

## **Banfield Shelter Motel Frequently Asked Questions**

### **1. What is the Banfield Shelter Motel?**

- The Banfield Shelter Motel is a temporary, motel-based shelter for about 60 medically-vulnerable adults that offers individual rooms for those experiencing homelessness who are most likely to be severely impacted by COVID. The program provides connections to housing and services to help support guests in regaining stability, connecting to essential support services, and accessing stable and permanent housing options.
- The program is an intentional, strategic component of [A Home for Everyone](#) – a community-wide effort to house homeless Multnomah County residents.

### **2. Who can stay at the Banfield Motel Shelter?**

- The program serves women, men, and couples, age 18 and older who have been assessed as highly medically vulnerable to COVID.

### **3. What are the hours and location for the shelter?**

- **Hours:** 24/7
- The program operates on a reservation basis; there will be no walk-up services or lining up outside the shelter.
- **Address:** 1525 NE 37th, Portland

### **4. How does someone get a bed at the Banfield Shelter Motel?**

- Access is limited to those who are assessed via health assessment survey. The majority of those referred are currently staying in a congregate shelter setting.
- Question about access can be referred to Ellen Velez, Senior Manager of Health and Wellness, [ellen.velez@tprojects.org](mailto:ellen.velez@tprojects.org).
- There is no walk-up services available, access is limited by referral.
- Once a space is reserved, the guest may continue to use the space until they no longer need it.

### **5. What is it like at the Banfield Shelter Motel?**

- Private motel rooms for individuals or couples
- Food is provided
- Staff are onsite 24/7

### **6. Other than basic shelter, what services may be available?**

- Housing-focused supports: 1:1 support to set short- and long-term housing goals and overcome housing barriers. Case managers help guests get application ready, including obtaining ID and addressing past debt and legal issues, and provide direct housing placement assistance.
- Employment and benefit assistance: Individual and group services to help guests identify opportunities for earned income and qualify for social security and VA benefits.

- Health-focused services: Wellness staff and peer-supports connect guests with Oregon Health Plan, alcohol and drug treatment, mental health treatment, and primary care.

#### **7. Are pets welcome?**

- Yes. Guests may bring their animal that is well behaved, safe, and housebroken.
- No animals may be acquired after program entry.
- The owner of the animal is responsible for caring for, feeding, and cleaning up after the animal.

#### **8. What are the rules?**

- **Be Respectful**
  - Be a good neighbor on the property and in the neighborhood
  - Disruptive, threatening, and disrespectful behavior will not be tolerated
  - No racism, sexism, homophobia, transphobia, hate-speech
- **Be Safe**
  - No smoking or vaping inside
  - No possession or use of alcohol, drugs or weapons
- **Be Kind**
  - Don't steal, destroy property, or litter in or around the property
- **Repeat rule violations and significant safety issues situations resulting in a 911 police call may result in exclusion**

#### **9. How can the community get involved?**

- **Donations** are welcome and appreciated! See [tprojects.org/donate](https://tprojects.org/donate) for current wish-list items.
- **Volunteer** opportunities are currently limited due to COVID-19. There are some opportunities available, and to learn more about those please contact Emily Coleman, Volunteer Coordinator with Transition Projects, [emily.coleman@tprojects.org](mailto:emily.coleman@tprojects.org) or 503.488.7745.

#### **10. Contact information:**

- **Banfield Motel Shelter:** 503.280.8818
- Trevor Nissen, Banfield Shelter Motel Manager, 971.312.4235 or [trevor.nissen@tprojects.org](mailto:trevor.nissen@tprojects.org)
- Shaynna Hobson, Director of Shelter Services, 503.488.7760 [shaynna@tprojects.org](mailto:shaynna@tprojects.org)

**This program is in partnership with the Portland/Multnomah County Joint Office of Homeless Services.**