1. **What is the Downtown Physical Distancing Winter Shelter?**
   - The DWS is a temporary, low-barrier shelter for up to 90 people experiencing homelessness, with priority for people sleeping in Old Town/Downtown, people 55 and older, those with disabilities, and Veterans.
   - This program is an intentional, strategic component of A Home for Everyone – a community-wide effort to house homeless Multnomah County residents.
   - Projected opening: mid-December

2. **What are the hours and location for the shelter?**
   - **Hours:**
     - The shelter is open 24/7.
     - The program will operate on a reservation basis and there will be no lining up outside the shelter.
   - **Address:** 550 NW 6th, Portland – entrance on NW 5th and NW Hoyt

3. **Who can stay at the Downtown Winter Shelter?**
   - Women, men, and couples age 18 and older, with priority for people 55 and older, those with disabilities and Veterans.
   - Well-behaved pets welcome

4. **How does someone get a space at the Downtown Winter Shelter?**
   - The DWS is not a drop-in program; all guests are required to have a reservation prior to arrival. Once a space is reserved, the guest may continue to use the space until they no longer need it.
   - **Reservations:** in person via the street outreach team, in person via the Transition Projects Day Center at 650 NW Irving, Portland (8am - 4pm daily), or via the Shelter Access Coordinator: shelter.access@tprojects.org

5. **What is it like at the Downtown Winter Shelter?**
   - Large, physically distanced sleeping area
   - A space for coffee and tea, books, and board games
   - Single beds
   - Basic meals
   - Bathrooms and basic hygiene supplies
   - Large outdoor courtyard
6. Other than basic shelter, what services are available?
   o Housing advocacy, case management, and wellness support services
   o 24/7 staff will provide information, referral, and support

7. Are pets welcome?
   o Yes. Guests will be able to bring their animals that are well behaved, safe, and housebroken.
   o The owner of the animal is responsible for caring for, feeding, and cleaning up after the animal.

8. What are the rules?
   o Be Respectful
     ▪ Be a good neighbor
     ▪ Disruptive, threatening, and disrespectful behavior will not be tolerated
     ▪ No racism, sexism, homophobia, transphobia, hate-speech
   o Be Safe
     ▪ No smoking inside
     ▪ No possession of alcohol, drugs or weapons
   o Be Kind
     ▪ Don’t steal, destroy property, or litter in or around the shelter

9. How can the community get involved?
   o Donations are welcome and appreciated!
     ▪ See www.tprojects.org/donate for current wish-list items.
   o Volunteers: There are many opportunities for volunteers to support the program.
     ▪ Providing meals is a rewarding hands-on experience for a group of friends, co-workers, family, or neighbors!
     ▪ Meal providers plan, purchase, cook meals for shelter guests and drop them off with the shelter staff.
   o To get involved:
     ▪ Please contact Emily Coleman, Volunteer Coordinator with Transition Projects
     ▪ emily.coleman@tprojects.org or 503.488.7745.

10. Contact information:
    o Downtown Winter Shelter: 503-416-6210 (phone answered 24/7)
      ▪ Duncan Anderson, Downtown Winter Shelter Manager
        503-515-1595 or Duncan.anderson@tprojects.org
      ▪ Shaynna Hobson, Director of Shelter Services
        503-488-7760 or shaynna@tprojects.org