**Asheville-Buncombe Homeless Coalition**

**CODE PURPLE PROCEDURE MANUAL**

**October 1 2022**

**Purpose of CODE PURPLE**

The purpose of the CODE PURPLE procedure is to provide a coordinated effort among Asheville and Buncombe County, North Carolina shelters and other organizations to provide emergency overflow shelter to people experiencing homelessness in the event of severe weather conditions.

In extremely cold conditions, the CODE PURPLE sites will provide shelter beyond their normal program capacity. CODE PURPLE does not include natural disasters such as hurricanes, flooding, or tornadoes; in these events, all citizens will be able to access services at the community disaster shelters.

**CODE PURPLE Network Sites:**

- Salvation Army (overnight emergency shelter, women and children only: 828-253-4723)
- ABCCM Costello House – 141 Hillside St., Asheville NC, 28801 (overnight emergency shelter, men, winter sheltering)

**CODE PURPLE Network Partners:**

- United Way's 2-1-1 Information and referral line (dial 2-1-1 or 828-252-HELP (4357)
- Buncombe County Community Paramedics

Any changes made by CODE PURPLE Network Sites or Partners regarding contact information or services provided should be reported at the monthly Homeless Coalition Meetings, held the second Tuesday of every month at 3:00PM.

Contacts: Melanie Robertson@melanierobertsonpottery@gmail.com, Kevin Mahoney@kmmahon1@gmail.com orKerri Thomason, Kerri.Thomason@buncombecounty.org for information.

**Target Population**

The target populations for CODE PURPLE are women, children, men or transgendered persons who are experiencing homelessness. Providers will not screen for (i.e. ask specific questions about) the extent of homelessness. No one will be turned away because they are not literally homeless.

**When CODE PURPLE is called**

CODE PURPLE will be called when the weather is extremely cold, specifically when:

- The temperature is projected to be 32 degrees Fahrenheit or below, or equivalent with the wind-chill factor;
- Other extreme temperatures or weather situations that put people sleeping outside at severe risk for injury or death.

The above criteria are general guidelines and will be subject to the judgment of the CODE PURPLE provider team.

In the event of hurricanes, flooding, tornadoes, and other disasters, all citizens of Asheville and Buncombe County, including people experiencing homelessness, will be referred to sites in the community designated for such disaster response. Response to these disasters is not included in this CODE PURPLE procedures manual. Buncombe County Emergency Management may be contacted through Van Taylor Jones, ES Director, 250-6600, 164 Erwin Hills Rd, 28806.

**How CODE PURPLE is called:**An email is sent to all Coalition members including date(s) Code Purple is called, participating providers, and instructions for referring individuals seeking shelter. Code Purple must be called by noon the day prior to the date code is issued for to allow due preparation time for providers.

- A city wide text will be broadcast to providers
- Harrod's Civic Center in downtown Asheville will broadcast via tickertape
- Local media is contacted (Citizen Times, WLOS)

- If the weather seems cold, get information from the National Weather Service as a basis for CODE PURPLE determination. Threshold is 32 degreesF

- Contact Face Book Asheville homeless coalition, the Home Coaltion Webpage (www.ahc.com) ,email or phone United Way's 2-1-1 information and referral line and the Asheville Police Department's non-emergency line, 828-252-1110, each day that CODE PURPLE is enacted.

- Send a press alert to the media each day that the CODE PURPLE is enacted. The press alert should include:

    - Date and Time alert was written
    - State that CODE PURPLE has been enacted for that/those day(s)

CODE PURPLE network partners are welcome to communicate their CODE PURPLE status in any way that works, such as posting on the agency website or putting up purple flags/posters in the windows of the agency.

**Services:**

- CODE PURPLE Network Sites will make every attempt to serve everyone who presents to their site.

- If the CODE PURPLE Network Site at which a person or family presents does not serve a particular population, offer a needed service, or is at capacity, then the staff at that site will refer the person or family to another appropriate site, either a CODE PURPLE network site or network partner.

- The site staff will immediately call the site to which a person or family is referred to let them know that a person or family has just been referred to them and pass along any important information to the person or family in order to ensure a successful referral.

- Public Safety Officers assisting people who have no place to sleep inside will be asked to take them to a Code Purple Network Site. All CODE PURPLE network and partner sites will accept persons throughout the night **if accompanied by a Public Safety Officer**.

- If a CODE PURPLE Network Site is over capacity and cannot serve anyone else, the site should contact other Network Sites to alert them. If other Network Sites also cannot accommodate for the need, an emergency CODE PURPLE Network Site meeting should be called immediately to determine if additional emergency action needs to be taken.

**Standard Rules for CODE PURPLE**

Each CODE PURPLE site agrees to:

- Accept high/intoxicated persons as long as they abide by other rules;

- Accept mentally ill and physically disabled individuals;

- Accept individuals regardless of race, religion, national origin, or sexual orientation;

- Make participation in religious activities voluntary

Guests, while on the premises of a CODE PURPLE site:

- Will not use, sell, or have in their possession, alcohol, illicit drugs, weapons or pornography;
- Will refrain from violence, threats, and personal or racial slurs;
- Will refrain from sexual activity;
- Will not steal from the CODE PURPLE site, staff/volunteers, or other guests;
- Agree to abide by all rules of relevant CODE PURPLE site.

If he or she does not abide by the rules, a guest may be segregated, transported to another CODE PURPLE site, have the police contacted on his/her behalf, or be asked to leave at the discretion of the person in charge at the particular site.

**Independent Decisions Made By Each Site**

Each CODE PURPLE site will determine its own policies in regard to the following:

- Hours of Operation
- Food Service (if and what to serve)
- Volunteer Recruitment and Training
- Security
- Zoning
- Supplies
- Maintenance of Facility
- Budget
- Services to Non-English Speaking Guests
- Barring Guests
- Additional Rules to the Standard CODE PURPLE Rules (Above)

**Ongoing Communication**

A monthly CODE PURPLE update will be provided by Code Purple Network Sites Partners at Homeless Coalition meetings, held the 1st Tuesday of every month at 3pm via virutual link. Agencies in the "Code Purple Network" will discuss and resolve any issues as they arise during monthly Homeless Coalition Meetings.This CODE PURPLE procedure manual will be reviewed by the Homeless Coalition and all listed CODE PURPLE Network Sites and Partners each fall and updated as needed.

**CODE PURPLE Network Sites**

| AGENCY | CONTACT | POPULATION | CODE PURPLE Services |
|---|---|---|---|
| **Salvation Army** | **Evelyn Ball Enter after 5pm**<br>**Evelyne.Ball@uss.salvationarmy.org**<br>**828-253-4723** | **Women and children** | **Entry 6-7 p.m. Law enforcement and paramedic escorts after hours** |
| **ABCCM Costello House** | **John Whitt Enter after 4pm**<br>**john.whitt@abccm.org**<br>**828-259-5333** | **Men** | **Entry 4 - throughout the night. Law enforcement and paramedic escorts also after hours** |

Code Purple Shelter Transportation via ART

General Guidelines

1. Valid only when Code Purple has been called by the Homeless Coalition.

2. Homeless Coalition will notify ART and driver supervisors via email; with a second email notice from City's Homelessness Lead.

3. Code Purple Passenger Rules:

● Passengers must identify themselves to the driver as in need of Code Purple shelter. This includes connecting trips.

● ART transport is available only on days when Code Purple is in effect beginning at 3:20 p.m. and 7:00 pm (when shelter intake closes).

● The morning after a Code Purple event, transport is available back to the Coxe Avenue terminal beginning at 6:00 am until 9:30 a.m. on weekdays/Saturdays and 8:00 a.m. until 10:45a.m. on Sundays. Inbound service is not available after these times the morning after a Code Purple night if the Code Purple has not been issued for that night also.

● When Code Purple remains in effect for consecutive days, ART transport is available

throughout the service day on all routes.

4. Current Code Purple Shelters:

1. Trinity Church - 587 Haywood Road - Directly served by W1, W2, and W6, connections to these routes are also free.

2. Costello House - 141 Hillside St. (off Merrimon) - Directly served by N1 and N2, connections to these routes are also free.

3. Salvation Army (Women only) - 204 Haywood St. - Closest Routes are N3 and N4, connections to these routes are also free.

5. Backpacks, suitcases, and other items carried onto the bus must not obstruct the aisle or limit access to seats needed by other passengers.

6. Drivers reserve the right to eject passengers for disruptive, dangerous, or threatening behavior or speech.

Safe Parking Protocols

TBD

Mini Shelters Protocols

TBD