

KEEP IN MIND

- Local service providers know how to help our houseless neighbors better than anyone. The more you support these groups and organizations, the better they can help people get off the streets and into stable housing.
- Avoid perpetuating stereotypes, stigma and myths. Humans experiencing homelessness are not defined by their housing status. It's often temporary, and it's likely they've sought housing and/or shelter and there was none available.
- Many organizations directly help the houseless and work to increase affordable, accessible solutions. Find an organization that you want to support and ask what they need or how to help.
- Advocate within your circle of influence to help make things better for our neighbors who are homeless. This will help our businesses too.

RESOURCES

DESCHUTES COUNTY / BPD NON-EMERGENCY
(541) 693-6911

DESCHUTES COUNTY 24hr CRISIS LINE
(541) 322-7500 ext. 9

DESCHUTES COUNTY STABILIZATION CENTER
63311 NE Jamison St. (541) 585-7210

CRISIS TEXT LINE: 741741

CENTRAL OREGON COORDINATED ENTRY SYSTEM
Tues, Th 12 - 4pm (541) 630-2533

SHEPHERD'S HOUSE SHELTER

5:00 pm daily, NE 2nd Street, near Bi-Mart

THE LOFT (YOUTH SHELTER)

19 SW Century Dr. (541) 318-3436

BETHLEHEM INN SHELTER

3705 NW Hwy 97 (541) 322-8768

CASCADE PEER AND SELF-HELP CENTER

1128 NW Harriman St. (541) 322-7459
Services available Mon-Fri 9 am - 1 pm

FAMILY KITCHEN/RED DOOR (TRINITY EPISCOPAL)

231 NW Idaho Ave (All meals are packaged to go.)
Lunch M, W, F: 10:30 am – 12:30 pm
Lunch Sat: 11 am – 12:30 pm | Sun: 11 am – 1 pm
Dinner T, Th, F: 4:30 pm – 6:30 pm

THE GIVING PLATE 1245 SE 3rd St. (541) 797-6883

Thurs and Fri 10 am – 4 pm, Sat 10 am – 2 pm

BEND CHURCH (UNITED METHODIST)

680 NW Bond St. (541) 382-1672
Lunch: Wednesdays 8 am - Noon

SALVATION ARMY

231 NE Dekalb St. (541) 389-3888
Food Pantry: Open Mon-Fri 1 pm – 4 pm

CENTRAL OREGON VETERANS OUTREACH (COVO)

61510 S. Hwy 97 Suite 100 (541) 383-2793

SAVING GRACE (DOMESTIC VIOLENCE)

(541) 382-9227

SHEPHERD'S HOUSE MINISTRIES PROJECT S.H.A.R.E

(541) 388-2096 / ext. 206

REACH Stacey Witte (425) 765-1782

HELPERS Jon Riggs (360) 597-6110

ST. VINCENT DE PAUL BEND (541) 389-6643

ENGAGING WITH CENTRAL OREGON'S HOUSELESS COMMUNITY

Resources & Tips for Local Businesses in Bend



**HOMELESS
LEADERSHIP
COALITION**

www.cohomeless.org

DO

- Get to know unhoused neighbors in your area and treat them with kindness and compassion. "Hi! I'm Mike. I wanted to make sure you were ok. Is there anything I can do to help you?"

A little respect can go a long way.

SUGGESTED BEST PRACTICES

- Keep surrounding spaces, alleyways and adjacent areas clear or locked.
- Install [motion-activated] lighting around your building; lock or turn off exterior power outlets and other utilities.
- Keep dumpsters, trash enclosures locked.
- Support shelters and shelter alternatives like tiny villages and safe parking programs.
- If someone, homeless or not, is being disruptive, try to calmly and safely deescalate the situation if you are comfortable doing so. Approach with caution and avoid closed body language.

DO NOT

- Assume people know your boundaries or expectations.
- Offer food or money, unless you are equipped and willing to handle repeat requests.
- Permit anyone to store shopping carts or personal belongings on your property.

COMMON SCENARIOS

SOMEONE IS SLEEPING/LOITERING AT THE BUSINESS

- As it's likely not to be a one-time interaction, it is best to establish a friendly relationship with the individual(s).
- Introduce yourself. Share your name before asking for their name(s). Explain you want to get to know all your neighbors.
- Politely ask them to leave using sincere empathetic language that deflects the request to a third party (e.g. the property owner asks them to leave, even if that person is you). This reduces the power-dynamic and will help in future interactions.
- Let people know where they can be or relocate to, as opposed to only where they cannot be.
 - "You can be on the sidewalk as long as you leave room for people to pass by"
 - "The nearby park is shady. "
 - "ABC location serves lunch at 12pm"
 - "In order to..."
 - "Can you help us by..."
 - "Please do not ask our customers for money or I will have to ask you to leave."
- Call a local resource for support first.
- Engage law enforcement if you feel you have exhausted all other options. We suggest calling the non-emergency police line first.
- If safety is a concern, call 911.

SOMEONE DISRUPTIVE HAS WALKED INTO THE BUSINESS

- If they purchase something, treat them like any other customer, setting a great example for your employees and patrons alike.
- If they do not make a purchase, inform them the area is for customers, and politely ask them to leave - only if you would do the same for a non-paying patron who is not homeless.
- If they are experiencing a personal crisis or symptoms of a mental health concern and are disruptive:
 - Offer to call someone they know for support.
 - Ask them to leave politely.
 - Prioritize the safety of all in your business.
 - Call the mobile crisis line first then the non-emergency police line.
 - Call 911 if the situation is dangerous.

A few reasonable words may prevent the police or others from having to get involved and reduce the criminalization of homelessness.