



FAQ

Downtown Physical Distancing Winter Shelter (DWS)

2020-2021

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?

- Housing advocacy, case management, and wellness support services
- 24/7 staff will provide information, referral, and support

7. Are pets welcome?

- Yes. Guests will be able to bring their animals that are well behaved, safe, and housebroken.
- 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
 - Disruptive, threatening, and disrespectful behavior will not be tolerated
 - No racism, sexism, homophobia, transphobia, hate-speech
- **Be Safe**
 - No smoking inside
 - No possession of alcohol, drugs or weapons
- **Be Kind**
 - Don't steal, destroy property, or litter in or around the shelter

9. How can the community get involved?

- **Donations** are welcome and appreciated!
 - See www.tprojects.org/donate for current wish-list items.
- **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.
- **To get involved:**
 - Please contact Emily Coleman, Volunteer Coordinator with Transition Projects
 - emily.coleman@tprojects.org or 503.488.7745.

10. Contact information:

- **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