



**CITY OF BOULDER  
OFFICE OF THE CITY MANAGER**

**TO:** Joe Taddeucci, Public Utilities Director  
Alison Rhodes, Parks & Recreation Director  
Kurt Firnhaber, Housing & Human Services Director  
Dan Burke, Open Space & Mountain Parks Director  
Cris Jones, Interim Community Vitality Director  
Joanna Crean, Facilities and Fleet Director  
Natalie Stiffler, Interim Transportation & Mobility Director  
Maris Herold, Police Chief  
Michael Calderazzo, Fire Chief  
Alyssa Liddle, Interim Risk Manager

**FROM:** Nuria Rivera-Vandermyde, City Manager

**DATE:** March 29, 2023

**RE:** Encampment and Encroachment Abatement Protocol Amended

---

Since the spring of 2021, there has been a cross-departmental effort to memorialize a standardized procedure to encourage and assist people experiencing homelessness in finding solutions consistent with the established homelessness response system and to reduce encampments and associated unsafe living conditions located in the City of Boulder. The initial established protocol was sent to you January 14, 2022.

The Encampment and Encroachment Abatement Protocol continues to be necessary to ensure consistency and standardization of processes with respect to city interactions associated with encampments. The SAMPS team has made some changes to this protocol after continued collaboration and monitoring. These changes can be seen in the attached amended Protocol. Additionally, these changes have been put in writing and approved by the city manager on March 29, 2023 as required.

**Cc:** Teresa Tate, City Attorney  
Sandra Llanes, Acting City Attorney  
Erin Poe, Acting City Attorney

**Attachment:** Encampment and Encroachment Abatement Protocol Amended

## **ENCAMPMENT AND ENCROACHMENT ABATEMENT PROTOCOL**

### **I. PROTOCOLS**

These protocols provide a process to encourage and assist people experiencing homelessness to find solutions consistent within the established homelessness response system and to reduce encampments and associated unsafe behavior and living conditions and spaces located in or owned by the City of Boulder (the “City”).

These protocols support a multi-layered approach to improve the quality of life for all Boulder community members, regardless of housing status.

This document provides guidance to City of Boulder employees in assessing and determining how to focus public space maintenance efforts and to increase effective and equitable decision-making surrounding public spaces.

These protocols aim to aid staff in mitigating the risks and health hazards associated with encampments and the areas that surround them through a consistent collaborative approach that recognizes and supports human dignity.

### **II. FOUNDATIONAL PRINCIPLES**

- A. Individuals experiencing unsheltered homelessness are vulnerable and deserving of dignity and respect in accordance with their rights.
- B. Sheltering outside represents serious health and safety risks and does not represent a dignified form of shelter.
- C. Individuals sheltering in encampments are not able to successfully address mental and behavioral health challenges.
- D. Every effort should be made to connect individuals to Housing First solutions where mental and behavioral health and other supportive services can be transformative in keeping individuals out of homelessness.

### **III. PURPOSE AND PRINCIPLES**

These protocols aim to reduce encampments and associated unsafe conditions in the City, with particular attention to keeping individuals out of floodways, drainage ways, high hazard zones, play areas and public spaces used by the whole community, while providing people experiencing homelessness, solutions consistent with the City of Boulder Homelessness Strategy and Homeless Solutions for Boulder County coordinated approaches.

- A. Encampments represent a serious health and safety risk – for those staying within the encampment as well as the broader community:
  - 1. People experiencing homelessness may face health risks and are at increased risk for loss of life due to inclement weather, or other public health risks (i.e., disease,

contamination of living space). These individuals are often vulnerable and can be victims of crime.

2. City staff and community members often report encountering biohazards and can feel threatened by behavior they encounter in areas such as the Boulder Creek path or on Open Space.
3. People experiencing homelessness are at increased risk in floodplains and other hazardous areas.
4. Encampments often attract more serious crimes, such as drug distribution.
5. Encampments increase wild land fire risks.
6. Encampments can negatively impact cultural and natural resources, including endangered wetlands or other sensitive and ecologically important natural areas.
7. Encampments have negative impacts such as needles and biohazards which are left in areas and on playgrounds used by children.

B. Encampments are not a solution to homelessness. Stable and permanent housing is the solution to homelessness.

C. Regardless of outreach efforts, some people in encampments will reject offers of service. This requires frequent and ongoing efforts to engage and support people with many barriers to engagement while recognizing that, in many cases, outreach and engagement efforts may not result in eradication of unsheltered homelessness.

D. People experiencing homelessness are entitled to the same right of enjoyment and being welcomed in public spaces as other community members and should not be criminalized for legal use and enjoyment of public spaces.

E. Like all members of the community, people experiencing homelessness must follow laws and public health guidance, including social distancing and wearing of face covering requirements during public health emergencies.

F. Encampments and the impact on managing safe public spaces impact the work of multiple City departments and requires partnership and joint efforts to achieve outcomes.

#### **IV. SCOPE**

A. This document is intended to provide consistency, safety, reporting and response procedures to operational activities revolving around impacts from encampments. Multiple departments in the City deal with the impacts from encampments, illegal camping and encroachment sites. There is a need to provide an organizational standard response to these departments which include Parks and Recreation (BPR), Public Works (PW), Open Space and Mountain Parks (OSMP), Community Vitality and Parking Access (CV), Housing and Human Services (HHS), Transportation (TR), Facilities and Fleet

as well as the Boulder Police Department (BPD), and Risk Management, among others, collectively known as “Safe and Managed Public Spaces” – team or SAMPS. The goals that this document will meet include:

1. Providing a safe environment for employees and contracted workers to work in;
2. Providing a standard response addressing community concerns of safety and impacts;
3. Providing proper safety equipment requirements including consistent training;
4. Creating a transparent and consistent response in property handling/storage/retrieval, and waste disposal;
5. Capturing data requirements to continue enhancing reporting capabilities that provide for data driven operational decisions; and
6. Providing communication avenues for the collaborative efforts made within the multiple departments.

B. The enforcement of illegal camping or encroachment activity is one facet of a multi-pronged effort. This document clarifies the responsibilities in ensuring encampments are addressed compassionately, carefully, and in compliance with the law.

C. These protocols are applicable to any illegal camping or encroachment activity within the property owned or controlled by the City.

D. These protocols are applicable to all City departments and agencies contracted by the City to provide services and assistance to individuals or families experiencing homelessness, or who are at risk of homelessness.

E. The SAMPS team is responsible for the care, maintenance and upkeep of City owned property, the notification and/or enforcement of the rules and regulations that may pertain to City property or City-controlled property and for following these protocols when assessing whether to abate encampments on City owned or controlled property.

## V. DEFINITIONS

### **For purposes of these protocols, the following terms shall be defined as follows:**

A. **Abandoned Article:** Personal property located in a public place is presumed to be abandoned by the owner or custodian permitting an authorized official to take custody whenever:

1. the property is placed out for collection in conjunction with solid waste or recyclable material on the scheduled date for City collection, or it is placed there on a date contemporaneous with community collection or cleanup; or

2. a reasonable person would not allow the property to be left unattended for the length of time the property has been there, considering the location of the property on the sidewalk, roadway or any other public space or right of way, the type of property, the danger of theft, and the risk of damage from weather.

B. **Abate or Abatement:** Having the individuals in an encampment vacate the site and remove their personal property or property they desire to keep from the site so the City may clean and restore the site to its original condition.

C. **Biohazard:** A biological substance that poses a threat to the health of living organisms, primarily humans. This could include a sample of a microorganism, virus or toxin that can adversely affect human health.

D. **Bloodborne Pathogens:** Pathogenic microorganisms that are present in blood (human or animal) and that can cause disease in humans or animals. HIV, Hepatitis B, and Hepatitis C are examples of common bloodborne pathogens.

E. **Camping Ordinance:** Section 5-6-10, "Camping or Lodging on Property Without Consent," B.R.C. 1981, prohibits camping on any public or private property in the City of Boulder without permission from an authorized individual. The ordinance defines camp as to reside or dwell temporarily in a place, with shelter, and conduct activities of daily living, such as eating or sleeping. Camping does not include napping during the day or picnicking. Shelter is any cover or protection from the elements other than clothing.

F. **Contaminated:** The presence or reasonably anticipated presence of biohazards, blood or other potentially infectious materials on an item or surface. This does include chemical or radioactive contamination.

G. **Contaminated Sharps:** Any potentially contaminated (biohazard) object that can penetrate the skin including, but not limited to needles, scalpels, broken glass, broken capillary tubes, and any other objects capable of skin penetration which may be contaminated.

H. **Coordinated Entry:** A countywide system to screen adults experiencing homelessness to determine appropriate services. Families, youth, or victims of domestic violence have other systems for connection to supportive services.

I. **Data Team:** Primarily includes City staff from Information Technology and Information Services, who support development, collection, and reporting of encampment-related data, among other related tasks.

J. **Encampment:** Unauthorized structures or materials in an identifiable public area which appears to be used for illegal camping by one or more individuals. This would include camping equipment and personal property that to a reasonable person indicates that person has remained, or intends to remain, on the property overnight or on the property when it is closed to the public. Camping

equipment includes but is not limited to tents, tarps, blankets, sleeping bags, cooking equipment and other items commonly associated with remaining overnight.

K. **Encroachment:** An item(s) that is located in such a way as to impede or obstruct use of a sidewalk, trail, path, street, roadway, or other route of travel through public property.

L. **Floodway:** A channel of a river or other watercourse and the adjacent land areas that must be reserved to discharge the base flood without cumulatively increasing the water surface elevation more than a designated height.

M. **Garbage/Refuse:** Any item that in its present condition has no apparent utility.

N. **Hazardous Material(s):** An item that reasonably appears to pose a health or safety risk to members of the public or to City employees or to other authorized personnel. Any items that present an immediate risk to public health or safety, including but not limited to biohazards, illegal drugs, drug paraphernalia, used syringes, medical waste, and perishable food items, illegal propane tanks, rodent or other infestation, or other items contaminated with the aforementioned items, may be disposed of immediately.

O. **High Utilizers:** People who impose a disproportionately high burden on community services or systems.

P. **Inquire Boulder:** The City of Boulder's customer response website ([bouldercolorado.gov/unsanctioned-camping](http://bouldercolorado.gov/unsanctioned-camping)) for community members to report issues to the city.

Q. **Outreach:** Any number of relationship-building efforts or connections to resources on behalf of persons experiencing homelessness. The Boulder Police Department's Homeless Outreach Team (HOT), Boulder Municipal Court Homeless Navigators, and Boulder Targeted Homeless Engagement and Referral (B THERE) are three examples of outreach programs currently operating in the City.

R. **PPE:** Personal Protective Equipment is designed to protect the user against health or safety risks at work. It can include items such as safety helmets, Tyvek suits, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment (RPE).

S. **Person Experiencing Unsheltered Homelessness:** An individual whose primary nighttime residence is considered a place not meant for human habitation. This can include people living outdoors, in encampments, in vehicles, in tents, or other places not suitable for long-term human habitation.

T. **Personal Property:** An item that is: 1) reasonably recognizable as belonging to an identified person; 2) in its present condition has apparent utility; and 3) is not hazardous. Examples of personal property include, but are not limited to, tents, bicycles, radios or other electronic equipment, eyeglasses, prescription medications, photographs, jewelry, crutches, wheelchairs, and legal documents such as ID's, birth certificates, or social security cards. Personal property does not include construction materials such as wood products, metal, or rigid plastic.

U. **SAMPS or Safe and Managed Public Spaces:** Shall mean any City department involved in coordinating or managing encampment response. Unless a department is specifically called out, this term as used in this document shall include but is not limited to the following departments: Parks and Recreation (BPR), Public Works (PW), Open Space and Mountain Parks (OSMP), Community Vitality and Parking Access (CV), Housing and Human Services (HHS), Transportation (TR), Facilities and Fleet as well as the Boulder Police Department (BPD), and Risk Management – collectively known as the SAMPS team.

V. **Sharps Container:** Any plastic container constructed to safely contain and transport used Sharps.

W. **Shelter:** A facility designated for temporary nighttime stays available to people experiencing homelessness. For the purpose of this document “shelter” refers to the Boulder Shelter for the Homeless. A shelter is not considered to be a permanent housing solution to homelessness.

X. **Structure:** Anything constructed or erected on or under the ground, or any improvement built up or composed of parts joined together in some definite manner that could potentially provide shelter. Structures include, but are not limited to, buildings, lean-tos, tents, awnings, hammocks, and tarps.

Y. **Tent/Propane Tank Prohibited Ordinance:** Section 8-3-21 “Prohibited Items” prohibits using or placing any tent, net, or other temporary structure for the purpose of shelter or storage of property on public property; also prohibits possessing a propane tank on public property with some exceptions such as with a city approved permit for special events.

## VI. PROCEDURES

A. **Reporting.** The City learns of encampments and encroachments in several ways, including:

1. through notification from the public via a customer management tool or direct emails to the City; and/or
2. from City staff out in the field who encounter people camping or encroaching on public property.

B. **Assessment and Prioritization.**

1. Upon receiving reports, SAMPS staff either enter data regarding the location(s) or the location is automatically geo-referenced into the designated Public Space Reclamation Map.
2. SAMPS shall perform field inspections by visiting the site to assess the area. During inspection of an encampment on public property SAMPS staff shall determine if the encampment or encroachment meet the criteria for abatement. (See **Appendix B** Prioritization Criteria)
3. SAMPS staff collect data based on visual inspection using a tool equipped with the prioritization criteria. Cleanups at encampment sites are prioritized based on health and

safety issues observed as described further in Appendix B. Criminal behavior and obstructing a facility (e.g., encroachments on the sidewalk) are also considered as part of this prioritization. SAMPS staff shall document its observations to support its determination that the encampment or encroachment should be abated.

- C. **Scheduling.** SAMPS staff shall jointly plan and schedule notifications based on prioritization identified in Appendix B.
- D. **Weather.** Notwithstanding unique personal or public safety circumstances (e.g., people occupying stormwater pipes or obstructing commuter corridors such as multi use paths), as set forth in Section E below which may necessitate immediate cleanup under any weather circumstances, cleanup activity shall generally be performed during dry conditions when it is not raining or snowing and when extreme cold conditions do not exist. Cleanup activities for abandoned encampments and trash may occur during any weather condition.
- E. **Notice.**
  - 1. SAMPS staff shall post cleanup sites with written notifications as soon as possible, but not less than 72-hours before the cleanup, absent an exception as defined below.
  - 2. When possible, verbal notice is given to every individual present in the camp during notification. If verbal advisement is given, it shall include:
    - a. the need to immediately move from the camp and remove all belongings and property;
    - b. information about Coordinated Entry and other support services;
    - c. the day of expected cleanup;
    - d. notification that failure to move from the camp on the day of the cleanup will be in continued violation of the law and is subject to criminal prosecution;
    - e. where stored property may be retrieved at no cost; and
    - f. a phone number for individuals to call who may have questions regarding property retrieval.
  - 3. Written notice shall be posted to the general area to be cleaned up and, wherever possible, attached to tents/structures. Posting to the general area shall suffice for the 72-hours' notice prior to cleanup.
  - 4. Written notice should be substantially in the same form as **Appendix A**.
  - 5. BPD will document notification via body worn camera and by establishing a case number for the cleanup.



6. Permanent and temporary signage related to encroachment regulations and/or cleanup of illegal encampments on property SAMPS maintains may also serve as notification of cleanup activities.
7. During notifications, BPD provides information about Coordinated Entry and other support services. SAMPS collects additional data if possible.
8. Exceptions to Notice - Certain situations involve an immediate hazard or threat to public safety that requires a more immediate response without providing 72 hour written notice to vacate and/or may be subject to another city code violation. Those exceptions include: (1) people or property obstructing a city street or commuter multi-use path, sidewalk, or trail in a manner that creates a significant potential for an accident or harm to other street/path users and/or those individuals causing said obstruction. In addition to the immediate hazard, for Americans with Disabilities Act (ADA) compliance, the city must ensure people with limited mobility have full and unimpeded access to use sidewalks/paths and access structures served by those sidewalks/paths; (2) when there is an imminent threat of flooding due to a flash flood warning, flood warning or flood watch issued by the National Weather Service and the encampment is located in an area that will be directly impacted by such weather event; (3) people or property blocking a building entryway and/or fire exit; or (4) when there is an imminent threat as determined by either the Fire Chief or Police Chief or their designee.

In the exceptions identified above, the individuals creating the obstruction shall be given a verbal warning to vacate. The SAMPS team will document when and why an exception is utilized. When encampment abatement occurs immediately under the notice exception provisions stated in this section, the same property storage procedures shall be followed as described in this document.

#### **F. Outreach.**

1. Timeline of Intervention, Engagement, and Outreach: Understanding that people experiencing unsheltered homelessness may be wary of outreach efforts and system resource usage, outreach and engagement activities are designed to reach out to persons experiencing homelessness in encampments during different critical timepoints and over multiple interactions. To the best of our ability, the goal is to ensure that each person experiencing homelessness in an encampment is engaged at least once through the process.
  - a. The B THERE team will provide initial outreach when made aware of an encampment and will alert the individuals within the camp of an expected cleanup activity.
  - b. Follow up activity may occur through additional visits by the B THERE and HOT teams.

- c. The BTHERE and HOT teams will continue engagement after a cleanup activity to learn from the impact of a cleanup on persons experiencing homelessness and to further encourage people into the homelessness response system.
  - d. Throughout the process, the different outreach teams will coordinate activities to ensure that all people are reached by the most appropriate resource(s).
  - e. Boulder Municipal Court Homeless Navigators will continue to engage with individuals who have been identified as high utilizers of the justice system who may be camping, to assist them in housing first solutions.
2. **Resources and Connection.** Outreach and engagement to people who reside in encampments primarily focuses on connection to Coordinated Entry (CE) screening. As CE screening acts as the “front door” to the countywide homelessness response system, it provides the most direct and effective avenue for people wishing to end their unsheltered homelessness. Many people residing in encampments have been previously screened through CE and have not accessed services for a variety of reasons; therefore, outreach workers will also attempt to re-engage persons experiencing homelessness in encampments in this situation with available services. Engagement and outreach will strive to connect with all individuals who are camping in public spaces regardless of there having been a notice given for a future clean-up activity. The various teams that conduct outreach will coordinate work on solutions and strategies to assist on a shared, individual named approach.

G. **Abatement.** After initial assessment, notification and outreach, SAMPS staff will proceed with cleanup in the following manner:

- 1. SAMPS staff will offer trash bags to individuals who voluntarily clean up, pack up their belongings and leave the site.
- 2. **Safety.** During the cleanup events, materials and items that can gathered can range from waste, refuse, soiled/damaged items, biohazards, contaminated Sharps, and other potentially hazardous items. For the safety and efficiency of all staff, SAMPS and contractors will not sort through contaminated property. Safety considerations will be paramount when assessing the status of property on site. Whether or not the location has active occupants, if at any time staff from the SAMPS teams or their contractors feel or encounter a situation that is unsafe, they will alert BPD on site.
- 3. **Contractors.** When and if a cleanup contractor is used, the City will strive to ensure that all procedures are followed, and data captured by the contractor or the staff member coordinating the contractor cleanup. City staff are ultimately responsible for ensuring that all procedures are followed, and information is gathered.
- 4. **Determination of whether personal property poses a public health or safety risk.**
  - a. Any trash or litter, including but not limited to used napkins, dirty diapers, food wrappers or used food containers, empty cans, used Styrofoam containers or

paper cups, cigarette butts, fuels and other hazardous materials, wet, moldy, or mildewed items, perishable goods, or other items that can reasonably be considered a sanitation concern may be disposed of immediately.

- b. To ensure appropriate sanitation, mattresses and upholstered furniture shall be deemed to be trash and immediately disposed of.
  - c. City employees shall bring any weapons found to the attention of a police officer. Storage of the weapon shall follow BPD policy.
  - d. Any personal property items that are not a public health or safety risk or trash, that could reasonably be assumed to have value to any person, will be collected and stored. These items may include tents, sleeping bags, and any other camping equipment; backpacks, suitcases, duffle bags, and any other containers of personal items; clothing; bicycles; phones, electronic devices, and musical instruments; and other similar identifiable items of personal property, including unupholstered furniture. City employees will take particular care to identify, collect and store sensitive personal items and documents, such as wallets and purses, prescription drugs, birth certificates, identification cards, drivers' licenses, and health care documents.
  - e. If there is any question concerning whether an item should be considered as trash or valuable property, the City will assume the property has value and it should be stored in accordance with this protocol.
  - f. Documentation of all property and materials that are determined to be garbage/refuse or hazardous materials and therefore disposed of, shall be documented by BPD via body worn camera recordings and/or by the SAMPS team through photographs or video and attached to the assigned BPD case number.
5. **Time Allotted to Campsite Occupants to Vacate on Cleanup Day.** Once the SAMPS team arrives for a cleanup, a reasonable amount of time will be allotted for any remaining occupants to vacate the noticed area to be cleaned.
  6. **Compliance.** Every effort shall be made to encourage encampment occupants to vacate voluntarily on a noticed cleanup day, including providing advance opportunities for occupants to connect with services. SAMPS team members involved in notice or cleanup activities shall employ de-escalation techniques in interactions with encampment inhabitants. While there may be circumstances which may require immediate law enforcement intervention, the discretion to intercede remains with law enforcement and every effort shall be made to encourage voluntary compliance.
  7. **Re-occupancy.** Placing or using any tent, net, or other temporary structure for the purpose of shelter or storage of property on public property is prohibited under the Tent/Propane Tank ordinance pursuant to **Boulder Revised Code (B.R.C.) 8-3-21 Prohibited Items**. Enforcement under 8-3-21 may occur immediately if the SAMPS team observes tents in a noticed area or un-noticed area that is not part of a large

encampment. If an area has been previously noticed and a cleanup has occurred, the SAMPS team may continue the abatement process on subsequent days (generally within the same calendar week) of the original cleanup, including abatement of tents that may have newly located or relocated within the originally noticed area (i.e. moving a tent a few hundred feet away within the noticed area).

#### **Property Storage.**

1. The SAMPS team shall jointly determine location of storage or disposal. Materials that pose a public health or safety risk will be disposed of immediately.
2. If evidence of criminal activity is found at an encampment, BPD may seize such evidence as appropriate following BPD's storage of evidence policy. If narcotics or weapons are found, BPD will take the items into custody and follow the policy on storage and disposal.
3. Property that is not disposed of, voluntarily removed by persons experiencing homelessness in the encampment, or seized by BPD, will be stored in a storage container at an off-site location. SAMPS staff will tag storage container with an owner's name, if available, date, and case number, which will be provided by BPD.
4. SAMPS staff will complete a report with site cleanup data.
5. The Data Team will provide collection and retrieval data upon request.
6. SAMPS staff will complete additional data collection as possible/needed.
7. SAMPS staff will close out data points on the map.
8. The Data Team will close out any open Customer Relationship Management notices from the Inquire Boulder system.

#### **H. Property Retrieval.**

1. Information on how to retrieve property will be included in the written notification posted prior to cleanup.
2. Individuals seeking to claim property stored by the City as a result of a cleanup may leave a voicemail at the number designated on the notifications to arrange for property retrieval.
3. SAMPS staff will jointly arrange a pick-up location to meet the property owner and return belongings. SAMPS staff will pick up and transport stored property, with BPD upon request, to return property to owners at a pre-arranged date and time by appointment only.

4. SAMPS staff shall complete property retrieval reports and submit to the Data Team for input into the data system. BPD shall complete a Supplemental Report to be added to the assigned case number.
5. Stored property will be held by the City in accordance with the Boulder Revised Code as it pertains to property.

## **VII. TRAINING AND EDUCATION**

This document should be reviewed with all newly hired staff within 30 days of onboarding and should be reviewed each year thereafter with all staff. This document shall be made available to all City staff and to any contractors procured to perform similar work.

- A. Training is a key component to increase and maintain staff safety and awareness of hazards, trends, and tools to use when dealing with encampments and/or hazardous waste handling. The most effective method in reducing risks and hazards is to have current and consistent training programs. Trainings should be formatted to encompass the potential risks that staff may encounter while completing daily duties. Training may also support respectful interactions with all community members, including the unhoused.
- B. Full-time and seasonal City employees and supervisors shall receive training.
- C. Training will include but is not limited to the following:
  1. AED/CPR/First Aid Training
  2. Bloodborne Pathogen
  3. Site Analysis/Safety Assessments
  4. Materials Handling
  5. Conflict Management/De-escalation
  6. Signs of Mental Illness
  7. Stigma and how to refer someone to homeless services
  8. Trauma Informed Care
  9. Biohazard-related trainings
- D. **Responsibility.** It is the departments' manager's and supervisor's responsibility to provide adequate training for all employees performing encampment cleanups. Trainings should be documented with dates and signatures of the employees completing the training.

## **VIII. DATA COLLECTION AND REPORTING**

Over the past several years the City has seen an increase in response needs related to encampments and negative impacts as a result of illegal use of public spaces. Data collection of these efforts is necessary to both identify and track the work related to these issues as well as assist in relaying the impacts of the problem and prioritizing limited resources.

**Documentation.** To the greatest extent practicable, information regarding the number of unique persons with whom the teams engage, the number of engagements per person living in the encampment, the number of connections to Coordinated Entry or other services, and any other applicable individual data as determined through the outreach effort will be gathered. The data collected through outreach and engagement will inform any evaluation of processes and can help in the development of any future resource, sheltering, or housing programs.

SAMPS staff records data on encampments or encroachments they encounter.

## **IX. GENERAL COMMUNICATIONS**

To regularly communicate across departments, regular meetings will occur among all applicable City departments and contractors to discuss trends in activities, staff training and PPE, standard response efforts, and data collection.

## **X. INTERPRETATION AND APPLICATION**

Employees who have questions concerning possible conflict between their interests and those of the City, or the interpretation and application of any of these protocols, should contact their supervisor.

## **APPENDICES**

**Appendix A: Notice to Vacate**

**Appendix B: Prioritization Process and Criteria**

**Appendix C: Health and Safety Standards**

**Appendix D: Community Resource Guide**

Appendix A: Notice to Vacate example



**NOTICE TO VACATE AND ORDER  
TO REMOVE PROPERTY**

Pursuant to Boulder Revised Code (B.R.C.) 8-6-3 Public Right of Way and Public Easement Encroachments Prohibited and 9-3-3(a)(15), it is unlawful to store movable objects such as tents, clothing, bicycles or other personal items in the floodplain or public areas. The City of Boulder will be conducting a multi-agency cleanup in this area. This project requires that the public area be free from any and all obstructions.

**The City of Boulder will remove all items and individuals from this area after 72 hours from **XX/XX/2021**. This notice to vacate is in effect for 14 days from the date of notification. You must leave and not reoccupy this area during that time.**

Any individual who refuses to leave by the above date and time may be cited or arrested for violation of the B.R.C. 5-5-1 Obstructing Government Operations, 5-5-20 Unlawful Conduct on Public Property, or any other relevant city ordinance. Other ordinances may be enforced prior to the removal date.

**Property not disposed of may be retrieved by calling the City of Boulder at (303) 441-1855. Property will be stored in accordance with the B.R.C.**

**See reverse side of this Notice and Order for a list of community resources.**

## Community Resources

### Boulder Shelter for the Homeless

- Coordinated Entry is required for services. Housing Focused, Year-Round, Overnight Sheltering and Services for Homeless Adults: Diversion, Navigation, Standby, Reserved Bed, and Sober Dorm Programs. Showers, Lockers, Mail, Breakfast, Supper. **Boulder Shelter Closed 10am-5pm.**
- **Intake is 5-7pm. Masks are required.**
- **Walk-up Morning Services 6-8am** Coordinated Entry is required for this service. **Intake is 6-7:30am.** Breakfast ends at 7:30.
- **Monday-Sunday Free Bus** 5:00pm from 11th & Walnut to BSH 8:00am from BSH back to 11th & Walnut

### Coordinated Entry (CE)

**How to Access Adult Homeless Services in Boulder County under COVID Restrictions:** Are you a homeless adult (18 +) with no children in your household? Do you need a safe place to sleep, shelter, or help with basic needs? Your first step to receiving services from Boulder County or the cities of Boulder or Longmont is by contacting CE. This is a required step for anyone seeking homeless-related services. You will talk with a staff person and go through a short assessment. Based on that information, you will be referred to the most appropriate services given your needs. CE is available in both Boulder and Longmont. Services may include shelter; help identifying housing options, basic-needs services, case management & more.

- **Boulder:** Walk-in or Call M-F 10am-4pm (Tues 12-4), Age Well Center 909 Arapahoe, 303-579-4404
- **Longmont:** Walk-in or Call Mon-Fri 12-2pm, The HUB 515 Coffman St. Longmont, 303-579-7364
- **What if I need help after CE hours?** You may go to the Boulder Shelter 5-7pm. You must complete the assessment at the next available time to access future services.

### OPEN PUBLIC BATHROOMS WITH HANDWASHING

- **Chautauqua, Baseline Road & 9th St**
- Eben G. Fine Park, 101 Arapahoe Ave.
- Foothills Community Park, 800 Cherry
- Harlow Platts Park, 1360 Gillaspie Dr.
- 9th St. in the Civic Area
- Pearl St. Mall & 14th, by the Courthouse
- Valmont City Park, 5110 Valmont Rd.
- Hand Sanitizer in port-a-pots in Martin & N. Boulder Parks, 36th St & Eastman & 9th & Dellwood

**Emergency: 911 - Boulder Police Dispatch: 303-441-3333**

### MEDICAL

- **People's Clinic & Clinica Family Health Services**, 2525 13th St. 303-650-4460, MWF 8am-5pm, T-TH 8am-9pm, Open for telehealth, urgent preventative medicine appointments. Pharmacy Open. Flu Vaccines, COVID testing. COVID Vaccinations 12+.
- **St. Benedict Health & Healing Ministry**, Doctor, Nurse, and PT will offer free medical services at some Sunday Free Meals, 303-380-3132 for more info.
- **Boulder Community Health Foothills Hospital**, 4747 Arapahoe Ave., 303-415-7000.
- **Mental Health Partners 24/7 Walk-in Crisis Center & Addiction Services: Call 1-844-493-TALK; text TALK to 38255 or go to 3180 Airport Rd. Boulder CO.** New clients & appts: 303-443-8500 All other MHP locations are closed for general entry. Clients should check with their provider/CARE team prior to appt. **Withdrawal Management:** 303-441-1281
- **Street Paws** (Dogs & Cats) 720-840-4636, Emergency needs for pets of homeless clients.
- **Emergency Psychiatric Crisis Line 1-844-493-8255 (TALK)**
- **MESA Rape Crisis Hotline: 303-443-7300.**
- **Safehouse Progressive Alliance for Nonviolence (SPAN) 24hr Crisis Line 303-444-2424** Emergency shelter for survivors fleeing abuse. **DV Outreach:** 835 North St. 303-449-8623 Counseling, legal advocacy, support groups.



**Appendix B: Prioritization Process and Criteria**

Department-specific responsibilities within the SAMPS team are indicated in the colored swim lanes below. Tasks that fall under more than one department’s responsibility are indicated by boxes that cover multiple swim lanes.

The encampment and encroachment abatement protocol establishes a procedure to help people experiencing homelessness find solutions and reduce encampments and associated unsafe behavior in public spaces in the city. The protocol supports a multi-layered approach to improve the quality of life for all Boulder community members. The prioritization formula is to help city employees assess and determine where to focus efforts based on specific observations by having a set formula to identify and assess needs in public spaces. This approach increases effective and equitable decision-making surrounding public space efforts and allows the city to verify and validate its levels of service.

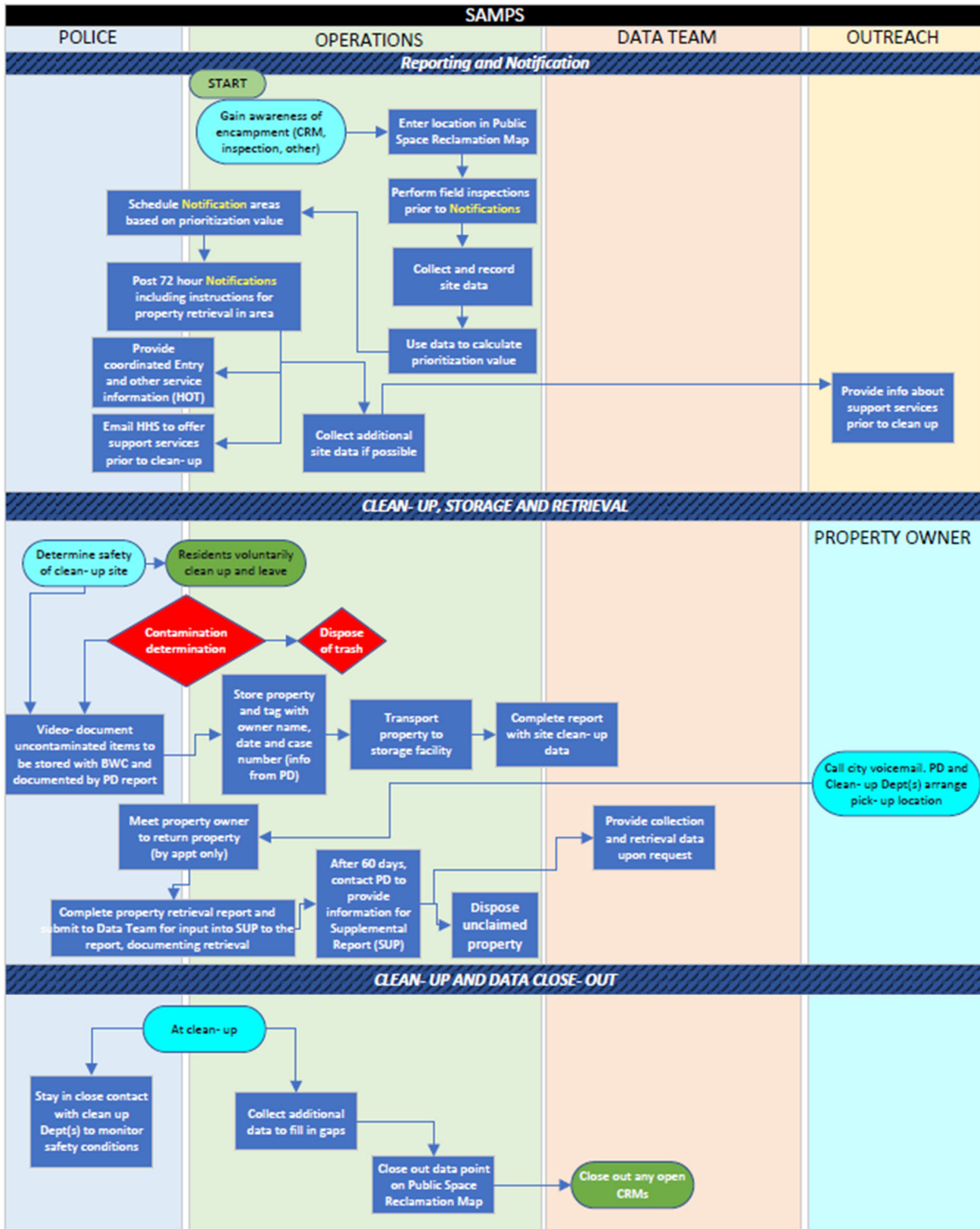
**Prioritization Scale:**

- **0-25:** Low Priority (low impact)
- **26-50:** Directed trash/remediation services
- **50-70:** Begin scope of work and cleanup process
- **70-100:** Immediate/expedited cleanup required (high impact)

Category	Points	Assessment Scoring	Total Points Available
<b>INITIAL DATA COLLECTION AND PRIORITIZATION ELEMENTS INDICATED BY GREEN SHADING</b>			
<b>Life/Safety Risk (floodway)</b>	0-5: Score x4	<ul style="list-style-type: none"> <li>● <b>0</b> – Not in a floodway.</li> <li>● <b>1</b> – Within 50 feet of a creek. Debris unlikely to become obstructions if moved downstream.</li> <li>● <b>3</b> – Directly adjacent to a culvert or waterway. Debris likely to become obstructions if moved downstream.</li> <li>● <b>5</b> – Directly in a channel, pond, pipe, or culvert OR 50% blockage of culvert, pipe, or channel.</li> </ul>	20
<b>Proximity to school, park w/playground, or private residence</b>	0-5: Score x4	<ul style="list-style-type: none"> <li>● <b>0</b> – More than 1,000 feet from school, playground, or private residence.</li> <li>● <b>1</b> – More than 1,000 feet from school, playground, or private residence, but on a route to school or playground.</li> <li>● <b>2</b> – Within 1,000 feet of school, playground, or private residence.</li> <li>● <b>3</b> – Within 500 feet of a school, playground, or private residence.</li> <li>● <b>4</b> – Bordering school, playground, or private residence, within 100 feet of a school bus stop.</li> <li>● <b>5</b> – On a school or part property, attached to an occupied private residential property.</li> </ul>	20
<b>Impact on Neighborhood Livability (trash/debris)</b>	0-5: Score x2	<ul style="list-style-type: none"> <li>● <b>0</b> – No trash, or debris contained within receptacle.</li> <li>● <b>1</b> – Small amount of trash not contained within receptacle.</li> <li>● <b>2</b> – Trash and debris scattered, about 2 or so 50-gallon garbage bags full.</li> </ul>	10

		<ul style="list-style-type: none"> <li>• 3 – No receptacle, moderate amount of trash and debris.</li> <li>• 4 – Large debris field, 10 yd. dumpster full of garbage and hazardous materials.</li> <li>• 5 – Large debris field, 20 yd. dumpster or more, full of garbage and hazardous materials.</li> </ul>	
<b>Size of Camp (Structures)</b>	0-5: Score x2	<ul style="list-style-type: none"> <li>• 0 – No structures present.</li> <li>• 1 – 1 to 2 structures present.</li> <li>• 2 – 3 to 4 structures present.</li> <li>• 3 – 5 to 6 structures present.</li> <li>• 4 – 7 to 8 structures present.</li> <li>• 5 – 9 or more structures present.</li> </ul>	10
<b>Restricts Maintenance/City Personnel Activity OR Blocks Public Access (blocking sidewalks, ADA accessibility, etc.)</b>	0-5	<ul style="list-style-type: none"> <li>• 0 – Not blocking any access.</li> <li>• 5 – Blocking access.</li> </ul>	5
<b>Reports of crime or threats of violence</b>	0-5: Score x5	<p>BPD contacts cleanup crews when there are reports of violence or crime to inform prioritization, including</p> <ul style="list-style-type: none"> <li>• 0 – No reports of crime.</li> <li>• 1 – Noise disturbance at night.</li> <li>• 2 – Verbally aggressive to passers-by.</li> <li>• 3 – Drug traffic, verbal altercations with nearby community members.</li> <li>• 4 – Threats of physical violence.</li> <li>• 5 – Physical violence reported of any kind.</li> </ul>	25
<b>Repeat Location</b>	10	<ul style="list-style-type: none"> <li>• Locations that have previously been cleaned up at least two times.</li> </ul>	10
<b>TOTAL</b>			<b>100</b>

# Assessment and Prioritization




**Appendix C: Health and Safety Standards**

**(Document to be used by SAMPS team)**

**A. Hazard Assessment.**

1. Job Hazard Analysis. Job Hazard Analysis is a technique that focuses on job tasks to identify potential hazards before they occur. The exercise focuses on the relationship between the worker, the task, the tools and the work environment. Each department that is responsible for activities associated with encampment clean ups will create a

<b>CITY OF BOULDER</b>  FINANCE DEPARTMENT – Risk Management Division 1136 Alpine Boulder, CO 80304 PHONE: (720) 258-5643			
<b>CITY OF BOULDER</b> <b>Job Hazard Analysis Worksheet</b>			
Job:			
Analysis By:	Reviewed By:	Approved By:	
Date:	Date:	Date:	
<b>Sequence of Steps</b>	<b>Potential Accidents or Hazards</b>	<b>Preventative Measures/<u>PPE to be used</u></b>	

**SIGNATURES:**

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Job Hazard Analysis to reduce potential hazards to staff conducting the work. The analysis will follow the format as shown below.

**B. Bloodborne Pathogens.**

1. City of Boulder Bloodborne and Other Potential Infectious Materials (OPIM) Cleanup Protocols. The City of Boulder (COB) has established the following protocols that are to be followed in any situation where there is a potential for any interaction with OPIM. The protocols are:
  - a. Observe ‘Universal Precautions,’ treating all needles and OPIM as if they contain pathogens that could infect an individual.
  - b. An actual exposure may include one or more of the following: blood or bodily fluid containing visible blood, vaginal secretions (sexual contact), semen (sexual contact), synovial fluid (joint fluid), pericardial fluid (fluid around the heart), pleural fluid (lung fluid), and amniotic fluid.
  - c. Factors for disease transmission:
    - i. Dose (the amount of pathogen required to cause an infection).
    - ii. Virulence (The ability of organisms to survive outside the reservoir or host).
  - d. The definition of an actual exposure is:
    - i. A contaminated needlestick injury.
    - ii. Cuts with sharp objects covered with blood/OPIM.
    - iii. Blood/OPIM in direct contact with the surface of the eye, in the nose or in the mouth.
    - iv. Blood in direct contact with an open area of the skin.
  - e. Engineer out the risk where it begins:
    - i. Vaccinations against Hepatitis A and B and Tetanus.
    - ii. Complete daily skin checks for broken skin prior to beginning any daily work and cover any open wounds.
    - iii. Grabbers for use when coming across Sharps.
    - iv. Puncture/Needle-Resistant Gloves.
    - v. Access to Sharps receptacle.
    - vi. Decrease pressure when using power washer to prevent splash-back.
    - vii. Goggles and fluid impermeable gloves to be worn if blood or OPIM splash possible.
    - viii. Never use your hands to compress trash. Keep trash bags away from body when carrying them.
    - ix. Wash your hands (or skin) with soap immediately after contact with blood or OPIM and when removing gloves or other PPE. If soap and water are unavailable, use sanitary wipe.
  - f. Body’s Natural Defense is our own skin:
    - i. Unbroken skin is the body’s first line of defense.
    - ii. Infectious Organisms cannot pass through intact skin.

- g. Post exposure care:
  - i. If blood or OPIM on intact skin; not a valid exposure, just an incident (wash with soap and water).
  - ii. If a Sharps or cut injury; let the area bleed freely and wash with soap and water, then report.
  - iii. If splash or splatter; flush the area for 10 minutes with water, then report.

C. **Procedures for Reporting Exposures.** If a staff member is exposed to a potential OPIM, the following steps are to be followed immediately after exposure.

1. Perform immediate 1st Aid.
  - a. If blood or OPIM on intact skin; not a valid exposure, just an incident (wash with soap and water).
  - b. If a Sharps or cut injury; let the area bleed freely and wash with soap and water, then report.
  - c. If splash or splatter; flush the area for 10 minutes with water, then report.
2. Report to one of the (COB's designated providers or, if after-hours, the closest Emergency Room).
  - a. Emergency Room: Boulder Community Hospital, 4747 Arapahoe Avenue (Phone: 303.415.7000).
  - b. COB's Designated Providers: Current providers are found on the intranet at:  
[https://work-static.bouldercolorado.gov/docs/Designated\\_List\\_Form\\_Current-1201702061529.pdf](https://work-static.bouldercolorado.gov/docs/Designated_List_Form_Current-1201702061529.pdf)
3. Call the COB's 'Designated Infection Control Officer' at 720.258.5643, 24/7.
  - a. At first visit with a COB designated provider or with a hospital's ER, a baseline blood draw may be done and counseling relating to the exposure must be given. Follow-up visits for subsequent testing will be scheduled and must be adhered to.
  - b. Source patients, if available, may be tested per applicable federal laws.
  - c. Hepatitis B Immunizations are to be offered to all employees deemed to be at risk. Immunizations are available from the designated providers. Appointment required.
  - d. Confidentiality **IS** a part of this process.

D. **Personal Protective Equipment (PPE).**

1. Description of Specific PPE Related to Encampment Cleanup Activity

- a. Nitrile gloves – Disposable gloves made from synthetic rubber that are designed to protect against a broad range of biological materials including bloodborne pathogens and other potentially infectious materials.
- b. Puncture Resistant Gloves – Gloves that are designed to resist needle sticks or other Sharps exposure to the skin.
- c. Splash Guards – A face shield designed to protect the eyes and face in the case of skin exposure to bloodborne pathogens and other potential infectious materials when a splash back hazard is possible.
- d. Safety Glasses – Toughened glasses or goggles for protecting the eyes when using power equipment or air borne hazards that may penetrate or harm the eyes. Goggles are to be used when any pressure-washing is undertaken.
- e. Trash Grabbers – Long handled tools with an end made for collecting materials. Typically used for picking up loose waste or items that could contain potentially infectious materials.
- f. Work Required Boots – Boots with ankle support that are required to be worn at all times while on the job.
- g. Tyvek Protective Suit – A suit especially designed, fabricated or treated to protect personnel against hazards caused by environmental, dangerous working conditions or enemy action.
- h. Portable Sharps Container – A container made of puncture-resistant plastic with leak-resistant sides and bottoms and a tight fitting, puncture resistant lid designed to collect Sharps.

**E. Use Requirement Chart.**

<b>Type of PPE</b>	<b>Required to Use When</b>	<b>Where to get</b>	<b>How to Disinfect/Sanitize</b>
Nitrile Gloves	Picking up and disposing of transient camp items	Refer to the appendices on department specific instructions	Do not attempt, discard after use
Puncture Resistant Gloves	Sharps are or are believed to be present	Refer to the appendices on department specific instructions	Soap and water
Splash Guards	Liquids or bodily fluids are present or are believed to be present	Refer to the appendices on department specific instructions	Soap and water
Safety Glasses	At all times during cleanup efforts	Refer to the appendices on department specific instructions	Soap and water

Trash Grabbers	Picking up and disposing of transient camp items	Refer to the appendices on department specific instructions	Soap and water
Work Required Boots	At all times during cleanup efforts	Refer to the appendices on department specific instructions	Soap and water
Tyvek Protective Suit	When conditions warrant. Site should be further evaluated prior to pick up	Refer to the appendices on department specific instructions	Do not attempt, discard after use
Portable Sharps Container	Disposing of Sharps onsite	Refer to the appendices on department specific instructions	Do not attempt, use until full. Follow vendor instructions for collection once full
COB Bloodborne & OPIM Cleanup Protocol Card	Available onsite and reviewed prior to cleanup beginning	Online and supervisor	N/A

- F. **PPE Acquisition and Retainment.** Any staff member conducting any tasks related to encampment cleanup, reporting, or inspection activity is responsible for following the Use Required Chart. Supervisors of staff are required to ensure the use of the appropriate PPE as well as directing the purchase of appropriate PPE for staff. Please refer to the appendix specifically for your department for further information on acquisition.
  
- G. **Sharps Container Management.** The approved vendor that manages our Sharps containers is Sharps Assure. When Portable Sharps Containers stored in company vehicles get full, they should be dropped off at office locations in the five-gallon drums for disposal. An empty portable replacement container should be placed back into the company vehicle. Serve Pro picks up the five-gallon drums every two weeks for emptying. If the drums need to be emptied more frequently, please call Serve Pro to schedule a date and time for pickup.
  
- H. **Vaccinations.** Hepatitis B vaccinations will be made available to employees that participate in encampment cleanups. These immunizations can be scheduled through either Peak Form Occupational or through Concentra. As an alternative, employees have the option to go to their primary care physician for the vaccinations and get reimbursed through the city.
  
- I. **Site Inspection.** Gathering the appropriate information upon inspection is vital to ensuring that safe and consistent procedures are followed. Upon receiving notification of or personally noticing a site, crucial information will need to be gathered to determine the next steps for removal.



1. During this inspection it is important for staff to remember the appropriate PPE to perform the inspection. At a minimum this would include:
  - a. Gloves to prevent direct contact with the Sharp. Ideally the glove can be disposed or decontaminated after use.
  - b. Work required boots that will resist punctures.
  - c. Trash grabber, pliers, or other mechanism to safely collect the Sharp and dispose of it; decontaminate the tool after use.
2. All employees involved in Sharps collection activities are expected to maintain and utilize their PPE prior to starting the work. If at any time the employee's PPE is not in working order, they are to replace the equipment or work with their supervisor to obtain a replacement.
3. Once the information has been gathered, the information is to be put into the current collection tool (currently ArcGIS Collector application). The next steps will be determined based upon the field inspection of the location.
4. This information will be used to determine the priority of the cleanup response, if the cleanup should be conducted internally or via a contractor, and the materials and resources needed to conduct the cleanup.
5. If weapons and/or narcotics are found, secure off the area and relocate to a secure area to call the Boulder Police Department (BPD). Do not enter back into the area until police arrive.

J. **Material and Property Removal and Disposal.** During the cleanup events the materials and items that are gathered will range from waste, refuse, soiled/damaged items, biohazard, contaminated Sharps, and other items. Whether the cleanup efforts are completed in house with staff or via use of a contractor, safety is the number one priority. Safety considerations will be paramount when assessing the status of articles on site. Service Pro will have its own protocols regarding safety, PPE and disposal procedures depending on what is encountered. The city will strive to check that these do exist for the contractor prior to utilizing its services.

K. **Specific Sharps Collection Instructions.**

1. Never pick up Sharps directly with your hands. Always use a tool. Tools such as trash grabbers or pliers work well and allow good handling and dexterity.
2. Wear gloves. Although gloves can't fully protect you from being stuck by the very sharp end of a needle, gloves can help protect you from infectious materials that may be on the surface of things like the tools used for Sharps pick-up.
3. Pick-up and orient the Sharp with the needle pointed down and away from you. Use a tool to grab the Sharp by the wider plastic end, either the plastic body of the syringe, or, if just a loose needle, by the plastic fitting where it would attach to a syringe.
4. If there is more than one Sharp present, pick them up one at a time.

5. Place Sharps in an approved Sharps collection container. A Sharps container is usually red in color and made of hard plastic with an opening at the top. It is especially made for safely holding used Sharps. Sharps containers come in various sizes and can hold many syringes.
6. Avoid walking Sharps to the Sharps container. Instead, bring the Sharps container to where you find the Sharps. Place the Sharps container on the ground or on a stable surface. Don't hold it in your hands. Open the Sharps container first before picking up the Sharp.
7. Stop using a Sharps container when it is full, either full to the line denoted on the Sharps container, or, if no line, is filled about two-thirds of the way to the top. Make sure the container you wish to use is not overfilled or damaged. When full, close the Sharps container as instructed on the label.
8. If you do not have access to a Sharps container, choose a heavy-duty rigid plastic container, such as a bleach bottle or laundry detergent bottle, or a wide-mouth plastic beverage bottle such as a Gatorade bottle, to enclose the needle. If possible, tape the lid tightly closed with duct tape. Then label the container to read "Sharps/Biohazard."
9. When done collecting all Sharps, remove your gloves by turning them inside out, and wash your hands with soap and water. Use sanitization wipes if soap and water are not immediately available and then follow-up with soap and water once available. If you wore disposable gloves, throw them away.
10. Decontaminate or clean your tools, gloves, and other re-usable materials and items that may get dirty or contaminated during Sharps collection after every use. Consider using a spray disinfectant, disinfectant wipes, or soap and water as appropriate.
11. Store Sharps containers in a secure location, out of reach of the public but accessible to coworkers. Sharps collection containers in public spaces, such as restrooms, should be housed in rugged, vandal-resistant, wall-mounted steel cabinets.
12. Work with your supervisor and team to identify the best location to store full Sharps containers awaiting collection and disposal.
13. When a bin is full, follow the return instructions from the provider. If you have questions, please talk to your supervisors.

**L. Disposal of Materials that Pose a Sanitary or Health Hazard.**

1. When internal staff perform the cleanup, staff need to remain aware as to what materials are being removed from the location. These materials will vary in condition, hazardousness and value. Take large quantities of material to Western Disposal Services for disposal. If a small amount of trash and debris is collected, dispose of in a normal trash receptacle if nothing hazardous is present.
2. If a contractor is utilized, it will have its own protocols for disposing of materials collected on cleanups.
3. If narcotics or weapons are found, the BPD will take them into custody and follow protocols on storage and disposal.

## Appendix D: Community Resource Guide

### Community Resources

#### Boulder Shelter for the Homeless

- Coordinated Entry is required for services. Housing Focused, Year-Round, Overnight Sheltering and Services for Homeless Adults: Diversion, Navigation, Standby, Reserved Bed, and Sober Dorm Programs. Showers, Lockers, Mail, Breakfast, Supper. **Boulder Shelter Closed 10am-5pm.**
- **Intake is 5-7pm. Masks are required.**
- **Walk-up Morning Services 6-8am** Coordinated Entry is required for this service. **Intake is 6-7:30am.** Breakfast ends at 7:30.
- **Monday-Sunday Free Bus** 5:00pm from 11th & Walnut to BSH 8:00am from BSH back to 11th & Walnut

#### Coordinated Entry (CE)

**How to Access Adult Homeless Services in Boulder County under COVID Restrictions:** Are you a homeless adult (18 +) with no children in your household? Do you need a safe place to sleep, shelter, or help with basic needs? Your first step to receiving services from Boulder County or the cities of Boulder or Longmont is by contacting CE. This is a required step for anyone seeking homeless-related services. You will talk with a staff person and go through a short assessment. Based on that information, you will be referred to the most appropriate services given your needs. CE is available in both Boulder and Longmont. Services may include shelter; help identifying housing options, basic-needs services, case management & more.

- **Boulder:** Walk-in or Call M-F 10am-4pm (Tues 12-4), Age Well Center 909 Arapahoe, 303-579-4404
- **Longmont:** Walk-in or Call Mon-Fri 12-2pm, The HUB 515 Coffman St. Longmont, 303-579-7364
- **What if I need help after CE hours?** You may go to the Boulder Shelter 5-7pm. You must complete the assessment at the next available time to access future services.

#### OPEN PUBLIC BATHROOMS WITH HANDWASHING

- **Chautauqua, Baseline Road & 9th St**
- Eben G. Fine Park, 101 Arapahoe Ave.
- Foothills Community Park, 800 Cherry
- Harlow Platts Park, 1360 Gillaspie Dr.
- 9th St. in the Civic Area
- Pearl St. Mall & 14th, by the Courthouse
- Valmont City Park, 5110 Valmont Rd.
- Hand Sanitizer in port-a-pots in Martin & N. Boulder Parks, 36th St & Eastman & 9th & Dellwood

**Emergency: 911 - Boulder Police Dispatch: 303-441-3333**

#### MEDICAL

- **People's Clinic & Clinica Family Health Services**, 2525 13th St. 303-650-4460, MWF 8am-5pm, T-TH 8am-9pm, Open for telehealth, urgent preventative medicine appointments. Pharmacy Open. Flu Vaccines, COVID testing. COVID Vaccinations 12+.
- **St. Benedict Health & Healing Ministry**, Doctor, Nurse, and PT will offer free medical services at some Sunday Free Meals, 303-380-3132 for more info.
- **Boulder Community Health Foothills Hospital**, 4747 Arapahoe Ave., 303-415-7000.
- **Mental Health Partners 24/7 Walk-in Crisis Center & Addiction Services: Call 1-844-493-TALK; text TALK to 38255 or go to 3180 Airport Rd. Boulder CO.** New clients & appts: 303-443-8500 All other MHP locations are closed for general entry. Clients should check with their provider/CARE team prior to appt. **Withdrawal Management:** 303-441-1281
- **Street Paws** (Dogs & Cats) 720-840-4636, Emergency needs for pets of homeless clients.
- **Emergency Psychiatric Crisis Line 1-844-493-8255 (TALK)**
- **MESA Rape Crisis Hotline: 303-443-7300.**

- **Safehouse Progressive Alliance for Nonviolence (SPAN) 24hr Crisis Line 303-444-2424** Emergency shelter for survivors fleeing abuse. **DV Outreach:** 835 North St. 303-449-8623 Counseling, legal advocacy, support groups.