquiry are encouraged to ask the person initiating the grievance what a meaningful resolution would be for them.
- If possible, grievances will be resolved within 30 days.

Notification and Tracking Survivor Grievances:

The reputation and respect for ASP-FJC, partner agencies, and processes is crucial to our center's success. All grievances filed by survivors will be given the utmost priority and should be resolved as soon as possible.

Partner agency supervisors who receive a grievance by a survivor shall notify the ASP-FJC Director in writing as soon as the grievance has been resolved. The written notification should include the specific complaint, steps taken to resolve the grievance, and the outcome. In accordance with confidentiality agreements, non-identifying information will be used.

The ASP-FJC Operations Coordinator will track all grievances and provide periodic updates to the ASP-FJC Operations Committee.

CLIENT EMERGENCY RESPONSE

(CONFIDENTIAL)

Survivor or guest emergencies involving violent incidents, suicidal ideation and/or medical emergencies may occur at ASP-FJC like any other County facility. Such emergencies require all staff to follow established protocols. In an effort to provide a safe and secure environment, the following security procedures shall be maintained by ASP-FJC and reviewed periodically with staff.

Violent Incident Response Plan:

Due to the design of ASP-FJC, it is anticipated that most incidents involving violent individuals will occur in the public access area in front of the secure reception window. The following procedure is designed to address individuals who pose an immediate threat to staff at A Safe Place:

- Activate the panic button located under the counter at the reception desk. This button sends a silent alarm to the alarm company who in turn notifies emergency dispatch (C-Com) for police, fire or medical.
- Call 911 immediately or as soon as possible from a safe location or cell phone. Be prepared to provide information such as what is occurring, a detailed physical description of the offender, type/description of any weapons and current location.
- Depending on where the incident is occurring, consider activating the toggle switch on the wall in reception to lock/prevent the front, public door from opening.
- When appropriate, alert the CCSO DVERT Unit for a response by sworn, armed Sheriff's Office personnel.
- Notify the ASP-FJC Director or ASP-FJC Operations Coordinator as soon as practical.
- The ASP-FJC Director or ASP-FJC Operations Coordinator will document any emergency response (police, fire, medical) to A Safe Place using the ASP-FJC Incident Report. This report is maintained to document emergency responses to County facilities. (See Attachment A)

Response to Suicidal Ideation:

"Suicidal Ideation" is defined by the Vocabulary of Loss: A Glossary of Suicide Related Terminology as "thoughts about completing suicide."

Expressions of suicidal thoughts must always be taken seriously. If a survivor comes to ASP-FJC and makes a statement regarding suicide or of harming themselves careful attention must be given to any signs or indications of what the survivor is thinking. Verbal clues may include:

- "I wish I were dead"
- "All of my problems will end soon"
- "Everyone will be better off without me"
- "No one can do anything to help me"

(CONFIDENTIAL)

ASP-FJC encourages partners to be familiar and comply with their agency's policies when working with a survivor expressing suicidal thoughts. In addition staff should consider:

- Stay with someone who expresses threat of harm to self
- If there is an *imminent credible* threat of harm, activate the panic button or call 911
- If necessary, ask for help with assessment and/or intervention
 - Call the Mental Health Hotline at 503-655-8585 or
 - Contact an on-site partner who is qualified to make an assessment.
- If the person voluntarily requests to go to a County mental health facility such as the Riverstone Clinic, call the Mental Health Hotline at 503-655-8585.

Response to Medical Emergencies:

- In life-threatening emergencies, immediately call 911.
- When appropriate, alert the CCSO DVERT Unit for a response by Sheriff's Office personnel to take over the incident.
- If necessary, activate the panic button located under the counter at the reception desk. This button sends a silent alarm to the alarm company who in turn notifies emergency dispatch (C-Com) for police, fire or medical.
- Be prepared to provide information about the patient such as what the medical emergency is, the patient's approximate age, patient's gender, whether the person is conscious, whether the person is breathing, and any known medical history or current medications.
- Consider sending out staff to the main entrance to guide medical responders into the building and to the specific location of the emergency.
- Notify the ASP-FJC Director or ASP-FJC Operations Coordinator as soon as practical.
- The ASP-FJC Director or ASP-FJC Operations Coordinator will document any emergency response (police, fire, medical) to A Safe Place using the ASP-FJC Incident Report. This report is maintained to document emergency responses to ASP-FJC. (See Attachment A)

PLAYROOM GUIDELINES

A children's playroom is available for children accompanying their adult caregivers while those adult caregivers are receiving service on-site at ASP-FJC. For the safety of the children, they must be supervised by an adult at all times. Volunteer coverage in the playroom varies and ASP-FJC reception will have the most up-to-date schedule for coverage.

Functions and Responsibilities of Volunteers in the Playroom:

- The playroom should be set up and maintained with materials that are age-appropriate for the children present. The playroom should not have any toys/objects that are small enough to be choked on or swallowed. Toys should all be easily cleanable and should be disinfected on a regular basis. Volunteers should make sure that the playroom is clean and toys are put away at the end of their shift.
- Volunteers are encouraged to engage children in play and craft activities during their time in the playroom. Attention should be given to determining and monitoring the special needs of each child.
- Children should never be left alone in the playroom.
- When children leave the playroom to go into a partner or therapist's office, they need to take their belongings with them.
- Every effort should be made to ensure that the playroom is a healthy environment. If the volunteer determines that a child is sick, the volunteer is instructed to locate the child's parent and request that the parent take the child out of the playroom.
- The playroom should promote safe interactions between children. If a child endangers the safety of another child in the playroom, the volunteer is instructed to locate the child's parent and request that the parent take the child out of the playroom.

NEW PARTNER STAFF INFORMATION

Notification to ASP-FJC Administration:

Community partners are responsible for providing the ASP-FJC Director written/email notice of any new staff (employee, volunteer, intern) prior to their commencing work at the ASP-FJC. Partners are also responsible for making orientation arrangements with the ASP-FJC Operations Coordinator of new staff. Written notice should include:

- Staff's role at ASP-FJC
- Staff's schedule
- Staff's training verification
- Staff's background clearance verification

New Staff Orientation:

New staff orientation may include:

- Issuance of ID badge and/or key(s)
- Contact and Emergency Contact Information Card
- Assignment of work space and phone extension
- ASP-FJC orientation/training
 - Family Justice Center model
 - ASP-FJC services
 - Intake
 - Video Court
 - Trauma informed care
 - Overview of on-site partner agencies
 - Operations Manual overview and issuance
 - Staff expectations
 - Emergency procedures
 - Issuance of staff directory and mailbox assignment
- Introduction to community partners via email (including photo and bio)
- Completion and return of orientation checklist (See Attachment B) to ASP-FJC Operations Coordinator

COMMUNICATION

Daily Communication:

- E-mail - Staff will have access to e-mail and are encouraged to check it regularly. E-mail is one of the quickest and efficient modes of communication available to all staff.
- ASP-FJC Operations Coordinator will e-mail weekly center updates and training information.
- Phone extensions – In an effort to minimize the volume of calls taken by the receptionist, we ask that you provide expected callers with your direct phone number and contact information.
- Mailboxes – Staff mailboxes are located in the copy room for receipt of inter-office correspondence or messages.

All-Staff Monthly Meetings:

ASP-FJC will hold monthly, on-site all-staff meetings to share valuable center information, partner information, and provide space to connect with each other on a regular basis. Meetings will often include off-site partner agency staff who will share information on available resources. **It is expected that all available staff will attend this mandatory meeting.** The date and time of this meeting will be determined by the ASP-FJC Operations Coordinator after consultation with the ASP-FJC Operations Committee. Consult your agency supervisor for the current meeting schedule.

STAFF AVAILABILITY AFFECTING DAILY OPERATIONS

- Partner staff will check in with the ASP-FJC receptionist upon arrival at the center, when leaving the center for meetings or breaks, and when are leaving for the day. This communication will ensure reception will be most efficient when handling inquiries and requests for that staff member or service provision.
-
- Partner staff will inform the receptionist of all on-site appointments with people who will be checking in with reception and instructions on where they should wait.
- Partner staff will notify the receptionist any time that they will be late for an appointment.
- Partners are responsible for promptly notifying the ASP-FJC Operations Coordinator any changes in staffing, schedules, or absences that may impact the daily operations or partner services.

MEETING ROOM RESERVATION PROCEDURE

ASP-FJC has a variety of rooms available for a multitude of needs. We are ultimately a small building with bustling services and at times these rooms fill up quickly. We also serve a large number of walk-ins and regularly host meetings with off-site partners. This procedure is designed to reduce the workload on reception, improve clarity regarding room usage, and reduce instances of double-booking or cancellation without notification.

Room Reservation Further Out Than Current Week

- Email reception (reception@cwsor.org) and include the following information:
 - Date, time, preferred room, etc.
 - Meeting Name
 - How many people are you expecting?
 - Are off-site partners attending?
 - If so, do you want reception to have them wait in the waiting room or let them in to the room reserved?
 - Is any extra time necessary for set-up or take down?
 - Who is the primary point of contact for this meeting? (I.e. will people come in asking for someone different than is making the reservation?)
- Reception will send a confirmation email including the room number scheduled.
- Day of Meeting: it is helpful to give reception a day-of reminder that off-site partners will be coming for a meeting at xx o'clock and you'd like them to be let in to the room, let into the waiting room and your extension called, etc.

Room Reservation for Current Week

- Call/walk over to reception
- Check the printed Master Room Reservation calendar
- If a room is available, mark out a block of time you need with your name
- Give reception notable information regarding the reservation as detailed above
- Go to the room you have reserved and mark your usage on the calendar at the door

Room Reservation – Needed Immediately

- Call/visit reception and let them know what room you are in. This information is imperative so that reception has accurate information regarding room availability
- Mark your estimated time needed out on the door calendar
- Upon exiting, check in with reception so they can update their room scheduling board

Helpful Room Reservation Tips:

- Please stay aware of your current and ongoing room reservations. If you do not cancel a regularly occurring meeting that room reservation remains and staff won't have access to needed space. If a last minute cancellation occurs, please let reception know so the room can be used for walk-ins.
- Open the blinds and turn the sign to "Open" when you are finished using a room. If this is not done, the next person to use the room is unsure if they should "interrupt" or not.
- Please tidy up the room after your participants have left to include taking used dishes to the kitchen, toys to the playroom, etc.
- Please communicate with other staff who might also be involved in your room reservation. It is not unheard of for two well-meaning staff to schedule separate rooms for the same event.
- It is helpful to give reception a day-of reminder about meetings involving off-site partners or community members. The check-in process can be a stressful time for both reception and visitors, so a little information can go a long way towards making it smoother—and A Safe Place more welcoming!

PARTNER GRIEVANCE PROCEDURE

Partners who have a grievance should make every attempt to discuss the issue directly and openly with the involved parties. (See Attachment C - ASP-FJC Conflict Resolution Policy).

If the circumstance necessitates a formal grievance, ASP-FJC anticipates:

- If the issue is internal to an agency, staff will address the issue with their supervisor and/or through agency policy.
- If the issue is with another agency, staff will discuss with their supervisor, who will in turn consult with the ASP-FJC Operations Coordinator. They will then work with the partner agency supervisor(s) to address the issue.
- A grievance directed at the ASP-FJC Operations Coordinator or ASP-FJC Director should be addressed with that person's supervisor.
- All inquiries will be conducted in a way that reflects ASP-FJC's guiding principles.
- The ASP-FJC Operations Coordinator, ASP-FJC Director, and/or supervisor will inform relevant partners (supervisors, managers, etc) of the grievance process as soon as possible.
- Those conducting an inquiry are encouraged to ask the person initiating the grievance what a meaningful resolution would be for them.
- If possible, grievances will be resolved within 30 days.

ASP-FJC SECURITY PLAN

(CONFIDENTIAL)

ASP-FJC is a secure facility in order to prevent introduction of potential hazards to staff, survivors and their children as well as to maintain the integrity of confidential material and facilitate secure operations. In an effort to provide a safe and secure environment, the following security procedures shall be followed by staff.

County Issued Identification/Access Card

On-Site Partner Staff Expectations:

- On-site partner staff will be issued a County-issued ID/Access Card; although issued to an A Safe Place on-site partner, the card remains the property of the County. ID/Card “permissions” remain under the control at the discretion and approval of the FJC Director. Access is granted based on duty / need as authorized by the partner employee’s supervisor.
- To support ASP-FJC security, on-site partner staff shall:
 - Visibly display their ID/Access Card at all times
 - Notify the ASP-FJC Operations Coordinator immediately if their ID/Access Card is lost or stolen
 - Not allow other persons to use their ID/Access Card
 - Upon entering through a controlled access door, ensure that the door is securely closed to prevent unauthorized access
 - Return their ID/Access Card when ordered by their supervisor or when requested by the ASP-FJC Director.

On-Site Interns / Volunteers:

- On request of a partner supervisor, on-site interns / volunteers may, at the ASP-FJC Director’s discretion, be issued an ID / Access card. They will be expected to follow the on-site partner staff expectations for ID/Access card usage.
- On-site interns / volunteers who do not have an issued ID / Access card shall check out an internal “hall pass” ID/Access card from reception and return it prior to leaving at the end of their shift.

Visitors/Guests:

- All visitors/guests are required to check in at reception prior to admittance into the secure portion of ASP-FJC. If necessary, they may be provided an internal “hall pass” which shall be prominently displayed while in the center.
- At the conclusion of a visit, all guests shall be accompanied to the front door and return the “hall pass”, if necessary.

(CONFIDENTIAL)

Parking Plan

- Parking spaces closest to the front, public entrance are designated for visitors.
- Staff are encouraged to park in spaces farthest from the gate entrance as possible to allow visitor parking closest to the front, public entrance.
- Staff are expected to report suspicious persons and/or activity in the parking lot and/or areas outside ASP-FJC to receptionist as soon as possible.
- The gate to the rear parking lot will be automatically closed between the hours of 6:30 pm to 7:00 am. A County issued ID/Access Card will be required to key into the secured parking lot/gate during these hours.
- Clackamas Federal Credit Union will provide overflow parking.

Response Plan for Suspects, Prisoners and Defendants

ASP-FJC is a service center for survivors of family violence and their children. To enhance the safety of clients, children and the staff at the FJC, deputies and/or detectives will transport prisoners or suspects to the Sheriff's Office Brooks Building or other facilities for interviews.

A conflict for services check will be conducted on persons seeking services at the ASP-FJC. Visitors with pending domestic violence cases, restraining orders or warrants will be referred to the ASP-FJC Operations Coordinator for an assessment to determine if services are appropriate. In cases where services are not appropriate, the procedure for *Conflict with Service Provision* will be followed.

Alarm Monitoring and After- Hours Response

ASP-FJC is alarmed and monitored by American Security Alarm. On occasion, the alarm may be activated after hours and the monitoring company will make notification through emergency dispatch (C-COM) for a police response.

- A CCSO patrol supervisor will be dispatched to determine if entry has been made to the facility.
- CCSO Patrol supervisors have card access after- hours and may enter through the north door of the building to inspect the facility and reset the alarm.
 - If the alarm is determined to be false, the supervisor will notify the ASP-FJC Director via email or text, and provide details of the alarm response.
 - If the alarm was valid, due to damage, unauthorized entry or attempted unauthorized entry, the responding deputy or supervisor will contact the ASP-FJC Director immediately by telephone.
- Should the alarm be activated and staff is on-site, they should expect to hear an audible alarm and prominently display their ID Access Card for responding officers.

(CONFIDENTIAL)

ASP-FJC Emergency Evacuation Plan

In the event of an emergency or an incident, the building may be evacuated to protect staff and guests. The decision to evacuate will be made by the FJC Director or the FJC Operations Coordinator in his/her absence, utilizing all available information. If the FJC Director and the FJC Operations Coordinator are not on-site, the following personnel listed in order will have the responsibility for deciding if, and how, an evacuation will take place: CCSO's DVERT Sergeant, CCSO DVERT Deputy, CWS Executive Director, CWS Program Director, CWS Assistant Program Director, CWS Program Manager.

Audible Notification

The FJC is equipped with an overhead paging system that reaches every room including restroom facilities within the building. This paging system can be accessed by any County phone (inside and outside the FJC) by **dialing 2291 or 503-557-2291 from outside the County phone network**. The person utilizing the paging system should remain calm and present a clear and concise message notifying staff and guests of an evacuation. The message should ask for people to remain calm and exit the building in an orderly manner.

In case of fire, sound an alarm by using any fire alarm pull station located throughout the FJC. These pull stations are monitored by the alarm company and the fire department will immediately be dispatched. Staff should be familiar with the locations of these pull stations as well as wall mounted fire extinguishers throughout the FJC. Upon hearing fire alarms all staff and guests shall immediately evacuate the building from the nearest available door and proceed to the outdoor assembly area.

Assisting Disabled/Vulnerable Guest

In the event that a disabled guest is inside the FJC facility during an evacuation, the staff member who is working with the guest should assist them in safely exiting the building.

Outdoor Assembly Areas

An outdoor assembly area is pre-designated for evacuations and is located outside the ASP-FJC's fenced boundary. The primary assembly area is designated as the vacant lot east of the ASP-FJC between the ASP-FJC and Beaver Creek Road. This assembly area can be reached if you are exiting either the rear staff entrance or the front public entrance. The primary assembly area is free of overhead obstructions (e.g. power lines, transformers, large trees, etc.) and away from power sources.

In the event the primary assembly area is unreachable or unsafe, the designated alternate assembly area is located west of the ASP-FJC in the outer parking lot of the Clackamas Federal Credit Union nearest Warner Milne Road.

Accounting of Staff

Once the building has been evacuated the person ordering the evacuation (FJC Director, FJC Operations Coordinator, etc.) will physically inspect the interior of the FJC, if it is safe to do so, to ensure all staff and guests have left the building. This person will also be responsible for the accounting of all staff in the assembly area and report that information to emergency responders, if necessary.

Emergency Communications Guidelines

The ASP-FJC Director or their designee will be the person in charge of communications during an emergency situation. This person will be in charge of communications with emergency personnel, outside agencies and in-house communications. During an incident providing factual updates is crucial and staff should be informed as appropriate under the circumstances.

All media inquiries regarding the ASP-FJC must be referred to the ASP-FJC Director or ASP FJC Operations Coordinator in his/her absence. The ASP FJC Director may utilize the CCSO Public Information Unit for media inquiries.

Routine Evacuation Drills

Routine evacuation drills are required by the County and are to be performed at least once a year. Drills will be scheduled to provide an opportunity for staff to practice evacuation from different offices at different times of the day and different days of the week. Staff should be aware that the actual emergency might determine exit procedures, since certain areas of the building may be blocked or inaccessible.

FACILITIES MANAGEMENT PROCEDURES

ASP-FJC will ensure regular upkeep and routine maintenance of the facility, utilities, and technical infrastructure. Facilities Management is the County department that provides routine maintenance, badging/key management, construction, and janitorial coordination services to County owned and leased facilities including the Shaver Building housing ASP-FJC.

REQUESTS FOR BUILDING MAINTENANCE SERVICE

- Requests for maintenance work to be done in staff partner work spaces need to be authorized by their agency's supervisor.
- The supervisor authorizing the work request will send an email to the ASP-FJC Operations Coordinator. The request should include specifically what work needs to be done, the staff contact person, and when the work needs to be completed.
- The ASP-FJC Operations Coordinator will complete an online Facilities Management Request Form for the work to be performed and act as the liaison for the work.
- Partner Agencies are responsible for the replacement of office furniture including office chairs.

FACILITIES AFTER-HOURS EMERGENCY NUMBER

For incidents that require an immediate Facilities Management response between the hours of 6 pm and 7 am, call the after- **hours Facilities Management Emergency number at 503-557-6416**. This number is answered by an answering service - be prepared to provide the address for the FJC, your specific problem and a call-back number.

JANITORIAL SERVICES

ASP-FJC will provide regular janitorial services to office spaces and public spaces including restrooms of the building. While janitorial staff are required to pass a comprehensive security background and clearance check to work in County buildings unsupervised, sensitive documents and information should be stored in secured, locked cabinets in accordance with each partner agency policy. Staff also need to know the following related to janitorial services:

- Janitorial staff will not enter closed office doors or closed cubicle doors.
- It is expected that staff will leave their office door/cubicle open at least one a week for janitorial cleaning. An open door signals staff the office is ready for cleaning.
- Trash receptacles left outside closed offices will be emptied by janitorial staff.
- Recycling bins are to be emptied by partner staff into recycling containers in the copier room. Janitorial staff will not empty recycling receptacles.
- Staff are expected to use the locked, shredding bin in the copier room for disposing of

confidential, sensitive documents.

- Janitorial services do not include deeper cleaning to include dishes in both the staff and client kitchen. Staff are expected to share kitchen cleaning duties by signing up on the posted sign-up in the staff kitchen.
- Issues/problems or requests for additional janitorial services shall be directed to the ASP-FJC Operations Coordinator.

COPIER AND FAX MACHINE USE

ASP-FJC on-site partners are provided access to the ASP-FJC copier/fax machine in the front office reception area in exchange for compliance with reasonable use limitations. The copier/fax is maintained by ASP-FJC.

Staff using the copier as a printer must do so using the secure print feature. This feature will retain confidential material in the machine until the person keys in their special code.

Staff expecting faxes with confidential information should notify reception or wait at the machine until the fax arrives. Routine faxes coming into ASP-FJC will be put in staff mailboxes by reception staff.

MAIL RUN

ASP-FJC staff and on-site partners will receive mail at the Center's street address:
256 Warner Milne Road, Oregon City, Oregon 97045.

U.S. Postal Service Mail is picked up from the center's reception desk as well as distributed daily into partner staff mailboxes except on regular federal holidays. ASP-FJC will be responsible for posting postage on outgoing mail related to center activities.

The County will be responsible for providing inter-office mail pick-up and delivery.

ASP-FJC LOGO USAGE AND MARKETING

It is the responsibility of the ASP-FJC Director and all community partners to ensure that the "*A Safe Place Family Justice Center*" name and official logo is used in a professional manner that reflects collaboration and shared ownership.

Use of the "*A Safe Place*" name and official logo requires prior approval by the ASP-FJC Director. This includes, but is not limited to, printed/electronic materials, funding proposals, grant applications and events.

Requests to use the ASP-FJC name and/or logo shall be submitted on the official A Safe Place Name and Logo Usage Request Form to the FJC Director for approval. (See Attachment D)

SUPPORTING DOCUMENTS

ATTACHMENT A: ASP-FJC INCIDENT REPORT

ATTACHMENT B: ASP-FJC NEW STAFF ORIENTATION CHECKLIST

ATTACHMENT C: ASP-FJC CONFLICT RESOLUTION POLICY

ATTACHMENT D: ASP-FJC NAME AND LOGO USAGE REQUEST FORM

ASP-FJC INCIDENT REPORT

[illegible]

ASP-FJC DIRECTOR SIGNATURE: _____ DATE: _____



256 Warner Milne Road | Oregon City, OR 97045 | 503.655.8600 | www.asafeplaceclackamas.org

New Staff Orientation Checklist

Name: _____

Sponsoring Community Partner: _____

First Day of Work: _____

- New Staff Orientation Date Attended: _____
- Background Clearance Date Completed: _____
- Initial Training Requirements Date Completed: _____
 - 40-hr Training Requirement Date Completed: _____
(up to six months from start date)
- Badge and/or Key Sign-out signed: _____
 - Attached? ___ yes ___ no
- Completion of Contact and Emergency Contact Information: _____
 - Attached? ___ yes ___ no
- Introductory email sent out to partners: _____
- Face-to-face with liaison from each on-site partner agency:

○ Clackamas County DVERT Unit	Date: _____
○ Clackamas Women's Services	Date: _____
○ El Programa Hispano	Date: _____
○ Legal Aid Services of Oregon	Date: _____
○ Oregon DHS- APS	Date: _____
○ Oregon DHS – SS	Date: _____
○ Victim Rights Law Center	Date: _____
○ District Attorney DV Unit	Date: _____
○ District Attorney Victim Asst.	Date: _____
○ Clackamas Co Circuit Court Clerk	Date: _____

Date Completed: _____

New Staff Signature: _____

Supervising Agency Signature: _____

ASP-FJC Operations Coordinator Signature: _____



ASP-FJC Conflict Resolution Policy

Conflict at the workplace is normal and should be anticipated. Our challenge is to resolve conflict at the earliest possible time and at the lowest possible level. An effective conflict resolution process honors the confidentiality of all parties involved and addresses everyone's concern in a thoughtful and respectful manner. Our intent is to provide an environment where individuals can feel safe to talk to each other (instead of about each other), promote collaboration as we learn how to work together and develop creative solutions to problems that mutually benefit everyone involved. Below are some suggested guidelines:

- Address the concern directly with the person in a private setting.
- Address the issue as soon as you have had an opportunity to analyze the situation. Be empathetic. Place yourself in the other party's shoes and try to see the situation from another perspective. Meet at a time when you are not angry or upset.
- Look for an opportunity to find a mutually beneficial resolution. Consider what options are available to resolve the conflict in a way that will enhance the professional relationship between you and the other party as well as maintain a harmonious workplace environment.
- Brainstorm with the other party and try to come up with as many solutions as you can and then evaluate each of the options and choose the one that will be most beneficial to both parties. Remember: a solution that benefits only one party simply prolongs the conflict and may simmer for a while and lead to other conflicts.
- Be open to feedback and make every effort to respond in a positive, calm manner.

If the issue cannot be resolved with the individual directly, don't give up. Ask the party to bring the matter to a neutral, appropriate, and confidential third party or discuss the matter with the individual's supervisor. **Remember: do not discuss personal conflicts with others at the FJC. Rumors and gossip will only aggravate the problem.**

When differences cannot be resolved through informal discussions, the FJC will provide a formal and neutral review procedure to facilitate the resolution process. All formal complaints shall be in writing and submitted to the FJC Director within 30 days of the conflict. The complaint should state what happened and what steps were taken to resolve the matter. The FJC Director will conduct a fact-finding investigation and meet with all the parties concerned in an effort to resolve the matter.



256 Warner Milne Road | Oregon City, OR 97045 | 503.655.8600 | www.asafeplaceclackamas.org

A Safe Place Name and Logo Usage Request Form

Thank you for your interest in partnering with A Safe Place. This usage request can take up to two weeks to process. Please submit them in a timely manner to A Safe Place Director Lieutenant Angie Brandenburg at angiebran@clackamas.us.

Name of Requester: _____ Date of Request: _____

Agency/Community Group Affiliation: _____

Contact Information: _____

I would like to use: _____ *A Safe Place* name only _____ Logo only _____ Both

For what purpose are you requesting use of the *A Safe Place* name and/or logo?

Will the *A Safe Place* name and/or logo be used for fundraising or potential financial benefit?

When would the *A Safe Place* name and/or logo usage begin and end?

On what materials would the *A Safe Place* name and/or logo appear?

What benefit does use of the *A Safe Place* name and/or logo offer *A Safe Place*?

Have you or your agency/group used the *A Safe Place* name and/or logo before? If yes, for what purpose?

At this time, can you provide a sample showing your intended use of the logo? _____

By what date do you need a response? _____