

# safe haven parking project



The Safe Haven Parking Project provides safe, dignified parking for neighbors experiencing homelessness. Case management is provided by REACH, in partnership with the City of Bend, Homeless Leadership Coalition, & other community partners.



The City of Bend Council approved an administrative order (Covid-19 Emergency Declaration) on March 16, 2020 which states, "Pursuant to ORS 446.265, the City may establish on City property or allow a private or public entity to establish on private or public property, transitional housing, which may include yurts, huts, cabins, fabric structures, tents and similar accommodations. The transitional housing operation must be established pursuant to a pilot plan, to be approved by the Community Development Department, and reviewed by the Police and Fire departments, establishing the total number of units, location of units, spacing, and location for sanitation facilities including portable toilet(s) and portable hand-washing station(s). Authorized accommodations at this location may include recreational vehicles, cars, and tents. ...The City will work with non-profit or other entity for case management and/or supervision of the transitional housing; any private or public entity operation must likewise include a non-profit or other entity for case management and/or supervision of the transitional housing." This order will remain in place through the City's Covid Emergency Order and may be extended by City Council. Applicants should remain in contact with the City to understand when the order, and any approvals issued based on this application, expires.

Fortunately, this is not a new idea and we have many models to draw upon if your business wants to be part of the solution to safely and stably housing our community members.

The ask: Please consider opening your parking lot for 3+ households to park their cars or RVs as they work on their long-term goals for housing stability. The preferred timeframe is from now until the emergency declaration ends, with the possibility of extension assuming City approval.

#### Safe Haven Parking Project Program Details

- An individual, couple, or family is identified through the homeless services coordinated entry process.
- An intake is completed and appropriate/available temporary and transitional housing solutions are discussed.
- If appropriate, the Safe Haven Parking case manager is notified with a name and number.
- Potential guests are educated about the program, including rules and expectations.
- Safe Haven Parking guests are met at the participating site's parking lot to perform an in-person intake and provide a parking pass.
- The Code of Conduct expectations are presented and signed. Guests must adhere to the Code of Conduct to continue to access Safe Haven Parking.
- Supportive services are arranged for the duration of the stay.
- The City of Bend is supportive of this program and will have a basic application for the site to complete prior to approval.

- The City of Bend Community Outreach Officer (Bend Police Department) will be a point of contact if needed.

#### Benefits of Being a Safe Haven Parking Partner

- Increased awareness regarding the crisis of housing and homelessness and an opportunity to contribute to the solution.
- Build and strengthen community relations.
- Greater safety and security around your property!

#### Next Steps

If the idea of providing dignified, safe housing to some of our most vulnerable neighbors is something you'd like to explore further on behalf of your community, please contact REACH at [reachoutcentraloregon@gmail.org](mailto:reachoutcentraloregon@gmail.org).

With gratitude,

REACH, the Homeless Leadership Coalition, and the City of Bend

# Safe Haven Parking Project

## Frequently Asked Questions & Answers

Q: How will on-site staff be affected by this program?

A: This program should have a very light impact on current staff and facilities. The number of safe parkers permitted is capped by the host site and the City of Bend's current code and regulations.

Q: How many volunteers does the host site need to provide?

A: The program is designed to run with very few volunteers and without a commitment of staff from the host. If a volunteer wants to help, we can train volunteers to be good hosts and provide supportive resources such as delivering meals.

Q: When can guests be on the host property?

A: Hours can be negotiated based on the needs of your property. Ideally, access would be 24/7 to encourage maximum access so this safe haven can feel like a home for the duration of the stay.

Q: We have a preschool / there is a school nearby - can we still offer our site?

A: We take community safety seriously. We encourage facilities hosting safe parking to work with nearby or onsite childcare providers/schools to evaluate any limitations or additional safety measures when adding this program. Please contact REACH or your contracted case management service provider for more information.

Q: Is a site host obligated to provide funds?

A: Host sites can contribute as much or as little funding to the Safe Haven Parking Project as they wish. A suggested donation of \$200 a month would cover the costs of sanitation and trash services provided. There are other costs associated with the program, however. Costs such as a case management, site coordination, portable toilets, gas cards, administrative costs, etc. We welcome financial partnership.

Q: Are guests required or asked to pay a fee for stays within the Safe Haven Parking Project?

A: All services are offered free of charge and with the purpose of helping participants plan for life after their stay with the Safe Haven Parking Project.

Q: What type of case management services are offered to guests in this program?

A: REACH, a local nonprofit organization, will partner with each guest on a co-created action plan for their next steps. Action plans may include; housing, resume writing, employment support, assistance with documentation (drivers license, ID's, birth certificates, food handlers permit, vehicle registration and insurance). REACH collaborates with many local social service agencies to ensure guests have comprehensive support from a wide range of non-duplicative resources (i.e. mental health, medical services, chemical dependency, and others).

Q: Will this program increase our insurance liability?

A: Please check with your insurance carrier for more information about any changes to your policy coverage with the addition of this program.

Q: Who do I call if we have a problem related to safe parking?

A: During business hours the Safe Haven Parking Project case manager/assigned service provider will be available. If 24/7 on-call support is required, it will rotate among service providers. The use of the non-emergency dispatch at (541) 693-6911 is the best way to reach the appropriate law enforcement body when required. Unsafe or unlawful conduct is grounds to terminate a Safe Haven Parking Project agreement with the guest and will be addressed by the service providers once notified.

Q: What if our neighbors complain?

A: We hope that they don't because of the Code of Conduct expectations. If there is a problem, the assigned case manager or service provider will work with you and the guest to come up with a strategy to limit neighbor conflict. We also encourage Safe Haven Parking Project guests, host site staff and case managers to try to attend neighborhood association meetings and become a part of the community. This encourages positive connections, support of the program, and greater awareness from neighbors to the housing challenges in our region.

Q: Can we talk with another organization/entity who has experience hosting this project?

A: Yes, there are two Bend area churches who have or are currently hosting this project. Please contact Stacey Witte at REACH for more information on how to connect with these organizations.

Q: Is the City of Bend supportive of this program?

A: Yes. Both the City of Bend Leadership and the Police Department are supportive of this program. The Police Department is informed of all Safe Haven Parking Project locations and provides support as needed. The City of Bend will have a short application for this program. City representatives (Fire Department, Police, and others as needed) may need to review the property to ensure it meets safety and accessibility requirements.

- [More Information](#)
- [Application Form](#) (a sample application can be found at the end of this packet)
- Questions? Contact Shelly Smith, Sr. Management Analyst (shsmith@bendoregon.gov or (541) 388-5535).



## Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to placement, I understand that false or misleading information in my application or interview may result in my release.

Guest Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Guest Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Safe Haven Parking Project Code of Conduct

I will adhere to the following Code of Conduct while participating in the Emergency COVID19 response Safe Haven Parking Project at [name of host site]. Violation of the following rules can result in expulsion.

1. No use of illegal drugs or alcohol.
2. No possession of weapons in parking lot/on-site.
3. Maintain grounds and parking space in a clean and litter free condition.
4. Not damage or take property belonging to the property or other Guest.
5. Practice physical distancing, (stay 6 feet away from other guests & parking spaces).
6. Observe quiet hours from 10:00 p.m. to 7:00 a.m.
7. Not use violence, intimidation or abusive behavior/ language.
8. Personal belongings must be stored in your vehicle.
9. No unauthorized visitors allowed.
10. Open flames, camp stoves and campfires are prohibited.
11. No loud music or other disruptive noises.
12. Keep your pet on a leash and in your control at all times. Always pick up after pet immediately. All dogs must have proof of license and rabies vaccination.
13. Wear clothing at all times outside your vehicle.
14. You are expected to keep your vehicle operational. You will not leave your vehicle (unattended/abandoned), unless approved in advance by REACH. Your vehicle may be towed if abandoned.
15. Use port-a-potty and garbage cans as intended.

I understand that violation of these rules may result in termination of safe parking at the sole discretion of [name of host site]. I further understand that if I am asked to leave and refuse or become disruptive, I will be subject to arrest for criminal trespass.

Guest Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Guest Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Host Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Safe Haven Parking Project Release of Claims Agreement

## Guests

Guest Name: \_\_\_\_\_

Guest Name: \_\_\_\_\_

Child Name: \_\_\_\_\_ Age: \_\_\_\_\_ Gender: \_\_\_\_\_

Child Name: \_\_\_\_\_ Age: \_\_\_\_\_ Gender: \_\_\_\_\_

Parking Lot Location: \_\_\_\_\_

Other Relevant Information: \_\_\_\_\_

## Emergency Contact

Emergency Contact Name: \_\_\_\_\_

Emergency Contact Relationship: \_\_\_\_\_ Phone #: \_\_\_\_\_

## Release of Claims

I/We will agree to stay on the property and in the shelter provided (if applicable) at my/our own risk and will make no claims against the host if personal injury, loss of personal belongings, or damage of personal property occurs while on premises.

No money or services are being exchanged for the temporary use for this location.

I/We consider my stay on the property to be transitory and not subject to the Oregon Tenant Laws. I understand that this shelter is being provided on a temporary basis and that I may be asked to leave at any time. An officer will be called to respond if I refuse to leave when asked.

I will fully cooperate with the host representatives.

Guest Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Guest Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Host Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# safe haven parking project



## Emergency Information:

Call 911 if you have a medical or safety emergency.

For other overnight emergencies, call Stacey: 425-765-1782

## Property Contacts:

# Sample Memorandum of Understanding (MOU)

This MOU is between REACH of Central Oregon, an Oregon non-profit corporation (“REACH,”) 2660 HWY 20 - #610 Bend, OR. 97701 and [name of host site] for the purpose of establishing the Safe Haven Parking Project on a portion of the [name of host site] parking lot at [address].

The Safe Haven Parking Project is intended to provide a safe and organized space for individuals who are homeless during the COVID-19 health emergency, in compliance with the laws, regulations, and Governor’s orders of the state of Oregon.

## Terms:

1. Duration: The Project will terminate when [agreed upon date/circumstance, i.e. when on-site activities or events begin again, etc.] or upon thirty days written notice.
2. Project Host: [name of host site] will be the host for up to a maximum of [agreed upon number of vehicles] housing people (“Guests”) who live outside, in which all members of each household will have completed an intake.
3. Services: Check-in, monitoring, case management, outreach, and/or other support services will be provided by case managers from REACH. [name of host site] will contact REACH in the event of necessary situational intervention. REACH will maintain regular dialogue with Bend Police.
  - *Check-In:* Guests are required to complete an intake with REACH to receive a parking space.
  - *Parking Assignment:* Each guest will be assigned a parking space along with a parking number tag. The guest’s vehicle must be in the space assigned with the parking number tag hanging from the rear-view mirror or placed on the dashboard, and visible.
  - *Maintenance of Site:* A garbage receptacle, port-a-potty and hand washing station will be provided by REACH and serviced regularly on site. All possessions must be kept in participants vehicles, unless they are briefly organizing or packing. Guests must dispose of all garbage promptly in the provided trash receptacles. Snow removal of parking lot will be provided by [name of host site]. Guests will remove snow around their personal vehicles.
4. Social Distancing and Personal Hygiene: Each guest must follow physical distancing and hygiene procedures as recommended by the State of Oregon and Center for Disease Control and Prevention (CDC). REACH will provide each Guest with educational materials about COVID-19.

5. Leaving the Site: Each Guest is permitted to leave the site for essential trips and health care.
6. Visitors: No unauthorized visitors will be allowed at any time due to the need of following physical distancing and avoiding large crowds.
7. Pets: Pets are allowed and must be on a leash / contained and under the Guest's control at all times. Guests are responsible to properly dispose of their pet's waste immediately. All dogs must have proof of license and rabies vaccination.
8. Code of Conduct: Attached is a list of the Code of Conduct which the Guest agrees to follow. The Code of Conduct may be amended in writing by REACH and [name of host site].

Host Signature: \_\_\_\_\_ Date: \_\_\_\_\_

REACH Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Safe Haven Parking Project Sample Letter to Neighbors

Dear Neighbor,

We are thrilled to share with you about our participation in a new, temporary Safe Haven Parking Project at [name of host site] during the COVID Emergency.

We're participating in this program because we care about our neighbors who are experiencing homelessness. They deserve a safe, stable place to sleep at night, and this is one way we can participate in providing them with some temporary relief and an avenue for connecting with local homeless service providers. We believe all of our neighbors, regardless of housing status, are worthy of dignity and kindness, so we are honored to participate and hope you will join us in solidarity.

The Safe Haven Parking Project is supported by the City of Bend, the Homeless Leadership Coalition, and REACH. It has gained momentum and community support after two successful pilot programs last year. We've asked thorough questions, done our due diligence, and are pleased to join in this innovative option for some of our neighbors who call their vehicle home and simply want a safe, legal, supported place to sleep at night.

We are launching a Safe Haven Parking Project at [name of host site] during the "Covid Emergency" declared by the City of Bend.

- [agreed upon number of vehicles] will be registered, vetted, and permitted to park at [name of host site] overnight.
- Only those who are registered and permitted are allowed to participate; this is NOT open to the general public.
- Guests are part of REACH's case management and invited to participate in the Safe Haven Parking Project by REACH's capable and caring staff.
- The Safe Haven Parking Project Code of Conduct will be enforced to ensure a safe and stable environment for guests, hosts, and neighbors alike.

Thank you for being the kind of neighbors who value human dignity and caring for our most vulnerable community members. We wholeheartedly believe that the Safe Haven Parking Project offers the integrity, safety, and accountability needed to provide this vital shelter opportunity. We belong to each other and caring for one another is what makes Bend special. Thank you for joining us in the magic of kindness.

Details can be found on the following pages, and don't hesitate to contact either REACH or [contact person at host site] with questions.

Sincerely,

[Host Site Representative & Contact Info]

REACH - [reachoutcentraloregon@gmail.com](mailto:reachoutcentraloregon@gmail.com)

# Safe Haven Parking Project - Neighbor Information

The Safe Haven Parking Project is a partnered emergency response by [name of host site] and REACH to provide protected parking for [agreed upon number of vehicles] households experiencing homelessness.

Vision: Individuals living in their vehicles as temporary shelter struggle with personal safety and dignity. Some within this population show strong probability of transitioning into stable housing if offered a few weeks or months of safe parking. We can provide this help, when offered carefully, with professional partners. We hope that other host sites will see the simplicity and ease of offering this very small, managed, and finite program. By hosting the Safe Haven Parking Project on multiple properties, we are able to make a significant, distributed, community-wide impact for good.

Purpose: The Safe Haven Parking Project provides a safe and organized parking space for specific individuals who are homeless, socially stable, and already in case management during the COVID-19 health emergency. This safe parking space will operate in compliance with the laws, regulations, and Governor's orders of the state of Oregon and the City of Bend.

Logistics: The Safe Haven Parking Project will offer no more than [agreed upon number of vehicles] registered and tagged vehicles during the City of Bend declared COVID Emergency in numbered and assigned stalls at [name of host site]. Intake and case management are prerequisite and ongoing. Guests are selected by case managers based on background checks, prior history and medical need. Port-a-potty service and garbage service is provided on site. Guests are permitted no visitors outside of case managers. Bend Police are alerted and partnered appropriately in this temporary emergency response.

Expectations: The Safe Haven Parking Project will quietly coexist with [name of host site] and our neighborhood during the COVID Emergency, until such a time as [name of host site] needs parking restored or the Covid Emergency declaration ceases. Guests will agree to the following Code of Conduct:

1. No use of illegal drugs or alcohol.
2. No possession of weapons in parking lot or on-site.
3. Maintain grounds and parking space in a clean and litter free condition.
4. Not damage or take property belonging to the property or other Guest.
5. Practice physical distancing, (stay 6 feet away from other guests & parking spaces).
6. Observe quiet hours from 10:00 p.m. to 7:00 a.m.
7. Not use violence, intimidation or abusive behavior/ language.

8. Personal belongings must be stored in your vehicle.
9. No unauthorized visitors allowed.
10. Open flames, camp stoves and campfires are prohibited.
11. No loud music or other disruptive noises.
12. Keep your pet on a leash and in your control at all times. Always pick up after pet immediately. All dogs must have proof of license and rabies vaccination.
13. Wear clothing at all times outside your vehicle.
14. You are expected to keep your vehicle operational. You will not leave your vehicle (unattended/abandoned), unless approved in advance by REACH. Your vehicle may be towed if abandoned.
15. Use port-a-potty and garbage cans as intended.

Launching the Safe Haven Parking Project simply means that [agreed upon number of vehicles] vehicles will quietly reside at [name of host site] in the [description of where in the parking lot]. Regular operations are unaffected.

If you have questions or concerns, please do not hesitate to contact:

REACH (regarding guest management concerns): at [reachoutcentraloregon@gmail.com](mailto:reachoutcentraloregon@gmail.com)

or

[Host Site Representative & Contact Info]



January 15, 2021

710 NW WALL STREET  
PO BOX 431  
BEND, OR 97709  
(541) 388-5505 tel  
Relay Users Dial 7-1-1  
(541) 385-6676 fax  
bendoregon.gov

To Whom It May Concern:

On behalf of the City of Bend, thank you for considering supporting and participating in the Safe Parking Program facilitated by REACH and local nonprofits. This letter of support is intended to both encourage you to join other local faith communities in providing a vital and safe overnight location for individuals experiencing houselessness and to outline the ways the City of Bend is supporting this effort.

MAYOR

Sally Russell

CITY COUNCILORS

Melanie Kebler

Anthony Broadman

Megan Perkins

Rita Schenkelberg

Gena Goodman-Campbell

Barb Campbell

While the City of Bend is dedicating more resources to assisting community members who are struggling to find safe and stable housing, the need is growing every day. With Covid-19, economic instability, and far too few options for housing, the situation is becoming dire. In order to address the wide continuum of housing supports, safe overnight parking is one of the short-term options that has shown early successes. It provides a vital first step for individuals to engage with REACH and safely meet their most basic needs.

CITY MANAGER

Eric King

The City of Bend has held a contract with REACH for the past year to provide critical case management and vital resources to individuals in our community who are facing homelessness. By investing in this partnership, the City is building sustainable options for individuals. Throughout our contract with REACH, they have provided valuable, timely, and professional services while staying within set timelines and budget.

Bend City Council and City staff are committed to addressing homelessness and housing insecurity in our community. Additional ways that we have specifically allocated resources to this effort include:

1. Bend Police Department is supportive of the Safe Parking Program. Community Outreach Officer Kecia Weaver partners closely with REACH to ensure prompt and coordinated services are available to those impacted by homelessness and mental health challenges.
2. The City of Bend created a Covid-19 Emergency Declaration to temporarily waive code restrictions to support overnight stays in public

and private lots. There is a simple application online that you will be asked to complete prior to hosting guests. Visit *Temporary Transitional Shelter Sites* ([bendoregon.gov](http://bendoregon.gov)) for more details.

3. Engaged all City Departments to ensure that the Safe Parking Program is successful.
4. Funding allocations as available through the CARES Act, Council-directed funding, and other opportunities as they arise.

The City of Bend fully supports the Safe Parking Program and REACH's efforts to expand the sites to more adequately address the needs of our community members. I encourage you to partner with this program and assist our most vulnerable community members find the safety and security they need to thrive. If you have questions or would like more information, please contact Shelly Smith, Sr. Management Analyst at [shsmith@bendoregon.gov](mailto:shsmith@bendoregon.gov) or (541) 388-5535.

Eric King  
City Manager